



KYDS

YOUTH DEVELOPMENT  
SERVICE

ANNUAL  
REPORT  
2020/2021







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# ABOUT US

Since 2005 KYDS has provided free, independent and proven mental health support to young people in Northern Sydney.

## INDIVIDUAL-CENTRED

At KYDS, we provide individually tailored mental health support for young people, 12-19 years old. Our aim is that each person works with the same clinician, from point of entry until they are ready to move on, so they only tell their story once.

## NEEDS BASED

We don't have a one-size-fits-all approach to mental health. Rather, we individualise our approach to each young person's needs, contextualising the support we give, based on their personal difficulties, be it anxiety, depression, domestic violence, trauma, through to suicidal tendencies.

## EASY ACCESS

We've made accessing help from KYDS super easy – it's free and no referral or approval from anyone else is required which means no Medicare card, no visit to a GP and is regardless of family or community support.


## HOLISTIC

The type of support we give is guided by the young person in terms of what they believe will be most helpful to them and the people around them and may include individual counselling, parental support, family interventions, therapeutic group work, access to our online wellbeing program, coordination of care planning or a combination of these interventions.

## SYSTEMIC

We work with family members and other support structures to engage constructively with social determinants that may be contributing factors and ensure a planned and coordinated response is developed to benefit our young people.





### STRENGTHS-BASED FOCUS

We focus on identifying a young person's strengths and resources to set up a positive mindset and build resilience. In this way KYDS helps young people to positively define their sense of self and personal identity, so that behaviour and development through to adult life is not impeded by a diagnosis of a potentially transient mental health condition.

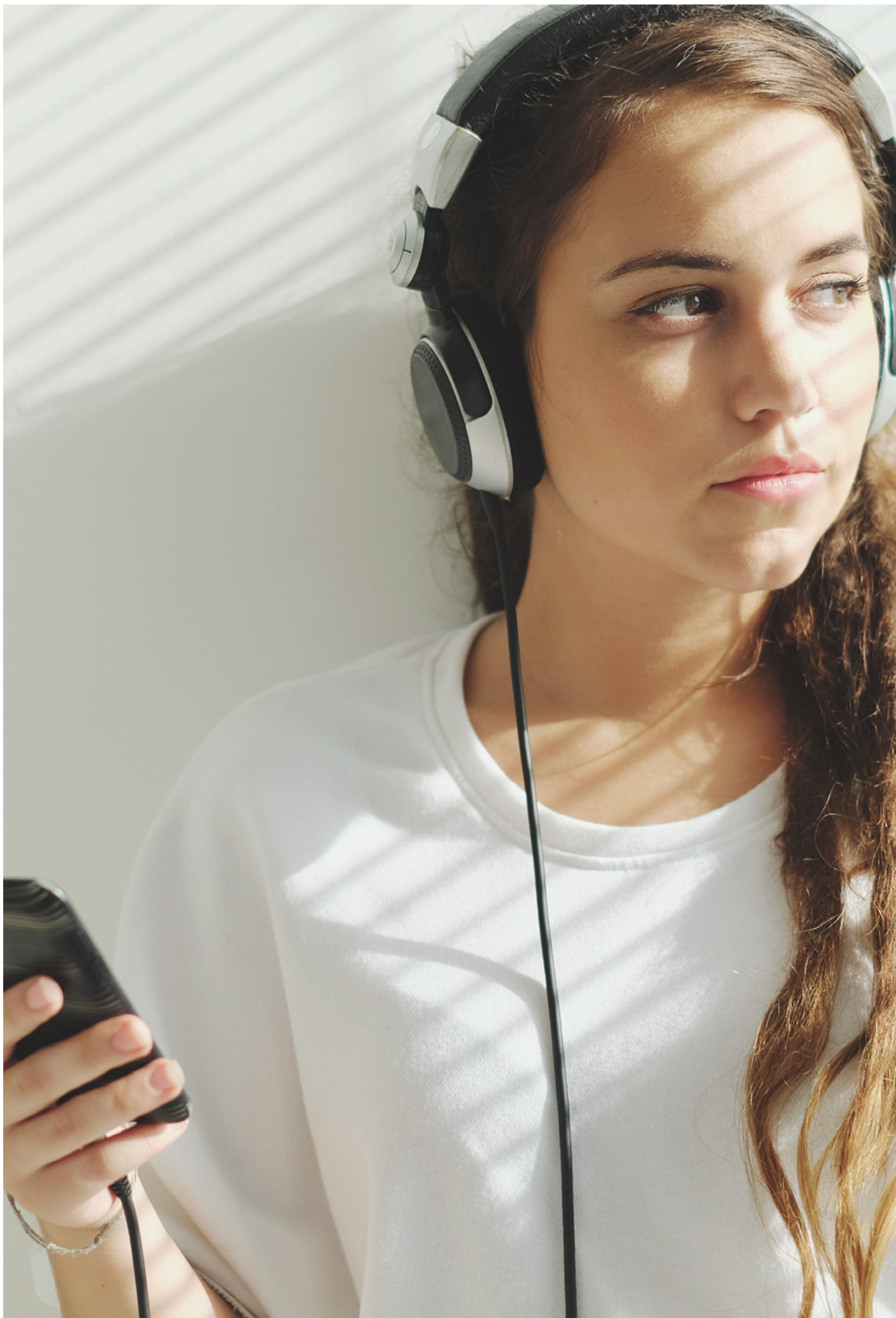
### FEEDBACK INFORMED

Real-time data generated by tracking young people's functioning and emotional wellbeing informs our work throughout their therapeutic journey. Furthermore, data and feedback from our clients is used to highlight the positive outcomes we achieve and identify areas for further development and improvement in our programs and approaches.

### EARLY INTERVENTION

We encourage young people to access support as early as possible, because we know the sooner young people get help the less time it takes for them to get back on track. In addition, as part of our focus on prevention and early intervention to support mental health, we deliver workshops and key-note speeches in schools and community settings, have developed an online wellbeing program for young people and online workshops for parents – covering topics that are relevant and current.







# OUR YEAR IN NUMBERS

## YEAR ON YEAR INCREASE IN SESSIONS AND REFERRALS

- KYDS has seen the number of referrals received over the past four years increase significantly, especially over the last 12 months
- We have also significantly increased the number of sessions delivered over the same period
- KYDS have seen a 29% increase in referrals and 38% increase in number of sessions delivered from 2019/20 to 2020/21
- KYDS has also received 98% more referrals from 2017/18 – 2020/21 and achieved a 192% increase in the number of sessions delivered in that same time frame (2108 sessions in 2017/18; 6140 sessions in 2019/20).

## DIVERSITY

- KYDS places a high importance on making sure that all young people feel comfortable, respected, and welcome to engage with the service
- KYDS clients come from a diverse range of different geographical ancestries, reporting over 55 different countries of heritage
- Also, almost one in five of our clients were born outside of Australia
- 1.4% of KYDS clients are Indigenous Australians, which is compared to Indigenous Australians making up 0.4% of the population in the North Sydney area
- Further, 0.9% of our clients identify as non-binary or transgender.

## FAMILY INVOLVEMENT

- At KYDS, we have a strong focus on involving families and guardians in the treatment process where possible and appropriate. 88% of KYDS clients have had a parent or guardian attend two or more sessions, or have that parent or guardian be in contact with their clinician at least twice
- Furthermore, over 20% of clients have a sibling that also uses our service.

## INCREASING COMPLEXITY

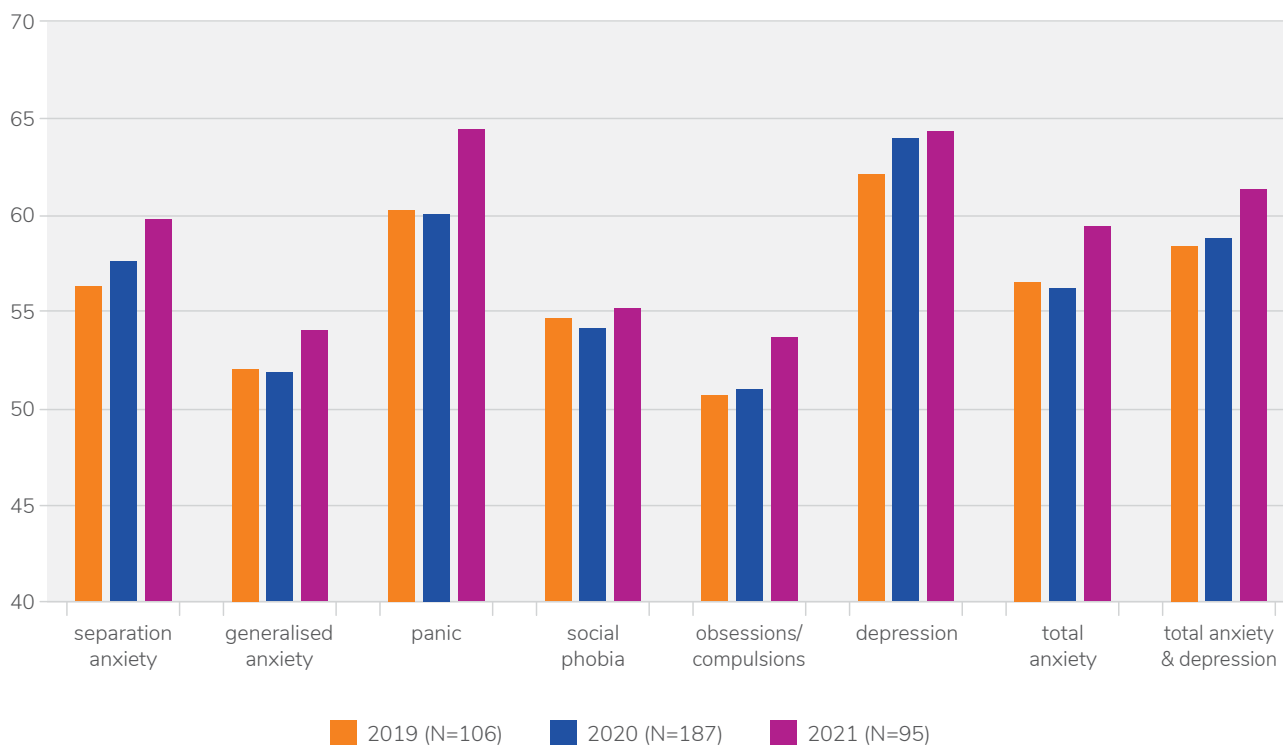
- Young people are continuing to access KYDS support early, before the situation becomes overwhelming – a reflection of the reduction of stigma surrounding mental health and that the messaging to seek help early is resonating with young people
- The data (see Table 1) demonstrates that there has been a substantial increase in the reporting of symptoms in the last 12 months compared to previous years, particularly symptoms of anxiety and depression
- This data supports the clinical experience that young people's presentations to our service are becoming more complex.

## POSITIVE OUTCOMES IN THE FACE OF INCREASED COMPLEXITY

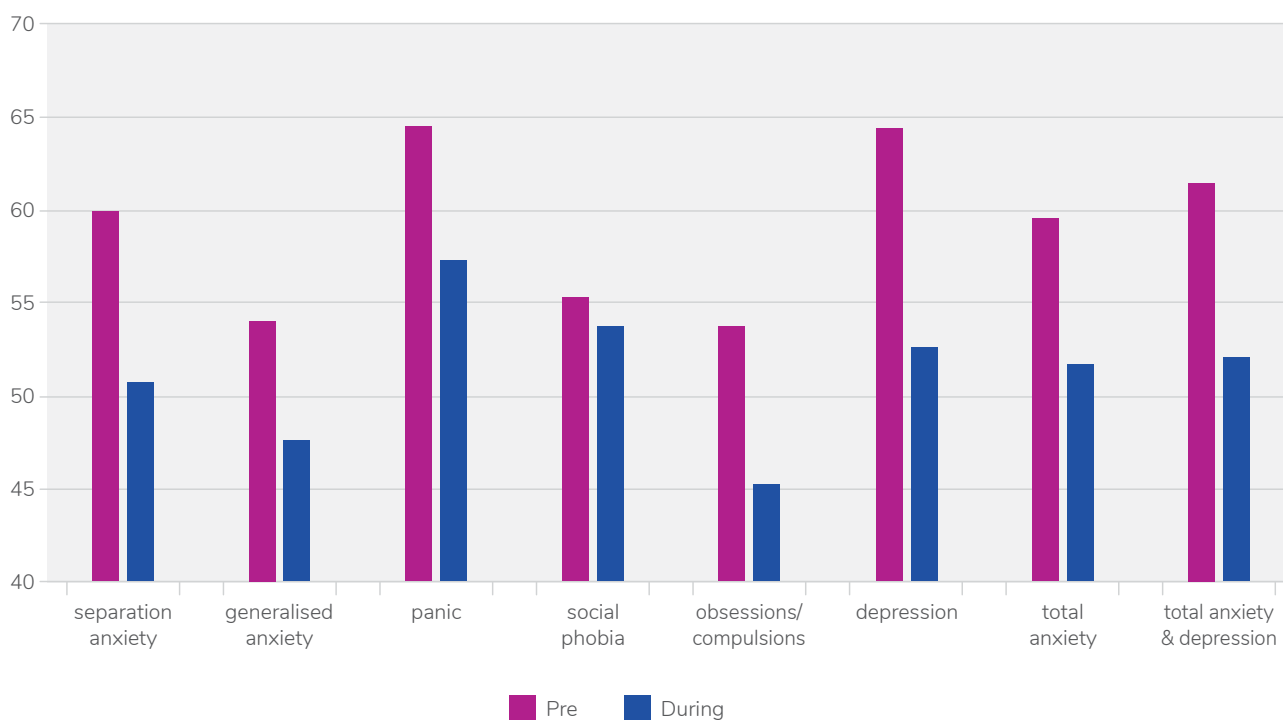
- Despite the increase in symptomology at presentation, KYDS continues to achieve positive outcomes for our clients. Table 2 details the improvement in RCADS scores from the start of treatment to during treatment
- Notable improvements include symptoms of depression decreasing by 18% and total anxiety and depression by over 15% from initial presentation
- The data shows that even in difficult situations that may lead to increased symptomology, KYDS continues to achieve significant improvements in young people's overall functioning, including on individual, interpersonal, and social domains.



**Table 1. RCADS Scores at Start of Treatment Each Year**



**Table 2. RCADS Improvement from Pre-Treatment to During Treatment for 2021 clients only**





# 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.

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## The Transformation of KYDS' Services - Facilitated by Government Funding

In 2018/19 KYDS was delighted to receive transformational funding from the Department of Social Services through the Family Mental Health Support Services grant. In 2019/20 this funding was extended in consideration of the impact of COVID on mental health and the increased demand that it was expected to place on mental health services. The Family Mental Health Support Services grant has enabled KYDS to support more children, young people and families than ever before. We are delighted to advise that the Department of Social Services has again extended this funding to KYDS from November 2021 to November 2022. KYDS also received a significant grant from Ministry of Health to assist us to address the significant waiting lists we were struggling to manage.

The government support we received has helped KYDS to meet the increased demand for mental health support for young people in our community. This has been particularly important, as the young people presenting to KYDS are reporting higher levels of symptomatic distress, meaning that the support we provide may need to be extended in order get young people back on track as quickly as possible.

### COLLABORATION IS AT OUR CORE

In the same way that KYDS' Clinicians work with the young person, their family and their support network, to bring about the best possible outcomes, KYDS is fundamentally committed to organisational collaboration. We admire the generosity and goodwill of our partner organisations, youth services and their teams who work incredibly hard to meet the needs of young people in our region. We believe that no one service has the answers to the challenges of delivering the best possible support to young people, but by working together we can continue to achieve great things.

KYDS is a proud member of the Northern Sydney Sector Executive Group, led by Cate Sinclair (The Northern Centre). The organisational relationships developed at the SEG have made a number of collaborative opportunities possible including: submitting joint applications for funding (we would like to acknowledge the incredible work of Helen Banu, Street Work); a review of demand management and a proposed "no wrong door" service navigation system; collaboration in the development of the Online Wellbeing Program and; the Help Us To Help Them campaign, which has been

wonderfully supported by Wahroonga Rotary and the Sydney Community Foundation.

We are incredibly grateful for our opportunities to partner with Sydney North Health Network, New Horizons and the Ministry of Health, who have provided KYDS with the means to continue to deliver counselling support in our community and meet the growing need for mental health support. Simultaneously, these relationships have allowed us to participate in discussions with Commissioners and service providers designed to improve youth mental health in the Northern Beaches and Northern Sydney. We have valued the opportunity to provide feedback to the Regional Plan, to be a member of the Northern Sydney Mental Health Consortium and participate in the Hornsby Ku-ring-gai Mental Health Interagency (co-Chaired by NSH and SNHN). We would also like to thank SNHN for coordinating all services and for the formation of the Northern Sydney Suicide Prevention Interagency, which was born out of a crisis in the region and has led to the development of the Northern Sydney Youth Suicide Prevention Action Plan.

### OUR PEOPLE – OUR STRENGTH

Daily we are humbled and privileged to work with the young people and families of Northern Sydney who seek our support. We are equally humbled and privileged to work with a team of passionate professionals and volunteers whose care and concern for the young people and families that they work with, is matched by the care and concern they have for KYDS. Each member of our team contributes to our vision of ensuring that young people in our community have access to free, independent and proven mental health support and that KYDS is a place where we empower young people to discover their potential in an accepting and supportive environment.

Prior to the Covid outbreak in 2019, research found that the number of mental health services available were not adequate to meet the mental health needs of the global population (The Lancet, 2021). The impact of COVID-19 on the mental health of those in our community has only served to compound the need for mental health support. As the world emerges from responding to this global health crisis, the full extent and impact of this global pandemic has yet to be fully understood. What is clear is that KYDS is a vital part of the mental health ecosystem within our local community. KYDS is the only mental health service in our region to provide uninterrupted

mental health support throughout this pandemic, continuing to deliver both face to face and telehealth support. Simultaneously, we have maintained a high quality of service as is reflected in the number of sessions we are delivering, our low DNA/Cancellation Rate (less than 12%), our cost per provision of service (\$160 per session) and the outcomes we are achieving.

This incredible achievement would not be possible without the dedication, professionalism, passion and humility of the staff and volunteers who make up the KYDS team. We would like to thank each and every one of you. What has been achieved is through your kindness, consistency, concern, commitment, openness to learning and sense of humour.

### WE WANT TO THANK AND ACKNOWLEDGE THE INCREDIBLE WORK OF:

- **Alice Cheok** (Clinical Lead)
- **Leanne Matheson** (Clinical Lead)
- **Paula Sinclair** (Senior Clinician)
- **Mary Santiago**
- **Feilin Chan**
- **Michelle Harvey**
- **Merrick Powell** (Research)
- **Tiana Minnikin**
- **Ellie Rose**
- **Fay Bird**
- **Isabel Alfonso**
- **Heather Jordan** (Accounting)
- **Michael Barker**
- **Ana Kaluder** (Senior Clinician)
- **Nick Kenny** (Schools & Community Partnerships)
- **Cris Mestres**
- **Katie Empson**
- **Eunice Cheung**
- **Bec Fudge**
- **Shirah Shulman**





# MANAGEMENT COMMITTEE

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



#### **Namoi Dougall (Deputy Chair)**

*Extensive experience in all 3 tiers of government and the legal sector. Member at Administrative Appeals Tribunal. Solicitor. KYDS Chair 2010-2016. Member since 2008.*

Namoi has been serving KYDS for 13 years and uses her understanding of our legal and regulatory obligations to ensure good governance. As the keeper of the KYDS history, she helps us to understand the historical basis for decisions. She is also one of our biggest advocates, guiding KYDS through the political landscape, and ensuring those in government understand the challenges KYDS is navigating in supporting young people.



#### **Darren Handley-Greaves (Treasurer)**

*Partner Sydney EY Services. Accountant. Member since 2017.*

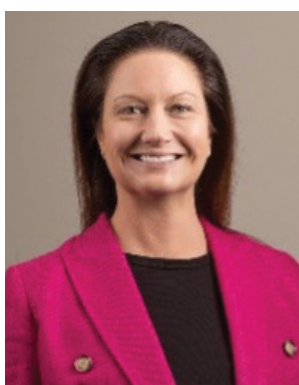
Darren ensures good financial management and led our efforts to clarify our organisational strategy for the next 3-5 years. Anthony is also grateful for the leadership coaching support that Darren provides.



#### **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 ensures that we fulfil our regulatory obligations. We are grateful for his consistent commitment and ethical engagement.



#### **Kylie Macdonald**

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

Kylie has continued to lead the way on our fundraising efforts. This year she contributed an extraordinary amount of time and effort to the selection and implementation of a new CRM system, completely overhauled our approach to social media promotion of KYDS and reviewed our approach to grant writing to ensure that we are leaving no stone unturned. Her efforts have been instrumental in assisting us to significantly increase community support and donations to help us to meet the rising level of demand for support. We're very grateful to Kylie for her generosity.

Every one 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.





**Jane Ketelbey**

*Independent Brand and Communications Consultant. Member since 2020.*

Jane has leveraged her wisdom and skills in brand and communications strategies and executions, garnered across a broad spectrum of local and international clients to help KYDS develop their brand and communications strategies and campaigns. Her drive to establish single minded, differentiating propositions for KYDS, and communication campaigns that are succinct and meaningful for our various stakeholders has helped increase the effectiveness of our communication campaigns.



**David Jordan**

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

David guides our IT choices and problem solves our IT related challenges. He has also been instrumental in managing the process of uploading all outcomes data to the DSS Data Exchange. He also continues to encourage our team to think out of the box and look for new strategic opportunities for consideration.



**Mark Northern**

*Mark qualified as a Chartered Accountant and spent most of his career in general management with a successful public company in retail property management and development. KYDS Chair 2017-2019. Member since 2010.*

Mark is a strategic thinker who always challenges us with his insightful questions and attention to detail, especially when it comes to reviewing budgets and the financial management of grant acquittals.



**Elisabeth Goh**

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

Elisabeth guides the work of our Youth Advisory Committee. She has also been instrumental in shaping our chosen strategic areas of focus for the next 3-5 years.



**Darren Bark**

*Chief Executive Officer, NSW Jewish Board of Deputies, Executive Director, NSW Police Force. 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.



# ACCOUNTS



INCOME	2020/21	2019/20
Fundraising Revenue	\$502,590	\$386,314
Counselling Revenue	\$103,232	\$111,184
Fundraising Activities	\$0	\$22,806
Bank Interest	\$817	\$4,399
Other Revenue	\$662,300	\$572,000
<b>Total</b>	<b>\$1,268,939</b>	<b>\$1,096,703</b>

EXPENSES	2020/21	2019/20
Fees & Admin	\$38,776	\$81,452
Office Expenses	\$37,981	\$79,410
Staff Salaries/Superannuation	\$813,373	\$618,179
Fundraising	\$18,218	\$6,442
Clinical Training/Supervision	\$10,163	\$26,846
Equipment & Resources	\$16,879	\$8,091
<b>Total</b>	<b>\$935,390</b>	<b>\$820,420</b>
<b>Surplus Carried Forward</b>	<b>\$333,549*</b>	<b>\$276,283*</b>

\* Surplus includes commitments to ongoing projects and building reserves to ensure continuity of KYDS Services



# 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 ongoing 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**



# THANK 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:  
**Hornsby RSL and Magpies Waitara**

# 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 THANKS TO OUR VOLUNTEERS

KYDS is an incredible team of highly skilled and passionate professionals who make a positive difference to the lives of many young people in our community.

In 2019/20 over 600 clinical sessions are delivered by clinical volunteers and supervised intern counsellors/provisional psychologists increasing service capacity and reducing waiting times. Thank you to those who volunteer their time to ensure we can help even more young people.

We also thank and acknowledge the many volunteers who have given so generously of their skills and taken time from their busy lives to help us, with special thanks to Stephanie Figg (Cerno), Nhan Chiem (Breakaway Brands), Angela Wood (Maddocks) and Pam McGaw.

## 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.

In 2020 Lindfield Rotary voluntarily resigned its charter. We would like to pay a very special tribute to the incredible contribution that Lindfield Rotary has made to the community in its 50 years of service. We are so thankful for all the support and input of the membership of Lindfield Rotary since the inception of KYDS in 2003.

We are delighted that Ku-ring-gai Rotary has picked up the mantle on behalf of KYDS and has been an incredible support over the past 12 months. On behalf of the team and young people we are so grateful for all the energy you bring to improving the mental health of all people in our community.

Both Ku-ring-gai Council and Ku-ring-gai Rotary continue to support KYDS activities via Board representation, fundraising, networking, advocating on our behalf and by a range of practical supports, including the provision of our Lindfield premises. Thank you!

## WITH THANKS TO OUR VOLUNTEERS

Finally, we would like to acknowledge the amazing efforts of Kylie Macdonald (Morgans). Kylie has spearheaded the social media and communications campaign for KYDS, raising the profile of the organisation within our community. Kylie your determination and “can do” approach is an inspiration - we are very grateful for all your work.



# LINDFIELD FUN RUN

## KU-RING-GAI ROTARY

The Lindfield Fun Run, 18 April 2021, organised by Ku-ring-gai Rotary which raised \$15,000 for KYDS to deliver core counselling services.









# DONATIONS

2021 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 donate.**



**For more information please contact:**

**Helen Jarvis**

KYDS Management Committee Chair

**Anthony Rigney**

KYDS CEO/Psychologist

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