

# 2023



**RYSS**

Regional Youth Support Services Inc.

*Practical Support for Children, Young People & Families*

**ANNUAL  
REPORT**



*Aboriginal and Torres Strait Islander peoples are advised that this publication contains images and references to people who may now be deceased .*



**RYSS**

Regional Youth Support Services Inc.

*Practical Support for Children, Young People & Families*



NOT JUST A YOUTH SERVICE  
**CULTIVATING LIFE LONG**  
**WELLBEING**

*We acknowledge that Regional Youth Support Services Inc supports our community while on the traditional lands of the Darkinjung people, and we pay our respects to elders both past and present. RYSS also acknowledges young people, who are our hope for a brighter, stronger future, who in days ahead will be the leaders in our community.*

*Regional Youth Support Services Inc is proudly committed to diversity and social inclusion, incorporating Aboriginal and Torres Strait Islander peoples, people who identify as sexuality and gender diverse, people with a disability, and those from culturally and linguistically diverse backgrounds.*



# CONTENTS

RYSS HISTORY TIMELINE	6	IN MEMORY OF LOGAN	31
RYSS TODAY	8	THE YOUTH COLLECTIVE	32
OUR SERVICES	9	SPECIALISED INDIVIDUAL SUPPORTS	36
COMMITTEE MEMBERS	10	ABILITIES GROUP PROGRAMS	38
CHAIRPERSON REPORT	12	ONE3ONE YOUTH HUB OPENING	42
TREASURER REPORT	13	ITTY BITTY FUNDRAISER	44
CEO REPORT	14	ROSA BUS LAUNCH	45
OPERATIONS REPORT	16	COMICON REPORT	46
CASE WORK AT RYSS	18	RYSS ADMIN TEAM	48
TARGETED EARLY INTERVENTION	19	MARKETING REPORT	49
INDIGENOUS JUSTICE PROGRAM	22	2021/22 RYSS STATISTICS	50
NGALIYA	24	2021 AGM MEETING MINUTES	52
DANA'S AWARD	26	RYSS PHOTOS	55
OUR VALUES	27	FINANCIAL REPORT	56
GENQ	28	RYSS FUNDERS & SUPPORTERS	80
RENT CHOICE YOUTH	29		

# RYSS HISTORY TIMELINE



*Our youth services commenced in 1986. RYSS now provides local, intensive case management, community outreach programs, early intervention support, family reconnections, Indigenous support programs, events, and activities for children, young people and their families.*

## 1986 - 1998

### GOSFORD YOUTH SERVICES (GYS)

Gosford Youth Services began in 1986 at Kariong Estate at Woy Woy Road (now the Art Barn) with the guidance of Gosford Council. This was a one part time worker position. The second venue was the Kincumber Youth Centre. In 1989 the agency became an Incorporated Association and then had offices in Donnison Street above Jacks Tyres (with Community Housing and Volunteer Treasurers). Later the service moved to a house near Gosford Police Station.



## 1989

In 1989 GYS initiated the first NSW mobile youth centre targeting geographically isolated families. Groups ran out of community halls, garages, and public spaces across the Central Coast. GYS shared space and supported Wyong Gosford Youth Radio at Kariong. Actors With Attitude was the first theatre program run by GYS out of Kariong and a regular youth group emerged.

In 1993 Kim McLoughry was employed as the first Wyoming Youth Centre Coordinator with three staff in GYS Donnison Street Gosford office and Kincumber Youth Centre. In the 1990's staff were very active in juvenile crime prevention and ran discussion groups for truants, many arts orientated programs and workshops at Kariong, Wyoming and Kincumber, including 'The Score' youth newspaper and Radio production training.

## 1996

### THE LABYRINTH YOUTH CAFE

In 1996 The Labyrinth Youth Cafe was established in Erina Street Gosford. This new shop front for Gosford Youth Services provided a new service model and new employment opportunities. The Labyrinth provided a free, readily accessible and independent space for young people in Gosford for over three years, not only creating social space but also a venue for art events, including poetry readings, live music performances and visual art exhibitions. With the development of the youth cafe, GYS was able to source funding from the Area Assistance Scheme, to employ a part-time youth arts/recreation worker. This allowed the coordination of arts activities, events, exhibitions and performances.



## 1998

### REGIONAL YOUTH SUPPORT SERVICES

In 1998 the agency changed name to Regional Youth Support Services Inc in recognition of the organisations need to restructure to become an umbrella auspice for a range of youth projects and programs for the Central Coast region. Several new Youth Worker positions were created, funded by the Area Assistance Scheme and the new Youth Centre at Kariong was developed.

The success of the Labyrinth and the arts programs being offered contributed to RYSS developing the concepts for a youth-run business enterprise and standalone multi purpose youth facility. The first of its kind on the Central Coast.



## 1999 - 2005

### DONNISON'S ON THE PARK OPENS

A Youth business enterprise began in 1999 in a partnership between RYSS and ET Australia with the successful allocation of "Breakthrough" funds from the Foundation for Young Australians. RYSS received \$250,000 over four years to set up a youth run restaurant. With the support of Gosford Chamber of Commerce and Gosford City Council the Kibble Park Tea Rooms were identified as the ideal CBD site. In 2002 Donnison's on the Park Restaurant opened, employing three permanent full time staff and three casual staff, all aged under 25 years. Over 150 young people were trained and employed over the five years of this business enterprise.



## 2001

### PARKSIDE MULTI SERVICE YOUTH FACILITY

In 2001 a co-location model began with "Parkside Multi Service Centre" at 123 Donnison Street Gosford. Parkside housed six youth service providers including RYSS, ET Training & College, VERTO - Apprenticeships & Training, Aftercare ARC, Relationships Australia, and Options- for young people with disability.

## 2007

### YOUTH ARTS WAREHOUSE OPENS

With many years of planning and sourcing sponsors, The Youth Arts Warehouse was built in 2006 with the generous contributions from many local businesses and Local, State and Federal Governments. The Warehouse was constructed in the old Coles storage warehouse above the Parkside services. This state of the art venue opened it's doors in 2007 and the launch was attended by Minister for the Environment, Heritage and Arts Peter Garrett. The Warehouse produced art, music and theatre programs and hosted music events, theatre performances and exhibitions.



## 2020

### PARKSIDE CLOSURE

After 20 years, in December 2020, the tenants in the Gosford Parkside Multi-Service Youth Facility vacated the supermarket sized premises and relocated their services to make way for the proposed construction of Central Coast Council's Gosford Regional Library.

Five organisations made up the youth service collective based in the building; RYSS (shopfront lounge and Youth Arts Warehouse), ET Australia (ET College years 7 to 10), ARC (Aftercare Resource Centre), VERTO (Apprenticeships), and Options Disability Services.

RYSS helped to acquire, design, fit out and run programs from the building since it was opened by then Premier Bob Carr, Mayor Robert Bell, and the Plum Group in December 2001.

The partnerships RYSS has formed with other community agencies over the years have been highly valued, particularly with ET Australia in managing Parkside Gosford Ltd.

# RYSS TODAY



Regional Youth Support Services ('RYSS') is a leading, locally based child and youth registered charity and Not For Profit agency, delivering frontline youth support services and innovative engagement strategies to vulnerable young people between the ages of 12 and 25, and their families in communities throughout the Central Coast region.

Our main purpose is to help the disadvantaged, to relieve poverty and distress, and target people in need. RYSS is now in its 37th year of providing local, intensive case management, community outreach programs, early intervention support, family reconnections, Indigenous support programs, fundraising events and education programs on social issues that our young community face.

RYSS now offers supports out of 3 key locations in the Central Coast region. Our HQ can be found in the heart of Gosford and acts as a first point of access, located on the corner of Henry Parry Drive and Erina Street. Just a short stroll down the road we operate our One3One Youth Hub, which is an essential service that supports the mental health, wellbeing and employability of at-risk young people. Here young people can engage in skill and capacity building programs, receive casemangement supports and counselling. A Youth Skills Cafe is in operation so young people can get practical work experience in hospitality and customer service and get accredited certificates through group training. The One3One Youth Hub also provides a safe space where young people can get better access to external support services.

Our third location is our very well established youth centre in Wyoming. RYSS Wyoming is the home of RYSS Abilities and is also utilised by other RYSS Programs like IJP and GenQ. It has a plethora of resources including a basketball court, yarning circle, a newly renovated kitchen for cooking classes, lots of fun engagement activities like gaming, table tennis and pool and our very own workshop. All of this is located in a beautiful rainforest setting with lots of native flora and fauna in its surrounds.

RYSS' longstanding history on the Central Coast means that we possess a deeply grounded understanding of the local needs and diversity across the many communities in the region – an understanding that helps drive our many innovative and focused public programs and support strategies.

RYSS is a point of access across the entire Central Coast for high quality services, resources and facilities specifically tailored to children, young people and their families, young people with disabilities, and those wanting to increase independence, build skills and engage in their community.

RYSS HQ - 131 HENRY PARRY DRIVE, GOSFORD  
ONE3ONE YOUTH HUB - 131 ERINA STREET, GOSFORD  
RYSS YOUTH SKILLS CENTRE - 9 WARRAWILLA ROAD, WYOMING







# OUR SERVICES



## CLIENT SUPPORTS

A shopfront youth service, RYSS is your point of access on the Central Coast for high quality services, resources and facilities specifically tailored to people aged 12 – 25 years of age.  
131 Henry Parry Drive, Gosford.



## YOUTH OUTREACH

We like to get out and about in the community to deliver education and training sessions, forums, art and creativity workshops, music performances, and a range of other intervention and engagement strategies throughout the Central Coast Community.



## COMICON

Central Coast Comicon is a fun, colourful day for young and old to celebrate pop culture while raising funds to support our local young people and to create awareness of our organisation and the work we do in the Central Coast Community.



## INDIVIDUAL SUPPORTS

Our Abilities Team supports children and young people who are eligible for NDIS support funding in a range of core and capacity building areas, including Individual Support work, Support Coordination, and School Leavers Employment Supports



## SKILL BUILDING

RYSS premises are a great place for young people to be in a safe environment to chill out with friends get involved in skill building activities & workshops to help young people build independence and meet like minded people.



## ONE3ONE YOUTH HUB

RYSS One 3 One Youth Hub is dedicated to helping improve the lives of vulnerable young people and families by supporting their wellbeing, mental health, resilience, and employability for individuals living on the Central Coast.



# COMMITTEE MEMBERS



## 2022 - 2023



### GEOFF HYND CHAIRPERSON

*Community Services Welfare Diploma, 2003*

Geoff has a trade background in electronic scientific instrument making and had worked in that trade for over 30 years before leaving to undertake further studies.

Geoff then took up a position in the Smith Family firstly, as a team leader in the emergency help section and then as a Financial Literacy Program Coordinator since 2007.

Geoff has had over 36 years of experience working with young people in a voluntary organisation in both leadership development and mentoring them. Geoff joined the RYSS Management Committee in September 2007.



### BOBBI MURRAY VICE CHAIRPERSON

*Justice of the Peace | Diploma of Community Services*

Bobbi is a Barkindji woman originally from Wilcannia in far west NSW but has now lived on the Central Coast for the past 11 years.

Bobbi is passionate about young people and the justice system and started her career in the justice system as a youth representative for the NSW Attorney General's Department when she was 19.

Today, Bobbi works for the Central Coast Community Legal Centre as an Aboriginal Community Worker and sits on many state and national legal committees for a range of legal and community matters. Bobbi joined the RYSS Management Committee in October 2019.



### ERIN POULTON SECRETARY

*Bachelor of Management, 2009 | Bachelor of Commerce (Honours), 2011 | Doctor of Philosophy (Accounting & Finance), 2017*

Erin has been awarded degrees of Bachelor of Management, Bachelor of Commerce (Honours) and Doctor of Philosophy in Accounting and Finance, from the University of Newcastle.

Erin is currently teaching accounting and business at Avondale University and Certificate IV in Accounting and Booking at TAFE NSW.

Erin joined the RYSS Management Committee in 2017 and was also a director of the Central Coast Community Women's Health Centre (CCCWHC) from 2013 - 2020



### RAY SOUTHEREN TREASURER

*Life memberships of Apex Australia Rotary Service Above Self Award | Rotary Paul Harris Fellow | Gosford City Local Hero Award | O.A.M.*

Ray began working at Woolworths progressing to Store Manager positions and then worked in his own business from 1978.

Throughout his career, Ray built many companies and started a number of stores including furniture manufacturing before retiring in 2004.

Ray was in Apex and has remained a very active member of North Gosford Rotary and volunteer over many years at RYSS. He joined the RYSS Management Committee in October 2015.



### ANNIKA WESTERUS COMMITTEE MEMBER

*PhD(Mngt)(Newcastle), BBus(Hons), BMngt.*

Annika's career in business started in Sweden where her initial area of focus was in marketing. Since then she has started and managed several small businesses and developed a keen interest in the research and support of the small business sector. She is passionate about education as a necessary foundation for a successful society and alternative pathways to education are therefore critical to ensure flexible access. Annika teaches business and management at the University of Newcastle, with a focus on commencing students at various levels. She is a member of the Academy of Management, The Ethics Centre, a charter member of the Rotary Club of Erina, Inc. and has been a member of the Board for Parkside Gosford Ltd since 2015.



### BARRY DUNCAN COMMITTEE MEMBER

BJ is a proud Gomerai man who was born in Moree NSW, he hails from a well-established family, is the current Chairperson of Darkinjung Local Aboriginal Land Council who is heavily invested in the Central Coast and is passionate about youth and complex issues around making them future leaders.

BJ has a background in Juvenile Justice, Community Development and works collaboratively with young people, their families and service providers to create systemic and institutional change in the way young people and their families engage with the justice system and community. BJ was the previous Team Leader of the Indigenous Justice Program Team at RYSS and currently is employed by Central Coast Community Legal Centre as their Senior Aboriginal Youth and Community Navigator.



### BILL JACKSON COMMITTEE MEMBER

Bill Jackson has served in the Club Hospitality Industry for 50 years with 45 of those years in Management as a Club Chief Executive Officer, his last role being CEO of Ettalong Diggers Club.

He brings to RYSS Management Committee a wealth of knowledge and experience in Management and Financial expertise that will assist RYSS into the future. This knowledge covers the majority of management and all financial requirements. Bill is also a registered NSW JP

# CHAIRPERSON REPORT



**GEOFF HYND**

CHAIRPERSON

On behalf of the board I wish to acknowledge the traditional Aboriginal lands we work and live on. I also want to congratulate the hard work of the entire RYSS Team from the Management Committee to all staff, volunteers and students at RYSS in 2022/23. In November 2022 we held the annual RYSS planning meeting for the coming year and beyond. This was well attended by the Board members and senior staff. Valuable time was spent reflecting on the years progress towards the outcomes we set 12 months prior. A considerable amount of time was set aside to identify key focus areas for the coming year ahead. What was identified, and we were aware off, was the diminishing availability of affordable and transitional housing for youth that are clients of RYSS. The task moving forward would require various models to be explored. It has been identified that there is not one short term fix, so a research report has been created and good progress has been made.

*In July this year Ray Southeren passed away suddenly, while on holidays, in Darwin. Ray was a great supporter of RYSS both on the Board and his work as a Rotarian. Ray left his mark through out the organisation. Just a few of the areas that he has impacted are: Comicon, Wyoming Youth Skills Centre and as a valued board member as the Treasurer. In his honour it was decided as a fitting reminder of what Ray was about, an annual Ray Southeren Award for a young person who gives a lot to there community to honour his legacy will launch this AGM. We sincerely applaud the work of all the young people that RYSS has assisted this past year and thank the community for all their supports.*



# TREASURER REPORT



**BILL JACKSON**

ACTING TREASURER

This report details the financial operations for the 30 June 2023 financial year. This year, RYSS returned a surplus of \$94K compared with \$215K last year. We continue with funding from various departments, however last year saw the last of COVID-19 funds with the Social Sector Omicron Fund, which were applied to running costs of the business and boosted the surplus in that year. One of the main contributing factors for the \$94K surplus this year is the growth in our NDIS area.

Through another successful year of growth, RYSS increased staff numbers by 18% which has resulted in an increase to revenue, achieving \$2M in NDIS revenue which is a significant milestone. In addition to this, a surplus of \$38K from our Central Coast Comicon event contributed to the overall \$94K surplus seen for 2022-23.

The upside to this year's financial result has been the ability for RYSS to support a greater number of participants, and this has been our trend for the last few years. We have seen a positive result overall with increased staff numbers, growth in NDIS revenue and a surplus higher than budgeted.

It saddens me to have to advise our friends and staff of the sudden and untimely death of our organisations Treasurer, Mr Ray Southern. *Ray has served RYSS over the past 25 years, many of those in the role of Treasurer. When I first joined the Management Committee in October 2022 it was Ray that not only did the Treasurers job but was the organisations favourite Mr Fixit according to Geoff and Kim. On behalf of you all, I pass our sincere condolences on to Rays' wife and family at this sad time.* I have been asked to complete the year as the Acting Treasurer until our AGM, at which I shall stand for the position.

I would like to thank our Finance Manager, Peter Delimanolis. Peter started with RYSS almost two years ago and has continued to provide consistent financial support. A big thank you also to the dedication and work of Mel Bedford, our Accounts team member who has been with RYSS for almost 6 years, and newest Accounts team member, Evangeline Virola, who joined our growing Accounts team this year. Peter, Mel and Evangeline's support for the organisation has been greatly appreciated. They have continued to ensure our business is billing participants in an accurate and efficient manner. One of the aims of any smooth running Accounts team is to maintain low debtor and creditor balances. For a second year running, our Accounts team has managed to do so, on average keeping invoices outstanding to roughly 1 to 2 invoices per month, a great achievement. Their consistent production of accurate monthly financials has again this year allowed our management committee to make confident and informed decisions.

The 30 June 2023 financial statements have been prepared and audited by our appointed auditor Cutcher & Neale Accounting & Financial Services and have been certified by the auditor as being true and correct without qualification.

IN LOVING MEMORY OF

# Ray Southeren O.A.M

Ray was a remarkable man who selflessly dedicated his life to volunteering for his community, which included over 20 years of acts of service to RYSS, including various roles on the RYSS Board. He was genuinely invested in making the Central Coast an even better place to live and wasn't afraid to roll up his sleeves and get the job done. He leaves behind a legacy of compassion, goodwill, and hard work that will forever be remembered.

We will miss you immensely Ray.



REST IN PEACE



*"A great soul serves everyone all the time. A great soul never dies.  
It brings us together again and again." – Maya Angelou*



# CEO REPORT



**KIM MCLOUGHRY**

CEO

Regional Youth Support Services reaches her 37th year since commencing in 1986. This year was significant as my 30th year with the service which was celebrated with an amazing surprise party. This was a milestone and marked another huge year of exciting advances.

RYSS staff and volunteers have adapted through this post pandemic year and through a range of natural disasters to improve our services and reach more young people and families than ever before. It is timely to reflect on what has happened through this last year as we have been able to improve the quality of services and have grown with our community. We had over 60 staff and have helped over 1000 young people in case work and over 2000 through outreach, groups and a range of other youth services. RYSS have an amazing team of respected staff and volunteers and we continue to flourish with great partnerships and support from the business community.

There have been so many highlights for the last year since our AGM when Byron gave us an amazing speech on his growth with the help of RYSS. Services have been significant and life changing for so many young people as the staff reports highlight.

We held our planning days, an amazing Christmas party, commenced research for the Youth Hub model with the University of Newcastle and participated in pre election sessions with our peak body Youth Action. RYSS also extended our collaborations with the children’s court, Legal Aid NSW, Central Coast Legal Centre, Mental Health services, local Police and the Department of Communities and Justice.

In January we commenced our work on this year’s fundraiser Central Coast Comicon and started a new reference group of young “Geeks” to support the Comicon event. We initiated the Peninsula Youth Strategy project and developed it through the year connecting in with many service providers and creating the platform for improved services on the Peninsula. We hosted many events connected to the development of our relationships, like hosting dinner at the Hub Gosford North Rotary Club, our hub stakeholders quarterly partner meetings, advocated at a homelessness forum and met with our local members to raise matters of advocacy for local young people and families.

Other highlights have been our advocacy work on ABC radio on topics like suicide and homelessness, we hosted and instigated training from DCJ on mandatory reporting and child protection with a youth sector forum at the Youth Hub. RYSS hosted a partners morning tea on youth homelessness matters day. As a flow-on from the Youth Hub Alex and I have assisted with police training on improving connection with youth support services to assist ‘at risk’ local young people.

We had wonderful highlights with Gail Cosentino receiving the Rotary Workmanship Award for her outstanding work and leadership. Maxine received an exceptional Volunteers Award for her professional dedication to our frontline work.





With State Government support we started our accessible lift project to improve the access to our Gosford HQ and worked on Park Plaza strata committee to improve our frontline HQ facilities.

The major highlight for the year has been our annual fundraiser Central Coast Comicon held on the 27th of May with over 3500 attendees. This was an amazing safe, fun and inclusive event hosted by The Entertainment Grounds. I really appreciate the work of so many staff, management committee members, volunteers and sponsor partners in creating this amazing event that so many people in our community benefit from. We also raised over \$30,000 towards our fundraising efforts to improve services for young people- particularly our quest for new transitional housing for local young homeless people.

*I wish to thank our amazing team and I look forward to another exciting year. We have assisted more young people than ever before with the extra resourcing of the Australian Government for our One3One Youth Hub project. It is exciting to be shaping the services now and into the future. Thank you to our partners and all our sponsors who we share great working relationships.*

After participating in the launch of the results of the 'Australian Child Maltreatment Report' our team stay passionate and dedicated to assisting our future- children and young people of the Central Coast.

*In closing I'd like to acknowledge the passing of our dedicated volunteer Ray Southern- we have lost a friend and valuable community worker. I am honoured that we can continue his legacy with the new annual award for Central Coast Community service, the inaugural "Ray Southern" trophy will be presented at the RYSS AGM forever more. Thank you Ray for all that you have given to RYSS and our local community you are dearly missed.*

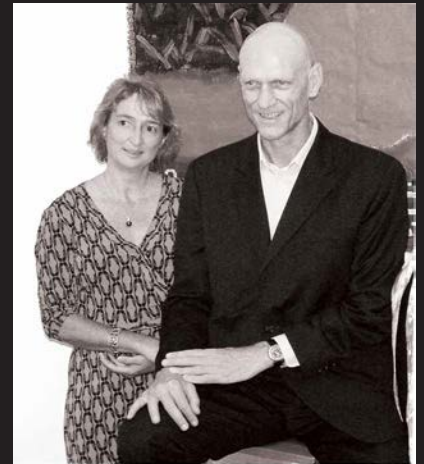




24/1/97. GOS YOUTH SERVICES OPENING. (SHOPFRONT WORKING PARTY).  
L to R REAR DUNCAN GILCHRIST, KIM McLOUGHRY, TOM DONALD



# CHEERS TO 30 YEARS KIM



Youth Arts Warehouse launch with Peter Garrett  
Feb 2007





Congratulations to our amazing RYSS CEO, Kim McLoughry on reaching a remarkable milestone - 30 years of unwavering dedication and service towards empowering youth, working at Regional Youth Support Services. Kim's journey with RYSS began in 1993 when she took on the role of the first Youth Centre Coordinator under what was then called Gosford Youth Services. Kim's innovative approach to youth engagement set the foundation for what would become a remarkable legacy of service to young people for the next three decades.



Throughout her 30-year tenure with RYSS, Kim has displayed remarkable foresight and resilience, navigating challenges with grace, confidence, and perseverance. Her ability to foster collaboration between RYSS and stakeholders across not only all levels of government, but with a keen focus on community and young people themselves- is fundamental to her 'whole of community' approach, and has resulted in a holistic, informed, and comprehensive approach to youth engagement.



Some of the major youth projects Kim has triumphantly led over the years include Wyoming Youth Centre, Labrinth Youth Café in Gosford, Parkside Multi Service Youth Facility, "Donnison's on the Park" Youth Restaurant, Youth Art's Warehouse, THE BUS Mobile Outreach Youth Centre, and recently the One3One Youth Hub. All these projects have provided opportunities for Central Coast young people to engage in their community, feel empowered with new skills and opportunities, and help them to recognise, nurture and develop to their full potential.



It surprises none of those who know her, that after 30 years, Kim continues to be as focused as she has ever been on ensuring the safety, protection, and effective support of our community's most vulnerable through the innovative delivery of evidence-based, quality programs, activities, and supports.



*Her legacy is etched in the hearts of the countless young individuals whose lives she has touched, providing them with opportunities, hope, and a brighter future. Congratulations Kim on the incredible 30-year journey you've embarked upon. May the years ahead continue to be filled with fulfilment, joy, and the satisfaction of knowing that you've made a profound difference in the lives of Central Coast young people. Once again, congratulations on your 30 years of dedicated service, you are a true inspiration to us all.*



# OPERATIONS MANAGER REPORT



**ALEX O'NEAL**

OPERATIONS MANAGER

Across a period of new opportunities, expanded programming, and what is undeniably an overall greater need by young people throughout the region for support, the year for RYSS has seen some incredible achievements by the team, as they work to support young people across the Central Coast with a broad range of individual supports, case management, counselling, group activities, forums, events, and creative social engagements. With the addition of 18 staff to the organisation, we now approach 60 team members across our Abilities (NDIS) team, Targeted Early Intervention and Indigenous Justice case management programs, and with new federal funding providing an essential boost to the supports on offer, the latest addition to RYSS' suite of supports, the One3One Youth Hub. This latest program provide access to support for those young people that often 'fall through the cracks' with support services due to age, complexity, and accessibility.

In developing the teams within RYSS, new roles, and new staff members have contributed to our intention to continue to be a young persons point of access on the Coast for practical support, advocacy, and guidance.

The Abilities team has expanded in step with an ever-growing demand for disability supports delivered with professionalism and responsibility, to what is now delivering an average of over 600 hours of support each week across Support Coordination, School Leaver supports, Core and capacity building, and of course the incredible array of group activities that remain a core element of this program, with an ever changing catalogue of innovative and engaging groups intended to provide a safe, meaningful social experience for young people who otherwise often find difficulty in building strong, positive connections. Hundreds of young people have engaged in dozens of different topics, with the vast majority reporting overwhelmingly positive feedback on their experiences.

The addition of a new role to RYSS – the Compliance and Capacity Coordinator ensured another outstanding result in our NDIS Compliance audit and certification, which for a team that has all but doubled since our previous audit, was no small task. Morgana Butler joined us early in 2023, and continues to support the team across all programs to ensure not only that we meet any legislative and funding expectations, but also that the broader team are encouraged and supported to develop, build skill-sets, and expand their ability to engage young people with creativity and enthusiasm.

In addition, centrally located in the heart of Gosford is the latest offering by RYSS – the One3One Youth Hub – a space designed for collaboration - this accessible, youth friendly space provides a place of comfort, safety, and wellbeing while young people work on addressing a range of barriers, anti-social behaviours, homelessness, mental illness, and build a sense of resilience, capacity, and independence. The Hub supports young people 12 – 25 years of age (particularly important for those aged 18 – 25, who are all too often excluded from youth service supports), with case management, counselling supports,



# OPERATIONS MANAGER REPORT

and a exciting range of innovative and engaging group activities. With funding expectations to achieve support for 1500 young people across 2 years of funding, this program exceeded that number in 10 months. With an array of outreach activities in key hotspot areas, one-one case work, therapeutic supports with a unique approach to counselling intended to prepare young people for ongoing wellbeing supports, particularly for those with previously negative experiences in this regard. The Hub delivered case management, counselling, and group coordination roles, as well as a range of opportunities for the organisation to build and strengthen stakeholder relationships with services throughout the Central Coast, including NSW Police, Dept. of Communities & Justice, Education NSW, Health NSW, and an incredible list of local support services, neighborhood centres, disability providers, schools, and training organisations.

Overall, the service has seen a dramatic increase in young people accessing supports – and while the key demographic age range of young people accessing RYSS for supports remains consistently the 17–21 age brackets (376) there is certainly evidence of a draw towards younger people seeking supports for mental health, housing/homelessness, and access to education, as well as the Hub bringing greater numbers particularly of the 21-25 (77) age bracket. Our overall supports of young Indigenous clients remains consistent with previous years, and around 20% (112), and supports for young people with disability similarly steady at around 30% (399) of total client numbers. What has changed is an almost 30% increase in overall new clients (approximately 300 individuals) contacting RYSS for supports, the vast majority of which go on to engage in case management supports.

Numbers alone never tell the full story, however, and we can certainly see that behind the program engagement indicators, there is a breadth of trauma, vulnerability,

and complexity of need that continues to grow. Most clients access RYSS seeking help with multiple barriers, often up to 10 different identifiable concerns for which support is needed. Housing (be it primary homelessness, couch surfing, or seeking transitional supported accommodation), mental health and wellbeing, and accessing/re-engaging with education or employment all feature in the highest ranked presenting issues. What was in prior years an average of 1-2 new clients every day is now an average of 4. Our average number of engagements each day last year was 44 – this year it is 81.

The need for effective and practical, informed and meaningful support for young people in our region cannot be understated, and as we have seen this year, the demand for support is ever-growing. Our innovative approach not just to support but also to stakeholder engagement, effective and longstanding partnerships, and the willingness of a highly professional and motivated team to help young people achieve their goals, reach independence, and overcome barriers has ensured we are able to continue to meet the needs as they arise. RYSS continues to take our responsibilities as a leading support provider in the region seriously, with the development and implementation of the RYSS Youth Strategy, Youth Housing Strategy, the Peninsula Youth Strategy, forum, and events calendar, and a range of key offerings to the community – free legal clinics, NSW Police training sessions, Central Coast Comicon, facilitation of industry training opportunities, and representation across all key interagency, peak, and government forums. RYSS remains a leading voice for young people in the region, and as always remain prepared to approach new opportunities with innovation and agility.



# CASEWORK REPORT



**GAIL COSENTINO**

CASE WORK TEAM LEADER

The past year has certainly thrown some huge challenges and barriers at our dedicated and determined case work team!

One of the biggest barriers facing the young people was access to safe affordable housing, this alongside other presenting issues, which can include mental health, domestic family violence (DFV), legal and financial stress, and past trauma, can be incredibly difficult to navigate for the best caseworkers let alone a vulnerable young person who is homeless or facing homelessness.

I am proud of the resilience, collaboration and networking our team have continued to work hard at over the past year, helping to support our young people and their families to reach their full potential whilst navigating these almost impossible barriers.

The TEI and IJP case work team have achieved outstanding successes in nominating young people and their families. They have supported **well over 60 young people** with presenting housing issues and solutions such as Refuges, Temporary Housing, Transitional Housing, working with families to return home, Rent Choice Youth and Start Safely nominations and the private rental pathways.

We are often faced with a very short window to support our clients to access personal documents such as birth certificates, ID, access to mental and physical health services, Out of Home Leaving Care Plans, and financial support so they can have a safe base to education, training, and employment.

*I continue to look forward to working with our amazing case work team with a focus on accessing safe affordable housing strategies for young people and their families.*

AT RYSS WE OFTEN WORK WITH EXTREMELY VULNERABLE YOUNG PEOPLE &



HOMELESSNESS



DRUGS & ALCOHOL



DISABILITY



COMPLEX TRAUMA



# DOMESTIC VIOLENCE WALK



It was a fantastic turn out on the 7th of December 2022, with hundreds of Coasties showing up, wearing orange and Walking Against Domestic & Family Violence. The walk was part of 16 days of activism organised by Central Coast Council and the Central Coast Domestic Violence Committee, of which Casework Team Leader, Gail Cosentino, is a member. It was great to see lots of organisations and members of the community who feel so passionate about this cause and wanted to shout “Stop the silence and end domestic and family violence!” Thanks to Uncle Glenn Collis and the Glen Rehab Dancers for sharing culture and making this event so memorable. If you or someone you know is experiencing Domestic & Family Violence please ring 1800 RESPECT who provide confidential information and counselling service.

## THEIR FAMILIES, MANY EXPERIENCING MULTIPLE DISADVANTAGES SUCH AS –



CULTURAL  
ENGAGEMENT  
& FAMILY  
RECONNECTIONS



DOMESTIC FAMILY  
VIOLENCE



FAMILY  
BREAKDOWN



PHYSICAL &  
MENTAL ILLNESS

# CASEWORK AT RYSS



**SANDY SMALL** CASEWORKER

Looking back on the year that was we continue to support vulnerable young people in our community who present with homelessness, family breakdown, fleeing DFV and mental health issues. We have seen a huge increase in the number of young people seeking support to access psychological assessment to access the NDIS. We are fortunate, at RYSS, to partner with Social Futures LAC's to assist our clients with this process and have had many successes for our clients to meet the criteria to access the NDIS and moving on to be supported by the RYSS Abilities Team.

I had the great pleasure in putting together a community event for "Youth Homelessness Matters" day. The RYSS One3One HUB hosted the event, and the day came together with the support of donations from Singos Meats Erina, Woolworths Gosford and a BBQ donated by Bunnings. We had about forty attendees from a cross-section of services that support our community.



# CLIENT SUCCESS STORY

This year's highlight has come from a service collaboration with the incredible team at Catholic Care Keys program. Together, we were able to house a vulnerable young mother with her newborn baby who were fleeing domestic violence. With the assistance from the Start Safely Program and the team at Domain Property Group, the young mum was accepted into the property where she can access her support networks, transport, and shopping centres. She was successful in approval for Victims Services and Wesley Missions Escaping Violence which assisted with her to set up her new home and provide herself and her newborn with a fresh start.



# TARGETED EARLY INTERVENTION



**LEXI LOVELL** CASEWORKER

The past year has been challenging in many ways, but it has been an exciting year. The 2022/2023 year was the first full year of handing the reigns of the GenQ program to Lani. I have watched the program flourish with them while I put more of a focus on my casework clients, particularly young parents. One of my highlights has been supporting young parents fleeing domestic and family violence (DFV) with their children and empowering them with accommodation, education, and childcare despite the ongoing housing and childcare crises on the Central Coast. I have had the privilege to represent RYSS in vital conversations regarding these situations and how the sector can best support young parents, advocating for them and ensuring the industry hears their voices. I am thrilled by the achievements attained by the young people I have worked with, demonstrating their resilience and determination while working within the strengths-based casework framework, and I look forward to the year to come.



## CASE STUDY YOUNG SISTERS

Following the unexpected death of their mother, Frankie\* and Sam\*, both 16 years old, were referred to RYSS for casework support by Headspace. The sisters had moved from the familiarity of where they lived with their mother to living on the Central Coast with distant relatives, where they had little support. They sought to get connected with local services for housing, mental health, and legal assistance. After initially engaging with RYSS, they accessed Victim Services, Legal Aid, and counselling services and were content with their housing situation and finished their support period.

Fast forward a few months, after having built rapport with RYSS, they felt comfortable getting in touch with their caseworker to re-engage as their home life had soured, and they were looking for further support for independent accommodation and further legal assistance.

The RYSS Targeted Early Intervention (TEI) team aims to support vulnerable and disadvantaged children, young people up to 17 years, and young families up to 25 years holistically around their goals and needs. RYSS provides client-centred casemanagement on a 6-12 week basis through the program with case plans tailored towards individual needs. While the sisters had common goals, such as living together and accessing legal assistance, RYSS staff continued to work with each on their unique goals, such as education and employment.

In addition to working on their case plans, Frankie and Sam volunteered at the major RYSS fundraiser Central Coast Comicon with the Geek youth working group, where they gained valuable experience in the events industry, shadowing staff members while also soaking up the day's excitement.

Frankie and Sam continued actively engaging with their caseworker, completing their Housing Pathways application and the RYSS Living Skills program, accessing a lawyer through Youth Law Australia, accessing the GenQ program, and continuing their educational pursuits.

Through networking with Real Estate agencies, their caseworker advocated for the sisters to sight a property close to TAFE, public transport, and amenities, where they had quick approval despite the obstacle of their young age. Through other networks, their caseworker worked with one of the sisters to secure a local job and confirm their nomination with the Rent Choice Youth (RCY) subsidy before their 17th birthday.

# CASEWORK AT RYSS



## BECK JOHNSTON TEI CASEWORKER

July 2023 is my 5-year anniversary with Regional Youth Support Services, and I am proud of the work that RYSS continues to do in our community and with our vulnerable young people. It has been a busy year on the TEI team, and I am privileged to work with such passionate and dedicated colleagues. The year has had its challenges, however, with challenges comes reward and development. I was grateful to be nominated for Youth Worker of the Year at annual Youth Action NSW Youth Work Awards and have continued to learn new skills and develop new networks.

# CLIENT SUCCESS STORY

Susan\* (17) self-referred to RYSS experiencing homelessness due to family breakdown and complex childhood trauma. I was privileged to walk alongside Susan on her journey to 'Get to Better' by providing intensive casework support. Some of Susan's identified needs included securing accommodation, financial independence, emotional, AOD intervention, education/training and legal support. To begin with I assisted Susan in obtaining a copy of her Birth Certificate and a NSW Photo ID, this gave way to claiming Centrelink benefits, a Tax File Number and opening her first-ever bank account. Susan was well on her way to becoming a legally identified person and this gave her a sense of belonging.

The hard work started when Susan secured a bed with Coast Shelter at a Youth Refuge. After 3 years of couch surfing and being homeless Susan was finally able to have her own safe space, however, this was short-lived as Susan had an AOD relapse and was again homeless. We never gave up and commenced the journey again with Housing NSW Temporary Accommodation and re-referring to Coast Shelter when Susan said with confidence that she was ready to commit to the refuge program.

Susan participated in and completed many of the programs offered at RYSS including, RYSS Living Skills, Building up-Rising Up (Employment Skills), Music Production and Podcast Workshop. Susan continues to engage with RYSS in various programs to better herself and connect with her culture and country.

\*Names have been changed to protect the identity of individuals.



# TARGETED EARLY INTERVENTION



**RACHAEL SHALLOW**  
TEI CASEWORKER

I have been in the role of Child Youth and Family Resource Worker for the past twelve months. With support from Lani and our wonderful volunteer Maxine, the Resource Worker Team works together to ensure all administrative processes are streamlined and communicated well. Tracey has also volunteered with the team and is now working with our Abilities team. One of my successes as a Child Youth and Family Resource Worker is eliminating the need for a dedicated Intake Worker, as the Resource Worker team now oversees all RYSS referrals and allocates to the most appropriate team.

As the Child Youth and Family Resource Worker, my favourite aspect of working at RYSS is seeing first-hand the difference the team makes in the lives of Central Coast Youth. During my experience shadowing the same client's initial appointment with RYSS and their exit, it is satisfying how far they have come from their hard-work and support from their caseworker.



## CASE STUDY

### YOUNG PARENT IN TRANSITIONAL HOUSING PROGRAM

A young Aboriginal mum self-referred to RYSS for support after previously engaging with us during the COVID-19 pandemic. She requested support for her and her young daughter for homelessness, fleeing domestic and family violence (DFV), and living with intergenerational trauma. Mila\* was sleeping on a fold-out couch with her daughter Kira\* with her extended family after being priced out of their private rental. They were unable to find anything else in their affordability. During this time, Mila experienced multiple DFV incidents and fled the relationship.

The young mum worked tirelessly with her RYSS TEI Caseworker to update her Housing NSW application and was put forward for the RYSS Transitional Housing Program. Through RYSS TEI Case management, Mila was linked with a financial counsellor, AOD services, counselling, the Young Parents Hub for education, and Bara Barang for cultural and educational support.

During her time in the program, Mila has supported her daughter to engage in childcare, become debt-free for the first time, and gain an impeccable rental ledger. She has started her certificate in Community Services, increased her parenting skills, and now advocates for herself and Kira with her ex-partner. Mila has engaged well in the RYSS TEI Casework program and the wider RYSS community, attending RYSS NAIDOC Day and Youth Homelessness Matters Day events. She has enjoyed learning more about her family and culture and sharing this with her daughter, and she continues to engage in cultural events on the Central Coast.

Mila is now moving into her Exit Phase from the RYSS Transitional Housing program to enable another young person a similar opportunity. Mila and Kira are excited about entering the private rental market and having a home they can call their own. Mila is now in the position to start applying for employment opportunities to support her small family further and is excited to use the skills she has learned in the past 10 months in her future.

# INDIGENOUS JUSTICE PROGRAM



**KAREN SMITH**  
IJP CASEWORKER



**GLENN COLLIS**  
IJP CULTURAL LINKING WORKER



**LIAM BELLETTE**  
IJP CASEWORKER

The Indigenous Justice Program supports young Aboriginal men and women 16 – 18 years old who are at risk of engaging in the justice system. Our IJP team collaboration with other community services include.



CENTRAL COAST  
ABORIGINAL INTERAGENCY  
CAIN



COURT SUPPORT  
WYONG & WOY WOY



BRISBANE WATER  
POLICE DISTRICT  
GOSFORD POLICE  
WYONG POLICE  
POLICE YOUTH INTERAGENCY



DEPARTMENT OF  
EDUCATION



YERIN ELEANOR DUNCAN  
ABORIGINAL  
HEALTH SERVICES



POLICE CITIZENS  
YOUTH CLUB



JUVENILE JUSTICE



CORRECTIVE SERVICES



FRANK BAXTER  
YOUTH JUSTICE  
CENTRE



**BARA  
BARANG**  
Corporation Ltd

BARA BARANG



NYANGA NGARA  
COMMITTEE



THE GLEN FOR MEN  
REHAB



# *Lucas Demoreland*

**31.07.2003 – 05.04.2023**

In the brief span of years that marked Lucas Demoreland's life, he carried the weight of a lifetime's worth of challenges and hardships. His journey was a testament to the incredible strength of the human spirit in the face of adversity. Lucas engaged in the RYSS Indigenous Justice Program under the support of Karen Smith. In the time he was involved with RYSS he went on country for a cultural journey with Uncle Glenn to learn about culture, who his mob is, where they come from and what their totem is. Lucas had a love for cars and motorbikes and had dreams and aspirations of becoming a mechanic. He was also very fond of cats and had many whom he loved and cared for.

Lucas was sadly diagnosed with cancer. The IJP team, Karen, Mitch and Glenn, really supported him through his treatment process and spent a lot of time caring for him at his bedside. Tragically, his life was cut far too short, leaving behind an unfulfilled promise of a brighter future.

RYSS held a memorial service for Lucas' friends at Somersby Falls. This included a smoking ceremony, a service with his favourite songs and BBQ. Our team felt it was so important to give this young man a sendoff he deserved allowing for those close to him to farewell him. A native gum tree has been planted at RYSS Wyoming and surrounded by message rocks from people who loved him. This is a small token to honour Lucas and his friends have been invited to come whenever they need a place to visit for reflection and to keep his memory alive. RIP Lucas.

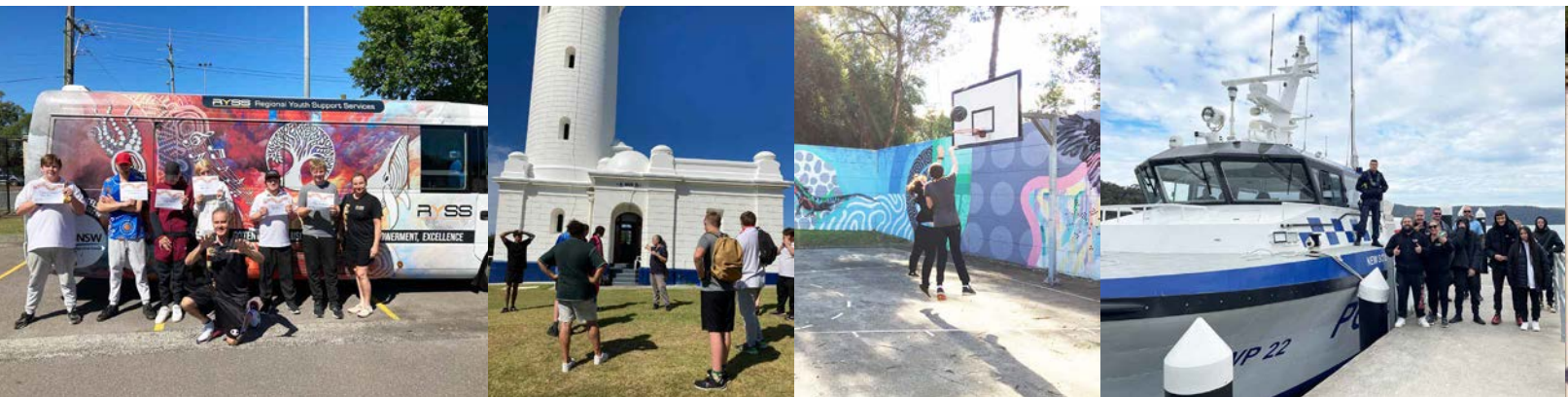
# TEI PROGRAMS



## NGALIYA - "WE ALL TOGETHER"

The Ngaliya program focuses on bringing at-risk Indigenous young people together for weekly activities and workshops to connect and engage with their culture and community.

Ngaliya is a 7-week program running at our Yarning Circle and youth facility at Wyoming Youth Skills Centre. The program was very successful over the four terms with full attendance by the young people.



## GARDEN TO PLATE - EDIBLE GARDENING GROUP

RYSS was proud to present an amazing gardening program that connected young people with nature and the environment. The program focussed on bringing young people together fortnightly to participate in a Community and Social Development and learn about native plants, bush regeneration, gardening, health and wellbeing. This program was facilitated by Brendan Moore, a First Nations horticulturist from The Royal Botanic Gardens, Sydney. Brendan's program supplied all the plants and materials so we could reestablish our existing garden beds at Wyoming Youth Centre and also plant more natives around the yarning circle for more diversity in our landscape and to provide a food source for the local fauna. Plants included native grasses, paper bark, eucalyptus, lemon myrtle, and lemon scented tea tree. Thanks to Karen Smith and Paul Easter for supporting this program and RYSS young person Hayden who attended every session, and has been watering and looking after the gardens. We hope the outcomes of Garden to Plate planted the seed for young people to connect with nature and create a sustainable future.





# TEI PROGRAMS

## BREATHE FOR LIFE BOURKE

The IJP case work team collaborated with The Entrance Police Youth Engagement Officer with the Breathe for Life Bourke program. The Project supported youths involved in the Bourke sessions, brought on a tour to Darkinjung Country on the NSW Central Coast. The Bourke guests experienced the ocean, the surrounding mountains, and significant cultural sites. They then took their new skills into the ocean with a guided underwater activity at Manly's Cabbage Tree Bay Aquatic reserve, followed a trip to Manly Aquarium. This tour was through February 14- 17, 2023, with the group of 8 youths and mentors from Bourke community.



## YOUTH BOOTH - FREE HEALTH CHECKS

RYSS in partnership with Central Coast Health hosted another Youth Booth which is a pop up clinic of free health checks for young people. Young people were able to access dental, general, mental, and sexual health services. Assessments could be done on the day or referrals to other health services were made. Flu shots and catch-up vaccinations were also available.



# Congratulations

TO OUR AWARD NOMINEES AND RECIPIENTS



**GAIL COSENTINO**

**Rotary**

**Pride of Workmanship Award**



**BECK JOHNSTON**

**Youth Action**

**Youth Worker of the Year Nominee**



**MAXINE DALE**

**Volunteering CC**

**Highly Commended Volunteer of the Year**





## POTENTIAL

We recognise, nurture and develop potential.



## INCLUSION

We accept and embrace diversity and inclusion through service delivery and community action.



## COMMUNITY

We promote the participation of young people in their communities through partnership and advocacy.



## EMPOWERMENT

We assist self-determination by exploring options, challenges obstacles and supporting informed choices.



## EXCELLENCE

We aim to provide excellent services for young people through professional, ethical and respectful practice.

# GENQ REPORT



## LANI POMARE GENQ FACILITATOR

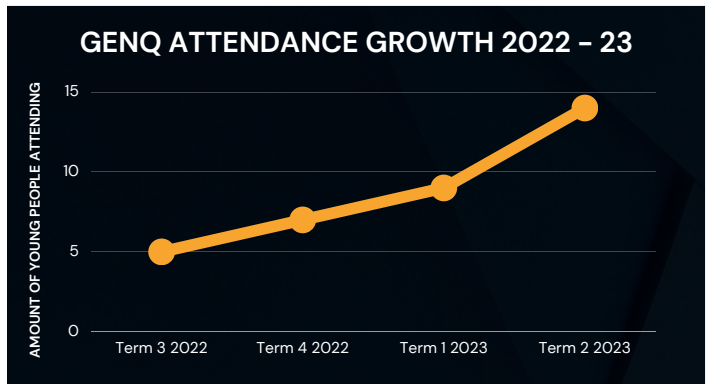
GenQ is a safe and supportive social group for LGBTQIA+ and allies aged 12 to 17 on the Central Coast. Since becoming the facilitator for GenQ in June 2022, I have watched the group grow into a space where young people can participate, share, and learn about the things they love and are passionate about while feeling safe, respected, and heard.

**Engagement:** Over the past year, GenQ has seen an increase in engagement and has provided safe space for young individuals who previously lacked a support network or access to safe spaces to learn more about gender and sexuality. Our group has become a place where they can be themselves and build lasting friendships beyond GenQ. This has been successful mostly with GenQs Discord chat where they can communicate with each other and have access to resources and information outside of GenQ.

At the beginning of each term participants discuss upcoming days of significance (wear it purple, pride month) and decide what activities they would like to do for the term such some of these include making pronoun badges, Dungeons and Dragons, crochet, queer trivia, pizza making, the law and transitioning with Central Coast Community Legal Centre, Cosplay and Inclusion with Rainbow Connections Disability Services.

GenQ members joined the geek working group, where they played a vital role in making Central Coast Comicon an inclusive event for attendees of all abilities and LGBTQIA+ individuals.

Since becoming the facilitator for GenQ I have watched the group grow into a space where young people can participate, share, and learn about the things they love and are passionate about while feeling safe, respected, and heard.





# RENT CHOICE YOUTH



**LOUISE ARTUP** CASEWORKER - RENT CHOICE YOUTH

The Rent Choice Youth is a program that helps young people aged 16-24 years who are homeless or at risk of homelessness to assist them to find a place to live in a private rental, unit, flat or home and get approved for a lease. Rent Choice Youth assists with financial assistance for rent up to 3 years and can assist young people who are in a current rental if its affordable and help is needed to pay the rent. The Rent Choice Youth Program links young people with a case worker who will assist in the areas the young people are requesting support and also assistance with work, study or job goals, which will help young people to afford the rent on their own. It also has the benefit of \$3000.00 in brokerage money for helping young people set up their own place with household items, education equipment that is approved by a committee through the Rent Choice Youth Housing Team where monthly meetings are held to help support young people.

Regional Youth Support Service has been having great success with the Rent Choice Youth Program. We have been able to have 33 young people on the program this year and have been able to house 30 of these young people so far. Amazing outcomes have happened where young people who have been homeless or at risk of homelessness now have a rental property of their own. They are linked in with supports to assist them with Employment and Education in areas they are wanting. These young people are linked with a great variety of networks and supports including Opportunity Pathways and Global skills, TAFE for employment and education goals, Case work support with Regional Youth Support

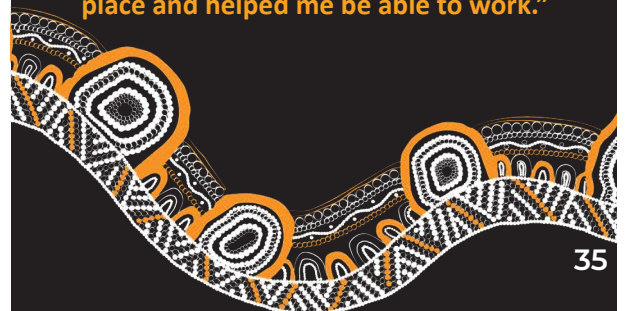
Service for regular catch ups and for referrals for counselling and mental health supports, Living Skills programs which involves the “Rent It Keep it” program from Housing, Hospitality Passport which is courses with Certificates in First Aid, Responsible Service of Alcohol-RSA, Responsible Conduct of Gambling-RCG, Barrista and Food Handling. Young people are offered through the RYSS HUB Fitness program, Podcast, Music and Dance Groups- Street Beats, Aboriginal and Torres Strait Island connections in community and LGBTQIA+ Gen Q groups. The wrap around of supports for young people on the whole of the Central Coast through RYSS is extensive for the Rent Choice Youth Program from the south end of the Central Coast, Ettalong to the northern parts of our region at Chain Valley Bay. We have a mix of all different young people both male and female and gender diverse, Young Mums, Expecting young parents and young people from a wide range of cultures. We are honoured to have such wonderful and incredible young people on the Rent Choice Youth Program.

**The feedback from some of these young people on the rent choice youth program through RYSS have said,**

**“One year ago I was homeless and never thought I would ever be ok or rent my own property, now I have my own house, a good job and I finally feel like I am ok and this all happened in one year “**

**“I love being on the rent choice youth program I got a great place to live and I get help with my rent and I now am doing a traineeship and I am so happy.”**

**“I was 16 and homeless couch surfing as I couldn’t live at home due to violence and I was staying at friends houses. I was so worried how I would get my own place and the RYSS case worker helped me find a place and helped me be able to work.”**



# SPECIALISED INDIVIDUAL SUPPORTS



**SUE HIGGINS**

SPECIALISED INDIVIDUAL SUPPORTS TEAM LEADER



**RICHARD ANDERSON**  
SUPPORT WORKER



**SIMON STEVENS**  
COORDINATOR OF SUPPORTS  
& SUPPORT WORKER



**LOUISE ARTUP**  
SUPPORT WORKER



**JANICE ATKINSON**  
SUPPORT WORKER



**TRACEY BAGLIN**  
SUPPORT WORKER



**LISA BARON**  
SUPPORT WORKER  
& INTAKE COORDINATOR



**SARAH BLACK**  
SUPPORT WORKER



**SARAH BOZANIC**  
COORDINATOR OF SUPPORTS &  
SUPPORT WORKER



**PETER CLARK**  
SUPPORT WORKER  
& SLES COORDINATOR



**MELAH COLLINS**  
SUPPORT WORKER



**DANIEL CONNELL**  
SUPPORT WORKER  
& ROSTER COORDINATOR



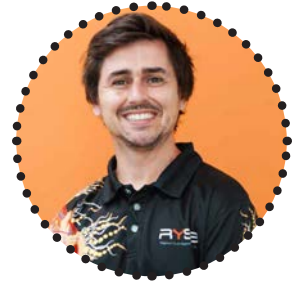
**SAM DEVLIN**  
SUPPORT WORKER



**PAUL EASTER**  
SUPPORT WORKER



**DANIEL GAGGIOLI**  
SUPPORT WORKER



**COREY GARDNER**  
SUPPORT WORKER



**IAN GOODWIN**  
SUPPORT WORKER



**MARCUS GRUNDY**  
SUPPORT WORKER



**NICOLE HELM**  
SUPPORT WORKER



**CASSIDY KALISCHER**  
SUPPORT WORKER



**MONICA LESEBERG**  
COORDINATOR OF SUPPORTS  
& SUPPORT WORKER



**PHILLIP LIMON**  
SUPPORT WORKER



**CONRAD MARTIN**  
SUPPORT WORKER



**AMY MCLEAN**  
SUPPORT WORKER  
& GROUPS COORDINATOR



**ASHLEIGH-ANN RAYNOR-KEITH**  
GROUP FACILITATOR



**INGA ROMANTSOVA**  
SUPPORT WORKER



**PAUL RUBIE**  
SUPPORT WORKER



**JAMES SPITTERI**  
COORDINATOR OF SUPPORTS  
& SUPPORT WORKER



**EDEN TWYFORD**  
COORDINATOR OF SUPPORTS  
SUPPORT WORKER  
& SLES COORDINATOR



**SARAH WALTER**  
SUPPORT WORKER



**MANFRED WOLSCHER**  
SUPPORT WORKER



**JUNKO YAMASAKI PYNE**  
SUPPORT WORKER

# SPECIALISED INDIVIDUAL SUPPORTS

## SUE HIGGINS - REPORT

During the year we welcomed many new workers including Amy Mclean, Louise Artup, Sam Devlin, Ian Goodwin, Nicole Helm, Cassidy Kallischer, Phil Limon, Ashleigh Raynor-Keith, Sarah Black and Lisa Baron. We also had cross over workers from other RYSS teams including Glenn Collis, Liam Bellette, Lani Pomare, and Mitch Markham providing much needed support to a team that is now delivering over 600 hours of support to more than 150 young people each week across core, capacity building, support coordination, and school leaver (SLES) supports under the NDIS.

The steady growth through the year has led to a refinement of the team structure, to ensure all are supported in the best way possible – leading to the implementation of the senior Abilities Team – comprised of Support Coordinators Sarah Bozanic, Simon Stevens, Monica Leeseberg, and James Spiteri, as well as Roster Coordinator Dan Connell, Groups Coordinator Amy McLean (and previously Jess Barwise), With Peter Clarke and Eden Twyford delivering SLES Coordination. Frontline supports in core and capacity building remain the focus for the broader team of Support Workers, engaging with clients to build their social confidence, independence, and achieve their identified goals.

Abilities Groups, led earlier in the year by Jess Barwise and subsequently by Amy McLean, continue to evolve and deliver a raft of extraordinary social engagement activities for close to 400 young people across the year. Each term new and innovative programming ensures this element of support remains relevant, engaging, and fresh – this year with the introduction of Sensory, Glow Up, and Music Makers to our ever evolving much loved groups continue the innovations, with Work Readiness making a welcome return with visits to local employers to meet with staff & recruiters, such as Central Coast Council, Gosford RSL and ARC Ento Tech, Somersby. Lisa Baron was recruited as Intake Coordinator, and quickly became a valuable asset to the team taking on a leadership role and relieving some onerous intake tasks from myself.

While the NDIS audit and certification process offered its challenges, the support and guidance of RYSS'

Compliance and Capacity Coordinator, Morgana Butler, provided the required support to ensure success through this process.

The Abilities team is a close knit supportive group of workers who continue to provide excellent holistic support work within the NDIS framework to young people on the Central Coast. Support and group work is provided to a diverse range of young people from across the entire Central Coast region. Our outcomes are diverse and range from securing housing, achieving employment, developing confidence and community, providing friendship, social activities, skill building and valuable advocacy within the welfare and NDIS sector. Our young people are always supported with professionalism and courtesy, with a focus on strength building and independence. Many young people work with our service but are encouraged to explore the community and other services provided by other providers if that suits them better. We are client focussed and work collaboratively with other NDIS and non- NDIS services on the coast.

Similarly, as part of the RYSS community we work closely and collaborate internally also, with the TEI, IJP, and Hub team- providing valuable support pathways for all young people accessing Abilities for support.

***We enter the new year with new enthusiasm, purpose and with a large senior team now capable of going forward and meeting the challenges of working within the challenging NDIS space. Our clients are valued, and we look forward to promoting and growing our service this year.***

On a personal note I have appreciated the opportunities I continue to have with RYSS and look forward to continue to work closely with all members of the team and thank management for their continued support, and comradeship.



# PARTICIPANT SUCCESS STORY

## LUCAS HOOKEY - SLES WITH PETER CLARK

Lucas has been supported by the RYSS Abilities team since 2021 and during this time and has developed many skills within the School Leaver Employment Supports (SLES) program and completed several terms of group activities, including cooking and photography.

Prior to engaging with RYSS Lucas had a late diagnosis of ASD, confirmed by East Gosford Specialist Centre in 2020.

Despite many personal challenges Lucas has achieved many significant vocational goals during this time. He secured his first casual job at Coles, working in fresh produce/grocery departments, supported on site by Abilities staff during his orientation and training period.

Recently, Lucas has started working a second job at McDonald's and took part in a work trial at a local hotel restaurant, practicing hospitality skills he gained during the Crowne Plaza Terrigal Pacific pre-employment course. He also completed his RSA and RCG certificates at the Hospitality Passport in June, hosted by TLK College at the RYSS One 3 One Youth Hub, Gosford and First Aid certificate at Central Coast Community College.

Lucas continues to navigate many challenges with his daily routines and workplace tasks but is building on his confidence with ongoing support. Lucas is looking forward to seeking a traineeship this year and becoming more independent, after achieving his P1 Provisional license and purchasing his first car.

# ABILITIES GROUPS



## COOKING

Participants have fun learning basic cooking skills and a variety of easy to cook at home recipes while getting to know each other. Covering topics from food hygiene, knife safety, fresh vs frozen and many more.



## ABILITIES X FIT FUN

Abilities X-fit Fun is a fitness group designed to engage young participants with exercise and healthy living while participating and learning new sporting, recreation and leisure activities.



## GAME ON

Game On is designed to establish an inclusive gaming community where participants can develop social and supportive connections under the care of our professional support staff. Participants are also educated on 'healthy gaming' and trending issues around cyber safety and gaming culture.



## GET CREATIVE DRAWING

The Socialites embark on exciting weekly adventures while expanding their social skills! This inclusive program offers opportunities to develop friendships, and boost confidence through fun activities.



## WORK READINESS

Work Readiness is a weekly program to help young NDIS Participants develop skills to get ready for the workforce. Covering topics such as problem solving, resume building, dressing for success, communication skills, interview skills, pathways to employment, and how to 'get the job!'.



## MUSIC MAKERS

Music Makers explore and develop their musical interests. Our program invites participants to explore electronic music production, nurturing their love for music and creativity. Participants learn the art of electronic music production under the guidance of Industry Professional Cody Dillon who provides access to a wide range of musical expertise and resources.





### DUNEGEONS AND DRAGONS

Participants bring their creative minds and best story lines to help us create a social game that we can get “lost” in. Our experienced and dedicated dungeon master takes participants on a role-playing adventure.



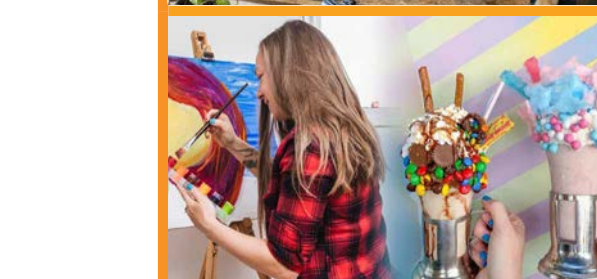
### PHOTOGRAPHY

An introduction to digital photography where Participants get out and about in the community photographing different subjects while getting hands on experience.



### WOODSHED WEDNESDAYS

Participants learn how to use power tools and hand tools while creating fun woodwork projects under the guidance of a trained educator in carpentry.



### MILSHAKES AND MASTERPIECES

This is a creative and fun afternoon of activities and meeting young like-minded peers. The afternoon is started making crazy shakes for afternoon tea and the participants carry the inspiration through to painting canvases with colourful creative designs.



### KARAOKE & KOMEDY

This is a fun-filled group where participants sing thier hearts out and try out thier very own comedy bit in a safe and supportive environment.

# ONE3ONE YOUTH HUB



**LOUISE PATEMAN**

ONE3ONE YOUTH HUB COORDINATOR

The One3One Youth Hub team hit the ground running in June 2022, making swift preparations for the official launch on Friday, July 1st. Funded by a grant from the Australian Government’s Safer Communities Fund Round 6 Early Intervention grants stream, the RYSS One3One Youth Hub is committed to improving the lives of vulnerable young people and families on the Central Coast. With a focus on well-being, mental health, resilience, and employability, the hub serves as a central point for community interaction and collaboration. It also allows RYSS and its partnering services to effectively implement early intervention strategies, thereby better connecting with the young people they aim to support.

Before the team kicked off the One3One Youth Hub, the team was all hands-on deck, gearing up for the first launch of programs in Term 4, 2022. The One3One Youth Hub team listened closely to what the community and stakeholders were saying and made sure the programs addressed the needs. One standout was “Sideliners.” More than just a time-out and an alternative to school suspension, it helped young people recognize triggers, navigate relationships, manage conflict, and gain employment skills. Some of the other programs we launched in term 4, 2022 include “Build Up Rise Up,” which focused on employment skills; “The Shark Cage,” supporting young women experiencing family and domestic violence; “Podcast Group,” giving young

people a voice and skills in the media and entertainment industry; “I-Respect,” helping young males form healthy relationships; “Fitness Group,” aiding young people in health, wellbeing, and mental health; and “Life Skills,” equipping young people with the necessary skills for everyday tasks like budgeting and home maintenance.

In the first month after the One3One Youth Hub became fully operational, the team received 21 referrals from young people looking for assistance. Recognizing the significant demand, the One3One Youth Hub team devised a strategy to ensure prompt support for everyone. A year into operations, the team continues to pride themselves on their swift response to referrals. When young people tap into the services, they typically hear back within 2-3 days and get matched with a caseworker. This caseworker then assists them in achieving their set goals over the next 6-8 weeks, extending the period if required.

Six months into the project, the One3One Youth Hub team made adjustments based on emerging needs. This involved tweaking some programs and introducing new ones, including the Hospitality Passport Program partnering with TLK. This 5-day free course attracted 14 young people, equipping them with certificates in:

- Provide First Aid
- Participate in safe food handling practices
- Provide responsible service of alcohol
- Provide responsible gambling services
- Coffee Skills





# ONE3ONE YOUTH HUB

Beyond this, they expanded the Hub's offerings by welcoming external services to further assist the young people of the Central Coast. Among the services providing outreach support:

**Centrelink:** fortnightly support sessions for young people needing help accessing financial support.

**Central Coast Legal Services Court Support:** Weekly support sessions for young people who might not know how to prepare or what to expect from upcoming court matters.

**Social Futures:** Joining monthly with Local Area Coordinators to guide workers and young individuals on the NDIS and how to access it.

**Headspace:** Fortnightly support sessions that aid staff and young people in connecting with mental health services.

**Service NSW:** Monthly support sessions that help young people secure IDs and birth certificates.

**NSW Health:** Fortnightly support sessions for both staff and youth on issues related to intellectual disabilities and mental health:

The One3One Youth Hub team maintained a steady flow of about 15 referrals per week from young people and services. This prompted the expansion of the team with the addition of new caseworkers, one of whom was Dylan. A workplace student and a recent graduate of his Social Science Degree, Dylan has become a pivotal member of the One3One Youth Hub's success. His positive energy and relatable work ethic have made him a figure that young people naturally gravitate towards. In recognition of his contributions, Dylan received a nomination for the Central Coast Council Youth Awards 2023.

The One3One Youth Hub has a plethora of achievements to its name, but some stand out more prominently. A notable highlight is the outreach programs targeting specific areas within the Central Coast. In total, the One3One Youth Hub team reached out within the community and schools on 24 occasions, connecting with approximately 1,261 young individuals.



# ONE3ONE YOUTH HUB



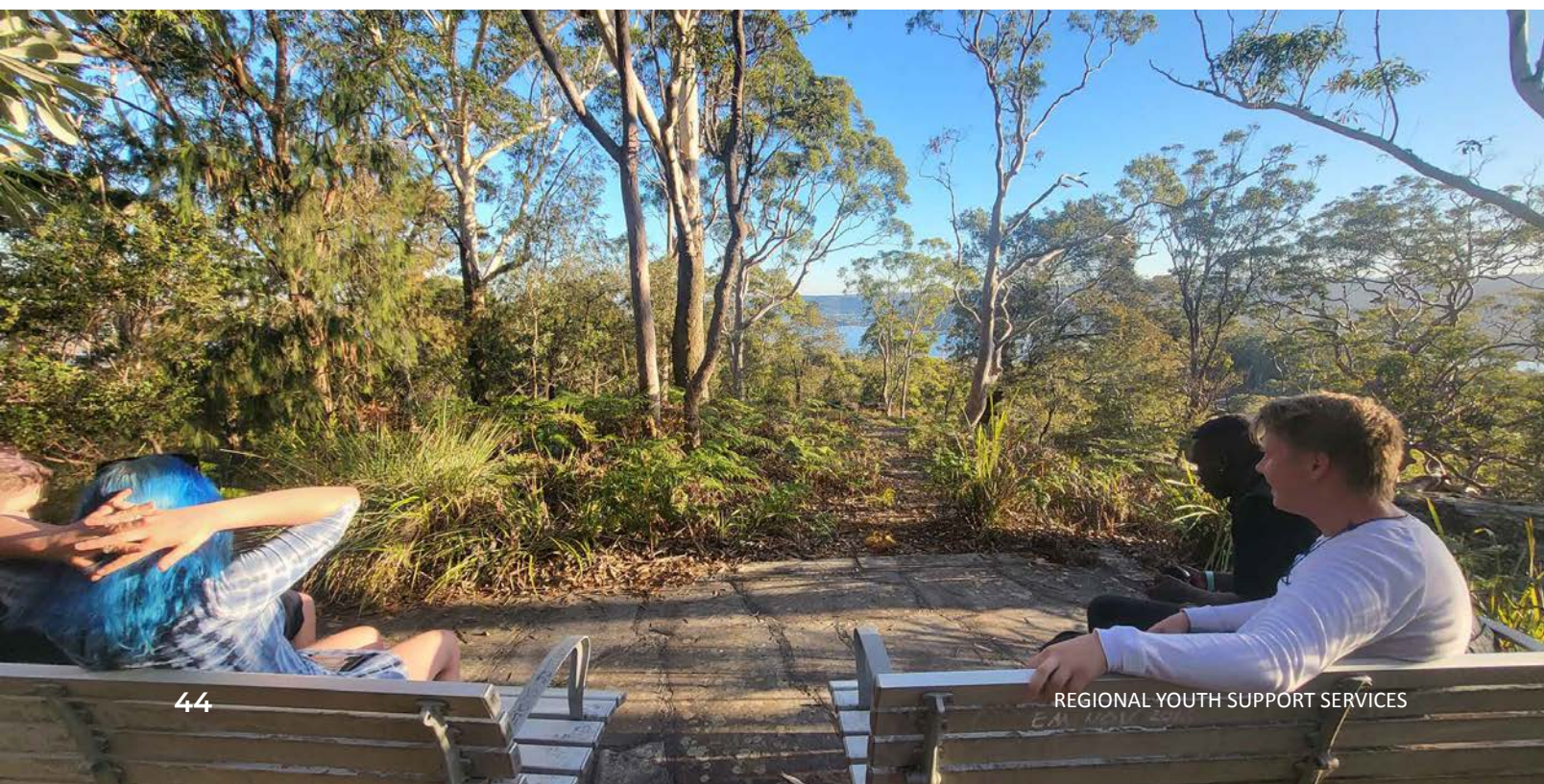
A significant area of focus was the Westfield Tuggerah Shopping Centre. In collaboration with the Centre's security and management, the One3One Youth Hub team orchestrated 4 outreach activities on Thursday evenings. These events involved interactive activities designed to foster a secure and social setting for young individuals to connect with youth services. Approximately 440 young people engaged during these specific outreaches.

Feedback highlighted a significant positive impact: Usually, Thursday evenings at the centre saw events requiring police attention. Yet, on nights with the One3One Youth Hub team around, these incidents were notably absent. This reinforces the effectiveness of our outreach, suggesting that young people genuinely value and seek out safe, constructive spaces for social engagement.

Another standout moment was the celebration of Youth Week, marked by the launch of "Street Beats" an RNB youth music event, which was led by the youth themselves. "Street Beats" drew a crowd of 90 young attendees and showcased 3 local young talents, highlighting their flair for rap and hip-hop dance. Designed as a dance-party-themed gathering, the event gained the support from various services, including Global Skills and the Youth Frontiers program, making the occasion truly special. A collaborative effort, the One3One Youth Hub Team, TEI, and the Abilities Team united to ensure the event's success. We are optimistic about the future of "Street Beats" and hope to see it continue, motivating and resonating with the youth of the Central Coast.

***The team at One3One Youth Hub is thrilled to share that within just 10 months of operation, we've reached the funding goal, highlighting the need for the continuation of this project. By our first anniversary, we've successfully engaged with over 1,550 young people through Casework, Group Programs, the Employment Skills Café, and Counselling.***

***This monumental achievement would not have been possible without the unwavering dedication, determination, and passion of the One3One Youth Hub staff. Their relentless commitment, enthusiasm, and shared vision for empowering young people have been the driving force behind the success of the project and constantly going above and beyond to support the young people and help them achieve successful outcomes to better their future, It has been an honor to work alongside such a remarkable team***





# ONE3ONE YOUTH HUB



## ALEX WHYMARK

CASEWORKER - ONE3ONE YOUTH HUB

I have been lucky enough to work as One 3 One Youth Hub Caseworker since the project started in July 2022. As a One 3 One Youth Hub Caseworker my role is to support young people to work towards achieving their goals to a brighter a better future. I work one on one with clients across a number of different issues, challenges and complexities as well as collaborate with other services to best support the young person’s needs. Some of the presenting issues that I have supported young people with include mental health, homelessness, AOD, criminal and legal matters, child protection concerns, family support, employment support, DV and access to disability support and funding. Apart of my role is to connect young people with other services that support their needs in addition to the One 3 One Youth Hub. This is to provide them with a holistic support network and assist them in developing capacity and building independence.

There have been many positives that have happened throughout the year and a particular highlight for me has been having the opportunity to work directly alongside government services such as Centrelink, Service NSW, NDIS and Legal Aid in being able to break down barriers for young people to get access to necessary documents and funding in order for them to move forward in their life’s journey.

## CLIENT SUCCESS STORY

Before becoming involved with the One3One Youth Hub, Billy was a young individual who was already on our organisation’s radar and our team were determined to offer support. Previously affiliated with a local youth gang, Billy had also accumulated a substantial number of incidents, drawing the attention of law enforcement. Recognising the specific kind of support Billy needed, the team at One3One Youth Hub joined forces with another service provider to introduce them to our service.

Billy quickly embraced various aspects of the services that One3One Youth Hub offers. They participated in the Employment Skills Café, the Hospitality Passport Program, received casework support, and even attended events like Comicon. Since joining the program and working closely with their dedicated caseworker, Billy has had no further interactions with the police. They have successfully completed multiple programs, found employment, and are also engaging in a mental health professional to address their specific needs.

We’re incredibly proud of all young people who utilise our services, but seeing Billy flourish in areas they’re passionate about, managing their mental health, and fully engaging with every support option available has been particularly fulfilling. It has been an honour to be a part of this positive shift in the trajectory of Billy’s life.





**RYSS**  
YOUTH HUB

**ONE 3 ONE**

A DRUG & ALCOHOL FREE  
MUSIC EVENT FOR YOUNG PEOPLE  
12 - 17 YEARS

# STREET BEATS

ONLINE TICKET SALES \$10

DJ'S - HIP HOP - R'N'B - RAP GIG





# ONE3ONE YOUTH HUB



## DYLAN DI SCIASCIO

CASEWORKER - ONE3ONE YOUTH HUB

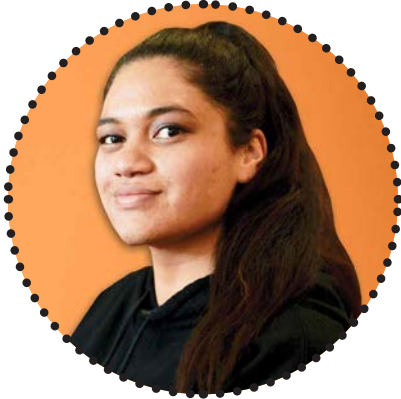
My name is Dylan and I am a caseworker in the One3One Youth Hub at RYSS. My role and responsibilities within the One3One Youth Hub space has been to provide casework to young people who are at risk on the Central Coast who are looking to get support in their life. In terms of casework, the clients that I have had span across three different categories; low, medium, and high risk, all posing different challenges. As this is a career that I am relatively new to I have experienced many new challenges such as; working with clients suffering from poor mental health, providing AOD support, domestic violence cases etc. All of these challenges I was able to get through and provide the best quality support possible by utilizing the resources that I have around me such as work colleagues, online resources, and external services. By using what is available around me it allows for people and organizations with specific areas of focus to provide a deeper and more intricate level of support to clients that I sometimes can't offer.

Another part of my role here at the One 3 One Hub is to facilitate programs that we run which include the Fitness Program and also the RYSS Re Engage Program. The fitness program is designed to address the overall health of young people and provide health-conscious information to young people about how they can elevate their overall health and wellbeing, this is done through a combination of physical and theoretical methods.

The RYSS Re Engage program is a new program that I am also the facilitator for that runs out of the One 3 One Youth Hub. The idea of the program is to re-engage disengaged young people either back into school or into another form of education by identifying barriers in their lives and designing an individualized plan for them to tackle this plan. Throughout the program I have organized to meet with various service providers including organizations like; TAFE NSW, Wesley Opportunities, The Wholesome Collective and many others who provide insight into who they are and what professional opportunities are out there. The program is funded for 10 sessions which will be run over 5 weeks, we are currently 4 weeks in, and the results and feedback have been really positive.



# ONE3ONE YOUTH HUB



## LANI POMARE

GROUPS WORKER - ONE3ONE YOUTH HUB

My name is Lani, and I am the groups worker for the One3One Youth Hub. Since the One3One Commenced in June 2022 it has seen over 160 Young People engage in groups.

In the One3One groups inaugural term, we offered seven diverse programs that engaged 19 young people.

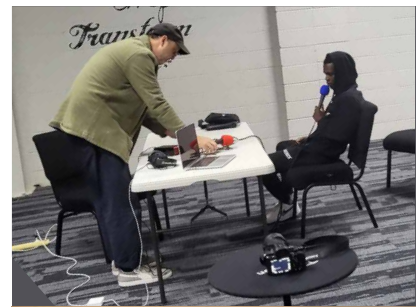
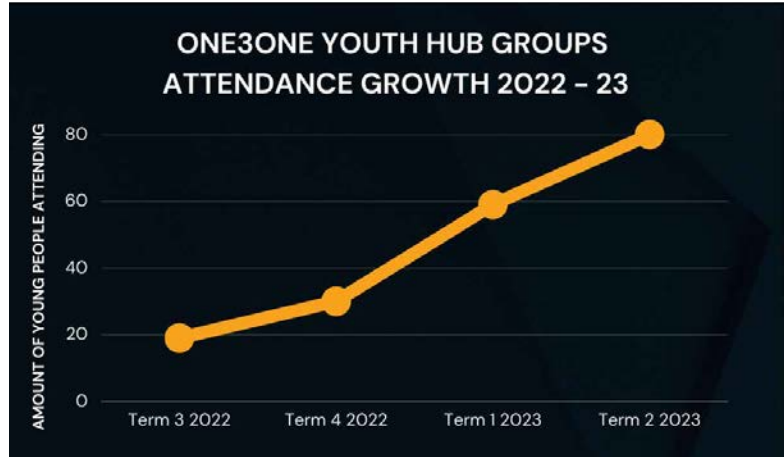
- Building Up, Rising Up - Getting reading for job seeking and employment.**
- Fitness - A weekly exercise group for mental and physical health.**
- Podcasting - Peer-guided content creation & digital editing workshops.**
- Sideliners - A program for young people on school suspension**
- The Shark Cage - Empowering young women who have experienced DFV.**

Term 4 2022 engaged 30 young people in youth hub groups. Two additional groups were added to our timetable.

- iRespect - An anti-dv program for young men.**
- Life Skills - A program that helps to develop practical life skills and increase independence**

Building upon the success of our initial programs, we actively sought feedback from participants and made program improvements. In 2023, we partnered with local businesses, Jay from The Bulletproof Leader and Cody Dillon from Song Lab, to offer new and enhanced programs.

Term One of 2023 witnessed an encouraging increase in engagement, with 59 young individuals participating in groups and Term Two saw continued growth in this positive trend, with even higher participation rates engaging 80 young people in our capacity building groups.







# EMPLOYMENT SKILLS CAFE



## CONRAD MARTIN

EMPLOYMENT SKILLS CAFE

My name is Conrad, and I run the employment skills café at the One3One Youth Hub. We're all about equipping young people with practical skills like basic barista training, food preparation, and, importantly, social interaction. Our Employment Skills Cafe serves as a safe space where young volunteers, many of whom deal with social anxiety, can practice their communication skills in a low-pressure environment.

Our program runs over a six weeks and aims to offer more than just work experience. We're building confidence, fostering community, and setting up these young people for future success. At the end of the six weeks, we celebrate their achievements with a certificate and a job reference to support their future endeavors.

Many end up using these newly-acquired skills to either land a job or pursue further studies, often in hospitality. That's why we've introduced the Hospitality Passport Program with the support of TLK.



# CENTRAL COAST COMICON



KIM MCLOUGHRY



RAY SOUTHEREN



ALEX O'NEAL



BRIAR FORRESTER



LANI POMARE

## CENTRAL COAST COMICON PLANNING COMMITTEE REPORT BY BRIAR FORRESTER

We feel a massive sense of achievement with another successful Central Coast Comicon event delivered to the pop culture lovers in our community. This was the 5th Central Coast Comicon organised by RYSS as our major annual fundraiser, and the third time The Entertainment Grounds have been the hosts of this all-inclusive event for all ages. It is so unique to our region to blend pop culture, entertainment, community and charity and Central Coast Comicon has really raised the bar for charity fundraising events!

This celebration of all things pop culture was attended by over 3,500 enthusiasts, from gee'd up gamers, comic book aficionados, cosplay fanatics, artists and creatives alike, to lovers of music and medieval lore. The most significant victory, however, was not just in the number of attendees, but in the staggering amount of over \$35,000 raised for Regional Youth Support Services.

The convention proved to be a melting pot of creativity and entertainment. Highlights included adrenaline-pumping bouts from Newcastle Pro Wrestling and enchanting encounters at the Disney Princess meet and greet. Gamers found solace in the Game Zone, while literary and illustration enthusiasts were drawn to the Artists and Authors Alley.

Medieval lovers of LARP were transported back in time with breathtaking reenactments of medieval battles and a steampunk interactive experience of vintage wonders. Cosplay, the heart of many such conventions, took center stage with a plethora of competitions, allowing attendees to showcase their crafting prowess and love for their favorite characters. This year saw a major competition called the Masters of Cosplay.

Merchandisers catered to the varied tastes of fandoms, offering everything from comic books to hand-crafted items. The food vendors did not disappoint either, providing delicious treats to fuel the day-long fun.

Star Wars fans experienced the force with lightsaber lessons, and those with a passion for circus arts were captivated by mesmerizing performances and hands-on workshops from the troupe at Roundabout Circus. The photo wall and 360 video-booth added an interactive element, ensuring attendees immortalised their memories.

No pop culture convention is complete without music, and Central Coast Comicon delivered with electrifying performances. The main stage resonated with diverse beats from young musicians all under the age of 19 years, from the rhythm and blues of Lil G to the dynamic raps of Young Enterprises Y.E. Room 72, a youth rock band, sent waves of energy through the crowd, and the idol dance groups ensured that the tempo never dipped.

From the outset of planning, RYSS engaged a group of young enthusiasts to form a Geek Working Group and their feedback and information was essential in our preparations to make this an even more inclusive event with a focus on youth. The GWG also volunteered on the day of the event, selling raffle tickets, collecting parking donations and other helpful tasks. We wish to thank the Geek Working Group and all the volunteers who helped on the day of the event, your contributions truly make it such a success!

2023 also saw us partner with a new Event Planning Company, Hart Event Management. Liz and her team were amazing in their organising of all stalls and site planning and the logistical running of the day. We look forward to working with them on our events in the future.

The Committee would also like to thank all the groups and entities who have given their time and input to make Central Coast Comicon 2023 the spectacular that it was. Big thanks to our event partner Hart Event Management and our wonderful platinum sponsor, Central Coast Branches of Bendigo Bank, who not only sponsored us so generously but helped on the day managing our gates. Other sponsors this year include, Central Coast Council, Diggers at the Entrance Leagues Club, Star 104.5 and HOYTS Erina.

A huge shout out to the RYSS team who come together, roll up their sleeves and do an amazing job to pull off such an incredible event. Central Coast Comicon's success is a credit to you all!



BROUGHT TO YOU BY

**RYSS**

Regional Youth Support Services Inc.

# CENTRAL COAST COMICON 2023

THE COAST'S  
LARGEST  
CELEBRATION OF  
EVERYTHING  
POP CULTURE,  
RAISING FUNDS FOR  
CENTRAL COAST  
YOUTH!



## SATURDAY 27<sup>TH</sup> MAY 2023

11AM - 5PM • THE ENTERTAINMENT GROUNDS, GOSFORD

COSPLAY COMPETITION • COMICS • ANIME • PRO WRESTLING  
DISNEY PRINCESS • STAR WARS • LIGHTSABER LESSONS  
SCI-FI • VIDEO GAMES • VIRTUAL REALITY • MANGA ART  
ARCADE GAMES • CIRCUS • CARNIVAL GAMES • MUSIC  
TABLE TOP GAMING • 3D PRINTING • STEAM PUNK  
LEGO DISPLAYS & PLAY • SPECIAL FX MAKE UP • FILM & TV  
MEDIEVAL BATTLES • FOOD STALLS • IDOL DANCE GROUPS  
ARTISTS & AUTHORS • MERCHANDISE • COMPETITIONS & MORE



SCAN FOR TICKET INFO

TICKETS & INFO: [WWW.CCCOMICON.COM.AU](http://WWW.CCCOMICON.COM.AU)  



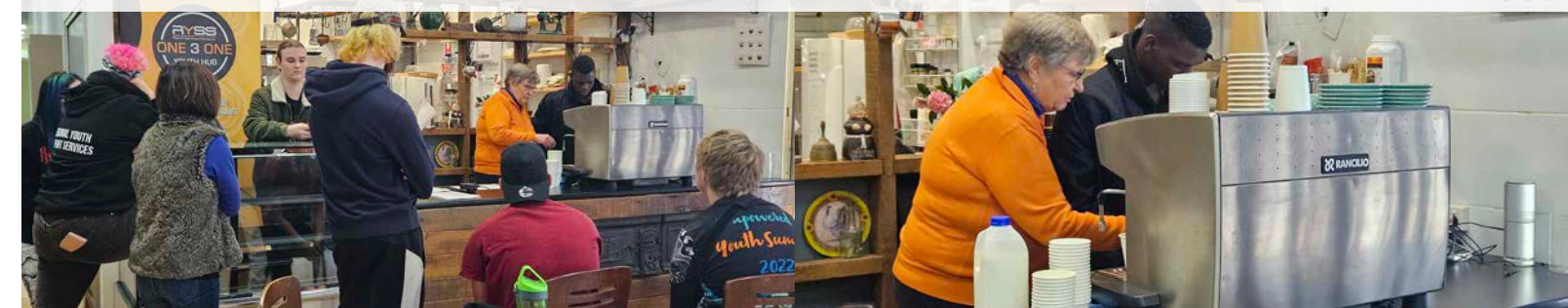




## KOORI CONNECT DAY AT THE ONE3ONE YOUTH HUB



## TLK HOSPITALITY SKILLS TRAINING AT ONE3ONE YOUTH HUB



## ONE3ONE YOUTH HUB FIRST BIRTHDAY



## PENINSULA YOUTH FORUM





# RYSS ADMIN TEAM



**PETER DELIMANOLIS**  
FINANCE MANAGER



**MERILYN BEDFORD**  
ACCOUNTS



**MORGANA BUTLER**  
COMPLIANCE & CAPACITY COORDINATOR



**BRIAR FORRESTER**  
DESIGN, PROJECTS & EVENTS COORDINATOR



**RACHEL SHALLOW**  
RESOURCE WORKER



**MAXINE DALE**  
RESOURCE WORKER

# MARKETING REPORT



**BRIAR FORRESTER**

DESIGN, PROJECTS & EVENTS COORDINATOR

This marketing report provides an overview of the online performance of RYSS' website, focusing on key metrics, and improvements in SEO. The data presented here reflects one aspect of our organisation's digital presence and engagement with its online users.

## Key Metrics:

### Annual Website usage increase:

We saw the number of unique users of our website increase this year to 6722. Unique user data is defined by IP addresses. This means 6722 individuals reached the RYSS website this year searching for information about Youth Support. This figure has increased by 23% since the last financial year.

### Average Weekly Page Views and Website Sessions:

On average, our website records 584 page views every week, with an average of 206 users exploring our content. This data demonstrates the depth of engagement as users are actively navigating through various pages.

### SEO Improvement:

Significant progress has been made in our Search Engine Optimisation (SEO) efforts. As a result, our website now consistently ranks on the first page of Google for relevant search queries. This achievement signifies an enhanced online visibility and discoverability of our content.

## Our Demographics:

Marketing the content for RYSS is very diverse. We have 3 key target demographics

Firstly, our colleagues in community services, school welfare and administration – We target this demographic through business hours social media posts and Electronic Direct Mail marketing campaigns both of which lead to interactions with our website as the source of information.

Second demographic is the support networks around vulnerable young people, Parents/Caregivers, friends/family and community. We share social media content to community Facebook groups in the quest to make people aware of who we are and how we support children, young people and families in the Central Coast Community.

We have great success targeting and reaching these target audiences, however our third key target demographic has room for development. The third demographic is vulnerable young people in our community, and reaching this demographic is a task that has many hurdles. The main one being that young people today are on very diverse social media platforms that cater to a more global audience. There is a struggle to connect with a local audience using these platforms. Young people are more likely to engage with video content, and this is a key area of marketing we are keen to develop.

Moving forward for the year ahead we would like to set some goals to diversify our content to reach more young people on social media platforms and with alternative marketing solutions. We are hopeful to engage with The University of Newcastle Marketing students to work on a project where we can really learn in depth about our demographics and how best to reach them and developing a more youth focus in content creation or finding other avenues to reach our youth audience.





# COMPLIANCE & CAPACITY



**MORGANA BUTLER**

COMPLIANCE & CAPACITY COORDINATOR

It has been an absolute pleasure to join the RYSS team this 2023 year, particularly within the newly created role of Compliance and Capacity Coordinator. I have had extensive experience working with children, young people and their families who experience extreme hardship and challenges such as homelessness, family breakdown, family and domestic violence, complex mental health, disengagement from education and employment, and serious offending. I am tertiary qualified in the fields of psychology and counselling and bring my knowledge and experience to RYSS with genuine passion to contribute to making our Central Coast community a safer place.

Since stepping into the role in February 2023, my focus has been on supporting RYSS to develop and maintain quality youth service delivery by developing child safe policies, procedures and protocols in response to need, and coordinating organisational compliance to legislation, funding contracts and service certification. As RYSS grows it is crucial that the team grows too, and a large part of my role has also been to build the capacity of our staff and to support their learning and development.

Toward the end of the 2022-2023 financial year, significant effort went into ensuring organisational compliance with the NDIS Practice Standards as we underwent a major audit within our Abilities program. This audit proved to showcase the excellent outcomes and achievements that young people supported within this program accomplish

and it was a huge testament to the dedicated team who operate this on a daily basis.

This year we conducted an all-staff survey 'Because Your Voice Matters!' which provided valuable insight and the opportunity to critically reflect on how we can drive positive change for the future. It was truly inspiring to see the overwhelmingly positive response.

**93.1% of staff felt their role is suited to their personal strengths**

**93.1% of staff feel that RYSS is committed to making the workplace a safe place**

**96.5% of staff feel connected to the work they do**

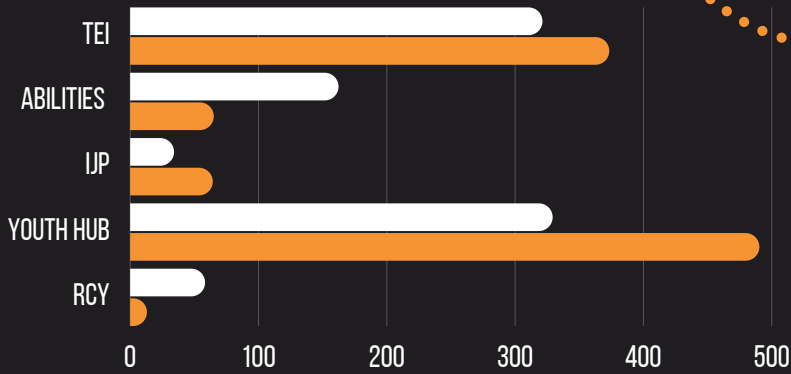
**96.5% of staff are proud to work at RYSS**

RYSS believes that all children and young people have the right to feel safe, supported and valued, and we emphasise and imbed dignity and inclusion across all organisational service delivery. As we move into the new financial year, we do so with enthusiasm, passion and genuine commitment to being a safe and supportive place improving the lives of those most vulnerable in our community.

# RYSS STATS



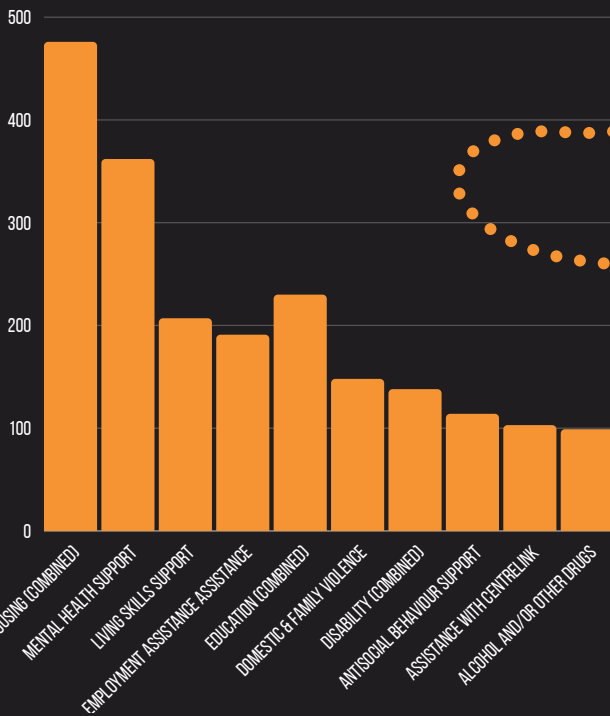
## RYSS SUPPORTS



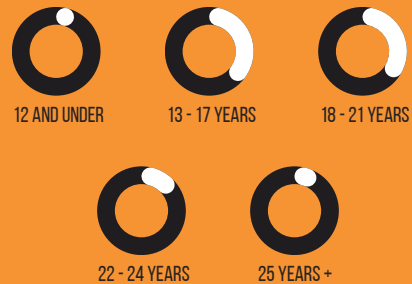
**904**  
TOTAL  
CASEWORK  
CLIENTS

**1005**  
TOTAL  
NEW  
CLIENTS

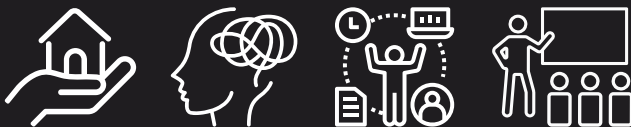
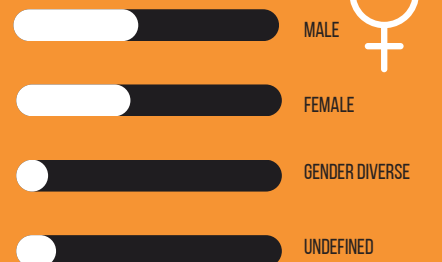
## TOP 10 PRESENTING ISSUES



## AGE DEMOGRAPHICS



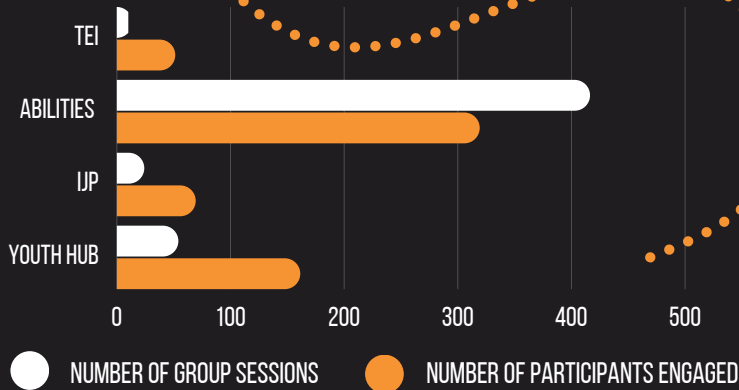
## GENDER





# 2022 - 2023

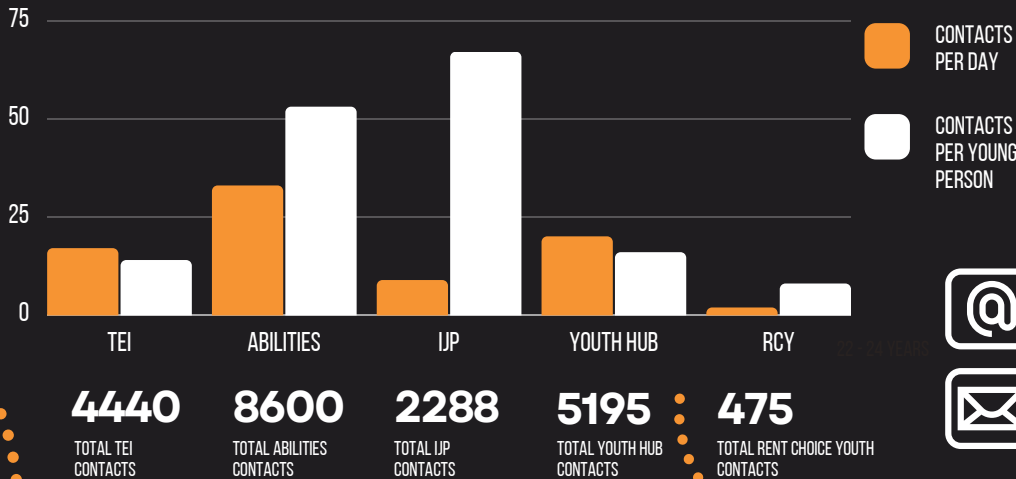
## GROUPS



## CULTURE



## CONTACTS FROM YOUNG PEOPLE



**4440**

TOTAL TEI CONTACTS

**8600**

TOTAL ABILITIES CONTACTS

**2288**

TOTAL IJP CONTACTS

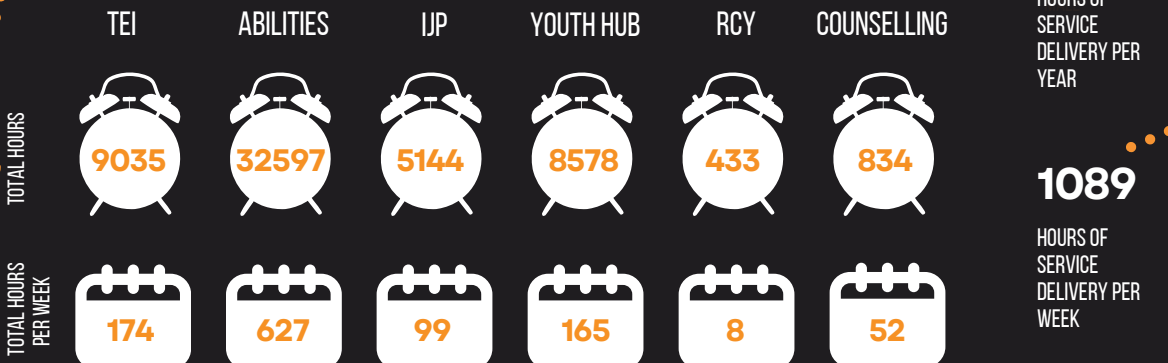
**5195**

TOTAL YOUTH HUB CONTACTS

**475**

TOTAL RENT CHOICE YOUTH CONTACTS

## DIRECT CLIENT SUPPORT STAFFING



## **AGM Minutes**

**Friday 28<sup>th</sup> October 2022**

**In Attendance:** Gail Cosentino, Jess Keighran-Keary, Amy McLean, Janice Atkinson, Eden Twyford, Jess Barwise, Sarah Bozanic, Lani Pomare, Caroline Mendes, Lucas Hookey, Simon Stevens, Michael Brolly, Ric Norton, Alex Whymark, Geoff Hynd, Leah Dalziel, Paul Easter, Liam Bates, Lou Pateman, Beck Johnston, Lexi Lovell, Rikki-Lee Predeton, Sue Higgins, Chris Krogh, Dana Patterson, Sandy Small, Briar Forrester, David Harris MP, Meleah Collins, Rachael Shallow, Peter Clark, Mark Olenre, Monica Leseberg, Steve Scheeno, Karen Small, Mitchell Markham, David Mehan MP, Ray Southeren, Bill Jackson, Alex O’Neal, Kim McLoughry, Peter Delimanolis, Byron Prassinias, Dan Connell.

**Minutes** – Lani Pomare

**Meeting opened at 9.35am**

1. **Chair** – Geoff Hynd Welcome and acknowledged guests

**Acknowledgment of Country**– Bobbi Murray

2. **Apologies** – Gordon Reid, Liesl Tesch, Adam Crouch and BJ Barry Duncan
3. **Confirmation 2021 Previous Minutes** - Accepted – Paul Easter and seconded Briar Forrester

4. **Reports**

**Chairperson Report – Geoff Hynd**

Acknowledging the staff of RYSS and reports, thank you to the staff, Kim, Alex and all Board members – Ray Southeren, Erin Poulton, Annika Westrup and BJ

**Treasurers Report – Ray Southeren**

Healthy financial year considering impacts of COVID - Comicon made 45k – Clubs NSW Itty Bitty fundraiser (ROSA Bus) \$80K

Assets – Modified accounting system became more streamlined.

Thank you to Mark O’Connor Auditor and his team.

Acknowledging RYSS wide range of services within a tight budget.

Appreciation to Management team and Board for delivering a productive year.

### **CEO Report – Kim McLoughry**

Acknowledgement of Country

Through 2020 and 2021 we have not been able to have a face-to-face AGMs due to COVID

Beginning of RYSS 1986 and a highlight of the history – 2001 opened Parkside Centre– 2007 – Youth Arts Warehouse and 2020 Parkside closure.

Special thanks Ray S as a volunteer, board member and congratulations on being acknowledged as a valued Volunteers (Central Coast Volunteers)

Highlights - Itty Bitty Fundraiser (Clubs NSW) – ROSA Bus, welcome to Bill Jackson.

Abilities Groups- Thanks to Lou P for a great Year in Groups and has handed over to Jess B

Youth Collective - Thanks to Caroline and Lani amazing 3 yr groups in schools through COVID.

Thanks to Adam Crouch for his continued support of the Youth Collective program.

TEI and IJP - Thanks to the team for the excellence in their work under the guidance of Gail. Hang out on the Hill initiative at Kariong – Marcus and Jess B. Hotspots survey out on the street- all staff. Thanks to Rachael for her work on the front desk and Dana Paterson who received a Youth Week Award for young worker of the year (from CC Council).

Acknowledgement of Logan offers our condolences to Logans, Family, Friends and workers.

Abilities- Congrats to Sue H who has over 25 years of experience with over 200 Young People a week providing over 400 Hours of support a week.

Reflection on the last year and the resilience the RYSS team has shown with the leadership of the Operations Manager Alex O’Neal.

Thank you to the politicians that support us in the work we do here at RYSS.

#### **David Mehan MP for the Entrance**

- Thank you RYSS for your work in the community
- RYSS is working to create an equal field for Young People

#### **David Harris MP for Wyong**

- Acknowledgement
- The Central Coast is Home to the largest population of Indigenous Youth in NSW
- Reflect on support and involvement in RYSS since 2007
- Thank you to Kim and Management for their work
- What RYSS does makes the difference between whether young people make it or fall through the gaps.
- Reflect on the helping hands outreach in Kibble Park
- Thank you for the work you do and you can’t count the success of the work that you do.
- Reflecting on the community that Central Coast Comicon brings and hoping for a 2-day event.

## 5. Young Peoples Presentations

Rik – started with Abilities support in April and has accessed many different groups/services of RYSS

Support has helped with accessing employment.

Volunteer experiences with Central Coast Comicon and One3One Café

Byron – Met with Gail and Sandy during a difficult time thanks to Gail and Sandy for your help.

Abilities – Thanks to Lou P and Alex W

Appreciation to Alex W for her support during her time in Abilities as a CoS

Helped him access housing, Mental Health support and employment

Thanks to Paul E for his support

Thanks to Karen for her work in the gardening group

## 6. Rick Norton DCJ – Returning Officer for RYSS

Note – Elise Dunn has resigned from the Management Committee due to moving residence.

### Rick Norton

Thank you to the committee members.

**Nominations for membership:** Kim McLoughry, Mel Bedford, Gail Cosentino, Simon Stevens, Briar Forrester, Beck Johnson, Deborah Warwick, Geoff Hynd, Bobbi Murray, Erin Poulton, Sue Higgins, Bill Jackson, Barry Duncan, Ray Southeren, Annika Westrup, Sandy Small, Dana Patterson, Paul Easter, Peter Clark, Alex O’Neal, Lexi Lovell, Daniel Connell.

Accepted by show of hands of all present

### Election of office bearers:

- a. Chairperson – Geoff Hynd
- b. Vice Chairperson – Bobbi Murray
- c. Treasurer – Ray Southeren
- d. Secretary – Erin Poulton
- e. General Committee Members – Annika Westrenius, Barry Duncan and Bill Jackson.
- f. Public Officer – Geoff Hynd

Accepted by show of hands

Bill new nominee- Bill has served in the Club industry for 50 years and in a management capacity and is a registered JP

Current auditors from Cutcher & Neale

Accepted by show of hands

Strategic Planning Day planned for November 25<sup>th</sup> Avoca SLSC

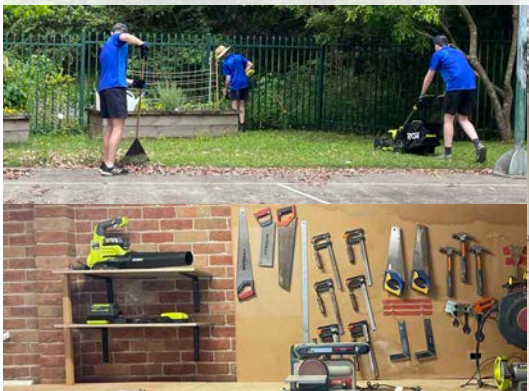
**Geoff H closed Meeting at 10.40am**



## NAIDOC CELEBRATIONS AT RYSS



## ST PIUS X COLLEGE WYOMING WORKING BEE



## A BUSY YEAR AT RYSS



# **Regional Youth Support Services Inc**

**ABN 62 365 679 631**

## **Financial Statements**

**For the Year Ended 30 June 2023**



# Regional Youth Support Services Inc

ABN 62 365 679 631

## Contents

For the Year Ended 30 June 2023

	Page
<b>Financial Statements</b>	
Committee's Report	1
Independent Audit Report	2
Statement by Members of the Committee	5
Statement of Surplus or Deficit and Other Comprehensive Income	6
Statement of Financial Position	7
Statement of Changes in Funds	8
Statement of Cash Flows	9
Notes to the Financial Statements	10

# Regional Youth Support Services Inc

ABN 62 365 679 631

## Committee's Report 30 June 2023

The committee members submit the financial report of the Association for the financial year ended 30 June 2023.

### 1. General information

#### Committee members

The names of committee members throughout the year and at the date of this report are:

Geoff Hynd  
Ray Southeren (Deceased 13 July 2023)  
Erin Poulton  
Bobbi Murray  
Annika Westrenius  
William (Bill) Jackson (Appointed 28 October 2022)  
Bradley Hall (Appointed 28 April 2023)  
Barry Duncan (Resigned 28 February 2023)  
Elise Dunn (Resigned 28 October 2022)

#### Principal activities

The principal activities of the Association during the financial year were:

- Providing youth support services.

#### Significant changes

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

### 2. Operating results and review of operations for the year

#### Operating result

The Surplus of the Association for the financial year amounted to \$ 24,814 (2022: \$ 205,197).

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

Committee member:



Committee member:



Dated 27 September 2023

# Regional Youth Support Services Inc

ABN 62 365 679 631

## Independent Audit Report to the Members of Regional Youth Support Services Inc

### Report on the Audit of the Financial Report

#### Opinion

We have audited the financial report of Regional Youth Support Services Inc (the Association), which comprises the statement of financial position as at 30 June 2023, the statement of surplus or deficit and other comprehensive income, the statement of changes in funds and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the statement by members of the committee.

In our opinion, the accompanying financial report presents fairly, in all material respects, including:

- (i) giving a true and fair view of the Association's financial position as at 30 June 2023 and of its financial performance and its cash flows for the year ended; and
- (ii) *complying with the Australian Charities and Not-for-profits Commission Act 2012 and Australian Charities and Not-for-profits Commission Regulations 2022.*

#### 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 Association in accordance with the auditor independence requirements of the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (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.

#### Other Information

The Committee Members are responsible for the other information. The other information obtained at the date of this auditor's report was limited to the Committee's Report.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

# Regional Youth Support Services Inc

ABN 62 365 679 631

## Independent Audit Report to the Members of Regional Youth Support Services Inc

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit, or otherwise appears to be materially misstated.

If, based on the work we have performed on the other information obtained prior to the date of this auditor's report, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

## Responsibilities of Management and Those Charged with Governance

Management is responsible for the preparation and fair presentation of the financial report in accordance with *Australian Charities and Not-for-profits Commission Act 2012 and Australian Charities and Not-for-profits Commission Regulations 2022*, and for such internal control as management determines is necessary to enable the preparation of the financial report which is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management is responsible for assessing the Association's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Association or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Association'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 of 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 this financial report.

As part of an audit in accordance with the 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 Association's internal control.

# Regional Youth Support Services Inc

ABN 62 365 679 631

## Independent Audit Report to the Members of Regional Youth Support Services Inc

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of the management's 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 Association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Association 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 the Committee Members 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.

We also provide the Committee Members with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.

Cutcher & Neale Assurance Pty Limited  
(An authorised Audit Company)

M.J. O'Connor  
Director

NEWCASTLE

28 September 2023

# Regional Youth Support Services Inc

ABN 62 365 679 631

## Statement by Members of the Committee

In the opinion of the Committee the financial report as set out on pages 6 to 20:

1. Present fairly the financial position of Regional Youth Support Services Inc as at 30 June 2023 and its performance for the year ended on that date in accordance with Australian Accounting Standards - Simplified Disclosures of the Australian Accounting Standards Board.
2. At the date of this statement, there are reasonable grounds to believe that Regional Youth Support Services Inc will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Committee and is signed for and on behalf of the Committee by:

Committee member .....  .....

Committee member .....  .....

27 September 2023

# Regional Youth Support Services Inc

ABN 62 365 679 631

## Statement of Surplus or Deficit and Other Comprehensive Income For the Year Ended 30 June 2023

		2023	2022
	Note	\$	\$
Income	2	3,826,974	3,158,504
Employee benefits expense		(3,323,105)	(2,507,533)
Depreciation and amortisation expense		(91,035)	(48,648)
Program delivery expenses		(95,325)	(102,375)
Occupancy expense		(50,883)	(28,897)
Management and administration expense		(238,557)	(264,470)
Interest expense		(3,255)	(1,384)
<b>Operating surplus</b>		<b>24,814</b>	<b>205,197</b>
Other comprehensive income		-	-
<b>Total comprehensive income</b>		<b>24,814</b>	<b>205,197</b>

The accompanying notes form part of these financial statements.

# Regional Youth Support Services Inc

ABN 62 365 679 631

## Statement of Financial Position As At 30 June 2023

	Note	2023 \$	2022 \$
<b>ASSETS</b>			
CURRENT ASSETS			
Cash and cash equivalents	3	1,454,182	1,319,127
Trade and other receivables	4	293,719	79,410
Prepayments		36,967	26,874
<b>TOTAL CURRENT ASSETS</b>		<b>1,784,868</b>	<b>1,425,411</b>
NON-CURRENT ASSETS			
Property, plant and equipment	5	875,894	870,674
Right-of-use assets	8	35,939	82,143
<b>TOTAL NON-CURRENT ASSETS</b>		<b>911,833</b>	<b>952,817</b>
<b>TOTAL ASSETS</b>		<b>2,696,701</b>	<b>2,378,228</b>
<b>LIABILITIES</b>			
CURRENT LIABILITIES			
Trade and other payables	6	329,312	292,395
Borrowings		190	50
Lease liabilities		36,558	46,204
Employee benefits	9	163,666	124,089
Contract liabilities	7	532,939	276,535
<b>TOTAL CURRENT LIABILITIES</b>		<b>1,062,665</b>	<b>739,273</b>
NON-CURRENT LIABILITIES			
Lease liabilities		-	36,558
Employee benefits	9	53,545	46,720
<b>TOTAL NON-CURRENT LIABILITIES</b>		<b>53,545</b>	<b>83,278</b>
<b>TOTAL LIABILITIES</b>		<b>1,116,210</b>	<b>822,551</b>
<b>NET ASSETS</b>		<b>1,580,491</b>	<b>1,555,677</b>
<b>FUNDS</b>			
Accumulated surplus		1,880,491	1,555,677
<b>TOTAL FUNDS</b>		<b>1,880,491</b>	<b>1,555,677</b>

The accompanying notes form part of these financial statements.



# Regional Youth Support Services Inc

ABN 62 365 679 631

## Statement of Changes in Funds For the Year Ended 30 June 2023

2023

	Accumulated surplus
Note	\$
<b>Balance at 1 July 2022</b>	<u>1,555,677</u>
Total comprehensive income	<u>24,814</u>
<b>Balance at 30 June 2023</b>	<u><u>1,580,491</u></u>

2022

	Accumulated surplus
Note	\$
<b>Balance at 1 July 2021</b>	<u>1,350,480</u>
Total comprehensive income	<u>205,197</u>
<b>Balance at 30 June 2022</b>	<u><u>1,555,677</u></u>

The accompanying notes form part of these financial statements.

8

# Regional Youth Support Services Inc

ABN 62 365 679 631

## Statement of Cash Flows

For the Year Ended 30 June 2023

	2023	2022
Note	\$	\$
<b>CASH FLOWS FROM OPERATING ACTIVITIES:</b>		
Receipts from government grants and services	4,212,577	3,396,559
Payments to suppliers and employees	(3,992,491)	(3,027,620)
Interest received	6,959	331
Interest paid	(3,255)	(1,384)
Net cash provided by/(used in) operating activities	<u>223,790</u>	<u>367,886</u>
<b>CASH FLOWS FROM INVESTING ACTIVITIES:</b>		
Purchase of property, plant and equipment	(55,531)	(126,005)
Proceeds from sale of property, plant and equipment	13,000	-
Net cash provided by/(used in) investing activities	<u>(42,531)</u>	<u>(126,005)</u>
Repayment of lease liabilities	(46,204)	(11,469)
Net cash provided by/(used in) financing activities	<u>(46,204)</u>	<u>(11,469)</u>
Net increase/(decrease) in cash and cash equivalents held	135,055	230,412
Cash and cash equivalents at beginning of year	<u>1,319,127</u>	<u>1,088,715</u>
Cash and cash equivalents at end of financial year	<u>3</u> <u>1,454,182</u>	<u>1,319,127</u>

The accompanying notes form part of these financial statements.

9

# Regional Youth Support Services Inc

ABN 62 365 679 631

## Notes to the Financial Statements For the Year Ended 30 June 2023

### 1 Summary of Significant Accounting Policies

#### (a) General information

The financial statements cover Regional Youth Support Services Inc as an individual entity. Regional Youth Support Services Inc is a not-for-profit association incorporated in New South Wales under the *Associations Incorporation Act (NSW) 2009* and *Associations Incorporation Regulation (NSW) 2010*.

#### (b) Basis of Preparation

These general purpose financial statements have been prepared in accordance with Australian Accounting Standards - Simplified Disclosure Requirements issued by the Australian Accounting Standards Board ('AASB'), Australian Accounting Interpretations, other authoritative pronouncements of the AASB and the *Australian Charities and Not-for-profits Commission Act 2012*.

Material accounting policies adopted in the preparation and presentation of these financial statements are presented below and have been consistently applied unless otherwise stated.

The financial statements have been prepared on an accruals basis and are based on historical costs, modified, where applicable, by the measurement at fair value of selected financial assets and financial liabilities.

#### (c) Comparative Amounts

Comparatives are consistent with prior years, unless otherwise stated.

#### (d) Critical accounting estimates and judgements

The Committee Members evaluate estimates and judgements incorporated into the financial statements based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the organisation.

##### Key estimates - Impairment of assets

The Association assesses impairment at the end of each reporting year by evaluating conditions specific to the Association that may lead to impairment of assets. Where an impairment trigger exists, the recoverable amount of the asset is determined. Value-in-use calculations performed in assessing recoverable amounts incorporate a number of key estimates.

To identify a performance obligation under AASB 15: *Revenue from Contracts with Customers*, the promise must be sufficiently specific to be able to determine when the obligation is satisfied. Management exercises judgement to determine whether the promise is sufficiently specific by taking into account any conditions specified in the arrangement, explicit or implicit, regarding the promised goods or services. In making this assessment, management includes the nature, value, quantity and period of transfer related to the goods or services promised.

# Regional Youth Support Services Inc

ABN 62 365 679 631

## Notes to the Financial Statements

For the Year Ended 30 June 2023

### 1 Summary of Significant Accounting Policies

#### (d) Critical accounting estimates and judgements

Key judgements and lease term and option to extend under AASB 16

The lease term is defined as the non-cancellable period of a lease together with periods covered by an option to extend the lease if the lessee is reasonably certain to exercise that option; and also periods covered by an option to terminate the lease if the lessee is reasonably certain not to exercise that option. The options that are going to be exercised is a key judgement that the Association will make. The Association determines the likelihood to exercise the options on a lease-by-lease basis, looking at various factors such as which assets are strategic and which are key to the future operations of the Association.

#### (e) Revenue and other income

##### Operating grants, contributions and donations

When the Association receives revenue from operating grants, contributions or donations it assesses whether the contract is enforceable and has sufficiently specific performance obligations in accordance with AASB 15: *Revenue from Contracts with Customers*. When both of these conditions are satisfied, the Association:

- Identifies each performance obligation relating to the agreement;
- Recognises a contract liability for its obligations under the agreement; and
- Recognises revenue as it satisfies its performance obligations.

Where the contract is not enforceable or does not have sufficiently specific performance obligations, the Association:

- Recognises the asset received in accordance with the recognition requirements of other applicable Accounting Standards;
- Recognises related amounts; and
- Recognises income immediately in surplus or deficit as the difference between the initial carrying amount of the asset and the related amount.

If a contract liability is recognised as a related amount above, the Association recognises income in surplus or deficit when or as it satisfies its obligations under the contract.

##### Provision of services

Revenue recognition relating to the provision of services is recognised on delivery of service to the customer.

# Regional Youth Support Services Inc

ABN 62 365 679 631

Notes to the Financial Statements  
For the Year Ended 30 June 2023

## 1 Summary of Significant Accounting Policies

### (e) Revenue and other income

#### Capital Grants

When the Association receives a capital grant, it recognises a liability for the excess of the initial carrying amount of the financial asset received over any related amounts recognised under other Australian Accounting Standards.

The Association recognises income in surplus or deficit when or as the Association satisfies its obligations under the terms of the grant.

#### Interest income

Interest income is recognised on a proportional basis taking into account the interest rates applicable to the financial assets.

### (f) Income Tax

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

### (g) Finance costs

Borrowing costs are recognised as an expense in the period in which they are incurred.

### (h) 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 payable 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.

### (i) Cash and cash equivalents

Cash and cash equivalents comprises cash on hand, deposits held at call with banks and other short-term highly liquid investments with original maturities of three months or less.

# Regional Youth Support Services Inc

ABN 62 365 679 631

## Notes to the Financial Statements For the Year Ended 30 June 2023

### 1 Summary of Significant Accounting Policies

#### (j) Trade and other receivables

Trade receivables are recognised initially at fair value and subsequently measured at amortised cost, less provision for doubtful debts.

Collectability of trade receivables is reviewed on an ongoing basis. Debts which are known to be uncollectable are written off. A provision for doubtful debts is established on an expected credit loss - forward looking - basis for all trade receivables at amortised cost. The amount of the provision is the difference between the asset's carrying value amount and the nominal value of estimated future cash flows. The amount of the provision is recognised in the statement of surplus or deficit and other comprehensive income.

#### (k) 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.

##### 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, is depreciated over the assets useful life to the Association, commencing when the asset is ready for use.

The depreciation rates used for each class of depreciable asset are shown below:

<b>Class of asset</b>	<b>Depreciation Rate</b>	
Furniture, fixtures & fittings	20%	Prime cost
Motor vehicles	12.5%	Diminishing value
Computer equipment	33%	Prime cost
Leasehold improvements	10%	Prime cost

At the end of each annual reporting period, the depreciation method, useful life and residual value of each asset is reviewed. Any revisions are accounted for prospectively as a change in estimate.

# Regional Youth Support Services Inc

ABN 62 365 679 631

## Notes to the Financial Statements For the Year Ended 30 June 2023

### 1 Summary of Significant Accounting Policies

#### (l) Trade and other payables

Trade and other payables represent the liability outstanding at the end of the reporting period for goods and services received by the entity during the reporting period which remain unpaid.

#### (m) Contract liabilities

When an amount of consideration is received from a customer prior to the Association transferring the services to the customer, the Association presents the unsatisfied (or partially unsatisfied) performance obligations as contract liabilities.

The contract liability represents the unused amounts of grant funds or fees received in advance for service delivery to be performed in a future period.

#### (n) Employee benefits

Provision is made for the Association'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 settled within one year have been measured at the amounts expected to be paid when the liability is settled.

Employee benefits expected to be settled more than one year after the end of the reporting period have been measured at the nominal amount as it has been determined that they are not materially different from their present value.

Contributions are made by the Association to an employee superannuation fund and are charged as expenses when incurred.

#### (o) Leases

At inception of a contract, the Association assesses if the contract contains or is a lease. If there is a lease present, a right-of-use asset and a corresponding lease liability is recognised by the Association where the Association is a lessee. However, all contracts that are classified as short-term leases (i.e. a lease with a remaining lease term of 12 months or less) and leases of low-value assets are recognised as an operating expense on a straight-line basis over the term of the lease.

Initially, the lease liability is measured at the present value of the lease payments still to be paid at commencement date. The lease payments are discounted at the interest rate implicit in the lease. If this rate cannot be readily determined, the Association uses the incremental borrowing rate. Lease payments included in the measurement of the lease liability are as follows:

- fixed lease payments less any lease incentives;
- variable lease payments that depend on an index or rate, initially measured using the index or rate at the commencement date;

# Regional Youth Support Services Inc

ABN 62 365 679 631

Notes to the Financial Statements  
For the Year Ended 30 June 2023

## 1 Summary of Significant Accounting Policies

### (o) Leases

- lease payments under extension options, if the lessee is reasonably certain to exercise the options; and
- payments of penalties for terminating the lease, if the lease term reflects the exercise of an option to terminate the lease.

The right-of-use assets comprise the initial measurement of the corresponding lease liability as mentioned above, and lease payments made at or before the commencement date, as well as any initial direct costs. The subsequent measurement of the right-of-use assets is at cost less accumulated amortisation and impairment losses.

Right-of-use assets are amortised over the lease term or useful life of the underlying asset, whichever is the shortest. Where a lease transfers ownership of the underlying asset or the cost of the right-of-use asset reflects that the Association anticipates exercising a purchase option, the specific asset is amortised over the useful life of the underlying asset.

### (p) Financial liabilities

#### *Classification and measurement*

The Association is using the measured at amortised cost method for all its financial liabilities. The financial liabilities of the Association comprise bank loans.

Liabilities measured at amortised cost are financial liabilities where the contractual terms give rise on specified dates to cash flows that are solely payments of principal and interest on the principal amount outstanding.

#### *Recognition and derecognition*

The Association measures all financial liabilities initially at fair value less transaction costs, and subsequently financial liabilities are measured at amortised cost using the effective interest rate method.

The Association derecognises financial liabilities when, and only when, the Association's obligations are discharged, cancelled or have expired. The difference between the carrying amount of the financial liability derecognised and the consideration paid and payable is recognised in surplus or deficit.

### (q) Authorisation of Financial Statements

The financial statements were authorised for issue by the Committee on the 27 September 2023.



# Regional Youth Support Services Inc

ABN 62 365 679 631

## Notes to the Financial Statements For the Year Ended 30 June 2023

### 2 Revenue and Other Income

	2023	2022
	\$	\$
<b>Revenue from contracts with customers</b>		
- Fee for service income	1,941,087	1,324,628
- Government grants	1,785,700	1,649,276
<b>Total revenue from contracts with customers</b>	<b>3,726,787</b>	<b>2,973,904</b>
<b>Other revenue from ordinary activities</b>		
- Rental income	4,400	2,400
- Profit on disposal of fixed assets	7,520	-
- Sponsorship and ticket sales - Comicon event	71,262	68,916
- Interest income	6,959	331
- Donations	4,753	92,167
- Other income	5,293	20,786
<b>Total revenue from ordinary activities</b>	<b>100,187</b>	<b>184,600</b>
<b>Total revenue</b>	<b>3,826,974</b>	<b>3,158,504</b>
<b>3 Cash and Cash Equivalents</b>		
Cash on hand	750	750
Bank balances	1,453,432	1,318,377
	<b>1,454,182</b>	<b>1,319,127</b>
<b>4 Trade and Other Receivables</b>		
Trade receivables	44,824	4,979
Rental bonds	8,733	8,733
Accrued revenue and other receivables	240,162	65,698
<b>Total current trade and other receivables</b>	<b>293,719</b>	<b>79,410</b>

# Regional Youth Support Services Inc

ABN 62 365 679 631

## Notes to the Financial Statements For the Year Ended 30 June 2023

### 5 Property, plant and equipment

	2023	2022
	\$	\$
Buildings		
At cost	638,786	655,596
Total buildings	<u>638,786</u>	<u>655,596</u>
PLANT AND EQUIPMENT		
Furniture, fixtures and fittings		
At cost	199,899	199,899
Accumulated depreciation	(190,523)	(188,178)
Total furniture, fixtures and fittings	<u>9,376</u>	<u>11,721</u>
Motor vehicles		
At cost	388,701	385,414
Accumulated depreciation	(160,969)	(182,057)
Total motor vehicles	<u>227,732</u>	<u>203,357</u>
Computer equipment		
At cost	4,996	4,996
Accumulated depreciation	(4,996)	(4,996)
Total computer equipment	<u>-</u>	<u>-</u>
Computer software		
At cost	1,250	1,250
Accumulated depreciation	(1,250)	(1,250)
Total computer software	<u>-</u>	<u>-</u>
Total plant and equipment	<u>237,108</u>	<u>215,078</u>
<b>Total property, plant and equipment</b>	<u><u>875,894</u></u>	<u><u>870,674</u></u>

# Regional Youth Support Services Inc

ABN 62 365 679 631

## Notes to the Financial Statements

For the Year Ended 30 June 2023

### 5 Property, plant and equipment

#### (a) Movements in Carrying Amounts

Movement in the carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year:

	Buildings \$	Furniture, Fixtures and Fittings \$	Motor Vehicles \$	Total \$
<b>Year ended 30 June 2023</b>				
Balance at the beginning of year	655,596	11,721	203,357	870,674
Additions	-	-	55,531	55,531
Disposals - written down value	-	-	(5,480)	(5,480)
Depreciation expense	(16,810)	(2,345)	(25,676)	(44,831)
<b>Balance at the end of the year</b>	<b>638,786</b>	<b>9,376</b>	<b>227,732</b>	<b>875,894</b>

### 6 Trade and Other Payables

	2023 \$	2022 \$
Trade payables	20,654	15,403
Deposits	1,000	1,000
GST payable	59,175	42,607
Accrued employee benefits expenses	241,556	159,359
Sundry payables and accrued expenses	6,927	74,026
	<b>329,312</b>	<b>292,395</b>

### 7 Contract liabilities

Contract liabilities	532,939	276,535
	<b>532,939</b>	<b>276,535</b>

# Regional Youth Support Services Inc

ABN 62 365 679 631

Notes to the Financial Statements  
For the Year Ended 30 June 2023

## 8 Right-of-use assets

	2023	2022
	\$	\$
Leased office premises	93,878	93,878
Accumulated amortisation	(57,939)	(11,735)
	<u>35,939</u>	<u>82,143</u>

### Movements in carrying amounts

#### Leased office premises

Additions to building right-of-use assets	-	93,878
Amortisation expense	(46,204)	(11,735)
	<u>(46,204)</u>	<u>82,143</u>

#### AASB 16 related amounts recognised in the statement of surplus or deficit and other comprehensive income

Amortisation charge related to right-of-use assets	46,204	11,735
Interest expense on lease liabilities	3,251	1,384
	<u>49,455</u>	<u>13,119</u>

#### Total future lease payments at the end of the reporting period

##### Future lease payments are due as follows:

Within one year	37,500	50,000
One to five years	-	37,500
	<u>37,500</u>	<u>87,500</u>

## 9 Employee Benefits

### CURRENT

Annual leave	146,630	109,665
Long service leave	17,036	14,424
	<u>163,666</u>	<u>124,089</u>

### NON-CURRENT

Long service leave	53,545	46,720
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## 10 Key Management Personnel Disclosures

The total remuneration paid to key management personnel was \$ 331,169 (2022: \$ 234,227).

# Regional Youth Support Services Inc

ABN 62 365 679 631

## Notes to the Financial Statements For the Year Ended 30 June 2023

### 11 Auditors' Remuneration

	2023	2022
	\$	\$
Cutcher & Neale Assurance Pty Limited		
- Audit of financial statements	7,000	7,000
- Other advisory services	-	6,875
<b>Total</b>	<b>7,000</b>	<b>13,875</b>

# THANK YOU TO OUR FUNDERS & SPONSORS



Australian Government  
Department of the  
Prime Minister and Cabinet



Communities  
& Justice

Community Bank  
East Gosford, Kincumber  
and Lisarow



Australian Government  
National Indigenous  
Australians Agency

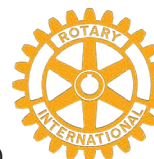


**NIAA**



CENTRAL COAST REGION

**Rotary**



NORTH GOSFORD  
& TERRIGAL



Local Aboriginal Land Council

**DARKINJUNG**

**HOYTS**

**diggers**

@the entrance

# THANK YOU TO OUR PARTNERS & SUPPORTERS





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