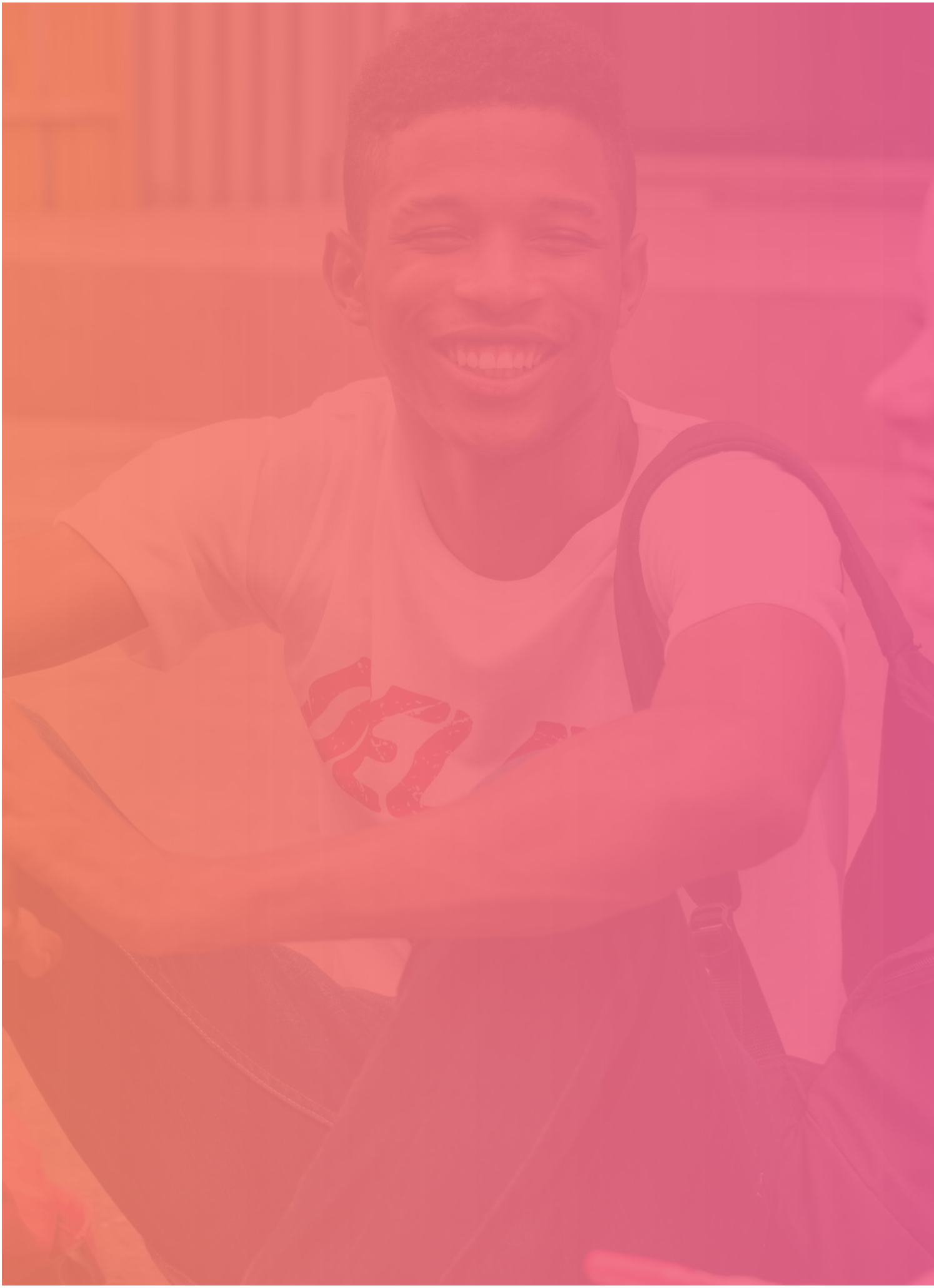
KYDS

YOUTH DEVELOPMENT SERVICE

ANNUAL REPORT 2021/2022

Transforming young lives through barrier-free mental health support



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PURPOSE

KYDS exists so that no young person will be without mental health support.

VISION

Our vision is to help build happier and stronger communities by making mental health support accessible to all young people.

MISSION

KYDS provides young people with barrier-free mental health support, tailored to their specific needs.

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, Family Dispute Resolution Practitioner, Facilitator of Restorative Engagement processes, Change Management Consultant and Trainer, Director of Ripple Learning. Member since 2017, KYDS Chair since 2020.

The KYDS Difference

Since 2005 KYDS has provided free, independent and proven mental health support to thousands of young people across Northern Sydney. Our approach is guided by 8 core principles:

INDIVIDUAL-CENTRED

KYDS provides individually tailored mental health support for young people up to the age of 19 years. 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.

ACCESSIBLE

Accessing help from KYDS is super easy – we encourage self-referrals or warm referrals from other professionals. The intake is scheduled at a time that suits the referrer. Because we're free, a Medicare card or doctor's referral aren't required.

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, coordination of care planning or a combination of these interventions.

SYSTEMIC

KYDS works with the young person's family members and other support structures to engage constructively with social determinants that may be relevant, ensuring a planned and coordinated response is developed to benefit our young people.

STRENGTHS-BASED FOCUS

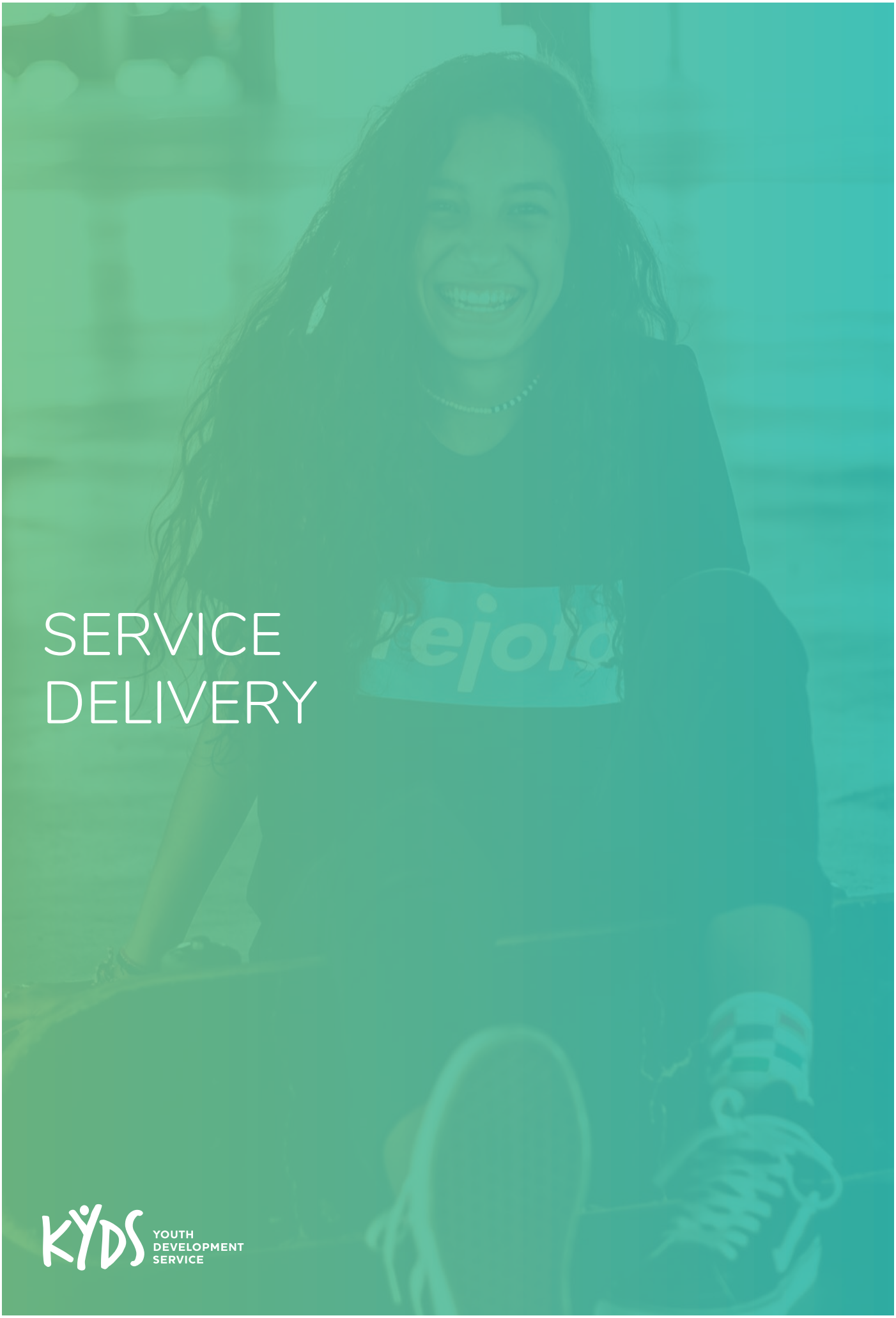
We identify a young person's strengths and resources to set up a positive mindset and build resilience. In this way KYDS helps young people to positively define their sense of self and personal identity, so that behaviour and development through to adult life is not impeded by a diagnosis of a potentially 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. Data and feedback from our clients is also used to highlight the positive outcomes we achieve and identify areas for 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 they get help, the less time it takes to get back on track. As part of our focus on prevention and early intervention to support mental health, we also deliver workshops and key-note speeches in schools and community settings, present webinars for young people and their families and run online workshops for parents – covering topics that are relevant and current.



SERVICE DELIVERY

KYDS YOUTH DEVELOPMENT SERVICE

OUR TEAM

There is incredible privilege in working in a sector that is focused on supporting young people and families to achieve changes that last a lifetime. The privilege of this work is enhanced because of the KYDS approach to providing that support. We are free, we are independent, we are needs-based and our approach to counselling is always guided by the young person – what they want and what works for them.

The positive outcomes we are achieving are reflected in the comprehensive data analysis that we undertake at KYDS, but the data only tells part of the story. It is the difference we are making to young people's lives at an individual level that is truly inspiring. For each young person that comes to KYDS, our aim is to support them to recognise their worth and to realise that life will throw up challenges, but that they have the skills to manage those challenges into the future - including the skill of reaching out for help.

Working with young people as they come to an understanding of what they would like to be different and supporting them to develop skills that help them thrive and problem solve, is unique to each young person who engages in counselling. The path is often full of twists and turns, set-backs and surprises. It takes a very special type of professional to walk this journey alongside the young person and their family; to sit with the sadness, the worry, the uncertainty; knowing when to listen, when to guide, when to be playful and when to be direct. We have a wonderful multi-disciplinary team who are totally committed to bringing about the best outcomes for their clients, approaching their work with incredible creativity and humility, and working with the young person where they are at.

We value the contribution and energy of the team in supporting young people and families, the care shown to supporting each other and the responsibility they take on to ensure KYDS remains true to its vision. As Clinical Leads, Alice Cheok and Leanne Matheson have provided reflective and caring leadership in unprecedented times - thank you. The contribution you have both made to the leadership of the organisation is invaluable.

WORKING WITH COMPLEXITY THROUGH COLLABORATION

An organisation like KYDS does not exist in isolation. We are seeing an increasing number of young people grappling with a multitude of challenges across contexts, meaning that we must all work together to achieve the best outcomes for young people. Successful outcomes are achieved for the most vulnerable young people because of the relationships we have with so many dedicated and compassionate professionals working across a range of services and schools.

The opportunity to learn from each other, to develop innovative ways of working, to share resources and to build a team that scaffolds the support sitting around each young person reflects the collaborative style that is central to the KYDS ethos. We are very proud to be part of and to contribute to this collaboration. We would like to acknowledge our partners across the sector and the commitment to our common goal of ensuring that young people and their families can access the right support, at the right time. We are driven to ensure young people have a seamless experience in accessing the support they need and are committed to the 'no wrong door' approach adopted in our region.

We've been particularly excited to embark on a joint project (led by StreetWork and funded by the Department of Industry, Science, Energy and Resource) to deliver the 'Change your Course – Empowerment program'. The program is focused on community-based, early intervention collaboration to support vulnerable young people aged 12–24 affected by crime. This initiative is young person centred, place-based and an end-to-end solution designed to develop and strengthen protective factors for each young person. It promotes social wellbeing by building protective factors such as community connectedness and engagement in social norms like education, employment and social inclusion, while targeting mental wellbeing, family relationships and drug/alcohol solutions, and its Care Navigation system permits full implementation of the 'no wrong door' approach. Not only is this a fabulous program for this vulnerable cohort of young people, it provides a wonderful opportunity for meaningful collaboration among youth services organisations. Many thanks to Helen Banu (StreetWork) for her exceptional leadership.

We continue to be active participants in the Northern Sydney Sector Executive Group, Hornsby Ku-ring-gai Youth Network, Northern Sydney Mental Health Consortium and Hornsby Ku-ring-gai Mental Health Interagency (co-chaired by the Northern Sydney Local Health District and Sydney North Health Network) and are grateful for the opportunity that these forums offer to ensure that we stay informed and aligned. We are grateful for the incredible support we have received from the Department of Social Services and the Sydney North Health Network in allowing us to do what we do best - work with vulnerable young people in our community.

ACCESSIBILITY THROUGH CO-LOCATION

We know that young people are more likely to attend a counselling session if it is easy for them to get to. This is especially true for the older teens who often get themselves to and from appointments. We've actively pursued a strategy of increasing the range of locations from which our service is delivered.

Thank you to the following organisations which currently provide space for KYDS (either free or at reduced rent):

- Ku-ring-gai Council (Lindfield and St Ives)
- Art of Smart (Hornsby)
- Mission Australia (Hornsby)
- PCYC (Waitara)
- Avalon Youth Hub (Avalon)
- Northshore Corporate Centre (Gordon)
- Headspace (Chatswood)

We look forward to reporting on further expansion of our locations in the next report.

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KYDS
YOUTH DEVELOPMENT SERVICE

CONTINUOUS IMPROVEMENT MINDSET

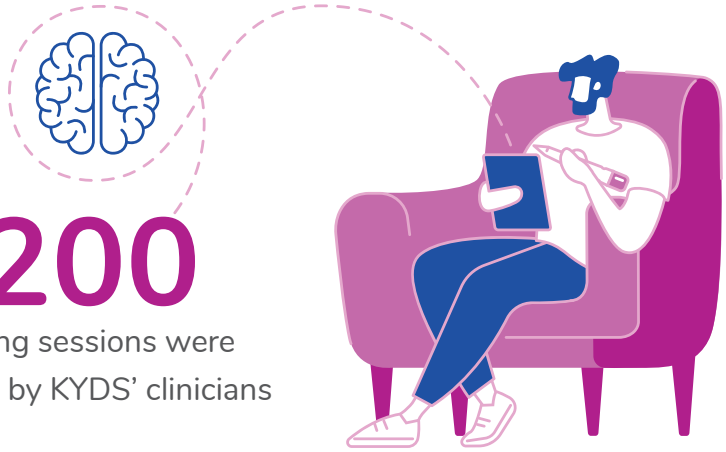
Part of the culture of KYDS is to bring a continuous improvement mindset to everything we do. Some of our key areas of focus this year were:

- Improvements in intake, wait list management and clinical pathways (internal and external), reducing stress on the team and supporting young people to access the right service more quickly - including the development of the Headspace-KYDS referral pathway.
- Increased support of staff in relation to training, supervision and management support structures, aimed to improve clinician efficacy when working with increasingly vulnerable and complex clients. We will continue to work on this area, however we are seeing increased levels of collaboration with parents/carers and professional networks, resulting in better planning and coordination of support.
- Refinement of staff on-boarding processes, increasing the efficiency of new team members.
- Systematic review and update of KYDS' policies and procedures.
- Rebuilding KYDS' Workshop Program in schools (after two years of lockdown), resulting in improvements in content, training and the young person experience, plus a steady increase in workshop bookings. We anticipate supporting even more students in 2022/23 and would like to acknowledge the incredible work of Nick Kenny, Feilin Chan and Mary Santiago in realising this goal.

OUR OUTCOMES

233

young people started accessing support from KYDS in 2021/22



OVER

5,200

counselling sessions were delivered by KYDS' clinicians

OVER

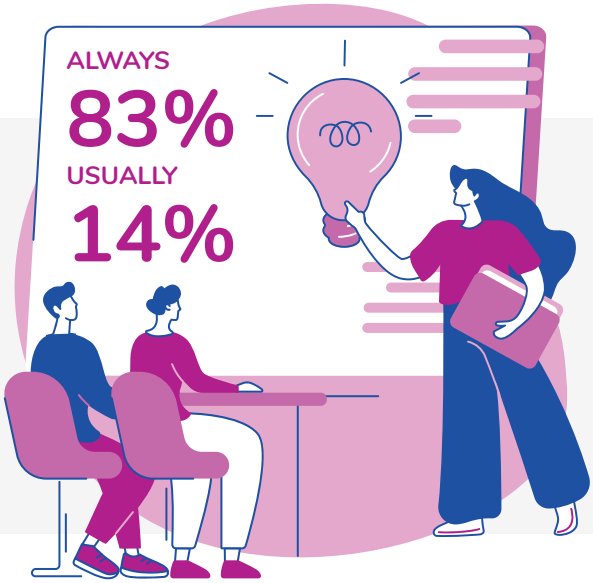
400

young people and families were supported through individual, parent and family counselling

96%

of our clients rated their overall experience of KYDS as good or excellent

Young people overwhelmingly identified that the support and care provided by KYDS' clinicians always or usually met their needs



KYDS proudly kept the cost per occasion of service (total expenditure divided by number of sessions) very low again in 2021/22, at a rate of

LESS THAN
$200
PER SESSION

740 young people attended
SCHOOL WORKSHOPS
despite Covid-related disruptions

HOW IS KYDS FUNDED?

Like a lot of small community organisations, one of the challenges we navigate each year is a lack of certainty around ongoing funding. Clarity is often not possible until a month or two before (or sometimes after) the end of a funding period. Young people need to feel confident that when they connect with a counsellor, the counsellor will be available to work with them for the duration of the therapeutic support that is offered. Similarly, it is important that the counselling team feels confident that they will be able to continue to work with the young people they are engaging with. One of the significant pressures for our team each year is the challenge of planning case load and staffing in the context of uncertainty regarding future funding. This uncertainty also impacts KYDS' ability to fully realise all the innovations that we seek to deliver to the young people in our community.

During 2021/22, 52% of our income came from a combination of Federal, State and Local 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, which was extended in 2019/20 in consideration of the impact of Covid on mental health and thus the increased demand on mental health services.

KYDS experienced a break in funding from July to November 2021, forcing us to reduce the size of the counselling team and to stop taking new referrals. Thankfully the funding was renewed for the remainder of the financial year. This funding contract is due to expire at the end of November 2022.

Fortunately, the Ministry of Health has provided funding to KYDS through the Sydney North Health Network. This commenced towards the end of the 2021/22 financial year and will run until the end of June 2023, and can be applied to those clients who are willing and able to access mental health plans.

We are very grateful for government support (at all levels) that acknowledges the pressures on young people in our community. However, the uncertainty around whether KYDS will receive government funding means that we rely heavily on community support to provide a buffer so that we can continue to deliver our services. Fortunately, in 2021/22 we received 13% of our funding from foundations, 5% from local businesses, 6% from clubs and RSLs, 4% from Rotary clubs and 8% from individual donations (both regular donors and through fundraising events and campaigns). The final 12% of our funding came from service delivery for other community organisations and the delivery of workshops to schools.

We would like to acknowledge the extraordinary support of the local Rotary clubs in the region (Ku-ring-gai, St Ives, Turramurra and Wahroonga). We are grateful for their fundraising efforts and for the generosity of so many of their members who make regular personal donations to KYDS and who continue to reach out with opportunities for collaboration and fundraising. We are especially grateful for the opportunity to partner with the Rotary Club of Ku-ring-gai on the Lindfield Fun Run (held in May 2022). It is always such a terrific event that contributes to community resilience building by promoting physical and mental health and connected communities.

At the end of 2021, KYDS continued to navigate very high levels of demand for mental health support. At one point our waiting list had grown to over 70 young people. We are particularly grateful for the support we

received from the Community Bank Turramurra and Lindfield, who reached out to us to offer support and partnered with us on the Loud and Clear campaign to increase funds raised from the community. The bank generously matched donations to $37,500 and helped us to raise a total of $83,000, enabling KYDS to hire an additional counsellor. We appreciate not only their financial contribution, but also the creative ideas of Sharon Franke and Sarah Rouhan from Zantzoo Marketing.

Like many community organisations, we are currently engaged in planning a revitalised program of fundraising events for 2023 (in a post-pandemic world). 2021/22 saw us recruit a Communications and Campaign Coordinator (part-time) to help us increase brand recognition and revenue through donations and community-based events. We are also working on expanding our volunteer fundraising team - please sign up through our website if you would like to participate.

Community support will always be vital for KYDS. We ask that all supporters continue to advocate the importance of KYDS' services wherever and whenever you can – ensuring that we can continue to provide free, accessible and needs-based mental health support for all young people in our community. Please talk about us with your friends, follow us and share our content on social media, volunteer at or participate in one of our events, host your own fundraiser and, most importantly, let young people know there is help at KYDS whenever they need it.

KYDS YOUTH DEVELOPMENT SERVICE

THANK YOU TO OUR SUPPORTERS

We are extremely grateful to the individuals, businesses, trusts, foundations and partnerships that help KYDS to provide its critical service to the local community. Together we are transforming young lives through barrier-free mental health support - thank you.

Thank you in particular to the following volunteers:

Stephanie Figg
Invested an extraordinary number of hours in writing a brand new set of organisational policies to ensure our compliance with all relevant legislation and regulations. We really appreciate your skills, experience and the care you took to craft policies that ensure we maintain the warm and supportive culture we have created for our KYDS team.

Mandy Ferguson
Consistently goes above and beyond to look for funding opportunities and construct extremely well written applications.

Kara Nicholls and Bruce Christie
Regularly scan the environment for opportunities for collaboration and funding sources and share fabulous ideas with us.

Liam Mason
Volunteers on our Grants and Acquittals Sub-Committee to ensure careful governance of grant acquittals.

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:

Start It Up Foundation • Count Charitable Foundation • Mary Alice Foundation

Karuna Giving Fund, a giving fund of the APS Foundation

Say Family Endowment, a giving fund of the APS Foundation

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 meet day-to-day operating needs and to raise funds.

We would also like to thank:

Rotary Club of Wahroonga • Rotary Club of St Ives • Turramurra Rotary Club

Thank You to our Volunteer Management Committee

At KYDS we intentionally use the term Management Committee (rather than Board), because our Management Committee is actively involved in supporting our fabulous CEO, Dr Anthony Rigney, through both oversight and active engagement in the running of KYDS and in support of all fundraising efforts.

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 over 14 years and uses her understanding of our legal and regulatory obligations to ensure good governance. As the keeper of KYDS' history, she helps us to understand the historical basis for decisions. Namoi 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 and fundraising strategy for the year ahead. Darren is leaving our team at the AGM this year. We will miss his calm presence and insightful comments and questions. He has kept us focused on how to invest our efforts in areas that are likely to be most effective.

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

Kylie Harding

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

Kylie has continued to lead the way on our fundraising efforts. 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. Kylie is leaving our MC team at the AGM this year. But we know she will always be part of team KYDS.

Jane Ketelbey

Jane is a market research, brand and advertising specialist who has managed a local and global portfolio of FMCG, QSR, Beverages, Financial Services, Health, Retail and Not-for-Profit clients. Member since 2020.

Jane continues to be instrumental in shaping the messaging that we use in all our social media and marketing materials, so that we can ensure we maximise the potential of all fundraising opportunities.

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 guiding our fundraising strategy and increased focused on community engagement.

Darren Bark

CEO of NSW Jewish Board of Deputies. 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. Darren is leaving our MC team at the AGM this year, but will always be part of team KYDS.

Larissa Kirpichnikov

Registered psychologist, accredited Family Dispute Resolution Practitioner (FDRP) and mediator. Member since 2021. Resigned in July 2022.

With a 25-year career that spans Australia, Japan and Hong Kong, Larissa has worked as a Psychologist, Mediator, Corporate Trainer, Coach, Company Director and Independent Board Director both here and abroad. Continues to contribute as a volunteer on our Fundraising Committee.

Every one of our staff members and volunteers make a significant contribution. We are grateful for their service and dedication to doing everything possible to help build happier and stronger communities by making mental health support accessible to all young people.

FINANCIAL REPORT

KYDS YOUTH DEVELOPMENT SERVICE

INCOME	2021/22	2020/21
Fundraising Revenue	$702,497	$502,590
Counselling Revenue	$132,082	$103,232
Bank Interest	$912	$817
Other Revenue	$380,090	$662,300
Total	**$1,215,581**	**$1,268,939**

EXPENSES	2021/22	2020/21
Fees & Admin	$7,597	$38,776
Office Expenses	$46,802	$37,981
Staff Salaries/Superannuation	$901,526	$813,373
Fundraising	$27,442	$18,218
Clinical Training/Supervision	$17,519	$10,163
Equipment & Resources	$9,506	$16,879
Total	**$1,010,392**	**$935,390**
Surplus Carried Forward	**$205,189**	**$333,549***

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

SUPPORT KYDS

Demand for youth mental health support is higher than it's ever been. KYDS is proud to be the only local youth mental health service that is free, with unlimited sessions. With no requirement for a doctor's referral or mental health plan, KYDS removes the barriers to ensure young people up to the age of 19 can seek support and get back on track 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 to donate now.

For more information please contact:

Helen Jarvis

KYDS Management Committee Chair

Anthony Rigney

KYDS CEO/Psychologist

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KYDS YOUTH DEVELOPMENT SERVICE