



KYDS

YOUTH DEVELOPMENT
SERVICE

ANNUAL
REPORT
2019/2020

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ABOUT US

Since 2005, KYDS has been empowering young people to realise their full potential in life. KYDS provides free and accessible counselling to children, young people and their families across Northern Sydney. Through an approach that is calm, straightforward and respectful, we seek to empower individuals by creating an accepting and supportive environment that enables them to discover their inner strength and potential on their own terms. At the same time, we also look to actively build connections with family members and other professionals in the young person's network to provide a holistic approach to their mental health.

PURPOSE

At KYDS we accept there are good times, ordinary times and challenging times in life. We work with young people, on their terms, no matter how long it takes to believe they can navigate these difficult patches and to discover their inner strength and potential.

MISSION

To provide barrier-free access to individualised mental health counselling for all our young people, working with their community for support. Doing so builds the capacity for everyone to manage the difficult times so they're better prepared – and able – to cope with current, future and even past challenges.

VISION

To help build a happier and stronger community by supporting our youth through the rough patches in life and enabling them to discover their potential in an accepting and supportive environment.

WHY DOES KYDS EXIST?

WE FOSTER SELF-EFFICACY

Individuation is a fundamental part of every young person's development, shaping their identity and sense of self. But it can also be filled with anxiety, uncertainty and self-doubt. We offer non-judgmental support through this often-complex time, fostering a deep sense of self-efficacy that arms them with the confidence and belief to face, and overcome, life's inevitable challenges.

WE BRING BACK SMILES AND HOPE

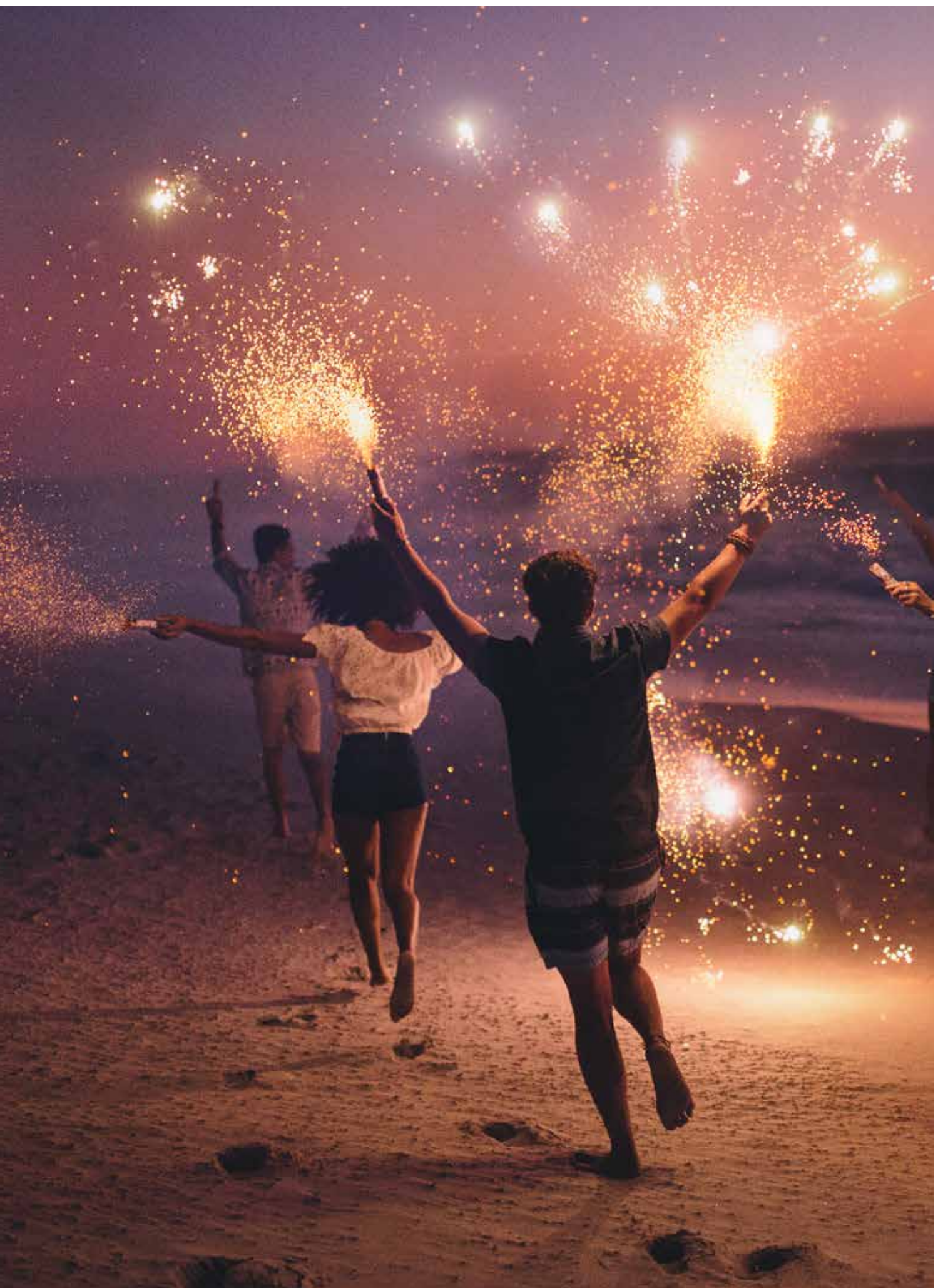
Hope is the motivation of life. It guides us, both as a community and as individuals. We work tirelessly to help provide real hope to young people, partnering with them to unlock sustainable ways to 'make happier happen', bringing back smiles, enhancing wellbeing and inspiring optimism for the future.

WE UNLOCK POTENTIAL BY CREATING BALANCE

When life is out of balance it's hard to see opportunities. Reducing anxiety and stress helps young people reach their true potential and goals. Providing individuals with the ability to work through pain, see possibilities and have real hope for the future is central to what we do.

WE PROVIDE SKILLS THAT LAST A LIFETIME

Effective interventions with young people are vital. They can help prevent 'snowballing' later in life, where mental health issues build up and become much larger challenges for much longer periods. Our goal is to help normalise that there are always good days, bad days and ordinary days, empowering young people with the skills and confidence to be able to navigate these as they walk through life, and build mentally stronger communities.

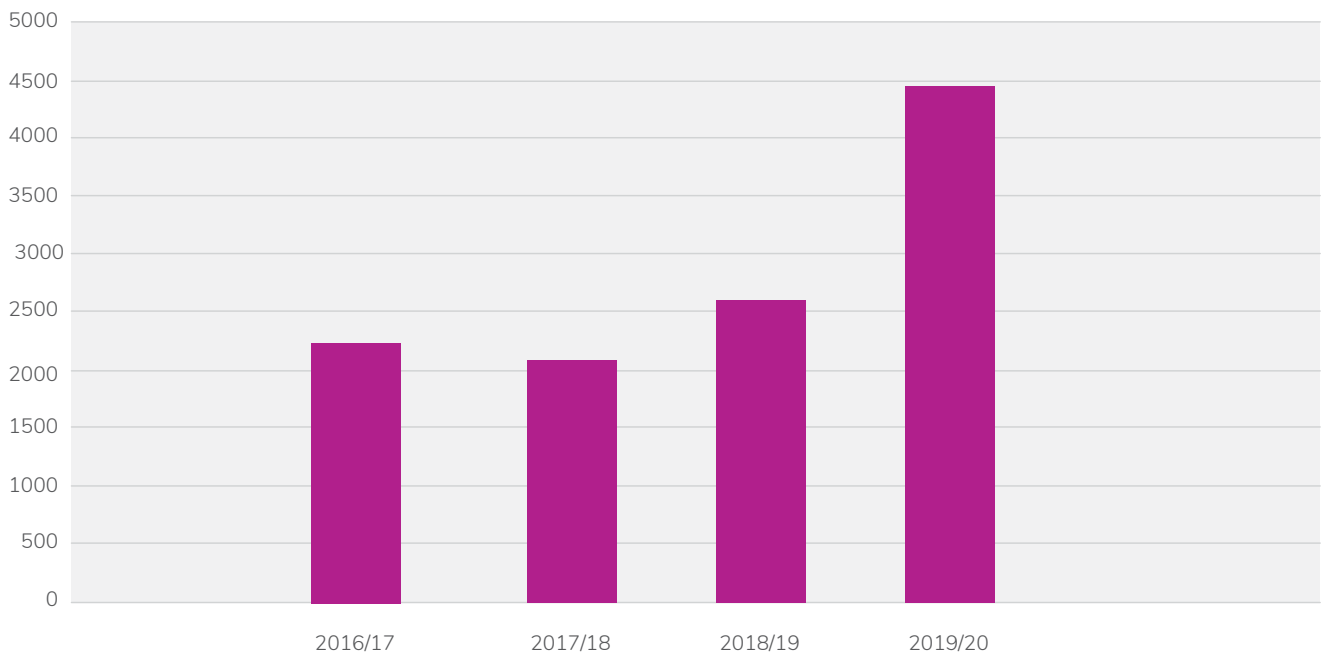




OUR YEAR IN NUMBERS

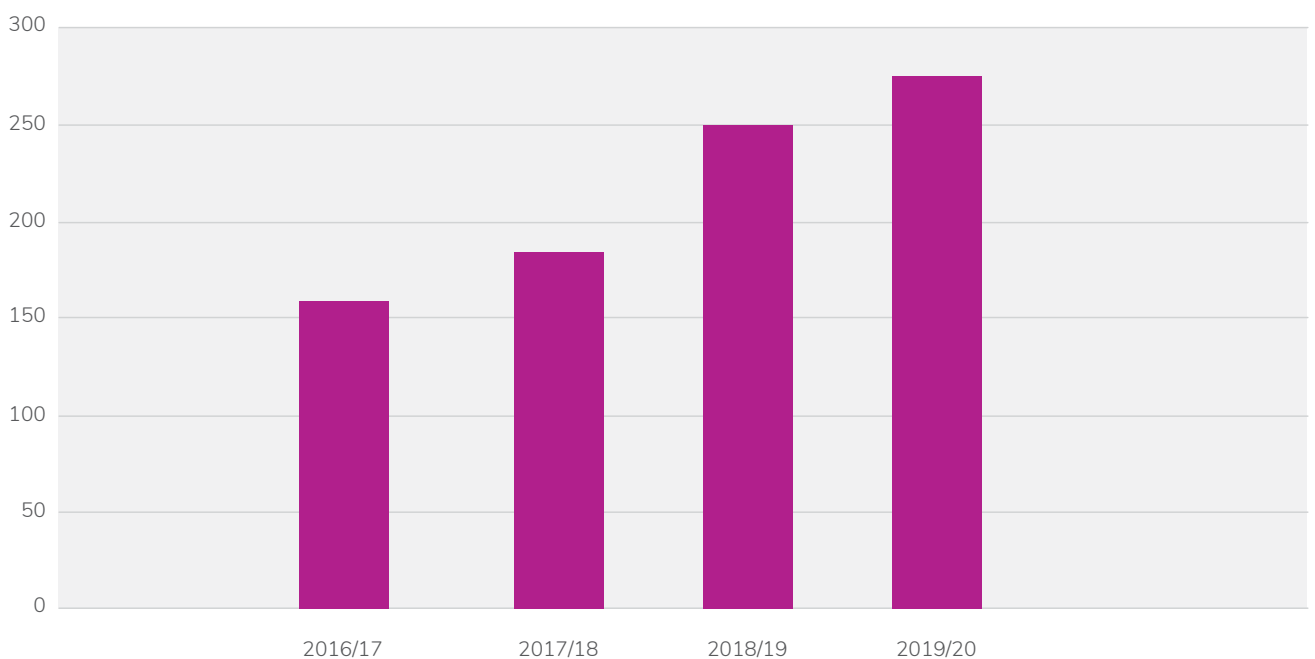


Counselling sessions offered **4462**



KYDS has provided **67%** more sessions in 2019/20 than in the previous year

Referrals received **276**



11% increase in the number of referrals received compared to 2018/19



KYDS OUTCOMES SNAPSHOT





OVER
80%

RCADS – Revised Children’s Anxiety and Depression Scale

The RCADS data demonstrates that young people are accessing KYDS’ services before they reach crisis point. This means better outcomes and significant levels of “recovery” more quickly, compared to young people where the problems are more entrenched.

Analysis of RCADS data shows that over 80% of young people who finish their treatment with KYDS report a significant reduction in depression and/or anxiety related symptoms.



OVER
84%

FIT - Outcomes

FIT-Outcomes revealed that compared to young people who receive “no treatment” young people who access support via KYDS have a statistically “large” Effect Size of 0.85.

This means that the improvements made by the young people supported by KYDS is greater than 84% of young people who do not access treatment. Furthermore, KYDS is deemed more effective than similar services.



OVER
90%

YES – Your Experience of Service

In the last 12 months, the YES Questionnaire found that over 90% of young people and families rated KYDS as being either Excellent or Very Good on the following ratings: their overall experience of KYDS, the effect of the service on their overall wellbeing and the effect of KYDS in supporting them to manage their day-to-day life.



CHAIR AND CEO REPORT





Anthony Rigney (CEO)

Doctor of Psychology (Counselling), Macquarie University. Joined KYDS in January 2017 as the Clinical Services Manager, was appointed KYDS GM in May 2019 and CEO in March 2020.



Helen Jarvis (Chair)

Director of Reboot Resolve; Nationally Accredited Mediator, FDRP, Facilitator of Restorative Engagement processes, Change Management Consultant and Trainer. Member since 2017.

Removing Barriers to Accessing Counselling

FREE FACE-TO-FACE COUNSELLING

KYDS has provided free counselling services to 12-18 year olds since 2005 and in July 2019 also started providing support to children. Our services continue to be offered without the need for payment. As an organisation we are committed to our Mission of providing barrier-free access to mental health support. We know that many families cannot afford the cost of mental health support for their children and young people, which in itself is a barrier to accessing support, often at times that children and young people most need help.

NEEDS BASED SUPPORT

KYDS continues to provide counselling for as long as the young person needs support. We are conscious that there are many aspects of a young person's life over which they have no control. In many cases when there is complexity across contexts (e.g. home, school, friends), they may need counselling support for several years. We actively review progress and encourage young people to reduce the frequency of sessions or end counselling when things are going well. Our children and young people know that they are welcome to reconnect when

further support is required. Following the bushfires and with the arrival of COVID-19, we found that many previous clients reached out to KYDS for further support, with the same counsellor – meaning children and young people only have to tell their story once!

MORE SERVICES IN 4 LOCATIONS

As the number of referrals continued to grow, we increased our offer in Hornsby by one day per week.

KYDS continues to work as a co-located partner in Crows Nest, Chatswood and Avalon, as well as delivering sessions from our KYDS office in Lindfield.

SATURDAY APPOINTMENTS

Consistent with our Mission to increase accessibility we opened our Lindfield office on a Saturday in August 2019, providing even more flexibility to young people and their families to engage in support. We are delighted that this option has been taken up by young people and Saturdays are as popular as our weekday offerings.

INTRODUCING TELEHEALTH

As we seek to ensure that we remove all barriers to accessing counselling, we developed and implemented our telehealth (online face-to-face counselling) services with funding provided by the Community Pitch event arranged by Bendigo Bank and the DSS. The timing was fortunate because we had processes and systems ready to go when COVID-19 arrived. We were well positioned to be able to rollout the new service in a faster timeframe than originally planned, with our first telehealth sessions taking place in April 2020. We hope that this offering will expand the KYDS' reach in the number of children, young people and families we can help in the future.

NAVIGATING COVID

Early implementation of telehealth services ensured KYDS remained open and available to see young people either face-to-face or via telehealth in the first half of 2020. We were able to give both young people and our staff the opportunity to choose a mode that worked for all. KYDS is a COVID-Safe Workplace.

Enhancing the Efficacy of Counselling

FAMILY THERAPY

KYDS staff participated in family therapy training and we are in the process of refining a new Family Meeting pathway. This investment in training the whole team reflects our commitment to continuous improvement and innovation, ensuring that we provide the highest quality interventions with families seeking KYDS' support.

CO-LOCATION WITH OTHER YOUTH SERVICES

To enable more wholistic and integrated service delivery for young people and families with complex needs, KYDS began to actively look for opportunities to co-locate with other services. We are already embedded within the Headspace Centre at Chatswood and providing counselling within Phoenix House at Crows Nest and at the Avalon Youth Hub. Towards the end of the financial year, KYDS worked with Mission Australia and PCYC to plan to co-locate with each organisation at Hornsby and Waitara in 2021/22.

COLLABORATION WITH OTHER YOUTH SERVICES

The youth services of Northern Sydney envisage a world in which the families of Northern Sydney are able to easily access the full spectrum of services that they may need through 'one door' by ensuring that there is 'no wrong door'. KYDS is actively involved in the Senior Executive Group (SEG), which has been established to enhance the collaboration between services. Discussions have begun regarding the establishment of a hub type model of service in partnership with a number of other local providers of child, youth and family focused services. The SEG is building on the experiences of working together on the Avalon Youth Hub.

EVALUATING OUTCOMES

Two years ago KYDS began measuring outcomes using:

- RCADS (47 item Revised Children's Anxiety and Depression Scale with both youth and parent report forms) to measure:
 - What percentage of youth accessed support before their mental health deteriorated to be in the clinical range?
 - What percentage of youth recovered as a result of support (ie progress from the sub-clinical or clinical range to the non-clinical range)?
 - What percentage of youth experienced significant improvement in their mental health?
- Two in-session measures to support Feedback Informed Treatment (FIT), which assists the counsellor to be highly responsive to client needs and modify approach as needed
 - Session Rating Scale
 - Outcomes Rating Scale
- YES (Your Experience of Service) questionnaire to measure client satisfaction.

This year, we increased the robustness of the data collected, including demographic information. This will allow us to determine the effectiveness of our interventions as well as improve our engagement with members from CALD backgrounds.

We also engaged a researcher to help with analysis of our data; ensuring that we can provide up-to-date outcome data in relation to the performance of KYDS. The 2020 KYDS Outcomes Report will be released in March 2021.

RESEARCH PARTNERSHIPS

KYDS continued our relationship with the Australasian Research Institute (ARI) at the San Hospital in arranging research on “brain training”, with data collection to commence in 2020/21.

Delivering Quality Workshops in Schools

KYDS’ Schools and Community Workshops are a reflection of our commitment to prevention and early intervention of mental health difficulties through the promotion of good psychological and emotional health.

KYDS’ Workshop Facilitators delivered whole day and half day workshops to over 1700 students in 2019/20, despite not being able to deliver workshops in schools from March 2020.

Schools are able to choose from a range of bespoke topics that are relevant to their particular cohort of students. KYDS offers the following workshops:

- Transition to High School (prepare for orientation days, broaden social circles, build resilience and manage expectations for high school)
- Young Women’s Workshop (covers alcohol, drugs, sexual health, positive relationships, online safety, bullying, body image and self esteem)
- Young Men’s Workshop (covers alcohol, drugs, sexual health, positive relationships, online safety, bullying, body image and self esteem)
- Managing the HSC Years (recognising and managing stress, relaxation techniques, time management, positive thinking, maintaining a healthy body & mind)
- Body Image, Self Esteem and Resilience (body image, media, the ‘thin’ ideal, healthy lifestyle choices and resilience)
- Mental Health Education (Mental health issues and how they impact people on a day-to-day basis, appropriate attitudes, resources and support services and building resilience).

COVID limited our capacity to grow our Schools and Community Workshops as planned in 2020. However, we anticipate a further evolution of this part of the organisation as we seek to build partnerships with schools into 2021 and beyond.



Groups

KYDS continues to partner with Lifeline Harbour to Hawkesbury in the provision of Dialectical Behaviour Therapy (DBT) groups for young people, with 20 young people engaging in the Managing Your Mood Group in 2019/20.

DBT is often used to help young people who struggle with strong emotions to implement strategies to help them manage powerful emotions in more helpful ways. DBT is typically offered in a group format and focuses on the development of four core skills:

- Mindfulness – supporting young people to become non-judgmentally aware of themselves and their surroundings to better respond to the physical and mental triggers from strong emotions
- Distress Tolerance – skilling young people up to tolerate, accept and move forward in relation to painful emotional experiences or unpredictable interpersonal conflicts.
- Emotion Regulation – engaging young people to develop mechanisms for recognising when an emotion is unproductive and developing strategies to change that emotion so that their emotions work for them, rather than causing overwhelming distress.
- Interpersonal Skills – enhancing communication skills so that young people achieve more satisfying relationships, including young people being able to communicate what they want and becoming comfortable with saying no, respectfully and assertively.



This is the best place ever, they talk to you like you are a person they work with you and the way you learn. 🤗 Their DBT group is absolutely amazing, it's the best group I have gone to. I've seen so many people and so many groups and this is the first one that helped me ❤️ trust me people spend 💰 thousands of dollars 💰 on this sort of thing but this is better than them all, can't recommend them enough. ❤️

- DBT Attendee



Infrastructure

In early 2020, KYDS purchased new laptops to replace the outdated desktop computers. This investment was timely because it enabled us to quickly shift into a flexible mode of working as we adjusted work practices in a COVID context.

We also began to tackle the challenge of the need for more space to accommodate the growing number of sessions. As well as increasing the number of days that we were co-locating with other services, we started to use additional space in the Resource Centre behind the library. We're grateful to Ku-ring-gai Council for renovating this space to make it more usable for this purpose. We continue to hunt for additional cost effective solutions to give us space to grow to meet the growing demand for service in the area.

Cost Effective Service

During 2018/2019, we have been able to maintain a cost per occasion of service of \$155. Costs have been minimised by:

- Adopting a flat organisational structure.
- Relying on the volunteer energy of our Management Committee and other KYDS supporters to take on key projects to reduce the pressure on our grateful CEO.
- Engaging volunteer interns (recently qualified Counsellors and Provisional Psychologists) from Macquarie University, The University of Notre Dame Australia, Australian College of Applied Psychology, Jansen Newman Institute to work with children and young people.
- Minimising the costs of hiring space by:
 - Co-locating with other service providers
 - Offering telehealth services (where appropriate and preferred).
 - Reaching out to local businesses who may have spare space they were willing to allow us to use.

We run on a tight budget always ensuring that the donations we receive are channeled straight to counselling children and young people, as well as supporting families.

Advocating for optimal integrated services for youth

We were pleased to have the opportunity to meet with The Hon Bronnie Taylor MC (Minister for Mental Health, Regional Youth Health and Women) to discuss the role KYDS plays in supporting young people and their families.

We also offered a submission to the Mental Health Productivity Commission Inquiry Report.

Our People are our Greatest Strength

OUR COUNSELLORS

We would like to acknowledge the dedication, passion and professionalism of the KYDS' counselling team. Our counsellors, social worker and psychologists have worked together to build a culture that values an attitude of curiosity and a continuous improvement mindset to ensure best practice. Their continued contributions and commitment to our organisational values ensures that we can deliver the highest level of service to young people and their families. We would like to especially acknowledge the kind and generous leadership of Alice Cheok (Social Worker), Leanne Mattheson (Psychologist) and Paula Sinclair (Counsellor). These leaders ensure that our team feel supported, while maintaining standards of

excellence. We are lucky to have Jensen Young (Clinical Psychologist and Family Therapist) provide regular clinical supervision to our team. Jensen has also been instrumental in guiding the establishment of our Family Meetings framework.

We are supported by a team of skilful part-timers and sub-contractors; Mandy Ferguson writes our grant applications and assists with marketing and fundraising strategy. Steve Walpole has built partnerships with many of our local schools and worked with them to ascertain what schools want in terms of workshops and other programs going forward. Mary Santiago has done an incredible job rejuvenating the workshops and updating the processes that have helped the workshops run smoothly and we are incredibly grateful to Steve Villon and his work updating the content of the workshops. The Workshop Facilitators have delivered high quality material in a way that engages the students and we hope some of this group will go on to become counsellors with KYDS in the future. Heather Jordan manages our accounts and keeps track of the acquittal of grant expenditure. Feilin Chan supports us clinically, administratively and is fundamental to the success of the workshops. Merrick Powell has done a wonderful job on the data analysis and his support in helping us organise our data has been invaluable. In a very busy service, these people pitch in helpfully and constructively on all manner of tasks and we are grateful for their support.

We would also like to acknowledge the wonderful contribution of Michael Barker in helping to establish the on-line counselling arm of KYDS, including training the team and developing processes to ensure accessibility to this technology.

Our People are our Greatest Strength...

OUR VOLUNTEERS

It's worthwhile noting that in 2019/2020 23% of counselling sessions are delivered by supervised intern counsellors and provisional psychologists. Many of these volunteers choose to continue volunteering with KYDS when they finish their placement. Thank you to these volunteers who give so generously of their skills and take time away from their busy lives to support young people.

We also have a dedicated team of volunteers in the KYDS community; Stephanie Figg is sharing her HR expertise and has begun work on a significant project to comprehensively review all organisational policies and procedures.

Pam McGaw continues to make herself available to offer clinical guidance and support whenever needed.

Jenny Powell was instrumental in working with Kylie Macdonald (Management Committee) and the Team at EY to organise the Colours of KYDS lunch; our most successful fundraising event to date.

Janice Wilkinson spent many days contacting everyone on our contact list to ensure that we had the most up-to-date details.

We really value the quiet behind the scenes service that these volunteers offer.

In what has been an unusual year for everyone, we are so proud of the resilience of our team. They have adjusted to all the necessary changes, providing feedback and advice with great humility, while also showing genuine care for each other and for the families they support.

It has also been a year in which we were sad to lose two young people that KYDS was working with.

Our collective hearts went out to the families and friends of these young people. We know their loss will continue to be felt and it strengthens the resolve of the team to support as many young people as we can.

Helen Jarvis & Anthony Rigney



Management Committee

We would also like to acknowledge the significant contribution of each member of our volunteer Management Committee.



Mark Northern

(KYDS Chair for the first 6 months of the financial year)

Former General Manager Operations and Development, Westfield Shopping Centres Australia & USA. Accountant. Member since 2010.

Mark is a strategic thinker who always challenges us with his insightful questions and attention to detail. He stepped down as Chair at the AGM and took a sabbatical for the second half of the financial year while he ventured off to travel Australia. We are delighted that he returned to the Management Committee in the new financial year.



Namoi Dougall

(Deputy Chair)

Extensive experience in Government sector and legal fields. Solicitor. KYDS Chair 2010-2016. Member since 2008.

Namoi has been serving KYDS for 10+ years and ensures that we fulfil our legal and regulatory obligations. She also is the keeper of the KYDS history; helping us to understand the historical basis for decisions and ensuring that the constitution is followed.



Darren Handley-Greaves

(Treasurer)

Partner Sydney EY Services. Accountant. Member since 2017.

Darren ensures good financial management and is currently leading the organisation in the development of our organisational strategy for the next 5 years. Anthony is also grateful for the leadership coaching support that Darren provides.



Sam Ngai

(Secretary)

Ku-ring-gai Council elected Councillor and Council nominee to the KYDS' Board. Accountant and Software Engineer.

Sam focuses on ensuring excellent risk management and is responsible for a current review of our policies and procedures. We are grateful for his careful attention to detail and ethical engagement.



David Jordan

CEO and founder of Enterupters financial models and management consultancy. Member since 2016.

David guides our IT choices and problem solves all IT related challenges. He has also been DSS Data Exchange. He also challenges our thinking by identifying new strategic opportunities for consideration.



Darren Bark

Group Director, NSW Police Force. Chair, NSW Identity Security Council Qualifications in Law and Information Technology. Member since 2016.

Darren brings his strategic thinking, IT and website expertise, marketing instincts and understanding of our regulatory obligations to our decision making processes. He also has a talent for asking the right question at the right time to help clarify everyone's thinking.



Kylie Macdonald

Stockbroking Firm Principal and Investment and Philanthropy Advisor at Morgans Stockbroking. Experienced NFP advisor. Member since 2017.

Kylie has led the way on our Fundraising efforts. She ensures we engage the right input to make strategic decisions and devotes much time to running fundraising events for KYDS; our annual Colours of KYDS lunch and other adventure based fundraising activities. She also volunteers her time and creative talents to guiding or managing our social media posts.



Elisabeth Goh

Consulting & Advisory, Government & Public Sector, EY Services. Qualifications and experience in policy, law, strategy and security. Member since 2018.

Elisabeth ensures that we stay connected to our youth and to our Culturally and Linguistically Diverse (CALD) community and has supported KYDS with the establishment of a youth advisory group. She also engages her strong advocacy skills to connect us with the change makers in the sector.

Everyone of our staff, and volunteers make a significant contribution. We are grateful for their service and dedication to doing everything possible to help build a happier and stronger community by supporting our youth through the rough patches in life and enabling them to discover their potential in an accepting and supportive environment.

Thanks to our CEO

The Management Committee and staff would like to acknowledge the extraordinary leadership of our CEO, Dr Anthony Rigney. Anthony truly rose to the challenge in this unusual year. His resilience, tenacity and considered approach to all he does is consistently reassuring for all who work with him. It is important to acknowledge that Anthony has continued to personally provide counselling support to young people while stepping up to the role of CEO. His dedication and hard work is appreciated by all who work with him.

We value the input of our youth

INTRODUCING OUR NEW YOUTH ADVISORY COUNCIL

“We are proud to be KYDS’ first Youth Advisory Council. We are made up of a diverse range of individuals who have previously been, or are currently being supported by KYDS. Our aim in coming together once a month is to bring the voices of young people to the very service that is intended for young people and their families, as well as providing a space to connect with one another. Guided by our first-hand involvement with KYDS and our unique life experiences as young people, we seek to reflect back to the organisation what can be improved in the present, as well as implement what is possible in the future to continue to enrich the lives of youth and families in the Northern Sydney area.

Beginning our meetings in September 2020, we have focussed on setting the important foundations for the

Thanks to our Chair

We are incredibly grateful for all the hard work and commitment of the KYDS Chair, Helen Jarvis. Helen’s indefatigable energy is an inspiration to all involved in KYDS. She gives everything for the success of the organisation and to ensure that children, young people and their families receive the best possible support. We are fortunate to have Helen’s humility, generous spirit, leadership and ability to find solutions. From all of us at KYDS, Thank you!

efficiency and desired longevity of the Council. We have also prioritised reflecting important immediate feedback for the updated KYDS website, which we believe to play a vital role in increasing accessibility and visibility for young people to obtain support. Through these discussions, we have outlined our shared experiences for what makes KYDS such a special place to be. The Council has identified that KYDS’ uniqueness lies in it’s authentic, collaborative, young-person centred approach not experienced in other services which results in a great deal of change in young people’s lives.

Our vision for 2021 is to overall amplify the visibility of the valuable services KYDS provides through more relevant ways of connection to young people such as the updated website and new social media initiatives. We also hope to increase accessibility and enhance social connection through a range of events and initiatives led by youth, such as trivia nights and support groups. We look forward to continuing our work in providing the essential voice of young people that is at the heart of KYDS.”



ACCOUNTS

Income	2019/20	2018/19
Fundraising Revenue	\$386,314	\$357,749
Counselling Revenue	\$111,184	\$170,475
Fundraising Activities	\$22,806	\$26,117
Bank Interest	\$4,399	\$691
Other Revenue	\$572,000	\$270
Total	\$1,096,703	\$555,302
Expenses	2019/20	2018/19
Fees & Admin	\$81,452	\$3,350
Office Expenses	\$79,410	\$47,730
Staff Salaries/Superannuation	\$618,179	\$473,495
Fundraising	\$6,442	\$7,882
Clinical Training/Supervision	\$26,846	\$8,975
Equipment & Resources	\$8,091	\$7,555
Total	\$820,420	\$549,187
Surplus Carried Forward	\$276,283*	\$6,115*

* Surplus includes commitments to ongoing projects and building reserves to ensure continuity of KYDS' services.



THANK YOU

THANK YOU

KYDS has provided early intervention services and free youth mental health counselling in Northern Sydney for 15 years. KYDS is supported entirely by the community, and receives no on-going federal, state, or local government funding. We are extremely grateful to the individuals, community groups, businesses, trusts and foundations that help KYDS to help young people in need.

WE COULD NOT DO IT WITHOUT YOU

FINANCIAL SUPPORTERS

Without direct donations, grants and sponsorship, KYDS would cease to exist.

KYDS Youth Development Service is Proudly Funded by
Australian Government Department of Social Services



We would also like to thank:

**Harbord Diggers, Manly Leagues, Hornsby RSL,
Magpies Waitara, Dee Why RSL & Hill Clubs**

THANK YOU

IN KIND, ENGAGED SUPPORTERS & PARTNERS

Support for our cause takes many forms. The following organisations give generously of their time, resources, skills, and knowledge to help us both meet day-to-day operating needs, and to raise funds.



THANK YOU

WITH SPECIAL THANKS TO OUR FOUNDING PARTNERS

KYDS was established in 2005, an initiative of the Rotary Club of Lindfield, with support from Ku-ring-gai Council.

These organisations continue to support KYDS activities via Management Committee representation, fundraising, networking, advocating on our behalf and by a range of practical supports, including the provision of our Lindfield premises





DONATIONS

2020 has been a challenging year for so many. The good news is that young people are reaching out for support when they need it. In most cases when they access support early, they get back on track more quickly.

Please help us to ensure that young people get the support they need when they need it.

All donations are appreciated – scan the QR code below to make a donation.

SCAN ME



