



Kurbingui

youth & family development

ANNUAL REPORT
(July 2020 - June 2021)



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.

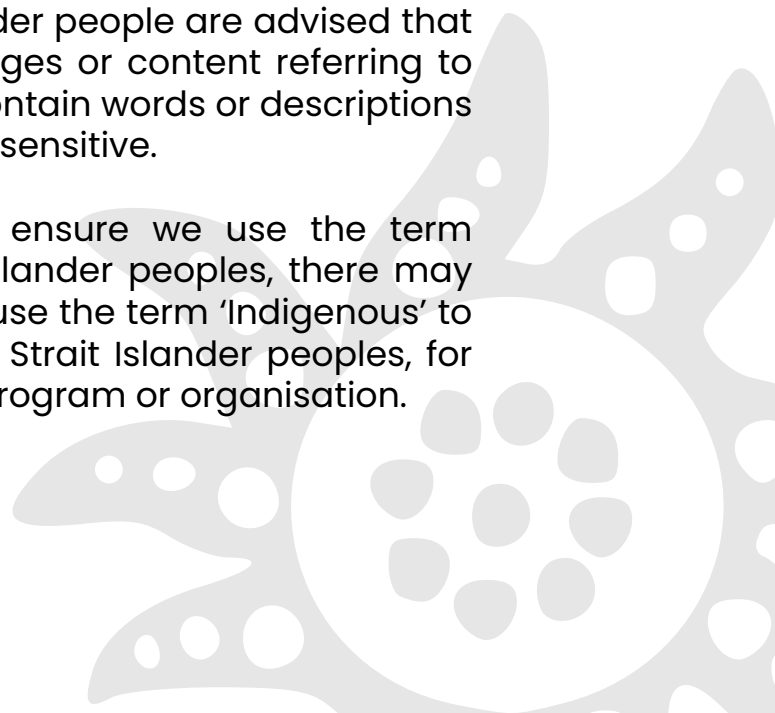


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About Kurbingui

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 is 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

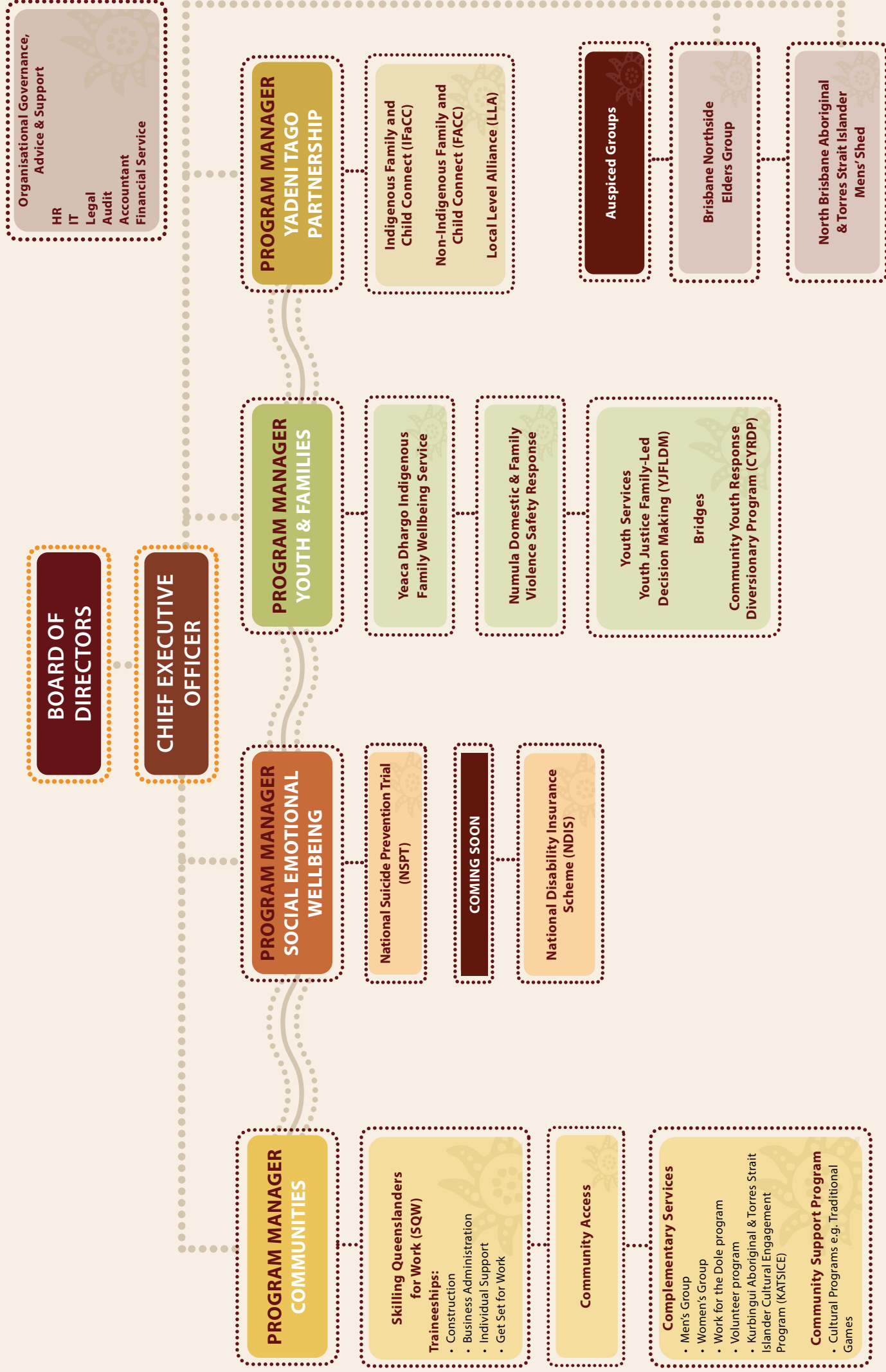
Director - Richard Grimshaw

Director - David Miller

Our Chief Executive Officer

Glenda Jones-Terare

ORGANISATIONAL CHART



Our Strategic Plan

1. 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.

2. 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.

3. 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 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.

4. 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.

5. 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 lands upon which we work and meet and pay my respects to Elders; Past, Present and those Emerging. The year 2020/2021 has seen the organisation reach a major milestone of 20 years of operation. From our humble beginnings delivering services from a room at the back of the church down the road from where we are located now, we have grown from a small boxing club in 2001 to an organisation that provides support and education and training services to the Aboriginal Torres Strait Islander communities throughout the greater Brisbane, Moreton Bay and Southeast Regions with connections to rural and remote communities nationally.

I would like to acknowledge the hard work and contributions of many previous and present staff over the past 20 years. Kurbingui has grown from a small team to a team of 50 permanent and part time staff in 2021 with expansion about to occur in 2022.

Kurbingui has grown significantly to be a successful and respected Aboriginal Community Controlled and Driven organisation delivering on our mission of ***'building a flexible, sustainable organisation based on cultural values that can empower community to reach their potential.'***

As the year draws to a close, 2021 marks a significant turning point moving forward. Over the last few years, we have concentrated on reviewing and upgrading our foundations by embedding sound up-to-date infrastructure, processes and practices that has enabled staff to continue to demonstrate quality, culturally safe responses and keep our people, including our most vulnerable, safe through this period as we faced the many challenges that presented.

As have all of the community, Kurbingui have weathered a year of massive disruption to daily operations thanks to the COVID-19 pandemic. We are proud of our responses, as an organisation, community and individually. Maintaining our services and community support despite the enormous logistical challenges of the last twelve months is always a number 1 priority. There was considerable additional financial outlay for PPE, resources and other equipment required to adjust for staff and community in line with COVID19 Safe working conditions and this was always to be expected; however, the organisation remains financially strong, as you can see in the Audited Financial Report.

Whilst we will continue to be vigilant and our values remain at the core of our business, our focus will be on the future and how we position Kurbingui to meet the challenges and needs of the community. The Board of Directors are developing the plans for the next decade. Together with the Senior Leadership of Kurbingui, we are exploring the many opportunities that are becoming available and how they sit with the communities' expectations and identified need as well as the best way Kurbingui can continue to grow and evolve to meet their needs through the delivery of new and innovative programs.

This is an exciting time, particularly as a Board Member guiding such a strong community-controlled organisation into a future where we will expand not just with the programs but also our home and facilities.

In closing, we would like to take this time to thank:

- CEO Glenda Jones-Terare – Particularly Glenda's positive energy and commitment.
- Kevin Maund - Senior Community Engagement and Community Development Advisor for his ongoing community linkages and development of great partnerships, projects and initiatives.
- Program Managers/Program Coordinators/Team Leaders and staff who deliver high quality services.
- The many Volunteers who enthusiastically assist in activities Kurbingui has hosted;
- Genuine Partner Agencies who continue to work in collaboration with Kurbingui Management and staff to support our families and communities (please see our partner logos further on).
- Mr Lee and Trust (Our Landlord) - supporting us in realising our potential.
- The Community - It is your support that ensures our organisation's success, and the future remains positive and focused on building a community/place we all want to live.
- Brisbane Northside Elders - It is a privilege to work with each of you and our shared passion for our children, young people and families continue to inspire me.

The key message from the Board to you, the community, is that whilst we are continuing to change and evolve, our purpose is the same as it was when we first started. We remain focused on providing healthy and positive lifestyles, pathways and opportunities for our people and we will keep moving forward and continue to be a major player in delivering services to our community.

Stay safe.

Neil Ellard
Chairperson

Our CEO Reflections



This year has continued to be a challenging one for Kurbingui, locally, as well as the broader community services sector, the state, the nation and of course globally with the ongoing COVID19 health crisis. Once again, I am proud to say that the Brisbane Northside Elders and other Elders from the broader community, Board of Directors and community members have continued to support me in the position of CEO, management, and staff to continue the delivery of services. Everyone continued to support us to successfully adjust the mode of services as needed during the changes to COVID19 restrictions.

As I did last year, I would like to acknowledge the commitment and dedication of the management and staff in ensuring the continuation of the delivery of all Kurbingui support services.

It was a privilege to participate with our management, leaders and staff who came together with our genuine partner agencies and relevant stakeholders to create new and innovative ways to maintain service delivery in all modes throughout the community sector.

We have maintained many of the virtual platforms implemented at the beginning of the COVID19 pandemic which have complemented the face-to-face meetings and other ways of working.

Throughout this year we have continued to see an increase in the demand for services from families experiencing Domestic and Family Violence related issues.

The Department of Child Safety, Youth Justice and Multicultural Affairs extended the funding within the Yeaca Dhargo Indigenous Family Wellbeing to retain the position of the Indigenous Domestic and Family Violence Specialist position (for another 6 months) and the unspent additional brokerage specific to assisting these families to cover urgent expenses. These resources have been gratefully received by Kurbingui, the families and the broader community.

GIVIT continued to support Kurbingui families with sourcing goods such as furniture, IT devices, clothing for children, essential cards to purchase food for the Kurbingui Collective Food Bank and materials to contribute to the Kurbingui renovations of the front office spaces.

Their support to Kurbingui and our families have made a huge difference in the past year and I would like to express our ongoing appreciation for their support especially for our families who escape a

domestic and family violent situation and leave with nothing and have to start again. The goods received through GIVIT are always of good quality and allow the families to have a good safe start knowing that people do care and are willing to support them in their healing.

The funding bodies have been extremely supportive and worked closely demonstrating flexibility with the changes to program modes of service delivery in line with the organisation's COVID19 Safety and Business Continuity Plans, as well as exploring changes to policies and legislation to enable better service communication, accessibility for families and investment in supports.

The Westfield Chermside Shopping Centre Hub has continued to evolve and is being utilised by more young people with the support of the QYPI Youth Team. Many thanks to the Westfield Chermside Centre Management for their tireless support. We look forward to the ongoing development of the hub, the activities at the centre and the development of more partnerships with the businesses within the centre and the community service partner stakeholders that work collaboratively to provide support and interventions with the young people frequenting the centre and their families.

Many thanks to our Elder Uncle Gary Cobbo for his support, coaching and mentoring of the youth team, young people, and staff at Westfield Chermside Shopping Centre. He has been a great leader for us all with innovative ideas and really positive energy as well as extensive knowledge. We all look forward to working with him in the future.

Our CEO Reflections

This project continues to be funded by the Department of Child Safety, Youth Justice and Multicultural Affairs.

The YJ program Youth Team continue to provide additional support and work to engage young people at Westfield into the integrated diversionary activities already established. This has continued to be successful. Elders continue to support program staff of the YJ programs particularly Uncle Alex Davidson and Uncle Allan Finn.

All partner stakeholders throughout Brisbane and Moreton Bay Regions continue to work passionately in collaboration to develop more innovative strategies to continue to divert as many young people as possible away from entering or re-entering into the Youth Justice system and sharing their knowledge and information about historical and current cultural practices and protocols and places.

Kurbingui was successful with our review of accreditation in HSQS (Human Services Quality Standards) and ISO 9001 and the organisation was successful in achieving accreditation for the HSQF NDIS (National Disability Insurance Scheme) in October 2020 and received our certification in May, 2021 due to long delays from back logs. Kurbingui will be undertaking another ISO 9001 review in November 2021. The development of the organisation's new Strategic Plan has been delayed yet again and is planned to commence in February 2022 with plans to be finalised by July 2022.

The unique partnership with Mercy Community – “Yadeni Tago” Turrbal language for “Advancing Together” – Indigenous and non-indigenous Family and Child Connect underwent the SNAICC Partnership Audit with facilitators from SNAICC.



It was an experience that both organisations were challenged by, to say the least, as we did not realise that we had neglected areas of the partnership due to the busy working demands of program service delivery until we participated in the audit. Both organisations set about to work on the actions identified and implement processes to reconnect where we were at the beginning of the partnership and in some areas better than before.

We are continuing to implement the continuous improvement strategies and we all agree that while it was challenging, it was a great process with absolutely awesome outcomes for our partnership for both Mercy and Kurbingui organisations and at a program and staffing level. Once again, this partnership demonstrated that both organisations will face difficult challenges with the aim to resolve them and evolve the partnership to continue to be successful.

On another note, both organisations continued to share professional development training, workshops, resources and community activities. Our other partnerships are still growing and evolving and achieving great outcomes.

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, Say Not To Violence, the Aboriginal Torres Strait Islander Community Health Service (ATSICHS), the Institute for Urban Indigenous Health (IUIH) and many others who are just as important continue to work to develop innovative strategies to delivery collaborative services to our communities together throughout the Greater Brisbane, Moreton Bay, South East and other Regions throughout QLD, NSW and Victoria particularly.

I would like to acknowledge once again 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.

Our CEO Reflections

It is the intention of Kurbingui overall to continue to deliver high quality support services through existing funded and self-funded services.

We will work to source further funds to meet the identified needs of the community and advocate for changes needed to improve support and assistance for Aboriginal Torres Strait Islander children, young people, families, individuals and of course our precious Elders.

In addition, we will continue to advocate and lobby for statutory systemic and legislative changes that continue to disadvantage our community members.

The Brisbane Northside Elders and the Aboriginal Torres Strait Islander Men's Shed members provided ongoing support to the staff, partner stakeholders, families, children and young people and other community members throughout the year.

They have continued to focus on working closely with funding bodies, providing feedback and advice as well as representatives participating in any consultation process, they were invited to with members always prioritising advocacy for improving the lives of Aboriginal Torres Strait Islander communities.

I would like to thank the broader community for their ongoing support of Kurbingui.

I would also like to acknowledge the Board of Directors who work out of session regularly, 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, innovation, passion, determination, and commitment they bring to work on a daily basis.

I continue to 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 across 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 66 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 66 percent representation of Aboriginal and or Torres Strait Islander Board of Directors (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.

Pay rates and terms and conditions are monitored regularly and ongoing.

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 contracts for an 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. Management and team leaders 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

Courses that were prioritised in 2020-2021 included the following professional development training:

- ATSI Mental Health First Aid
- Australia Together National Community Recovery Summit
- Beyond Visit induction to the Brisbane Youth Detention Centre

HR Report

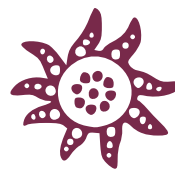
- Build your own Volunteer Funnel
- CAP training
- Case Management
- Cultural Supervision
- Deadly Thinking Youth Program
- Digging Deeper
- Effective Case Noting for Child and Youth
- Effective Supervision Training
- First Response
- Facilitation Training for Care Coordinators
- First Aid
- Human Rights - Mental Health
- Indigenous Recruitment Placements - webinar
- Journeys Group Facilitator Training
- Kurbingui Induction
- Legal Service Gilshenan & Luton Legal Practice
- Love Bites Program
- NDIS - Qld Fast Facts webinar
- NDIS - Worker Orientation Module 'Quality, Safety and You'
- Open Thinking
- Peer Supervision
- Policies and Procedures Update
- Professional Forum: Intersection of Domestic and Family Violence and Child Protection
- Redicase Training
- Risk Assessment
- Safe and Together DV Training
- Safe and Together Model Conference Online Seminar
- SNAICC Partnership Training
- Strangulation - DFV
- Strong Deadly Spirits Program
- Suicide Prevention Webinar
- Trauma Informed Practice & Teaching Assistance - Brisbane North
- Understand and Managing the Impacts of Childhood Trauma

Joedie Clark

**Human Resources Consultant
Kurbingui Youth & Family Development**

Lisa Russell

**Human Resources Consultant
HR + Co. Consulting**



Financial Overview & Auditors Report

Kurbingui Youth Development Ltd

47 298 315 697

Financial Statements

For the Year Ended 30 June 2021

Financial Overview & Auditors Report

Kurbingui Youth Development Ltd

47 298 315 697

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Financial Overview & Auditors Report

Kurbingui Youth Development Ltd

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Directors' Report

30 June 2021

The directors present their report on Kurbingui Youth Development Ltd for the financial year ended 30 June 2021.

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	
Richard Grimshaw	Treasurer	

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 result

The net surplus of the Company for the financial year amounted to \$ 91,727 (2020: \$ 173,189).

Auditor's independence declaration

The auditor's independence declaration for the year ended 30 June 2021 has been received and can be found on page 2 of the financial report.

Signed in accordance with a resolution of the Members of the Committee:

Director: *Neil Ellard*

Director: *David Miller*

Dated this 11th day of November 2021

Financial Overview & Auditors Report

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 2021,
I declare that, to the best of my knowledge and belief, there have been:

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

A handwritten signature in black ink, appearing to read 'j croston', followed by a dotted line.

Jason Croston, FCA

Registered Company Auditor

Brisbane

SRJ Walker Wayland

Dated: 23 November 2021

Financial Overview & Auditors Report

Kurbingui Youth Development Ltd

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Statement of Profit or Loss and Other Comprehensive Income For the Year Ended 30 June 2021

		2021	2020
	Note	\$	\$
Revenue	3	3,938,745	3,793,221
Other income	3	50,000	50,000
Total revenue		3,988,745	3,843,221
Consultancy expense		93,260	102,716
Depreciation and amortisation expense		51,937	36,132
Employee benefits expense		3,087,150	2,918,846
Occupancy costs		103,648	74,188
Program expenses		309,334	313,672
Other operating expenses	4	251,689	224,479
Total expenditure		3,897,018	3,670,032
Total surplus/(deficit) for the year		91,727	173,189

Financial Overview & Auditors Report

Kurbingui Youth Development Ltd

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Statement of Financial Position

As At 30 June 2021

	Note	2021 \$	2020 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	5	1,872,358	1,419,931
Trade and other receivables	6	81,818	26,307
Other assets	8	398	10,091
TOTAL CURRENT ASSETS		1,954,574	1,456,329
NON-CURRENT ASSETS			
Property, plant and equipment	7	275,469	223,711
TOTAL NON-CURRENT ASSETS		275,469	223,711
TOTAL ASSETS		2,230,043	1,680,040
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	9	533,399	210,359
Borrowings	10	7,000	7,000
Provisions	11	21,000	21,000
Employee benefits	13	266,066	246,780
Other liabilities	12	467,680	367,211
TOTAL CURRENT LIABILITIES		1,295,145	852,350
NON-CURRENT LIABILITIES			
Borrowings	10	7,583	14,583
Employee benefits	13	55,601	33,120
TOTAL NON-CURRENT LIABILITIES		63,184	47,703
TOTAL LIABILITIES		1,358,329	900,053
NET ASSETS		871,714	779,987
EQUITY			
Accumulated surplus		871,714	779,987
TOTAL EQUITY		871,714	779,987

Financial Overview & Auditors Report

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Statement of Changes in Equity For the Year Ended 30 June 2021

2021

	Accumulated surplus	Total
	\$	\$
Balance at 1 July 2020	779,987	779,987
Surplus/(deficit) for the year	91,727	91,727
Balance at 30 June 2021	871,714	871,714

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

Financial Overview & Auditors Report

Kurbingui Youth Development Ltd

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Statement of Cash Flows For the Year Ended 30 June 2021

	Note	2021 \$	2020 \$
CASH FLOWS FROM OPERATING ACTIVITIES:			
Receipts from customers		4,028,614	3,920,184
Payments to suppliers and employees		(3,470,584)	(3,512,737)
Interest received		5,091	7,702
Net cash provided by/(used in) operating activities	14	563,121	415,149
CASH FLOWS FROM INVESTING ACTIVITIES:			
Movement in property, plant and equipment		(103,694)	(136,586)
Net cash provided by/(used in) investing activities		(103,694)	(136,586)
CASH FLOWS FROM FINANCING ACTIVITIES:			
Repayment of borrowings		(7,000)	(7,000)
Net cash provided by/(used in) financing activities		(7,000)	(7,000)
Net increase/(decrease) in cash and cash equivalents held		452,427	271,563
Cash and cash equivalents at beginning of year		1,419,931	1,148,368
Cash and cash equivalents at end of financial year	5	1,872,358	1,419,931

Financial Overview & Auditors Report

Kurbingui Youth Development Ltd

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Notes to the Financial Statements

For the Year Ended 30 June 2021

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 2021 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.

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Kurbingui Youth Development Ltd

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Notes to the Financial Statements

For the Year Ended 30 June 2021

2 Summary of Significant Accounting Policies

(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).

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 asset's 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 provisions recognised for long service leave has been measured on the undiscounted basis. The probability that an employee may satisfy vesting requirements has not been taken into account. This treatment does not comply with AASB 119 Employee Benefits.

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Notes to the Financial Statements For the Year Ended 30 June 2021

2 Summary of Significant Accounting Policies

(h) Provisions

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

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

	2021	2020
	\$	\$
Revenue		
Activity income	3,696	24,406
Donations	56,639	2,247
Grant income	3,672,498	3,550,795
Interest	5,091	7,702
Other revenue	4,935	14,567
Partnership income	195,885	193,504
Total revenue	3,938,745	3,793,221
Other income		
Cash flow boost subsidy	50,000	50,000
Total other income	50,000	50,000
Total Revenue and other income	3,988,745	3,843,221

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Notes to the Financial Statements For the Year Ended 30 June 2021

4 Result for the Year

The result for the year includes the following specific expenses:

	2021	2020
	\$	\$
Other expenses:		
Accounting and audit fees	40,757	34,184
Advertising and promotion	5,480	20,711
Computer and software	20,226	7,956
Equipment expenses	42,655	3,029
Insurance	21,391	6,223
Loan interest	1,042	1,042
Motor vehicle expenses	92,854	104,870
Publications and resources	-	3,787
Sundry expenses	17,100	15,657
Training expense	10,182	27,021
Total other expenses	251,689	224,479

5 Cash and Cash Equivalents

	2021	2020
	\$	\$
Cash on hand	596	1,692
Cash at bank	1,871,763	1,418,239
Total cash and cash equivalents	1,872,358	1,419,931

6 Trade and Other Receivables

	2021	2020
	\$	\$
CURRENT		
Trade receivables	43,629	5,899
Prepayments	38,189	20,408
Total current trade and other receivables	81,818	26,307

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Notes to the Financial Statements For the Year Ended 30 June 2021

7 Property, plant and equipment PLANT AND EQUIPMENT

	2021 \$	2020 \$
Plant and equipment		
At cost	8,373	-
Accumulated depreciation	(294)	-
Total plant and equipment	8,079	-
Furniture, fixtures and fittings		
At cost	23,539	23,539
Accumulated depreciation	(22,304)	(21,382)
Total furniture, fixtures and fittings	1,235	2,157
Motor vehicles		
At cost	133,258	133,258
Accumulated depreciation	(87,245)	(81,663)
Total motor vehicles	46,013	51,595
Office equipment		
At cost	63,609	63,609
Accumulated depreciation	(49,854)	(46,841)
Total office equipment	13,755	16,768
Computer equipment		
At cost	141,326	129,381
Accumulated depreciation	(77,013)	(39,607)
Total computer equipment	64,313	89,774
Leasehold Improvements		
At cost	66,579	66,579
Accumulated amortisation	(22,678)	(17,960)
Total leasehold improvements	43,901	48,619
Capital work in progress		
At cost	98,173	14,798
Total capital work in progress	98,173	14,798
Total property, plant and equipment	275,469	223,711

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Notes to the Financial Statements

For the Year Ended 30 June 2021

8 Other Assets

	2021	2020
	\$	\$
CURRENT		
Accrued income	398	10,091
Total current other assets	398	10,091

9 Trade and Other Payables

	2021	2020
	\$	\$
CURRENT		
Trade payables	262,116	11,380
Accrued expenses	91,871	54,387
Superannuation payable	66,543	61,799
GST, FBT and PAYG payable	103,621	81,510
Leave payable	7,961	-
Other payables	1,285	1,285
Total current trade and other payables	533,399	210,359

10 Borrowings

	2021	2020
	\$	\$
CURRENT		
Bank loan	7,000	7,000
Total current borrowings	7,000	7,000
NON-CURRENT		
Bank loan	7,583	14,583
Total non-current borrowings	7,583	14,583

11 Provisions

	2021	2020
	\$	\$
CURRENT		
Provision for staff courses	21,000	21,000
Total current provisions	21,000	21,000

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Notes to the Financial Statements

For the Year Ended 30 June 2021

12 Other Liabilities

	2021 \$	2020 \$
CURRENT		
AUSPICED FUNDS		
Auspiced funds - held in trust	6,274	7,875
Total auspiced funds	6,274	7,875
GRANTS IN ADVANCE		
Bridges	26,792	26,792
Family Wellbeing Services Evaluation	10,000	-
NAIDOC events	2,300	-
Peer research project	42,500	-
Pathway to Tiddahood	10,000	-
SQW	196,158	93,243
Total grants in advance	287,750	120,035
UNEXPENDED GRANTS		
DFV brokerage	27,771	-
DSS volunteer grant	-	4,802
Food Bank Project	703	6,323
National suicide prevention trial	-	78,886
Numula	57,306	-
Religious of QLD	2,336	7,882
Specialist DFV worker	39,311	-
SQW	24,402	-
Yeaca Dhargo front office renovation	21,827	35,202
Yeaca Dhargo youth support worker	-	106,206
Total unexpended grants	173,656	239,301
Total current other liabilities	467,680	367,211

Financial Overview & Auditors Report

Kurbingui Youth Development Ltd

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Notes to the Financial Statements

For the Year Ended 30 June 2021

13 Employee Benefits

	2021 \$	2020 \$
CURRENT		
Annual leave	149,317	129,339
RDO and TOIL	59,650	35,362
Long service leave	11,688	13,961
Redundancy provision	45,412	68,118
Total current employee benefits	266,066	246,780
	2021 \$	2020 \$
NON-CURRENT		
Long service leave	55,601	33,120
Total non-current employee benefits	55,601	33,120

14 Cash Flow Information

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

	2021 \$	2020 \$
Surplus/(deficit) for the year	91,727	173,189
Cash flows excluded from profit attributable to operating activities		
Non-cash flows in profit:		
- depreciation	51,937	36,132
Changes in assets and liabilities:		
- (increase)/decrease in trade and other receivables	(55,511)	57,714
- (increase)/decrease in other assets	9,693	36,575
- increase/(decrease) in trade and other payables	323,037	22,477
- increase/(decrease) in unexpended grants	100,470	26,951
- increase/(decrease) in employee benefits	41,768	62,111
Cashflows from operations	563,121	415,149

Financial Overview & Auditors Report

Kurbingui Youth Development Ltd

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Notes to the Financial Statements **For the Year Ended 30 June 2021**

15 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 2021 the number of members was 14 (2020: 14).

16 Contingencies

In the opinion of those charged with governance, the Company did not have any contingencies at 30 June 2021 (30 June 2020: 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

Financial Overview & Auditors Report

Kurbingui Youth Development Ltd

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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 Neil Elard

Director [Signature]

Dated 11 November 2021

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 2021, 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 2021 and of its performance for the year ended on that 30 June 2021; 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.

Financial Overview & Auditors Report



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

Financial Overview & Auditors Report



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: 23 November 2021

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



COMMUNITY PROGRAM REPORTS

In This Section...

- Bridges Program
- Community Youth Response Diversionary Program
- Family-Led Decision Making
- Chermside Queensland Youth Partnership Initiative (QYPI)
- Skilling Queenslanders For Work
- Kurbingui Aboriginal & Torres Strait Islander Cultural Engagement Program (KATSICE)

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 Circles

Bridges staff facilitate 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 15 participants per session but varied each week due to absences.

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 'didirri' and how this skill will increase their learning and development.

Within this school setting Bridges staff noticed a considerable rise in attendance from students and positive changes in behaviours displayed by students. Bridges staff were successful in organising and providing a space for a Yarning Circle at Strathpine West State School and Pine Rivers State High School. Community Elders were asked to welcome the Yarning Circle to country and bless the space for use.

Homework Programs

Due to the COVID19 period and Government health regulations Bridges staff were unable to continue the homework program. This program will re-commence in 2022.

Networking – Program Awareness

The Bridges staff attended network meetings which include but is not limited to, Queensland Pathways Secondary College (QPSC), Moreton Bay Yarning Circle (50 to 60 Services attend), Youth Justice Forums, meetings with schools to discuss program implementation, meetings with Flexi-schools such as Jabiru and Arethusa.

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, Child Safety Chermside, Act for Kids, Moreton Bay Aboriginal Torres Strait Islander Community Health Service

Bridges Program

(MATSICHS) and Northgate ATSICHS, Queensland Police Service, Education Queensland, Brisbane City Council, and Local Level Alliance (LLA).

Strong Deadly Spirits Program

Due to the changeover in staff and the Covid 19 period this program was unable to commence. Preparations are underway to recommence this program in 2022.

Back to School Day

The Kurbingui Back to School Day was held before the school year commenced in January 2021 with 100 people registering and participating on the day.

Due to weather conditions and the COVID19 period many families were unable to attend the event so Bridges delivered school bags filled with essentials to prepare young people to start the year off well.

The Bridges Program 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.

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 and distributed promotional material.

School Holiday Program

Unfortunately, due to the Covid 19 Lockdowns, two of the scheduled Holiday Programs had to be cancelled. In September 2021 a program was successfully run with 14 participants engaging in the activities.

The activities included a Yarning Circle, teaching the young people how to prepare a traditional dish which they had for lunch, other cultural activities including arts and crafts and learning how to use DJ equipment.



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 experiencing 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 Diversionary Team, Youth Justice Family Led Decision Making Team, the Numula Domestic and Family Violence Safety Response and the Community Access Programs.

Working with parents and caregivers is also an element of the program and where complex and/ or multiple stressors are identified, 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 are 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

Bridges Annual Data 2020-2021				
Months	July-Dec	Jan-Mar	Apr - Jun	Total
No. of Referrals	26	33	4	63
Internal Referrals	8	18	1	27
External Referrals	10	12	3	25
Self-Referrals	8	4	0	12
Number of Participants	36	34	32	102

The Above data outlines the number of referrals received for Case management from July 2020 – June 2021. It is important to note that 1 referral records 1 family referred to the service and often workers will be supporting several young people in the one household this is shown in the difference between number of referrals and the number of participants in the case management aspect of the bridges program. It is also worth noting the above data only represents the number of young people who participated in the case management aspect of the program. Many more young people were supported through the various school based and community events and programs run by bridges.

During the Jan – Dec 2020 period the program was operated by the Indigenous Family youth workers attached to the family wellbeing program. A full time and part time worker were recruited and commenced work in Jan 2021.

Referrals for the Bridges Program for 2020-2021 receives Referrals from external programs including but not limited to Schools and other education services, community support programs and statutory bodies such as Youth Justice, Internal Kurbingui programs as well as significant self-referrals from the community. The consistency in the referrals received shows the ongoing need for the Bridges Program in our community.

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 experiencing 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 Diversionary Team, Youth Justice Family Led Decision Making Team, the Numula Domestic and Family Violence Safety Response and the Community Access Programs.

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. 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. person's education is homelessness, financial hardship, neglect, domestic

Bridges Program

and family violence, poor supervision, parenting issues, lack of routines in the home, learning disabilities, substance, and alcohol misuse.

Young Men's/Women's Groups

Bridges facilitated these groups in schools with an average attendance of 12 young people per group. This programme allowed Bridges workers and young people to connect and find out where they come from while engaging in activities such as cultural art, indigenous traditional games and other various activities.

It also gave participants a safe space to have conversations about personal matters and other troubling factors in why they are having issues in school. During the 2021 school year teachers and principals had witnessed students that were engaging in the program pick up attendance and behaviours gradually improving over the course of the program. Bridges will continue to run these programs in 2022 at the school's request.



Australian Government
National Indigenous
Australians Agency



NIAA

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



Community Youth Response Diversionary Program

Introduction

The Community Youth Response Diversionary Program (CYRD) is funded by the Department of Youth Justice QLD.

The program is available to all young people 8-17 years of age with a focus on Aboriginal and 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 and Family Development Limited include:

Diversion Services

Working with police to provide a culturally appropriate, alternative intervention to police charging and/or remanding young people in custody.

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.

The Features of CYRD Services:

- Immediate response and engagement with the young people at known locations or as identified by police or others.
- Work collaboratively (e.g., with police and other stakeholders - where required) to assess situations, the needs of young people and respond appropriately.
- Staff identify and de-escalate high risk behaviours that may be influenced by a number of 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.

- Provide prosocial activities that may be incorporated to support the primary focus of the diversion response required by police.

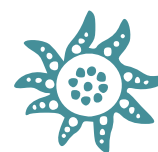
- Provide updates to Youth Justice, and other relevant stakeholders regarding issues and outcomes of the young people's needs, the support provided and the nature of follow up required.

Intensive Case Management

The 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 for Reporting Period July 2020 – June 2021

Table 1 Referrals received by CYRD July 2020 to June 2021

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

Referrals		Demographic				Gender		Age (yrs)			Closed
Accepted	Declined	Aboriginal	TSI	Both	Other	Male	Female	8-14	15-17	Not Target Age	Clients
51	0	41	1	8	2	39	12	20	28	3	36

Presenting issues for the young people:

- Domestic and Family Violence
- Alcohol and Drug Misuse
- Disengagement from School
- Homelessness
- Disconnection to Kin
- Polysubstance Misuse
- Mental Health

Diversionary Programs:

Table 2 Diversionary program participant numbers July 2020 to June 2021.

Activity	Frequency	Duration	Location	Total Participants
CYRD Diversionary Program, Moreton Bay Fishing Program	Fortnightly	2 Hrs Excluding Transport	Various Locations North Brisbane	30
CYRD Diversionary Program, QLD Raceway Open Track Day	Once a Quarter	5 Hrs Excluding Transport	Willow Bank Race Way	4
CYRD Diversionary Program, Kurbingui Music & DJ program	Fortnightly	1 Hr 30mins	The Hub Chermside Space	6
CYRD Diversionary Program, Tomorrow's Indigenous Men	NAIDOC Event	8 Hrs Excluding Transport	Tallebudgera Creek	8
CYRD Diversionary Program, Zillmere Touch Football Program	Weekly	3 Hrs	Zillmere	556
CYRD Diversionary Program, Kurbingui Youth Breakfast Program	Every Three Weeks	3 Hrs	Zillmere	28
CYRD Diversionary Program, CYRD Afterhours Outreach	Weekly	4 Hrs (Longer If needed)	Moreton Bay	398
CYRD Monthly Governance Meeting	Monthly	1 Hr 20mins	Online	66
			Total	1096

Community Youth Response Diversionary Program

Named Participants	Unidentified Participants	Total Participants
513	583	1096

Total number of group events: 63

All	Referrals Accepted	Referrals Declined	Aboriginal	TSI	Both	Other	Male	Female	Other	8-14	15-17	Not Target Age	Closed Clients
138	133	1	106	7	16	12	81	44	13	62	48	28	6

*Because the same person may attend a group/ activity more than once counts of participants DO NOT represent distinct or unique individuals. The same person may be counted multiple times.

Table 3 Diversionary Program referrals received July 2020- June 2021

Table 3 outlines the total of referrals received and captures ethnicity, gender and ages of the young people referred/ participated in Diversionary Activities. SRS data base does not capture neither Aboriginal & Torres Strait Islander participants but has capture Two (2) South Sea Islander and One (1) culturally linguistically diverse referral.

28 participant ages were outside of the target audience and are not captured in gender or age columns above. participants are primary and secondary target groups and are captured in the above table.

CYRD Diversionary Program, Moreton Bay Fishing Program

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
- Handling and cleaning fish
- Learning about the different species
- Understand tides and moon patterns
- Casting fishing lines and nets
- Traditional fishing practices with traditional fishing implements
- Cooking fish traditional way- recipes

Kurbingui CYRD program understands that teaching young people basic skills while sharing historical and traditional stories about their cultural heritage in areas such as fishing may create a new passion or re-ignite it.

The objectives are that the young people will utilise fishing as an outlet from anti-social behaviours such as, stealing, physical and verbal assault, loitering and poly substance misuse incorporating a connection with their cultural identity and have pride in the activity and the knowledge shared with them.

Specifically, fishing will reconnect the young people back to country and practicing culture within an urban environment with modern day equipment, and techniques passed down from generation to generation. The bonus being that they will potentially take-home dinner for themselves and their family.



Community Youth Response Diversionary Program



CYRD Diversionary Program, Zillmere Touch Football Program

The Kurbingui Touch football program is one of our most popular diversionary activities offered. This program has been delivered since September 2019 with an average of 30 young people from different ethnic backgrounds attending.

Touch football enables CYRD support workers to mentor all participants by having group and individual conversations throughout the program, and all participants will learn:

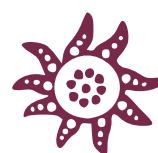
- Teamwork
- Communication skills
- Problem solving
- Community ownership/pride of the activity and their suburb
- Healthy lifestyle choices
- Cultural knowledge
- Peer support



CYRD Diversionary Program, Kurbingui Youth Breakfast Program

Kurbingui Youth Breakfast program is held at Kurbingui office every third Monday from 7:30am to 10am. The program was intended to open the space and get young people to drop in and engage before they went to school or programs. Kurbingui Youth Breakfast program invited the community and staff of Youth Justice Service Centres, the CO-Responder, Queensland Police Service Officers, Queensland Education staff and other stakeholders linked to the young people and the YJ programs at Kurbingui.

At the breakfasts service providers provide updates about local trends and young people yarn with workers and other staff. The stakeholders hear first-hand the stories from the young people and share their own stories which has been slowly growing in number over time.



Community Youth Response Diversionary Program

CYRD Diversionary Program, QLD Raceway Open Track Day

A locally retired businessman and car enthusiast reached out to Kurbingui Youth & Family Development and offered the opportunity for young people who were participating in the Community Youth Response Diversionary program (CYRD) and Youth Justice Family Led Decision Making (YJFLDM) programs to attend an Open Track Race Day at Queensland Raceway Willow Bank to experience some grass roots car racing on the track.

CYRD and YJFLDM staff arranged for some clients that have a passion or interest with cars or who were interested in seeing car racing to attend. Four young people who identified as Aboriginal or Torres Strait Islander aged 11 to 17 attended the day. They all had involvement with Youth Justice or the Police in some way.

CYRD, YJFLDM staff and young people had full access to the Queensland Raceway Willow Bank Racetrack, access to view the racing from track side and access to the pit stop. The young people were able to be up and close with the drivers, owners, and the mechanics.

All of the young people were encouraged to talk to the drivers, owners, and mechanics and some of the young people were able to look inside the racing cars and had an opportunity to sit in the driver seat and have their photo taken behind the wheel in the racing cars.

A local car salesman and business owner interacted with the young people and spoke to the young people about cars, racing, his life story, his work and his business. While at the race meet, there were conversations discussed of linking in with the young people on another day to discuss the broad range of careers available in the automotive industry with the car salesman.



CYRD Diversionary Program, Kurbingui Music & DJ Program

Kurbingui Music & DJ program is held at The Hub at Chermshire space. The program runs for 90 minutes fortnightly, young people are taught the basics in DJing, beat making and song writing. The Hub is a safe place for the young people to be creative and express themselves creatively with music or songs.



Community Youth Response Diversionary Program



CYRD Diversionary Program, Tomorrow's Indigenous Men

Tomorrow's Indigenous Men was a young men's program that was funded by NAIDOC funding.

8 young males were picked for this program aged 11-16 years of age.

The program was held at the Jellurgal Aboriginal Cultural Centre on the gold coast.

The young people learnt about the local history, local cultural history and education on local bush food and medicines.

The young people got to spend the day learning about culture and being present and engaging with community Elders and being a positive Aboriginal and Torres strait islander man.



CYRD Diversionary Program, CYRD Afterhours Outreach

Thursday night outreach is undertaken at the North Lakes Westfield Shopping Centre, North Lakes Library, Redcliffe Skate Park, Redcliffe Esplanade Deception Bay Shopping Centre and surrounding parks as well as the Morayfield shops and Caboolture CBD and surrounding parks/ area between 4/5pm-10pm with activities delivered in collaboration with other agencies such as the YMCA.

Workers also drive through the areas where they know where young people 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 the young people and their families in the program and often leads to a FLDM meeting and then full participation in the CYRD program with referrals sent through for additional supports identified by the family.

CYRD Monthly Governance Meeting

CYRD Governance meeting is a forum where services come together and discuss concerns for young people, trends, issues presenting and collaborate to develop ongoing strategies and actions to improve engagement and outcomes with young people, service linkages and other supports identified for them and their families. Sharing knowledge and ideas is so beneficial between partner agencies and this group has proven to be invaluable.

Group Activities

Data for a total number of 32 group activities were captured on the Department of Youth Justice Data that was not captured in the SRS system because of young person was not linked to the event.

Data that was not captured was where the Young Person was not linked to the Department of Youth Justice. This number is estimated to be more than 100 interactions with Young People in the activities listed below.

The activities where Young People may not be linked to YJ or QPS that have some interactions with the CYRD and FLDM staff include but are not limited to the following:

- School Holiday Programs in partnership with Life with Out Barriers open to all Young People
- Community Engagement (promoting the service, responding to community and Elder requests to meet and talk with Young People at Risk, Community of Stakeholder Meetings)
- CYRD Outreach North Brisbane / Moreton Bay region
- CYRD Outreach CBD

Community Youth Response Diversionary 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.

Trips to cultural and sacred sites throughout the regions with Elders (based on the interest of participant groups).

Community Events throughout the Regions- e.g., NAIDOC activities and Murri Carnival

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 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 the facilitated discussions are targeted to the specific age range to ensure appropriateness of content and delivery.

COVID19 Impact on Service Delivery

The CYRD program was heavily impacted by COVID-19 throughout July 2020 to June 2021 due to lockdowns, social distancing, no community sports and other restrictions which limited transporting etc. The CYRD and FLDM teams adjusted the service delivery to continue to meet the needs and 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 – 4/5-10pm during the early stages of the

pandemic and then each time the health restrictions changed.

The aim of this outreach was not only to engage with the young people but also to ensure as best as possible that they were educated about COVID19 safe behaviours, risks to themselves and offer support for them to return to their safe place 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 staff were split into two teams – one team working from home and the other working at the office and outreach rotating throughout this time to meet the required restrictions and COVID19 Safety Plans.

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 there were many no contact meetings that did occur 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 at all times of operation.

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, then link them into the 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 participate in cultural diversionary activities and events

Community Youth Response Diversionary Program

which are facilitated by the workers in collaboration with external consultants, community volunteers and Elders.

Transition back to original CYRD Service Model RD Diversionary Program

As the COVID19 restrictions have been 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 partner agency 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 part 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 are delivered and collaboration with partner agencies can occur.

Acknowledgement of Successes and Challenges for Staff

The CYRD and YJFLDM teams had to face the same challenges as the community service sector at large; however, the target group demanded for flexibility and innovation during the ongoing ever changing COVID19 restrictions because of the transient and offending nature of the young people.

Collaboration with partner agencies such as ATSICHS, the Brisbane City Council, Youth Justice Service Centre staff and Youth Justice Regional Office to name a few were essential in aspects of service delivery.

The team would like to acknowledge their work over this reporting period and acknowledge them and all partner agencies for their continued support and collaboration and respect to deliver all of the services in a culturally safe and sensitive manner.

The team consists of 4 FTE in total across both programs and they balance case management, FLDM meetings, stakeholder & networking meetings, programs and activities as well as outreach.

Successes with young people and their families energise the team to continue to implement any improvement strategies identified. Successes this reporting period with young people have 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 FLDM program team, in particular, is extremely successful.

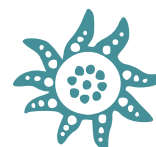
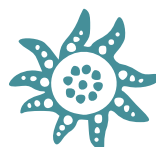
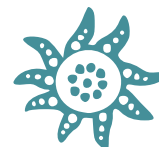
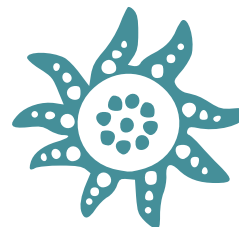
The culturally safe Family Led Decision Making meetings and initial development of the support plans is extremely valuable to transition to CYRD to provide intensive case management as a lead agency with partner support services and adds value to the continuity of care and wrap around approach identified 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.



Family-Led Decision Making

Introduction

The Family Led Decision Making (FLDM) program is funded by the Department of Child Safety, Youth Justice and Multicultural Affairs to support Aboriginal & Torres Strait Islander young people, who are at risk of entering or have entered the Youth Justice statutory 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 to agencies.

The FLDM team work in partnership with a wide range of government and non-government agencies and support services. All therapeutic responses to young people and their families from Kurbingui staff are culturally safe.

Many of the young people participating in the FLDM program are referred through to the Youth Justice Community Youth Response Diversionary (CYRD) program, also delivered by Kurbingui, where they participate in various activities and cultural events to further develop their skills, knowledge, and explore and learn about culture and their own sense of cultural identity.

Referral Pathways

Referrals are received from QPS, the Department of Youth Justice (YJ), Department of Child Safety (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 are currently serving a Youth Justice court order for carrying out offending behaviour.

These young people most often present with extremely complex needs which requires additional time to engage and identify supports that would assist them to work through the issues they were experiencing at the time. 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 locate 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 (QPS)
- Youth Justice Service Centres
- Child safety Service Centres
- Redcliffe Area Youth Space (RAYS)
- Education Queensland
- Kurbingui Bridges Program
- Kurbingui Numula Domestic & Family Violence Safety Response Program
- Kurbingui Yeaca Dhargo Indigenous Family Wellbeing Support Service (YDFW)



Family-Led Decision Making

- Skilling Queenslanders for work (SQW)
- Youth and Family Support Service (YFS)
- Brisbane Youth Detention Centre (BYDC)
- GIVIT
- Aboriginal Torres Strait Islander Legal Service (ATSILS)
- Through Care program Aboriginal Torres Strait Islander Legal Service (ATSILS)
- The Institute of Urban Indigenous Health (IUIH)
- Change Futures
- National Suicide Prevention (NSP)
- 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
- Jabiru
- PCYC Zillmere
- The Brisbane Northside Elders
- Life Without Barriers

COVID19 impacts and the CYRD crossover

The FLDM program was heavily impacted by COVID-19 throughout July 2020 to June 2021 due to lockdowns, and the ever-changing COVID19 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 – 4/5-10pm.

The aim of this outreach was not only to engage with the young people but also to ensure as best as possible that they continued to be informed about the restrictions and new information pertaining to COVID19, required safe behaviours and where they could go for health support. The youth team also encouraged the young people 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 in line with the organisation COVID19 Safety Plan were strictly adhered to and as such the teams were split into two shifts for all workers throughout the restrictions to ensure that there was always a workforce available to respond should one member succumb to COVID19.

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 to ensure a collaborative and streamlined approach was delivered to young people and their families.

When CYRD received a new referral, both FLDM and CYRD workers attend an initial home visit and promote a family meeting through the FLDM program to develop support plans.

At the FLDM meeting the Kurbingui FLDM support worker will support the young person and family to identify their needs and then work with them to link them into the right support services in a timely manner.

CYRD support workers undertake case management with the young person and their families which includes the identified stakeholder groups. Young people also participate in cultural diversionary programs and activities facilitated by the CYRD staff, often in collaboration with external consultants and Elders.

In this reporting period the FLDM program had received **28 referrals** and 2 referrals were declined. 26 young people and their family accessed support.

Family-Led Decision Making

Table 1 FLDM Annual Data July 2020- June 2021

Refferal Source				Gender		Target Age Groups	
Family	Youth Justice (including Restorative Justice Referral)	Other Service	Self-Referral	Male	Female	Primary Target 10-14yrs	Secondary Target 15-17yrs
4	17	5	2	21	7	11	17

Table 1 outline FLDM program received referrals from Youth justice/Restorative Justice, Family, other and self-referrals. Table 1 also outlines gender, Primary and secondary target groups. Numbers were reduced due to the COVID 19 pandemic lockdown restrictions.

Table 2 FLDM Ethnicity and Case Work Annual Data July 2020- June 2021

Ethnicity				Case Work Delivered			
Aboriginal	Torres Strait Islander	Both	Other	Number of Engagements, with YP, Family and Stakeholders	Number of Family -Led Decision Making meetings	Number of Plans completed	Number of Hours of Community Engagement
27	0	1	0	661	13	64	429 hours 9 mins

Table 2 outlines the ethnicity 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 FLDM meetings indicating that huge efforts are undertaken to ensure engagement.

Large numbers of plans completed in reporting period were due to plans being created before the COVID19 pandemic and once the restrictions relaxed plans were completed in the new reporting period. 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 need.

The level of complexity is often also reflected in the number of stakeholders required at each meeting e.g., FLDM support worker, CYRD support worker, Youth Justice, Child safety, support service representatives, the young person, family members and the school or learning organisation representative.

Community engagement and relationship building is a key component of the FLDM program including attending community meetings, community activities, outreach with the CYRD team, sitting at Youth Justice Service Centres, networking building and maintaining new partnerships and collaborating with Elders and responding to community queries re young people activities.

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).

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.

Family-Led Decision Making

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 and implementation of the support plans 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.



Queensland Government

Department of Youth Justice

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



Chermside Queensland Youth Partnership Initiative (QYPI)

Overview

Chermside Queensland Youth Partnership Initiative (QYPI) has displayed positive changes throughout the reporting period, with a decrease in offences committed by young people who loiter at the Chermside Westfield Shopping Centre.

Kurbingui part time Youth Support Workers and Westfield staff have worked in collaboration in walking through the shopping centre and engaging all youth who are involved in anti-social behaviours.

At the beginning of every shift Westfield staff and Kurbingui Youth Team have a team muster to discuss trends, Young People (YP) that are frequenting the centre and hotspots within the shopping centre that thefts or conflict is occurring. After the team muster the coordinator assembles small teams to walk through the centre and cover a wider area. This approach allowed the team to cover the whole centre and respond faster if an incident occurred.

Beginning of 2021 Westfield management announced they had a space the Kurbingui youth team could utilise, to have YP involved in activities and a safe space to hang out. The space allocated had a kitchenette, storage space and a room setup. The Kurbingui youth team had difficulties getting YP to the space due to the location in the centre and lack of resources to keep YP engaged. Our Elder Uncle Garry Youth Team Coordinator was able to take YP to the space and provide a drink and space to have a more intimate discussion about supports, but that's all we could deliver in the earlier phases.

After a few months of accessing the space Westfield management mentioned they had a new space on the shopping centre floor that Kurbingui could use as a space. The new space was bigger and had multiple rooms for Kurbingui to deliver programs including the music program. The new space had a TV room with a PlayStation and can have up to 4-6 YP at a time (being mindful of COVID-19 restrictions and social distancing). The other space is for computers, arts and craft and larger group activities. And the Kitchenette has a desk large enough for the music equipment to be set up into a mini studio.

The QYPI youth team engage multiple government & non- government organisations. Those organisations play a large part of the support services delivered in partnership with the Kurbingui youth and family programs.

Please see below the list of stakeholders and a brief description of the supports they provide.

Stakeholders engaged throughout the reporting period:

Kurbingui CYRD - CYRD team with transportation of YP from the shopping centre if an incident occurs after hours and engages young people, where possible, to participate in the diversionary activities and the FLDM program with their families.

Most families and young people are known to the team because of community connections which make the engagement in most instances easier.

The CYRD team utilise the space to meet young people and stakeholders as well as for case reviews and one on one consultations with young people and their families'. They also utilise the space for activities when it is not in use by the QYPI team.

Kurbingui FLDM - Kurbingui FLDM team utilised the space for client consultations, FLDM meetings, stakeholder meetings, team meetings and case reviews.

Yeaca Dhargo Indigenous Family Wellbeing Service - Kurbingui Yeaca Dhargo team was utilised by the youth team to refer community members who have presented with needs that require specialist culturally safe family support and co case management with the youth services.

Youth Justice - Youth justice is the stakeholder funding the project and involved in the governance of this and the other Youth Justice Programs who work collaboratively with all services.

QLD Police - Police Beat are involved in the muster and patrolling of the shopping centre throughout the shift. They also provide updates on trends or warrants for YP who access the shopping centre regularly and call upon the youth team to provide support to divert them from the Youth Justice statutory system.

Chermside Queensland Youth Partnership Initiative (QYPI)

Youth Justice Co-Responder - The Youth Justice Co-responder attends the shopping centre throughout the evening on a Thursday night. To this point there is minimal engagement with Kurbingui and YP unless there is a need.

Westfield Staff - Westfield staff assist with feedback after they walk through the centre. Specifically, they share information regarding trends and hotspots of the centre. They also attend the CYRD breakfast program regularly to link with other stakeholders and build relationships with young people.

Wilson's Security - Employed by Brisbane City Council to patrol the main bus terminal of the shopping centre. The bus terminal is not a part of Westfield grounds but is a hot spot for YP to loiter and there are often volatile situations. Wilson Security Guards engage Kurbingui youth team and assist staff with supporting YP to catch busses to their homes or place of safety.

QLD Police Liaison Officers (PLO's) - are present every Thursday evening between 5pm-7pm and link with the Kurbingui youth team to when they are patrolling the centre. The initial idea was for them to work collaboratively with Kurbingui and assist with building rapport with the YP and community and this has worked well in the majority of situations.

Trends

The Kurbingui youth team noticed high numbers of YP congregating at the Shopping Centre through the 6-week Christmas School Holiday period.

Young People are aware of Kurbingui's youth team's presence and engaged well with workers. The workers-built rapport with most of the YP throughout this period.

Uncle Garry Cobbo, who is the Elder representative and Youth Team Coordinator assisted the YP to connect to community and family.

Uncle Garry also assisted with transporting YP home by providing money for busses or organised for Ubers to take them home, when incidents occurred between different groups of YP or the YP was stranded at the centre after trading hours finished.

As winter approached the Shopping Centre engagements dropped and low numbers of YP were accessing the Shopping Centre. Shifts for the youth team were changed to meet the needs when YP were at the centre from Thursday and Saturday, to just a longer Thursday shift. The Thursday shift has continued on throughout winter and has been beneficial to Westfield staff who encounter issues with YP earlier that afternoon.

Inhalants such as shoe glue and Rexona were the main substance the young people possessed on a Thursday night shift. There have been occasions when YP would steal Alcohol from the Dan Murphy's store and drink in the Hidden World Park across the road from the centre.



Chermside Queensland Youth Partnership Initiative (QYPI)

What's Working Well

- Communication between Westfield staff, QPS and Kurbingui has been really productive with everyone is working collaboratively
- Westfield offering Kurbingui a space for youth to access and gain supports. Then upgrading the space to a shop front on the ground floor has been extremely positive.
- Kurbingui youth team have built a strong rapport with the YP who access the shopping centre, and have YP approaching the team for supports and this is increasing
- Uncle Garry Cobbo leading the youth workers and providing culturally safe advice and guidance for all stakeholders has been extremely successful
- Overall, there has been a decrease in offences committed within the centre with the presence of the Kurbingui youth team, the diversionary activities and supports offered largely being attributed to this reduction
- Kurbingui QYPI youth workers communicating trends occurring at the centre to CYRD team who then provide additional support when numbers of YP increase
- The youth team were able to assist adults who are outside the target group into a support service.

Not Working Well

- More work needs to be done around culturally safe engagement for Westfield staff. Kurbingui Senior Community Engagement and Community Development Advisor is currently liaising with Westfield Management/Security to organise a cultural engagement workshop for their staff.
- It has been identified in many situations that a vehicle for the youth team to utilise would be useful to provide emergency transport for YP; however, this has not been pursued given the limited budget and number of staff.
- There was a minimal YJ Co-Responder and PLO presence in the centre throughout this reporting period. A further increase would be beneficial, where possible.

Conclusion

The QYPI Youth Team have accomplished positive outcomes throughout this reporting period and engagement has been very positive. The new Kurbingui Youth Hub is developing and progressing well and is being recognised as a safe place for young people to access as well as a place for community members to connect and engage.

The Kurbingui Youth Team will frequent the space on a regular basis so that community are able to access workers for support and information. The focus going forward will be to ensure regular activities and community access are provided ongoing for YP and community members to connect them within The Hub space and other Kurbingui and external programs and services meet their needs.

Solid genuine partnerships with all stakeholders will continue to be developed and strengthened and through the use of the space community members will be encouraged to be actively involved to support young people to cease their offending and anti-social behaviours within the shopping centre and broader community.



**Queensland
Government**

Department of Child Safety, Youth Justice and Multicultural Affairs

This program is funded by the Department of Child Safety, Youth Justice and Multicultural Affairs

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, projects for up to six months. Participants undertook a Certificate I in Business Administration or Construction which integrates vocational skills with on-the-job training.

During 2020-2021, Kurbingui Youth & Family Development successfully delivered two rounds of the SQW initiative in:

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

Effectively there are usually two (2) SQW cohorts within the contractual year, each approximately six (6) months in duration. During 2020-2021 period the two (2) respective cohorts were undertaken faced several challenges due to the COVID19 pandemic these included:

The Cohort for 2020 finished early running from the 20th February 2020 through to the 25th November 2020:

*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) new Construction and one (1) new Business Administration Trainee commence.

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

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

Skilling Queenslanders for Work

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 were 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 (Sorry Business)

- family/culture responsibilities
- criminal matters (e.g., re/incarceration; court)
- personal matters (e.g., relationships; drug/ alcohol addiction; medical conditions)
- a participant Trainee passed away
- lack of self-confidence/identity; impact of intergenerational trauma, 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 continue to demonstrate 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 honored their fellow colleague Trainee, that sadly passed away during the Construction course 2020.

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

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 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

Skilling Queenslanders for Work

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 focused. 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.

Challenges due to COVID in this financial year greatly impacted the delivery of the 2 projects and it meant that changes had to be made to the service delivery in line with Government requirements to ensure everyone's safety. In March due to another covid lockdown there was a gap in commencement of the next group. This meant that the next cohort could not start until 31st May 2021 and was only operational for one month prior to June 30th, 2021, which was the end of the financial year.

The month of June was busy due to the limited time given to get ready for the next project start date and the focus was on recruitment, Inductions, securing Host Placements for the Business Administration Trainees (AXIOM) and securing Training providers AEG for the Construction Crew. Thank you to our Business Administration Placement Hosts - Mercy Community -Yadeni Tago, Kurbingui Office Managers - Letisha Sinapati and Tina Ridley, and Focused Health Care.

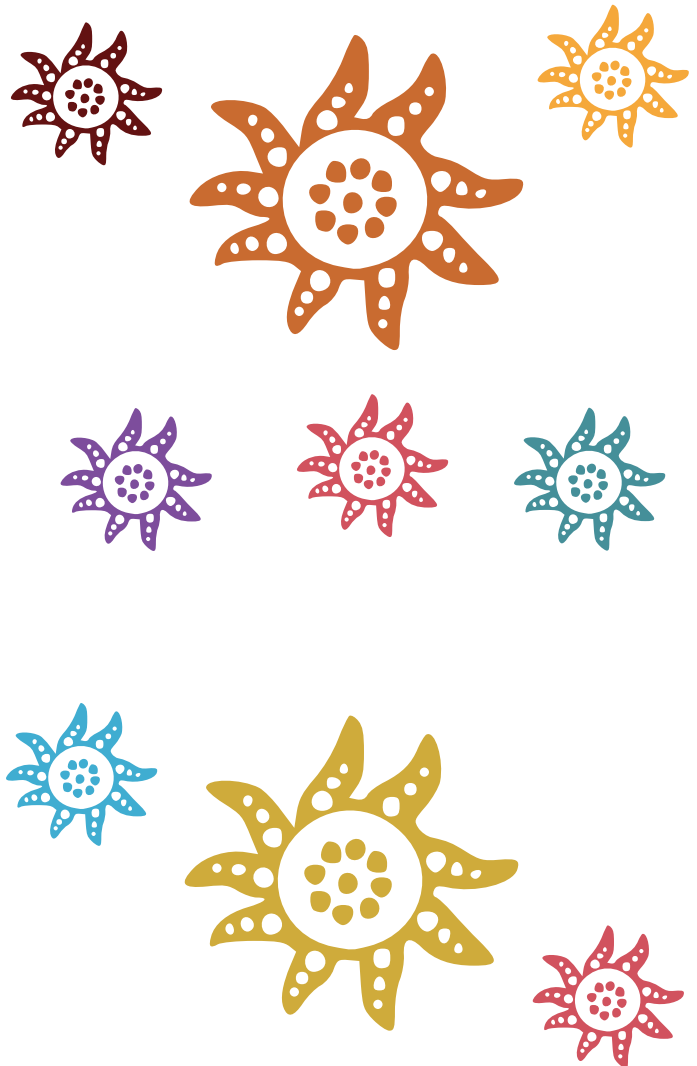
Blake Marshall stepped in as the new SQW Project Coordinator during this time Milliana Nuga leaving Kurbingui due to family commitments. Kurbingui Board of Directors, CEO, Senior Management and Staff would like to acknowledge the long-standing hard work, passion and commitment Milliana demonstrated to the Aboriginal Torres Strait Islander throughout her 10 years employment at Kurbingui.

She is an amazing woman, and we miss her dearly. Thank you, Milly, for all that you brought to Kurbingui.



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



Kurbingui Aboriginal & Torres Strait Islander Cultural Engagement Program (KATSICE)

Throughout 2020/2021 it has been an exciting time within the Cultural Engagement and Community Development space not only within Kurbingui but within the broader community as well.

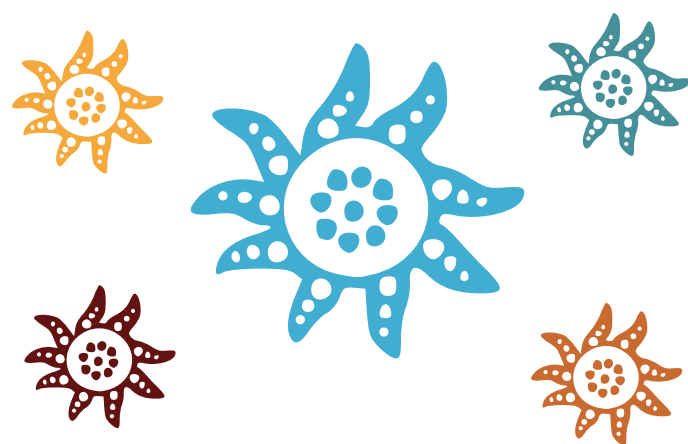
Back to School Day

Back to school day was held in the second week of January with a lot of the past stakeholders attending this year's event and supporting the community and families by providing items that will assist young people returning to school for 2021. The young people were able to do several activities from sand art, the play bus, anti-smoking education, haircuts and grab a sausage sizzle for lunch. Following on from all of the completed activities (not including the haircuts and the sausage sizzle), they were able to have their passport crossed off and were able to get a new bag filled with a lunch box, pencil case, pencils, colour pencils and water bottle etc.

Unfortunately, around 8am on the morning of the event, the QLD Government called a 7-day lock down and that along with a bit of rain impacted on the number of families who attended that had originally registered. However, despite the rain and lockdown, the day proved to be a success and was enjoyed by those in attendance. Staff dropped the bags off to families who did register to ensure their children did not miss out and had resources for school.

Men's Yarning Circle

Through the community grapevine it had come to the attention of Kurbingui that there was an interest and a need for a men's yarning group, somewhere Aboriginal and Torres Strait Islander men could come and express their thoughts, feelings and ideas with other men from the local community. The yarning group was established in the earlier months of 2021 with the first few group sessions happening in May and June. They are now offered once a month and are held on a Saturday from 9:30am through to 11:30/12:00 noon. It is hoped that the Saturday will allow for all men within the community to attend including those that have work commitments throughout the week.



Kurbingui Aboriginal & Torres Strait Islander Cultural Engagement Program (KATSICE)

Annual Queensland Domestic and Family Violence Prevention Forum 2021

Kurbingui was invited to attend and present at the Annual Queensland Domestic and Family Violence Prevention Forum for 2021 that was held in Brisbane. This event was organised by Central Queensland University (CQU), Queensland Centre for Domestic and Family Violence (QCDFV) who undertake and provide research and information specifically focussed on Indigenous Family Violence Prevention and formed the basis of information provided at this forum.

Kurbingui presented on the work that is being done in the domestic and family violence space through the Numula Family Safety program. The presentation also focussed on how all the Kurbingui programs crossed over/ collaborated, where needed, and provided wrap around support for the client and their family members.

The other main message for the audience for the forum was how Numula work with both males and females (the respondent and aggrieved) their children and identified family members.



Northside NAIDOC Committee

Kurbingui have become a part of the committee for the Northside NAIDOC that looks after the Northside NAIDOC Day which is held at Koobara Kindy. In recent years this group has also looked after and assisted with the Murri Christmas that has also been held at Koobara Kindy.

Unfortunately, they have not run one since 2019. The meetings for the Northside NAIDOC are held at the Chermside Library fortnightly and will be held weekly up until the

NAIDOC Day on the 8th of July. The committee will be waiting until a week from the event to make the call if it will go ahead based on current Covid-19 restrictions.

Food Bank

In the middle of the Covid-19 Pandemic 2020 Kurbingui had a plan to use the old cold room located behind the house at 445 and turn it into a food bank for the community and clients that we service.

Using existing partnerships Kurbingui turned to the true partner organisations like, Life Without Barriers, RACQ and Mercy Community to help assist establish the food bank, Kurbingui also revisited the connection to Second Bite who have set up a weekly pick up from their Tingalpa warehouse.

Kurbingui have also received fridge and freezer donations from Givit as well as securing some funding from RACQ for Fridge and Freezer upgrades as well as shelving and storage cabinets. As we have been expanding and the demand has been increasing Kurbingui have been looking at welcoming more volunteers to assist staff with the running and maintenance of the food bank.

There was a suggestion that some community Elders may like to volunteer their time to provide some assistance in the food bank as well; however, most of the current members of the Brisbane Northside Elders Group are extremely busy with advocating and supporting staff, families, children, young people and the broader Aboriginal Torres Strait Islander Communities that they do not have the capacity to fit the food bank in as well.

Kurbingui Aboriginal & Torres Strait Islander Cultural Engagement Program (KATSICE)

If you are reading this and are interested, please do not hesitate to contact me; Kevin Maund – Senior Community Engagement and Community Development Advisor.



Jabiru Community Youth and Families Services Reconciliation Action Plan

In August of 2020 Kurbingui was invited to sit in on the Jabiru Community Youth and Families Services Reconciliation Action Plan as an external consultant agency from an Aboriginal and Torres Strait Islander Community Controlled organisation perspective to provide cultural insight and a local community perspective.

The Mission Statement for the RAP has been approved by their Board and following the planning from Reconciliation Australia the Rap work group is on par to complete the first draft of the Plan.



The Prince Charles Indigenous Health Steering Committee

In February of 2021 Kurbingui met with the Cultural Capabilities officer for the Prince Charles Hospital, Henry Nona to discuss a new and exciting opportunity with the Prince Charles Hospital. Henry had been tasked by his management team to connect with the local Aboriginal Torres Strait Islander Community Elders and organisations and extend an invitation for Uncle Alex and Kurbingui to be afforded the opportunity to sit in on the Aboriginal and Torres Strait Islander Health Steering Committee.

This steering committee is made up from the Aboriginal and Torres Strait Islander Community Liaison Officers, the Cultural Capabilities officer, Aboriginal and Torres Strait Islander Nurse Navigators, Management from the hospital, Elders (Aunty Merle Cashman and Uncle Alex Davidson) and Kurbingui Youth and Family Development.



Kurbingui Aboriginal & Torres Strait Islander Cultural Engagement Program (KATSICE)



Student Cultural Information Sessions

Kurbingui has continued to facilitate Cultural Information sessions for many different students from a range of Universities and TAFE. The studies of the students that we have coming through Kurbingui include Community Services, Social Services and Early Years and Child Care.

As a part of their studies the students are asked to contact an Aboriginal and Torres Strait Islander Community Controlled Organisation and request a site visit as well as meet with workers from the organisation to gain information that will assist with the section of their studies that explore working with Aboriginal and Torres Strait Islander people.

Through the program that Kurbingui has put together students are able to hear from Kurbingui program workers and community Elders about their roles in Kurbingui and hear specifically what their work entails.

Kurbingui has had a strong relationship with Australian Catholic University for many years, a university that a lot of community consider our local University, and this has not changed with many of their social work students coming through Kurbingui again this year.

Kurbingui was also contacted by a local TAFE to arrange a site visit with 20 High School aged students that are currently studying Community Services. The students and their teacher came to Kurbingui for an agency visit where students were able to ask questions regarding their certificate that they were currently studying.

Partnership and SNAICC Evaluation

In the beginning of the year the Yadeni Tago Partnership with Kurbingui and Mercy was involved with SNAICC (Kurbingui's National Peak Body) participating in their Partnerships Evaluation Model/Audit.

The first part of the process involved a two-day workshop with facilitators from SNAICC, walking the Kurbingui and Mercy Managers through the Evaluation Workbook, leaving the partnership with several tasks to follow up on before coming back together with SNAICC with the changes and updates to the partnership from several levels including service delivery and better connections at the Board and CEO level.

Kurbingui enlisted the support of Julie Aganoff Executive Officer from Change Futures to facilitate the smaller workshops and support Kurbingui and Mercy's Yadeni Tago partnership to get up to speed and ready for the follow up with SNAICC and most importantly reinvigorate their partnership.



Kurbingui Aboriginal & Torres Strait Islander Cultural Engagement Program (KATSICE)

Yadeni Tago Partnership Webinar

Following the SNAICC Partnerships Evaluation Model/Audit the team from AIFS contacted Kurbingui and Mercy regarding the Yadeni Tago partnership to participate in a CFCA Webinar – Advancing partnerships with Aboriginal and Torres Strait Islander organisations.

On this webinar a panel discussion occurred with members being Glenda Jones-Terare and Kevin Maund representing Kurbingui and Kym Langill, Martin Greller and Julie Nelson representing Mercy Community.

The group was asked to explore the uniqueness of the Yadeni Tago partnership, particularly what work each organisation did to be able to make it work. The other focus the webinar focussed on was to explore how a partnership between an Aboriginal & Torres Strait Islander organisation could be successful and the participants online were able to hear our ideas on the partnerships from both the perspective of an Aboriginal and Torres Strait Islander Community Controlled Organisation and a non-Indigenous organisation.

Feedback from the audience was predominantly positive with a large percentage indicating that they would take the information and apply it to their partnerships moving forward.



Fee for Service Programs

Kurbingui Aboriginal & Torres Strait Islander Cultural Engagement Program (KATSICE)

The KATSICE Program has continued to gain interest, but unfortunately, due to Covid-19 restrictions and lock downs there has not been the opportunities to provide this service to many of those interested organisations. However, we were able to deliver programs to the Yadeni Tago Team, Change Futures Aged Care Workers and Staff from Foundations Early Learning Centre.

All of the other organisations have been sent the information and we are hoping to reconnect and provide this training later when restrictions ease for a longer period of time than we have been experiencing.

Aboriginal & Torres Strait Islander Cultural Incursion Program

There have been many inquiries regarding Aboriginal and Torres Strait Islander Cultural programs within schools and Day-care and Early Learning Centres. Kurbingui have been able to provide these programs to schools through the Bridges program and for the Early Learning Centres Kurbingui has provided these as a minimal cost fee-for-service.

The following is a list of organisations have expressed interest in either the KATSICE or the Incursion program or both - Enoggera Army Base, Boondall East Sunrise Kids, Good Start Dakabin, Milestones Early Learning Centre, Geebung Special School, Kurbingui SQW Trainees, Youth Justice program – T2S Program, Strathpine South C&K and Jabiru Community College.



Kurbingui Aboriginal & Torres Strait Islander Cultural Engagement Program (KATSICE)

Uncle Alex Welcome to Country services

Uncle Alex has been busy as usual responding to requests from organisations across the North Brisbane and Moreton Bay community and providing Welcome to Country and Smoking Ceremony Services.

There were both new and repeat organisations including - GIVIT – Professional Development Day, Bracken Ridge Fire Station Opening, Deception Bay Flexible Learning Centre – Professional Development Day, ATSICHS – Elders Lunch, IUIH – Workforce Integrity Gathering, Carers Qld – Community Garden Inclusivity Forum, Sandbag – The Peaceful March, Parliament House – Davison Art Unveiling and Mercy Communities – RAP Launch.

The Healing Foundation

The Healing Foundation contacted Kurbingui extending an invite to a local community Elder and a member of Kurbingui to attend the Community Informed Strategy to Prevent and Respond to Child Sexual Abuse. So, it was decided to invite Uncle Alex Davison to attend on behalf of the Brisbane Northside Community Elders group along with James Markwell the Local Level Alliance Coordinator as a representative of Kurbingui.

Feedback from James and Uncle Alex was positive as was the feedback from attendees and the forum organisers that it was well received by all in attendance. The bonus for Kurbingui was that there were many community Elders and workers from across Australia that both Uncle Alex and James were able to network and meet with that are now sharing their knowledge and resources with the organisation, in particular the CEO.

Covid 19 Response Groups

Throughout the later part of 2020 Kurbingui has continued to sit on many of the online meeting forums that were developed to keep all of the community including the Covid-19 Stakeholder group, Brisbane North Community Connection Group, Brisbane Regional QShelter Covid-19 Learning Exchange, Brisbane North Community Connections Meeting (BNCC), Community Leaders Meeting, Ethnic Leaders Group Meeting and YP frequenting CBD/Musgrave Park Case Management Meeting.

These online forums continue to be valuable in that so many people can attend given there is no need to travel. This is yet another valuable tool that is maintained from the pandemic that has enhanced our way of working when face to face meeting are difficult to organise.

Youth Justice Programs

While most community programs were put on hold during the Covid-19 restrictions, the Communities team continued to support the Youth Justice programs. Utilising the community connections, the Community program was asked to connect with all of the service that that work with youth people right across the North Brisbane and Moreton Bay area following up on possible referral points as well as working with programs that may be able to assist the young people that the CYRD and FLDM program service.

The Community Program also assisted with the meetings for the programs including the CYRD Governance Group Meetings, YP frequenting CBD/Musgrave Park Case Management Meeting along with meeting with Ned Perricelli (CYRD) and Pele Bennett (FLDM). The Community Programs also assisted with the outreach and diversionary programs both in the Brisbane CBD and the Moreton Bay programs around the shopping centres at Chermside, North Lakes, Redcliffe, and Caboolture.



Kurbingui Aboriginal & Torres Strait Islander Cultural Engagement Program (KATSICE)

The Boss Boxing Program

Kurbingui has continued to support the Boss Boxing Program with referrals and mutual clients from the Youth Justice and Bridges programs. In addition to the program support, Kurbingui continues to work with Sam Leone exploring ways to assist his organisation to access funding and equipment for the participants of the programs he offers.

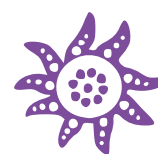
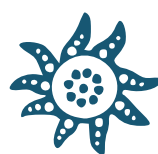
Kurbingui nominated Sammy Leone for the Westfields Local Heroes program. This is an initiative put forward to recognise and reward a local Community Heroes for outstanding work within the local community.

Sammy being a long-time community member and someone that has continued to work hard in the community in a number of organisations is now following his passion and has opened his own boxing gym. Sammy was an easy choice as a nominee for the program. Sammy will go in the running to have a 3 in 6 chance to win \$10,000. We wish you luck Sammy.



Kurbingui
youth & family development

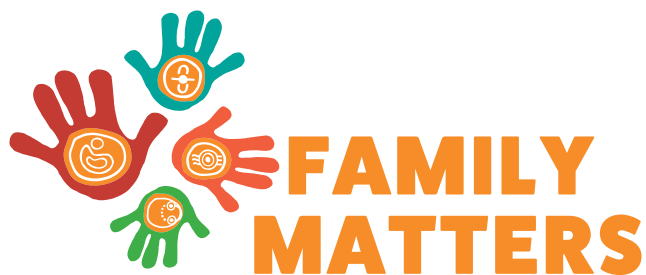
This program is self-funded by Kurbingui Youth and Family Development.





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 Domestic and Family Violence Safety Response Program (Numula) is a confidential program that provides support and assistance to Aboriginal and Torres Strait Islander people impacted by Domestic and Family Violence. The Numula Family Safety Response Program is funded to provide culturally responsive support service and links to services for mob. The program is the only Aboriginal and Torres Strait Islander program of its kind in the North Brisbane and Moreton Bay areas.

The Numula Program was developed in response to the concerns of the local Aboriginal & Torres Strait Islander Community, stakeholders- Government and non-Government agencies including local, state and federal, the Queensland Police Service, the Queensland Health and Allied Services, and the Domestic and Family Violence response services.

Numula staff’s practice framework is strength-based and promotes safety and early intervention. The program accepts referrals from community, self-referrals, non-Government and Government agencies, including the Police via the Redbourne Referral Service.

Kurbingui would like to acknowledge and thank the National Indigenous Australian Agency, under the Safety and Wellbeing Programme initiative, for their continued support in funding this valuable community program. Through this funding, Numula is staffed for 1.4 roles. Workers have been active in maintaining connections within the community, actively responding to referrals, participating in community events and promoting community, family and individual safety across these contexts.

The program has achieved the targets set within the service agreement. In recognising the breadth of the catchment, this achievement cannot underplay the need for more Aboriginal and Torres Strait Islander specific family and domestic violence services as the demand continues to exceed available supports in the regions.

Referral Summary

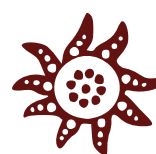
In total the Numula Program worked with 218 families this financial year (Please see Figure 1). The Numula Program noted the majority of these referrals for support are received through Redbourne, which is a direct service provider referral database used by the Queensland Police Service. The referral process enables Numula Family Safety workers to engage with individuals and their families within a 48-hour period of the referral being sent through.

It is important to note that each referral is noted as 1; however, this does not reflect the number of family members associated with that 1 referral which could mean from 1 through to 20 depending on the number of identified family members in the household.

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

The range of issues referred through to the program includes:

- Intimate partner violence
- Parents and carers seeking strategies to address violence from adult children or from young people in the home
- Help seeking for self and family members through counselling, parenting, and individual support
- Mental health concerns for self and others
- Alcohol and drug related issues
- Support with court processes and referrals for legal advice
- Protection Order applications and Variation support
- Victim Assist Applications
- Qld Police Service - Vulnerable Persons Unit (VPU) referrals



Numula Family Safety Response Program

COVID-19 Related Challenges:

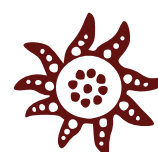
By June 2020, the Numula Program had already become familiar with the “new normal”, a pandemic which had seemingly evolved and progressed through the year. The COVID-19 pandemic became something unfamiliar to community to significant isolation for communities across the world. By considering referral data and in conversation with clients, the Numula program noted an increase in clients (both men and women) experiencing increased isolation from their usual support networks and increased financial struggles leading to an inability to provide essential items for their family. The Numula Program also noted a lack of referrals during lockdown and a significant rise in referrals after lockdown (see Figure 2), which may indicate that survivors were unable to seek outside help if cohabitating with the perpetrator.

The Numula Program also notes the following trends:

- Increase in requests for legal advice and support around domestic violence and Family Law matters.
- Increase of survivors wanting to access surveillance cameras, locks changed and sensor lights to make their homes safer.
- Increase in young people using violence in the home towards their primary caregiver.
- Increase in families at risk of homelessness or inability to sustain a tenancy due to the perpetrator using violence against the survivor, and putting the children’s safety at risk.
- Increase in high-risk referrals from Redbourne (Police Referral Service)
- Increase in children’s exposure to domestic violence in the home due to home schooling as a result of lockdowns

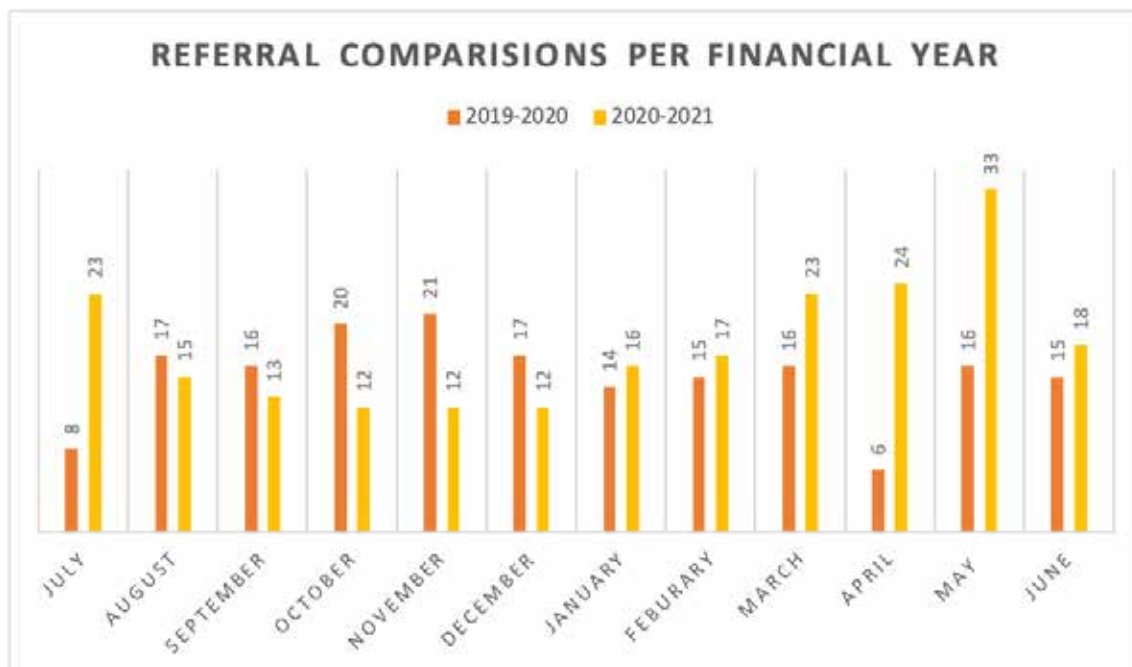
Figure 1: Numula Family Safety Program Referral Breakdown.

Month	Number of Referrals		Referral Source		Gender	
	Monthly	Quarterly	Rebourne	Other	Male	Female
July	23	51	19	4	8 (35%)	15 (65%)
August	15		13	2	8 (35%)	7 (47%)
September	13		12	1	5 (38%)	8 (62%)
October	12	36	12	0	7 (58%)	5 (42%)
November	12		12	0	4 (33%)	8 (67%)
December	12		12	0	6 (50%)	6 (50%)
January	16	36	11	5	7 (44%)	9 (56%)
February	17		14	3	5 (29%)	12 (71%)
March	23		20	3	8 (35%)	15 (65%)
April	24	75	18	6	7 (29%)	17 (71%)
May	33		16	7	14 (42%)	19 (58%)
June	18		13	5	8 (44%)	10 (56%)
Total	218 (181)					



Numula Family Safety Response Program

Figure 2: Referral comparison between 2019-20 & 2020-21



Activities

Numula staff, within a group or individual setting include referral processes, interactions from the initial engagement, supportive links to local services group programs, as well as community activities and events. Below outlines the activities that the Numula Program staff 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:

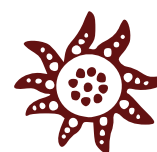
- Brisbane North Community Connection Group meeting
- Northside Alliance Against Domestic Violence (NAADV)
- Northside Sexual Assault Network (NSAAN)
- QCOSS Women's Equality Network
- Brisbane North Murri Network
- Brisbane Local Level Alliance (LLA)
- Brisbane Community of Practice - Perpetrator Intervention Practitioners

- Brisbane Domestic & Family Violence Practice Group
- QShelter's Brisbane North Community Connections (BNCC)

2. Professional Development

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

- Love Bites Training
- Strong Women Talking's "Open Thinking" Workshop
- BDVS Workshop: Brisbane Integrated Service Response to Domestic & Family Violence
- Webinar - Families and homelessness: Supporting parents and improving outcomes for children



Numula Family Safety Response Program

Success Stories

1. The Numula Program received a referral for a mother who was experiencing violence by her adult daughter. The adult daughter also had mental health concerns and needed acute hospital care. The mother was originally from Western Australia and needed support to return home. The mother was struggling to return home to Western Australia given the current lockdown restrictions imposed by Western Australia towards other states / territories. The Numula Program wrote a letter addressed the Premier of Western Australia in support of the mother to return to home safely. The mother was able to return home to Western Australia and safely reside with family members, whilst organising appropriate cultural care for daughter in Brisbane.

2. The Numula Program received a referral for a mother with six children. The children's father manipulated his way to return to the family home and the mother had no way to safely leave with the children. The Numula Program supported the mother to move interstate to reside safely with family members. The Numula Program was able to connect in with local services to ensure the father received ongoing support for his violence.

3. The Numula Program received a referral for an Elder who was residing in a property and always welcomed family members and community into their home so they had a place to stay. As requested by the Elder, the Numula Program connected with their landlord to install a lock on the bedroom door to ensure the Elder has privacy in their own bedroom.

4. The Numula Program received a referral for a young male seeking support to work on his alcohol & drug concerns, as well as support him through some personal challenges that make it unsafe for him to reside in the family home. The Numula workers met with him weekly, alongside other internal Kurbingui Programs to open conversations around his personal challenges.

The Numula Program supported conversations to increase his connection with his mother. The young person acknowledged his drug and alcohol concerns

as a barrier to him re-building his relationship with his mother and continues to work on these issues and build on his relationship with his mother.

Update Summary

This upcoming financial year, the Numula Program will introduce a new online case management system. The new online case management system will also benefit the Numula program and its users by offering:

- Central streamlined data management
- Transition to paperless

The Numula Program has and will continue to focus on building partnerships with genuine partner organisations and explore further supports and other relevant services for clients and community members.

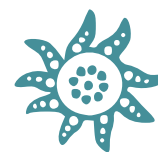
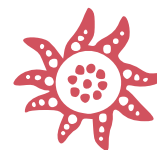


Australian Government
National Indigenous
Australians Agency



NIAA

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



Numula Family Safety Response Program



Numula Family Safety Response Program



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

Overview

The Family and Child Connect (FaCC) / Indigenous Family and Child Connect (IFaCC), known as Yadeni Tago – Turrbul Language meaning “Advancing Together”, is an early intervention and prevention service that is designed to support families when they begin to experience difficulties so that they do not enter the child protection system. The service is delivered in partnership between Kurbingui Youth and Family Development (KYFD) and Mercy Community (MC). The intent of Yadeni Tago is to provide information and advice to families that are referred, undertake assessments of the families’ need and then refer the families to services that can assist them in a culturally safe manner to work through their issues.

The partnership model of service delivery consists of an integrated staffing model employed by MC and KYFD who work as a single ‘team’. Staffing consists of a Program Manager, 1 team leader, 5.5 Family Resource Facilitators (FRF) and an Administration officer employed by MC and 1 Team Leader, 4.5 FRFs and two Local Level Alliance staff employed by KYFD. There is also a partnership with MICAHA Projects who employ and provide the services of a specialist Domestic and Family Violence Practitioner. This position provides advice, training and consultation to all staff and staff of other programs within KYFD where needed and where they have capacity.

To further complement the service, there are two Department of Child Safety, Youth Justice and Multicultural Affairs staff known as Principal Child Protection Practitioners accessible who provide a consultative service to staff when working with more complex families.

The Local Level Alliance (LLA) staff play a critical role supporting Yadeni Tago and the broader Infant, Youth and Family Support Sector by bringing the agencies together from both the government and non-government sector with the aim of strengthening the community connections, developing and implementing improved and direct referral pathways for vulnerable families, utilise the knowledge of existing services and map the service

system to identify gaps and communicate those gaps to the senior management government and non-government and Regional Child Youth and Families Committee (RCYFC) and the executive government and non-government Strategic Implementation Group (SIG). This communication pathway is to support service providers and users being able to communicate and influence decision makers with up-to-date information and guide where further investment is needed to meet the needs of vulnerable families.

Local Level Alliance (LLA)

The LLA staff continue to work effectively and collaboratively with stakeholders through working/project groups despite several COVID-19 community restrictions and lockdowns within 2020-2021 period. Brisbane Regional LLA held quarterly meetings throughout 2020 – 2021. Unfortunately, due to the Covid-19 pandemic there has been a number of LLA meetings cancelled or moved online at relatively short notice in line with Queensland Health public safety directives.

The LLA Family Support Collectives continue to operate both physical and virtual spaces and provide a pivotal communication conduit for services and their families especially during the pandemic periods. The LLA staff continue to facilitate monthly working groups within Brisbane North, South, South-West areas – these groups differ from agenda, goals and outcomes which is depend on the issues identified **in these areas as the approach is place based.**

The LLA staff held a regional meeting in October 2020 as there had been no regional meetings since February 2020 due to the Covid19 restrictions. The meeting was well attended via Zoom and physical attendance for a small number of members. Feedback about the meeting was very positive. The Regional LLA meeting scheduled for March 2021 was one of the meetings postponed at the last minute due to a snap lockdown, however, this was rescheduled for May 2021. This regional meeting was an interactive discussion between members and an ‘expert’ panel on Adolescent to Parent Violence (APV). APV has become an increasingly discussed area across the

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

sector and there has been a recorded increase in occurrences of APV. As a result of recognising this trend and in line with the LLA principles of responding to the emergent needs across the sector there are ongoing discussions about a focused working group purely based around APV.

Two examples of the value of the LLA:

The Coordinator facilitated a case collaboration response with the Dept of Housing, QShelter and Cannon Hill Child Safety Service Centre for a client in an extremely vulnerable situation with a very successful outcome. Although this is being flexible with the scope of LLA it was a great example of how the LLA can bring government and non-government agencies together to respond to a family in crisis and thereby avoiding tertiary intervention. It also highlighted just how important the LLA role is across the sector, and how pivotal it can be in assisting agencies coming together to develop a family focused response to emerging issues. The LLA Coordinator organised a community meeting (21/10/2020) to discuss the ease of transition to family support services for families living in the physically isolated area of Moggill following on from that meeting, the LLA Coordinator, Yadeni Tago A/Program Manager and MICAH DFV Practitioner met with representatives at Moggill State School on 09/11/2020. The representatives mentioned they appreciated the opportunity to build face-to-face connections with the local Family & Child Connect “Yadeni Tago”.

LLA maintains a regular meeting with Tess Cosgrove (Principal Community Services Officer, Department of Child Safety, Youth Justice and Multicultural Services) in order to ensure updated information is provided to the RCYFC. We would like to acknowledge the wonderful work and support provided by Tess Cosgrove. Her passion, energy and commitment to supporting stakeholders to improve the lives of vulnerable families is second to none. In addition, KYFD and MC would also like to thank and acknowledge the ongoing commitment and hard work of the members of the RCYFC and the SIG who spend a lot of their time focussed on improving the services for vulnerable families through continuous

improvement strategies and guidance for further investment.

Family Support Collective – North and South

The Family Support Collective (FSC) is for complex case discussions, the objective being 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 increasing emergent issues in areas such as (but not limited to) Domestic and Family Violence (including Adolescent Parent Violence), Homelessness or Housing Insecurity and Mental Health and provide updates about changes to service delivery.

The FSC’s are considered the primary source for community in relation to service intelligence and trends within the allocated catchments. These platforms have been vital to keeping services connected and linking programs to these services. The FSC’s have continued to evolve and grow to promote more new services and members increasing its base attendance along with promoting and showcasing new initiatives relating to relevant issues within the community.

Brisbane North – Engaging Families in Education

This working group is focused on engaging and supporting First Nation families and their children within schools in the Zillmere and Taigum area. Several small projects have been finalised during the 12 months and the focus now is on finalising the rolling out of the First 2000 Days project for Aboriginal and Torres Strait Islander families residing in Zillmere, Fitzgibbon, and Taigum. This will be a very large project with many positive outcomes that will culminate with a Welcome Baby and Child to Country Event. The project is being developed in consultation with Jackie Bennett – Early Years Specialist Consultant and Michele Binstadt - Partnerships Facilitator (Early Years) Metro North Dept of Education and “Yadeni Tago” have been able to secure funding to support the first stages which includes training local Aboriginal and Torres Strait Islander community members to be paid Peer Researchers.

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

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

This working group continues to focus on providing service and support for Indigenous families that attend early learning schools with the assistance of support programs from Family Support Services. There still is a mandate of building inclusion and community guidance through Elders and other Aboriginal and Torres Strait Islander services.

Brisbane Region - QShelter Place Based Response

The LLA 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 meetings across the region as well as regular meetings with QShelter staff in relation to the QLD Service Integration Initiative.

Responses for Young People DFV

The working group is currently looking to finalise a draft Youth DFV project plan by the end of 2021 targeting youth aged 12-17 that are involved in Adolescent to Parent and Dating/Intimate Partner Violence. The working group is hoping to trial the first face to face deliverable in partnership with Mind Blank in Nov/Dec 2021 with appropriate DFV scenario-based re-enactments where youth can intervene in real time, this promotes empowerment and awareness within their families and friends. The DFV project team is to reconvene in 2022 to start sourcing funding for other deliverables such as social media, promotional material and merchandise through DFV charities.

Responses for Young People Mental Health

This working group will be unpacking Mental Health data sourced from the last Regional LLA world café exercise, the age cohort was between 0 -25 years. Once the data unpack is complete the working group will likely form a project planning team (with a goal) and source more partnership initiative through the Department of Child Safety, Youth Justice and Multicultural Affairs and other services depending on need, group capacity and resources.

The Partnership

The Partnership between KYFD and MC continues to develop through regular partnership meetings ongoing discussions on a daily basis regarding operations, CEOs meeting, Senior Management catch ups and the recent SNAICC Partnership Audit.

Our organisations have been participating in the audit and review and update of our partnership since September 2020. The audit highlighted areas for improvement in the partnership which have been occurring since our 2-day workshop in February 2021 resulting in a much stronger partnership with more work to be completed. In June 2021 the Partnership in collaboration with SNAICC and the Australian Institute of Family Studies presented a webinar "Advancing Partnerships with Aboriginal and Torres Strait Islander organisations".

The key results of this webinar were: *An estimated 1,200 individuals attended the webinar* ▪ *99% of survey respondents indicated that they intend to use the information presented during the webinar in some way* ▪ *Overall, 94% of survey respondents rated the webinar as good (62%) or excellent (32%).*

In 2017 Yadeni Tago presented at the SNAICC conference on "The Journey of the Partnership between two Aboriginal Community Controlled Organisations and a Mainstream organisation". *We were encouraged by SNAICC to submit an abstract to the committee for the upcoming Conference, which was accepted, and the presentation is titled "The Journey of the Partnership between two Aboriginal Community Controlled Organisations and a Mainstream organisation, 5 years later....."*

In late June MC released its Reconciliation Action Plan and the local launch was held at Kurbingui with a Community Kupmurri which was a significant way to reflect the partnership. The CEO's of both organisations attended as well as KYFD Board members, other community members, Elders and staff. This event was received extremely well with positive feedback from all who attended.

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

Staff

Yadeni Tago experienced very little staff movement again these 12 months which has meant a solid team environment particularly as we still retain 5 staff who have been employed since the service opened in early 2016.

We also continued to have students on placement, and due to the number of students on site across the whole of KYFD in the second half of 2020 we ran a weekly Community of Practice session to support their learning and allowed students the opportunity to shadow workers across the entirety of the KYFD portfolios.

Networking and Community Engagement

Promotion of Yadeni Tago has continued, however, it has been interrupted by lockdowns so that many of the Community Events that service staff would normally attend were cancelled or postponed.

Events that were attended included, Park Play, Back to School Day, Watson Road Meet and Greet, Earnshaw College Harmony Day, Journeys Early Learning Talking Families Launch, Child Protection Week events, Orange the World DFV at Westfield Shopping Centre and the Coolamon Awards. Yadeni Tago Leadership and Management team continued to attend stakeholder meetings with other services using online modalities when face to face was not possible.

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 and networks across Brisbane particularly in relation to the Child Protection Reform space. The Team Leaders and Program Manager are involved in a number of networks, working groups and forums including, HALT, Early Indigenous Response Collective, Child Protection Week Committee meetings, Brisbane North Community Policing Board, Strengthening Practice and Partnership (unborn notifications), Drug and Alcohol Court, Young People and Violence in Logan, Think Thanks in Homelessness,

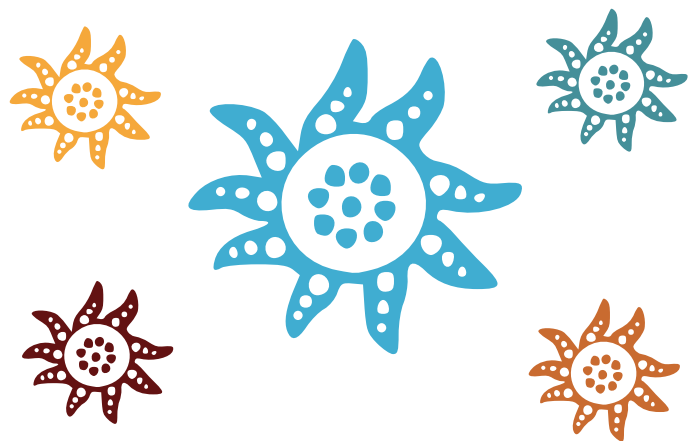
QShelter collectives, and the First Nations Consumer Engagement COVID-19 Advisory Panel meetings to name a few.

Yadeni Tago has attended a number of meetings at the Murri School and have developed a strong relationship which we hope will lead to more involvement between the two groups over the next 12 months.

Yadeni Tago Program Manager was involved with the consultation with a Child Protection Service in the USA who are trialing the FaCC model as well as participating in a FaCC Campaign Practitioner Knowledge workshop.

This year KYFD has been successful in receiving additional funding to enable the Food Bank to continue to expand operations, all staff assist in the services of the food bank and it has been a very important resource to enable us to assist families who are struggling financially. KYFD and MC are focusing on a volunteer model moving forward in 21/22.

We have appreciated the support of the Media Coordinator, Rhonda Sampson, and send her photos and information of events when we have the opportunity to do so which has assisted in the promotion of the Food Bank and generated from additional partner who collect non-perishables on behalf of KYFD and contribute to the community.



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

Data

For the financial year 2020-2021, Yadeni Tago received 5648 enquiries which was similar to the previous financial 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 2795 families, specialist services recommended to 661 families, supported referrals to 46 families and 1970 families actively engaged which was significantly higher than the previous year. Workers provided direct referrals for 384 families into the secondary support system.

The service received 1559 referrals from 'Self', 1386 from Department of Child Safety, Youth Justice and Multicultural Affairs Regional Intake Service, 597 from QPS, 434 From Education QLD and 433 from other NGO's. In terms of our Aboriginal and Torres Strait Islander families, most were either referred from Child Safety, Self-referred or from QPS. Of the families that engaged with the service they were largely referred to Family Wellbeing Services.

The impact of Covid19 has been noticeable in the types of referrals that Yadeni Tago have received over the past 12 months, experiencing an increase in Domestic and Family Violence, Mental Illness, Housing Insecurity, Homelessness, financial distress, school refusal and adolescent to parent violence.

The four most common suburbs from which referrals were received were Inala, Stafford, Acacia Ridge and Zillmere with Inala being the highest referral suburb, this data is also similar to the previous years except that Stafford has not been so high previously.

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

In total during the financial year the service recorded 21,152 output hours and were able to surpass funding targets.

Service Improvements

Our mission is still to increase engagement of Aboriginal and Torres Strait Islander families as well as overall engagement rates. One of the issues for Yadeni Tago is the large number of non-consenting referrals received from the Department of Child Safety, Youth Justice and Multicultural Services. Staff have been working hard in the LLA space to promote Yadeni Tago and the First nations component of the Family and Child Connect, developing relationships with Aboriginal and Torres Strait Islander services including the Murri School and maintaining others with other Aboriginal Community Controlled Organisations and non-indigenous support services. With an increase in active engagement cases, FRF's have carried high caseloads and due to the lack of capacity of external Family Support services to take on additional families across the sector. As such, Yadeni Tago staff have had to actively hold families whilst waiting to be engaged by other services.

All service staff have continued to trial new ways of working to ensure efficiency and maintaining the provision of a high-quality service to families.

Continuous improvement is a standing agenda item at team meetings, and FRF's are encouraged to offer suggestions about service improvement, in addition Management and Team Leaders attend quarterly service improvement meetings with other FaCC's within the Mercy environment.

Leadership staff continually audit the data base to ensure that the service is delivering a best practice quality service, identify continuous improvement strategies, identify issues to be reported to LLA and communicated to the RCYFC and of course to monitor service delivery KPI's in line with contractual obligations.

The service staff have successfully participated in HSQF/HSQF NDIS and ISO 9001 accreditation audits of which KYFD passed without issue and of course MC HSQF accreditation.

Both organisations over the past 12 months have offered many opportunities for all staff to participate in professional development activities in- house, externally and across the two organisations.

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

If KYFD are running training that is relevant to MC staff, then they are invited to attend and vice versa.

Once again, the pandemic has had some impact both positive and negative on attendance at professional development opportunities, however, with the offer of training online this has enabled more staff to participate in these.

Some of the training attended has included:

Q&A with the Vulnerable Persons Unit as well as training on Strangulation, Safe and Together DFV online modules, monthly Lunchbox sessions run by the Principal Child Protection Practitioners online, Complex case management, Cultural DFV training for men, Strong Women Talking Open Thinking, Childhood Trauma Symposium, Justice of the Peace certification, NDIS information session, Supervision Training.

In addition, following involvement where staff had to make statements to the police because a client was facing criminal charges, CEO Glenda Jones-Terare organised legal training for all staff so that they are aware of their rights and were familiar with the processes they needed to follow when it comes to any requests to being involved in client criminal proceedings and submitting statements.

Some staff enrolled in external courses such as Cert IV in Mental Health, Justice of the Peace and a Graduate Certificate in Education. Yadeni Tago had three staff who graduated from their courses during the year. Professional Development and further education is encouraged within both organisations and supported where possible with leave and financially.

The Team Leaders and Program Manager regularly attend Leadership Meetings, KYFD annual planning days, meetings with the Department of Child Safety, Youth Justice and Multicultural Affairs staff and executives, collect and provide feedback to stakeholders.

In partnership with KYFD and MC Senior Management the Leadership and Management Team actively undertake succession planning with staff with a view to produce future leaders when opportunities arise.

Feedback from clients whether it be positive or not is used to improve our service as well as the performance of individual workers.

All staff participate in Performance Review, Planning and Development Planning meetings, monthly supervision, professional development opportunities, encouraged to undertake further courses/study and team meetings which all add to the continuous development and improvement of the service.

Next Steps

The partnership will continue to complete the action items from the SNAICC audit to grow and strengthen the relationship between KYFD and MC. Whilst we acknowledge that much work still needs to be undertaken, we are proud of our achievements so far and are committed to and passionate about the future of our unique partnership.

Both KYFD and MC will continue with the support of the LLA to develop relationships within the Aboriginal and Torres Strait Islander Community and Sector to make the Yadeni Tago service more accessible to families to divert them from the child protection system. Both organisations are also committed to ensuring all staff continue to receive more cultural training so that families will feel safe to engage with the service.

Once again, I cannot stress the importance of the support of the Board and the Elders to staff, community and families which ensures that families continue to be the center of staff practice and that all strive to provide a culturally safe service.

Yadeni Tago Leadership and Management Team continue to work with FRF's and stakeholders to consider new ways of working with the aim of increasing the numbers of Aboriginal and Torres Strait Islander families referred to and engaged with the program to truly provide early intervention and prevention, as well as ensuring all families referred to the program receive a high standard of service.

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

New strategies will be implanted in the new year so watch this space.

Julie Nelson

Program Manager Yadeni Tago



**Queensland
Government**

Department of Child Safety, Youth Justice and Multicultural Affairs

This program is funded by the Department of Child Safety, Youth Justice and Multicultural Affairs

LLA Membership

- 139 Club – 3rd space
- 3rd Space
- Accoras
- Act for Kids
- Anglicare
- Arcare – Aged Care
- ATSICHS
- Benevolent Society
- Brisbane City Council
- Brisbane Rape and Incest Survivors Support Centre
- Brisbane Youth Services
- C & K Preschools
- Carers QLD
- Carinity
- Caxton Legal Centre
- Centacare
- Chisholm Christian College
- Churches of Christ
- Communify
- Community Living
- Department of Aboriginal and Torres Strait Partnerships and Disabilities
- Department of Child Safety, Youth and Multicultural Affairs
- Department of Correctional Services
- Department of Education and Training
- Department of Housing Public Works
- Department of Human Services
- Department of Communities
- Department of Health
- Department of Youth Justice
- Drug Arm
- Edge Early Learning
- Emerging Minds
- Encircle
- Family Drug Support

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- Goodstart Early Learning Richlands
- Grand Avenues Services
- Griffith University
- Headspace
- Humming Bird House
- Inala Community House
- Inala Wangarra
- Inala Wangarra
- Integrated Family and Youth Service
- Jabiru Early Learning
- Koobara
- KU
- Kummara
- Kyabra
- Life Without Barriers
- Lives Lived Well Org
- Lutheran Services
- Mercy Community Services
- Micah Projects
- Mission Australia
- Multicultural Australia
- Murri School
- Murri Sisters Inside
- NAPCAN
- NDIS
- North West Youth Accommodation Service
- Nundah Community Centre
- Office of the Public Guardian
- Parliamentary Crime and Corruption Committee
- PCYC
- QLD Aboriginal and Torres Strait Islander Child Protection Peak
- QLD Foster and Kinship Care
- QLD Police Services
- QLD Youth Housing Coalition
- Queensland Child Care Services
- Queensland Family and Child Commission
- Raise – Youth Mentoring
- Relationships Australia
- Salvation Army
- Sandbag
- Save the Children
- Scentre group
- Sing and Grow – Child Learning
- Skattle Counselling services
- St Vincent de Paul Society Queensland
- Stretton Early Years & Kindy
- Sunnybank Anglican Early Learning Centre
- Sunrise Kids
- Taigum Early Learning Centre
- Ted Noffs Foundation
- Teen Challenge
- Tenancy QLD
- The Community Place Childcare
- The Smith Family
- United Care Community
- University QLD
- Wandarrah Preschool/Kindy
- Wesley Mission Australia
- Women's Housing
- Women's Legal Service QLD
- WWILD – Child Early Learning service
- YMCA
- Your Town
- Youth Advocacy Centre
- Youth Housing Project
- Zig Zag

Yeaca Dhargo Family Wellbeing Program

Overview

Yeaca Dhargo Turrbul Language “Walking Together” Indigenous Family Wellbeing Service.

The Yeaca Dhargo Family Wellbeing Service (YDFW) provides holistic, culturally responsive, support to improve their social, emotional, physical and spiritual wellbeing, and build their capacity to safely care for and protect their children.

Aboriginal and Torres Strait Islander community-controlled organisations lead the design and delivery of these services to ensure support and responses are culturally safe and responsive, reflect community and family strengths, local needs and aspirations, leadership, and cultural knowledge.

The program seeks to draw on staff and communities’ cultural knowledge to provide holistic, social, emotional, and practical support for families that are experiencing difficulties in their lives. Healing for families is a central tenet of the model for practice and the belief that healing will affect enduring and tangible change within vulnerable children, young people, parents/carers and their family’s lives.

The program is unique in that the model is designed to be flexible and responsive to families’ needs across the spectrum which includes universal, targeted, tertiary, and secondary responses. Specifically, Yeaca Dhargo Staff collaborate with a wide range of culturally appropriate universal, secondary and specialist services e.g. counselling, placement services, housing and with each individual family, to plan and provide a tailored, holistic, and coordinated response to their specific needs.

This includes working with families with diverse needs — from prevention and early intervention support to help families at the earliest possible opportunity to prevent concerns and worries from escalating, through to intensive support for families already in contact with the child protection system.

Service Delivery and engagement of families by Yeaca Dhargo staff is monitored via Senior Management. Audits are conducted of open and closed cases to ensure written work is completed to a quality standard.

Quality Assurance of the service delivery is monitored via monthly case reviews, team meetings and adhoc case discussions.

The Staff provide feedback forms for families to ensure they are able to provide confidential feedback about the support and assistance they receive prior to closing. All staff have access to paid External Professional Supervision every 6 weeks which provides them with an opportunity to reflect and discuss cases and discuss self-care strategies.

Staff members have the option if they require to access additional External Professional Supervision.

This is totally confidential, and reports are not required to be sent through to line managers and appointments are organised between the staff and the external supervisor.

All external supervisors must meet the criteria of being relevant to the sector the staff work with evidence sent through to Senior Management before commencing sessions.

The Team

The Team comprises of a Program Manager, a Team Leader, a senior Practitioner 3 Family Wellbeing Practitioners, 1 Community Support Worker, a Specialist Domestic and Family Violence Practitioner and 2 (IFYW) Youth Practitioners and a.75 Administration Officer with ongoing complex case support from the CEO who has an extensive background working with First Nation children, young people and families.

Indigenous Families Youth Worker (IFYW)

IFYW workers were added to the Yeaca Dhargo program to provide specialist support to families with young people who are experiencing difficulties, the Youth Support Practitioners provide targeted case management to young people and develop support plans to address their individual goals and the needs of the other children.

IFYW workers work collaboratively with the Family Wellbeing Practitioners as well as carry their own individual cases. This has been a very welcome addition to the team with the increasing presentation of families with young people at risk of becoming

Yeaca Dhargo Family Wellbeing Program

involved with or being involved with the Youth Justice System. The additional resources these positions have brought with them have certainly increased the capacity of the team and the level of expertise in this area.

DFV Specialist Worker

The Domestic and Family Violence (DFV) Specialist Worker was also added to the Family Wellbeing Team which was also a very welcomed addition considering the increasing numbers of families presenting experiencing DFV.

There was a considerable increase in the numbers of incidents of DFV during the last 18 months and this position was added in response to the increasing need. While there were issues recruiting someone for the position initially once there was someone in the role it was not long at all before a considerable difference could be seen in the capacity of the team and the additional partnerships established.

Additional funds specific to families escaping DFV were also provided by the Department of Child Safety, Youth Justice and Multicultural Affairs which has been extremely useful in assisting women and children to move, re-establish themselves in a safe home environment and also resettle into new schools etc. This position has proven to be another valuable key role in the service.

Referrals and Operations

Referrals are received from a diverse range of services, agencies and departments such as the Department of Education, the Department of Queensland Health, the Department of Child Safety & Youth Justice, Yadeni Tago, the Aboriginal Torres Strait Islander Community Health Service, the Institute of Indigenous Urban Health, internal programs within Kurbingui and other external government and non-government agencies.

Families can self-refer if desired. The service is open for operation from 8:30 am to 5:00pm; however, there is flexibility to support families outside of the standard business hours and those appointments are arranged based on the need of the families and also if emergencies arise.

Activities, Events, Training, Networking and Partnerships

Throughout 2020-2021 Staff attended numerous community events, activities, and training such as Back to School Day, Children's Week Activities, Strong Deadly Spirits, Aboriginal Torres Strait Islander Mental Health First Aid, Talking About Suicide, Mercy Community Reconciliation Action Plan Launch, Elder's Lunches, Stakeholder Meetings, Sorry Business support, Program Presentations, HALT, Elder's Forums, Yarning Circles, Various NAIDOC Community events and activities.

Unfortunately, many of the usual events that Yeaca Dhargo staff would attend, and support were cancelled due to the COVID19 restrictions.

Regular in-service training is provided by specialist consultants in areas such as, Strengths Based Practice, Case Management and Culturally Safe Practice and Engagement, Case Noting, Case Planning and Case Management/Support, Leadership and Management, Safe and Together - Domestic and Family Violence responses.

Community awareness and support of the Yeaca Dhargo program is key to building, maintaining a solid footprint throughout the region and solid relationships. This assists staff when engaging and supporting families to achieve their identified goals.

Stakeholder engagement and partnership collaboration is also an essential component of the success of Yeaca Dhargo reflecting a traditional cultural way of working where the community wraps around and supports families in their day to day lives in specific areas of specialty.

The genuine partnerships experienced by staff have continued to grow. With the support of the Senior Community Engagement and Development Advisor all partners are offered tailored cultural engagement training workshops which includes Elders and community members sharing their own stories as service users and community members from a First Nations perspective.

Yeaca Dhargo Family Wellbeing Program

Feedback from partners have been extremely positive and ongoing cultural support is provided along with sharing of resources to assist in a quality service delivery to all community members. Resources do not necessarily equate to monetary resources it can be anything and is usually identified by the needs of the families at the time. “What do we need to do to make this happen?”

Staff attend joint working groups across the region, including the Local Level Alliance working groups on the north side, which allows more in-depth sharing of knowledge and skills and the creation of opportunities for collaboration with children, young people and their families support services and activities.

These meetings occur quarterly or six weekly. Working in collaboration with partner agencies also helps identify emerging trends, issues/ challenges, and barriers to streamlining service delivery to vulnerable children and families.

Network meetings, Case Conferencing and Family Led Decision Making meetings are great opportunities to establish, build on and maintain strong relationships with key staff in both the government and non-government sector.

Most importantly the outcomes for families from these meetings has made a considerable difference in the way of working with families and their self-determination and ownership in the support process.

These processes recognise the strengths of the families and the individual members as well as their support network. Stakeholders see the situation from a different perspective and not necessarily from a deficit perspective.

It is a given that all children and young people need to be safe and through this process it is a partnership with the family to ensure that they are safe and where possible remain in the family home and work to resolve the worries and concerns.

In many instances where there are worries and concerns that mean that the parents/carers are not in a position to care safely for their children, staff will work with the family to identify other family members

that are appropriate and have the capacity to care for the children while staff work with the parents/carers on the issues of concern.

This is done in collaboration with the Department of Child Safety Service Centre that is involved so that all stakeholders are assured the kin carer is suitable to undertake the care of the children.

This way of working has proved to be extremely successful whereby when the parents/ carers are at a point that they have demonstrated that they can provide a safe home environment for their children a transition process is undertaken, and support is provided to all members to achieve success.

This process also occurs where a more permanent arrangement is required. Support is provided to all concerned by Yeaca Dhargo staff. The family continues to remain outside of the statutory system with the extended family providing the support.

HALT Collective

Senior Management and staff attend the HALT meeting (which simply means HALT or STOP). This is a joint collective between the Department of Child Safety, Youth Justice and Multicultural Affairs, and representatives from Yadeni Tago – (IFaCC/ FACC), Yeaca Dhargo Indigenous Family Wellbeing, the Aboriginal Torres Strait Islander Community Health Service (ATSICHS), Kummara, and Moreton ATSICHS.

The overall aim of the group is to stop the over representation of Aboriginal Torres Strait Islander children and young people in statutory systems by supporting families to build their knowledge, skills and capacity and divert them away from the child protection system, where appropriate.

Information relating to Aboriginal and Torres Strait Islander families is received by Department of Child Safety and where appropriate, the matter is then referred to the HALT collective to identify the best way forward in terms of support and assistance and which organisations program is best placed to respond.

Yeaca Dhargo Family Wellbeing Program

The collective has been extremely successful in identifying alternative ways for families to receive the type of support and assistance that is right for them that is culturally safe for all members and where the family leads their own process.

Among the individual amazing outcomes with families, other outcomes of the group during 2020-2021, include being instrumental in influencing changes in policy in regard to the Support provided to Pregnant mothers who are at risk of departmental intervention.

A policy shift has resulted in the department making referrals for these mothers for early intervention and supports which creates further opportunities for the expectant Mum to attend to the worries and concerns identified by the Department of Child Safety and create opportunities for support services to collaborate to support Mum to be to improve her circumstances and reduce the need for traumatic removals at birth.

Kurbingui would like to acknowledge the decision makers within the Department of Child Safety, Youth Justice and Multicultural Affairs for being so flexible, forward thinking and innovative to make the necessary changes to improve the lives of First Nations families as well as families in the broader communities.

The Halt Collective received acknowledgment of the impact of their work by being awarded a Child Protection Week Award for Reducing the Over Representation of Aboriginal Torres Strait Islander Child and Young People in Care.

It is a given that all children and young people are to be safe and as such there are different scenarios that can occur to keep them safe while support is provided to their parents/carers. As mentioned above, in most instances the right type of support for families results in them no longer needing any involvement with the Department of Child Safety.

Family Support Services are flexible in that the families can continue to receive support as needed. If they find that they need further assistance after they have closed with the service, they can return at any time.

Yeaca Dhargo

Overall Yeaca Dhargo Family Wellbeing Program (YDFP) in partnership with other stakeholders aims to achieve the following:

Highly vulnerable families are more informed, have the resources are stronger, capable, and more resilient – families are appropriately referred and engage with the culturally safe supports they need.

Improved life outcomes for vulnerable First Nation children

- a reduction in children in care; and reduction in risk factors for vulnerable children.

More suitable culturally support services to our vulnerable families—government investment proportions shift from tertiary to secondary; and agencies refer to the most appropriate services.

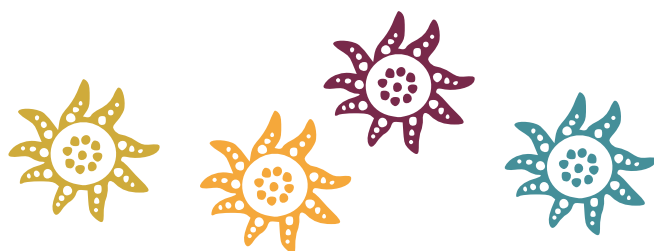
Connecting families and children to community and culture and minimizing issues that may be created as a result of family and cultural isolation.

All Support Services for First Nations peoples delivered by Aboriginal Community Controlled Organisations.

Challenges

The program staff and management faced challenges over the last financial year which primarily related to ongoing staff movement and retention, an issue shared across the sector.

Despite the challenges of staffing, service provided to families was not impacted upon. Through the support of senior management, program staff were able to work and develop strategies that provided continuous quality service delivery as well as providing program staff opportunities to take care of their overall health and wellbeing through External Professional Supervision, Internal Supervision, regular Case Reviews and other strategies implemented to support self-care of staff.



Yeaca Dhargo Family Wellbeing Program

Service Delivery

Throughout 2020 to 2021, 158 families were referred to the Yeaca Dhargo program. This is up from the previous year which was 130 referred cases.

It is important to note that referral counting is 1 referral for 1 family and as such the figures displayed below does not reflect the numbers of family members that received services. Numbers of family members can be 2 through to 20 depending on the family network identified or who is living in the home or the family makeup.

Refferals	July – Sept 2020	Oct - Dec 2020	Jan - March 2020	April - June 2020	Total
Self-Referrals	8	6	6	4	24
Partnership - FACC & IFACC	2	1	4	4	11
RIS	4	7	4	9	24
CSSC	2	2	6	5	15
Other - NGO's, Gvernment, Edu-cation, Elders	16	18	30	20	84
Total	32	34	50	42	158
Service hours per quarter (standard hours = 2633)	2279.6	1631	2233.6	2414.8	8559
IFWY Service hours	122	294.8	354.6	425.1	1196.5

Data Review

As noted above during 2020-2021 Yeaca Dhargo received a total of 158 referrals. While self-Referral remain a primary way for families to engage with our program this year has seen a significant increase in referrals being received from both government and non-government agencies as well as a high number of referrals being received from Child Safety services both the regional intake service and Service Centers. This is encouraging and may indicate that not only do families consider the program to be a positive, experience, culturally safe and effective.

But also, other services are gaining an understanding of the program and supports offered to our families. The data above illustrated that during this time our primary referral source was overwhelmingly other services both government and non-government.

The average number of days to close a case with 'all or majority of needs met' was 249 days and the average number of days to close a case with 'partial needs met' is 328. The average number of days of service for cases closed as an early exit was 111 days in total. Therefore, staff are working with families intensively for a period of 6 months in total.

The number of families that were exited from the service throughout 2020-2021 were 89 in total over the reporting period. In total the staff supported 152 Aboriginal and Torres Islander families referred to the Yeaca Dhargo service. This number does not include the community support through participation in events and other programs assisted by other program staff at Kurbingui.



Yeaca Dhargo Family Wellbeing Program

For example, the Numula Family Safety Response Coordinator works in collaboration with the DfV Specialist Worker and or the Family Wellbeing Practitioner (FWP) or where there are mental health issues, the practitioner from the National Suicide Prevention program will work collaboratively with the FWP.

At the end of the reporting period are 98 open cases. There were 19 families' cases closed over the reporting period due to being unable to contact the family despite all efforts. The increase in these numbers is likely due to the increasing number of non-consenting referrals received from the Regional Intake Service.

While it is unfortunate, it is important that staff had the chance to attempt to make contact and offer support to these families before statutory intervention.

Another reason for not being able to contact the families is that they are homeless and staying with family temporarily and when staff get to the address they have moved on and the family member is not sure where they have gone or if they are even still in Brisbane.

Program hour's total 8558.8 this financial year and this may be a result of being understaffed for a period and or issues with reporting on the program case management database, not calculating the accurate hours. There have been issues raised in relation to data reporting throughout this year.

It was identified that staff were under reporting. Unfortunately, when improvement or changes are made to the Department's database staff are often not aware and therefore do not make changes in how they report their information.

This has been communicated and support has been forthcoming when required. Hopefully this issue will not continue, and the hours reflected will accurately reflect the work undertaken by our dedicated staff.

Partnerships and Collaborative Outcomes

As mentioned above, staff participate in a number of local and regional networks. It is important to make specific mention for the Local Level Alliance (LLA) group, Northside Stakeholder Group and RIS/CSAH/PCPP/FACC meetings.

These groups provide an important platform to discuss strengths, challenges, share stories, and identify trends, information sharing and networking opportunities.

The Yeaca Dhargo team work collaboratively with all Kurbingui teams – Bridges, Numula Family Safety, Youth Justice Community Youth Response Diversionary, Family Led Decision Making, Skilling Queenslander for Work, National Suicide Prevention-Social Emotional Wellbeing, Special Projects and Corporate Administrative Support to provide a continuous flow of quality service delivery to all families, children, young people, Elders and individual community members.

The list of services below outlines the extensive work program staff continue to undertake with stakeholders and genuine partners to maintain/establish relationships throughout the year. Please note, this list includes but not limited to:

- Brisbane Northside Elders Group
- Home Stay
- Early Years, Primary and Secondary Schools across the regions
- Domestic Violence Services
- Queensland Police Service
- Relationships Australia
- Department of Housing – (Service Centres across Brisbane and Moreton Bay regions)
- Aboriginal Torres Strait Islander Community Housing
- Umpi Korumba Aboriginal & Torres Strait Islander Corporation for Housing
- BRIC Housing
- Inch Housing
- Rent Connect
- Centrecare
- Queensland Indigenous Family Legal Service
- Act for Kids



Yeaca Dhargo Family Wellbeing Program

- Brisbane Youth Services
- Strathpine Child safety
- Fortitude Valley Child Safety
- Capalaba Child Safety
- Alderley Child Safety
- Chermside Child Safety
- Caboolture Child Safety
- Redcliffe Child Safety
- Mt Gravatt Child Safety
- Nerang Child Safety
- Maroochydore Child Safety
- Inala Child Safety
- Forest Lakes Child Safety
- Benevolent Society
- Zillmere Family Assistant program
- 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 Service (ATSICHS)
- Institute for Urban Indigenous Health (IUIH)
- Aboriginal & Torres Strait Islander Legal Service
- Kummara Family Wellbeing Service
- Micah Projects
- Hart 4000
- Change Futures
- Yumba Hostel
- Joyce Wilding Hostel
- Zillmere Community Centre
- GIVIT - Goods for Good Causes
- Nexus Food hampers - Stafford
- Bernie Brae – Chermside
- Connected Inc - Virginia
- SNAICC
- Queensland Aboriginal Torres Strait Islander Child Protection Peak (QATSICPP)
- Leanne Linard - Member for Nudgee and Minister for Child Safety, Youth Justice and Multicultural Affairs.
- Jared Cassidy Brisbane City Council Member for Deagon Ward
- Anika Wells Federal Member for Lilley

Moving Forward

The addition of the IFYW workers and the DFV Specialist Role In 2020-2021 has increased the team's capacity to respond to needs of families and provide targeted support to families to increase the opportunities of positive outcome for families.

Moving Forward the team is focused on continuing to further expand their knowledge and skills to respond to the ever-evolving needs of our First Nation's families and community members. More collaboration and project work with genuine partner agencies and Elder's locally and throughout the broader community. A parent's advisory group is also something that staff and management are discussing to establish to provide feedback from a service user perspective.

The completion of the new office space is due to be completed by end of November 2021 and will provide a much-needed space for families to connect with our program and staff in a safe comfortable atmosphere.

With the easing of Covid-19 restrictions the team is preparing to implement new programs to support our families and communities including the return of the Strong Deadly Spirits, Mums and Bubs and Parenting Programs.

Yeaca Dhargo staff will join in with other programs where appropriate and involve families, children and young people in their activities and events throughout the year.



Queensland Government

Department of Child Safety, Youth Justice and Multicultural Affairs

This program is funded by the Department of Child Safety, Youth Justice and Multicultural Affairs



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Social Emotional Wellbeing Program Reports

In This Section...

- National Suicide Prevention Program

National Suicide Prevention Program

Suicide Prevention – Overall Summary Update

Kurbingui Youth and Family Development and the Primary Health Network (PHN) North Brisbane on the 10th of October 2018 finalised the Program Schedule to deliver the National Suicide Prevention Trial – Emergency and Follow-Up Care and the Frontline Worker Training and Connector Program. However, since the end of March 2021, PHN (North Brisbane) advised Service Providers to commence closing service delivery leading up to 30th June 2021. While Kurbingui were mindful of this our exit strategy was to continue to accept referrals until close to the end date and refer them onto other internal services or external partner agencies to extend.

Fortunately, PHN advised Kurbingui close to the end of the contract, that they were successful in obtaining further funding to extend the contract to the end of 30th June 2022. Kurbingui NSP Social & Emotional Wellbeing team will continue in delivery of aftercare services under the former NSPT (Contract)

The overall aim of the Suicide Prevention program is to build appropriate culturally safe assistance and support for individuals and their families in the Brisbane North Aboriginal and Torres Strait Islander Community who experience related to suicide. This is achieved by delivering culturally safe and sensitive suicide awareness training and community engagement to build resilience and greater awareness of care pathways, and also through increasing the local community skills around suicide prevention. Staff take a multipronged approach through:

1. Engaging Elders to build resilience around suicide prevention and support.
2. The individual, family and wider community will have access to community programs delivered through the partnership and other agencies, reducing the need of the client to re-tell their story over and over again.
3. The assessment of existing services for the target group.
4. The development of an effective culturally responsive internal and external program team to address the needs of the target group as they arise.

5. The development and implementation of data collection tools to meet the objectives of the trial to inform future practice.

6. Promoting clear accessibility for the Aboriginal & Torres Strait Islander Community to receive culturally safe responsive support and care when they are experiencing suicidal crisis, or at risk of suicide, bereaved by suicide.

7. The delivery of a high quality effective culturally responsive non-clinical therapeutic and practical support to clients and their identified family members and community.

8. The Coordination of Community based activities – suicide prevention and intervention and education.

9. Delivery of Community Mental Health Education.

10. The delivery of one-on-one Client Mental Health Education.

11. The ongoing consultation with potential partners to develop more collaborative working and referral pathways.

12. Increasing links to specialist services

13. Engagement and participation of people who have lived experiences within NSP activities such as community education, peer support, youth programs and others based on presenting needs.

Emergency Response and Follow-Up

The Emergency Response and Follow-up service to-date, there have been **143 referrals to NSP SEWB** since the beginning of the program (**64 females, 78 Males and 1 Transgender**) and there are 53 Currently active (**34 Females & 19 Males**).

Many of the clients have been accessing other specialised services (e.g., Change Futures) to receive medical and psychological interventions. We have also retained the services of more Aboriginal and Torres Strait Islander specific specialists (e.g., Black Feather Psychology) to ensure the program is remaining true to the cultural necessities for all Kurbingui clients. Referrals are still being sourced from Qld State Education; Corrections and the Youth Justice system (including Probation and Parole); Queensland Police Service; self-referrals (e.g., 'walk-ins') and internally

National Suicide Prevention Program

from other programs to Kurbingui namely Numula Family Safety being the main source, Yeaca Dhargo Indigenous Family Wellbeing, and the Youth Justice Community Youth Response Diversionary Program.

There have been **107 client closures since the start of the program (68 Males; 38 Females and 1 Transgender).**

As mentioned previously, the NSPT Initiative at Kurbingui was in the process of slowing down with taking referrals and where appropriate were closing or transitioning clients to other services both internal and external. It was promoted that the program was closing which impacted on the rate of referrals when we were informed the contract was extended for another 12 months. We at Kurbingui are very grateful for the funding because given the nature and complexities of the community and social and emotional wellbeing (mental health), high rates of suicide and increasing rates of diagnosis of Depression and Anxiety there is a huge need to ensure that a quality level of culturally safe support is provided to individuals, their families and the community members as needed permanently. This program continues to meet the needs of the Aboriginal Torres Strait Islander community we support and can continue to make a huge difference with more permanent funding where the community can feel confident that we will still be here and not fearful that each year we will disappear yet again.

Wrap Around Supports

Clients of the service have access and support from existing programs providing support and assistance to families, young people and individuals at Kurbingui. Often the NSP team will co case manage a client and family together with another program so that the other specific supports required are provided.

Strong Deadly Spirits Youth Cultural Engagement

In addition to the clients that received individualised support, there were 15 young people who attended the group programs that ran for 10 weeks duration delivered at Kurbingui in Term 4 2020. The aim of the group is to build strong, deadly, healthy spirits, resilience and help seeking behaviours in Brisbane North Aboriginal and Torres Strait Islander young

people. The group provided weekly activities including designing sensory tools, engaging in yarning circles, building self-esteem and self-confidence, cultural engagement and building safety networks.

Frontline & Connector Training

Aboriginal and Torres Strait Islander Mental Health First Aid Training: Learning materials in this training included understanding different mental health problems e.g. depression, non-suicidal self-injuries (NSSI) psychosis, alcohol and other drugs (AOD), understanding early warning signs, how to provide support to people who are developing a mental illness and or experiencing a mental health crisis and cultural consideration and understanding the detriments to Aboriginal and Torres Strait Islander peoples social and emotional wellbeing. After successful completion of the course and assessment, participants obtain a certificate of accreditation as an Aboriginal and Torres Strait Islander Mental Health First Aider. This Training was held at Kurbingui over 2 days 23rd and 24th September with a total of 15 people, consisted of staff and community.

Talking about Suicide Workshop: Is a 5-hour course that teaches people how to support Aboriginal and Torres Strait Islander persons experiencing suicidal thought and behaviours. This program was delivered in Zillmere during October 2020 with 18 participants.



National Suicide Prevention Program

Deadly Thinking Youth Training: Provides knowledge and teaches strategies in relation to maintaining social and emotional wellbeing and suicide prevention. The workshops also provide opportunities for participants to have healthy conversations to discuss anxiety, depression and suicide. The training delivers awareness to promote help seeking and enables individuals to share and develop the knowledge and helpful strategies to assist others in their communities who are expressing need for help. This 2-day training was delivered during June 2020 with 10 participants and again 20th and 21 October 2021 with 8 youth participants.

Training and Networking

The setting up of the NSPT required an enormous amount of work in engaging with stakeholders and partners, promoting the various components of the program to Community and other services and training of staff. The funding body PHN also required regular meetings and updates to ensure that the rollout of the trials was successful. Staff Training included: Screening Tools for Assessing Risk of Suicide, Talking about Suicide, Redicase training (PHN data base), Deadly Thinking, Advanced Suicide Prevention training, Working with Young People Who Self Harm, Stories of Change to Theories of Change.

Outcomes so far

This program delivers education and training in tackling attitudes, behaviours and beliefs around suicidality for Aboriginal and Torres Strait Islander community members across the lifespan in the Brisbane North Region. It has delivered much needed support to the high risk Aboriginal and Torres Strait Islander community as well as increasing awareness regarding suicide prevention pathways among clients and their families. It has educated and supported local networks, agencies, and service providers so that they understand the suicide prevention pathways. It has also highlighted the lack of culturally appropriate external service providers in the region.

It has been important to capture the voice of our community to assist in co-design and to ensure participation, this can be a long but worthwhile process. The support of the Elders, the Board and the

CEO have been critical in the setting up and delivery of the National Suicide Prevention Trial and the continuation of delivering aftercare services under the former NSPT.

Requests for service have increased since the program opened which demonstrates the need within our community and we look forward to delivering deadly services over the next 12 months.



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An Australian Government Initiative

This Program is supported by funding from the Australian Government under the PHN Program.

National Suicide Prevention Program





Auspiced Program Reports

In This Section...

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

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



During the year the members of the Brisbane Northside Elders Group continued to demonstrate their commitment and energy to advocate and lobby for changes to statutory systems and service delivery that they see discriminate against Aboriginal Torres Strait Islander families, children, young people and individuals and create opportunities to improve their quality of lives.

Most importantly, their focus is to reduce the number of children and young people in the care of statutory systems and reunite them with their families or kin where possible. Along with the Kurbingui programs during the changing COVID19 restrictions and safety measures the Elders changed their mode of attendance at meetings, consultations etc. using digital platforms where necessary to ensure their presence and a voice at the virtual table.

Specifically, the Elders attended regular meetings 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 discussed strategies for implementing changes to the delivery of services to better engage families, children and young people, healing programs, culturally safe practices and most importantly collaboration lead by Aboriginal Torres Strait Islander organisations.

During 2020/2021, the Brisbane Northside Elders Group events and activities were reduced in numbers because of the ever-changing restrictions, snap lockdowns and uncertainty in community of the COVID19 restrictions being increased at any time. However, as mentioned above, they were still very busy. They did support and attend Kurbingui and other external partner agency activities including but not limited to, Morning Teas with partner agencies, SQW Trainee Graduations, Significant days of Remembrance and Celebrations, Domestic & Family Violence Prevention Workshops, Child Protection Workshops, Acknowledgements and Welcomes to Country, co-facilitation of Women's and Men's Groups.

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.

The Men's Shed was limited in terms of opening due to the space restrictions; however, they supported staff and the SQW program in the establishment of the Men's Yarning Group on a Saturday morning and have begun to promote once again for new members as the restrictions have now relaxed again.

Uncle Alan and Uncle John support staff to make templates of traditional Aboriginal Torres Strait Islander artefacts, instruments, and tools for cultural workshops. Uncle Alan Finn has continued to volunteer and look after the community garden as well as teach us all about growing plants, fruit and vegetables. Uncle Alan also volunteers his services to develop yarning circles and school gardens in collaboration with the Bridges school and community program. Thank you, Uncle Alan you are amazing, and we really appreciate you.



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

Once again, we would like to express our appreciation to all members of the Brisbane Northside Elders and the Men's Shed with a special 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.



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



Police Referrals



Aboriginal & Torres Strait Islander
Legal Service (Qld) Ltd



ChildProtectionPeak



World
Wellness
Group



SHELTER
because housing matters





Kurbingui

youth & family development



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