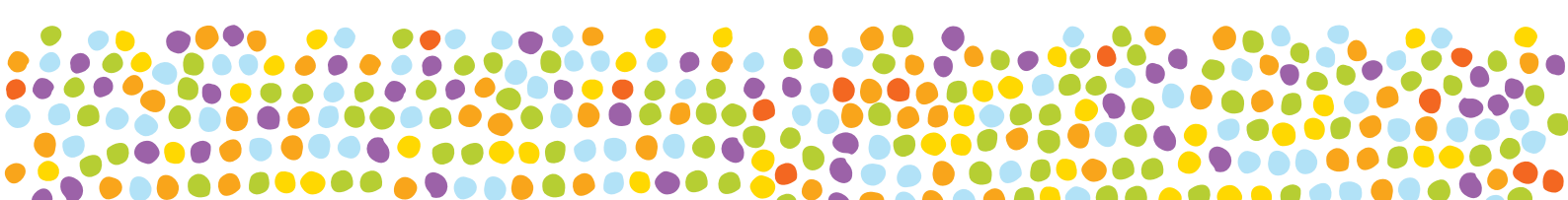


We have now finalised Quarter 2 of Year 4 of the Youth CONNECT Program. This quarter has seen the last of the 300 referrals be accepted, and as such, the Youth CONNECT program has ceased accepting new referrals. The program has now entered its peak capacity with 214 active clients currently working with Youth CONNECT. This number will begin to decrease as more young people graduate from the program. Quarter 2 has also seen the confirmation of a 37.14% success rate for the first payment period of the program, and the team continues to work hard to collect necessary evidence of outcome measures for the rest of the cohort.

The table below outlines the referral numbers agreed to in the contract.

Referral period	Q1 plan	Q1 actual	Q2 plan	Q2 actual	Q3 plan	Q3 actual	Q4 plan	Q4 actual	Total plan	Total actual to date
2017-18	10	15	14	18	16	15	20	11	60	59
2018-19	23	18	24	18	24	17	24	37	95	90
2019-20	24	28	24	27	24	24	23	22	95	101
2020-21	20	25	20	25	10	0	0	0	50	50
Total									300	300



## Youth CONNECT Social Benefit Bond Investor Update

Year 4, Quarter 2 | 1 March 2021 – 31 May 2021



The referral allocation for Quarter 2, Year 4 was 25 referrals. This allocation was met with 100% of the expected referrals received as planned in Quarter 1. Youth CONNECT has accepted 300 young people into the program.

	This Quarter actual	Aboriginal and Torres Strait Islander Referrals Accepted (Y4Q2)	YTD Planned/ Budget	Total Bond to Date
Referrals made	29	7	60	359
Referrals accepted	25	6	50	300

Logan has accepted most of referrals, with 55% (N= 166) of clients coming from Logan referral pathways. Ipswich made up 29% of referrals (N = 87) and Townsville provided the remaining 16% (N = 47).

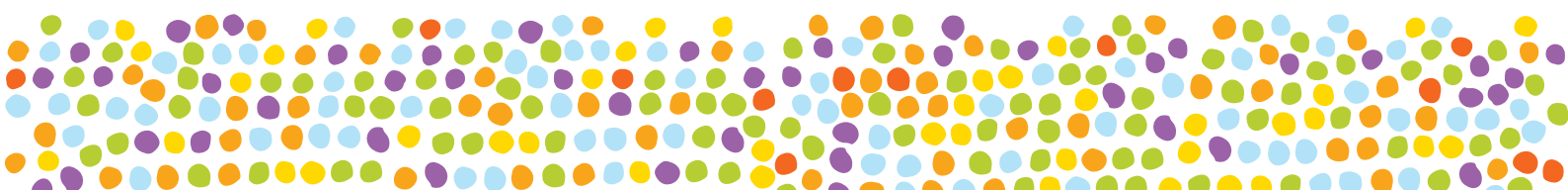
Child Safety Service Centres were Youth CONNECT's primary referral partners, with 139 of the total 300 (46%) coming from the Department of Child Safety. Non-government organisations (NGOs) provided 71 referrals or 23% of the total Youth CONNECT cohort. These organisations include Churches of Christ Queensland, Next Steps, Life Without Barriers, Mercy Community Services, and Red Cross, among others. The Department of Youth Justice provided 17% (N = 50) of Youth CONNECT's referrals, housing and homelessness services provided 11% (N=32) and a small minority of clients (N = 8; 3%) self-referred to the program. The table below provides a more comprehensive breakdown of regional-specific referral avenues.

Referral Location	Child Safety	Youth Justice	Housing Services	NGO	Self-Referral	Total
Logan	76 (46%)	25 (15%)	12 (7%)	47 (28%)	6 (4%)	166
Ipswich	49 (57%)	16 (18%)	8 (9%)	12 (14%)	2 (2%)	87
Townsville	14 (29%)	9 (19%)	12 (26%)	12 (26%)	0 (0%)	47
<b>Total</b>	<b>139 (46%)</b>	<b>50 (17%)</b>	<b>32 (11%)</b>	<b>71 (23%)</b>	<b>8 (3%)</b>	<b>300</b>

Youth CONNECT consistently saw a higher rate of female, young people referred to the program, with women making up 53% (N = 166) of the total cohort. 42% (N = 127) of referrals were young male people. Three clients (1%) identified as non-binary, and another 4 (1%) are transgender (2 trans women and 2 trans men). Youth CONNECT has seen a high rate of Aboriginal and Torres Strait Islander young people referred to the program from the beginning of the pilot. Out of the 300 young people referred, 125 identify as Aboriginal and/or Torres Strait Islander (42%).

Youth CONNECT works with people between the ages of 15-25. From the 300 accepted referrals, 218 (70%) were for clients under the age of 18 at the time of program entry. Only 18 young people (6%) were either 15 or 16 years old at the time of referral, with the remaining 200 (64%) young people being 17 years old when referred. Seventy-three young people (27%) were between the ages of 18 to 21 when referred, and another nine young people (3%) were over 21 at referral.

Youth CONNECT currently has 214 Active Young people who have been accepted into the Youth CONNECT program.



Referral Location	Active Clients	Y4, Q2 Referrals	# Active Aboriginal and Torres Strait Islander Young People	% Active Aboriginal and Torres Strait Islander Young People
Logan	120	16	41	34%
Ipswich	64	8	30	47%
Townsville	30	1	20	67%
<b>Total</b>	<b>214</b>	<b>25</b>	<b>91</b>	<b>43%</b>

## Non-engagement and Disengagement

### Program non-engagement

Non-engagement occurs where multiple attempts are made to contact a referred young person. However, they cannot be contacted within 20 business days from the date the referral is accepted or, when contacted, the young person chooses not to participate in the program.

### Program disengagement

Disengagement refers to those young people who consent to participate in the program but subsequently withdraw in Phase 1 (Engagement), Phase 2 (Build) or Phase 3 (Practice). Youth CONNECT had eight young people disengage during Year 4 Quarter 2. 3 of these young people withdrew from the program on the basis that they no longer felt they needed the support from a service. Whilst Youth CONNECT encouraged continued engagement from these young people, and due to the voluntary nature of the program, their request to exit was progressed. Youth CONNECT identified these young people would likely have been considered successful in terms of outcome measures if they had remained in the program and continued to progress through the phases. We celebrate all they achieved while in the program.

### Operations Manual 5.2 Engagement Risk

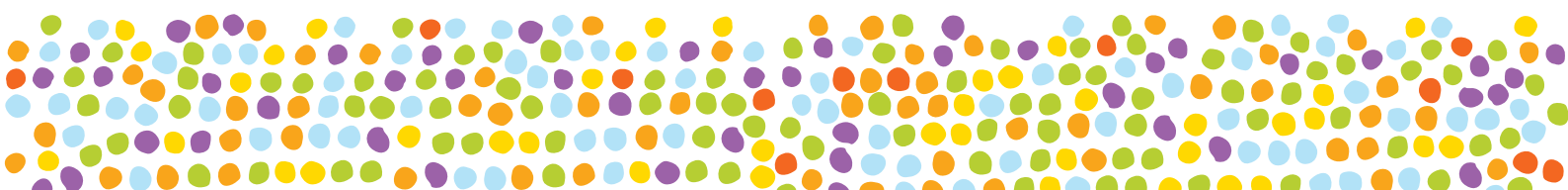
The State and CofCQ will share the Engagement Risk of Service Users.

The engagement risk is estimated to be 10%.

The State and CofCQ agreed to the number of Eligible Persons to be referred in each Referral Period. Of these:

- The initial five percent (5%) who cannot be contacted, or, upon contact, choose to not participate in the program will not count as Assessable Service Users for payment purposes.
- Once five per cent (5%) have been discounted, each Service User who cannot be contacted or chooses not to participate in the program will be counted as Assessable Service Users and unsuccessful for the payment purposes.

Engagement Risk will be considered as part of the scope of the first annual review point.



# Youth CONNECT Social Benefit Bond Investor Update

Year 4, Quarter 2 | 1 March 2021 – 31 May 2021



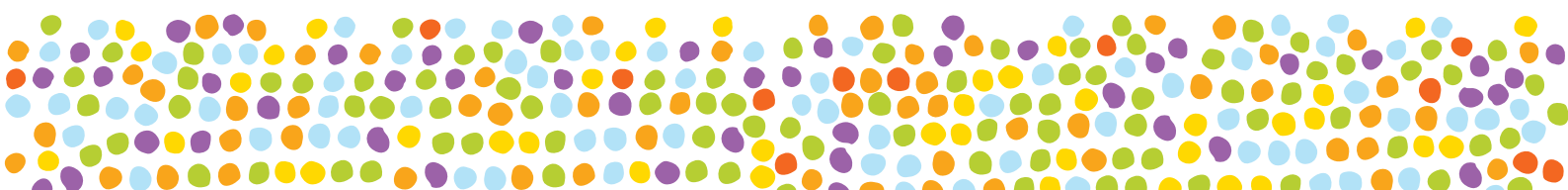
Year 1				Total Service Users		59
Referred In:	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total	Percentage
Non-engagement	1	1	2	2	6	10.1%
Disengagement	9	4	4	1	18	30.5%

Year 2				Total Service Users		90
Referred In:	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total	Percentage
Non-engagement	0	3	0	0	3	3.3%
Disengagement	4	4	3	8	19	21.1%

Year 3				Total Service Users		101
Referred In:	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total	Percentage
Non-engagement	1	1	3	0	5	5%
Disengagement	5	4	0	1	10	10%

Year 4				Total Service Users		49
Referred in:	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total	Percentage
Non-Engagement	0	0	0	0	0	0%
Disengagement	0	0	0	0	0	0%

Combined				Total Service Users		300
Year of Exit:	Year 1	Year 2	Year 3	Year 4	Total	Percentage
Non-engagement	6	3	5	0	14	4.7%
Disengagement	18	19	10	0	47	15.6%



## Program Cohort

We observed continued increasing numbers of young people living with a disability. There are currently 45 (21%) active clients living with a disability within the Youth CONNECT program. We are aware that 40% (N=18) of these 45 young people have an active NDIS plan in place to support them.

Youth CONNECT is aware of 41 (19.2%) young people who are parents, with another 11 (5.1%) of our clients reporting that they (or their partner) are currently pregnant. Youth CONNECT also is working with four young people who are expecting their second child.

Our Youth CONNECT young people demonstrate similar rates of over-representation of Aboriginal and Torres Strait Islander young people as we observe across the Queensland child protection sector, with 42.5% of all young people in Youth CONNECT identifying as Aboriginal and/or Torres Strait Islander. This rate is higher in Townsville, with 66.7% of young people identifying as Indigenous.

## Good News Story

Daphne\* was referred to Youth CONNECT as part of her transition plan from out-of-home care. Daphne shared that she felt very reliant on her Child Safety team and her SILS youth workers. Because of this, Daphne felt quite isolated when her level of support dropped after transitioning out. Daphne worked hard to access her informal supports to find herself housing and is currently in a private arrangement with someone from her informal support network.

As soon as Daphne found stable accommodation, she worked with her Youth CONNECT Case Manager to explore further education options. This was a big step for Daphne after three years of not attending school. Daphne and her Case Manager worked together to apply for a Youth Work Diploma in TAFE and were excited to see Daphne be accepted into the course. Daphne was apprehensive with these new changes, but took all of the steps needed to enrol and familiarise herself with the online study portal.

Daphne would meet with her Youth CONNECT Support Worker each fortnight for support in sustaining her education. Daphne began to make good friends at TAFE that she was able to study with and now has a new support network. Daphne feels empowered through her new friends, saying, “One year ago I was just hanging out with people at the shops stealing smokes and doing nothing. Now I am hanging out with people who are proper adults and we study and have a coffee, and all of that other cool stuff.” Daphne is passing all her assessments within her course.

With the help of Youth CONNECT, Daphne approached numerous organisations and found a student placement with a local social service. This organisation have since offered Daphne employment as a residential youth worker after she finishes her placement. Daphne has transitioned from a dependent young person to someone who is reaching goals she did not think were possible – all within 6 months. We are proud of everything Daphne has accomplished and are excited to see what the future holds for Daphne.



## Program Phases

After young people engage in the Youth CONNECT program, they move through a series of phases that reflect a growing skills base and resilience. During Year 4, we have worked with numerous Cohort 1 young people to complete the final phase of the program, Demonstrate. Throughout Quarter 2, we have seen 11 young people graduate from the program. Youth CONNECT has collated evidence to support 4 of these young people to be considered 'successes' in outcome payments. The other seven young people did not meet the required outcome measures to be considered successful. However, Youth CONNECT celebrates all that these young people have achieved while in the program.

Phase	Beginning of Quarter	Quarter End
Engage	61	62
Build	88	86
Practice	39	49
Demonstrate	21	17

## Housing Report

The housing supply is through the assets owned by Churches of Christ, head lease agreements with landlords in the private rental market, or, by rare agreement, public housing.

Churches of Christ Housing Services are currently providing head leased housing to 17 (7.9%) clients across 16 properties. There are 7 (3.3%) clients who are currently identified as homeless. Of these clients, all are couch-surfing with friends and family.

Housing type	End of Quarter
Self-identified	130
Transitional Accommodation	10
Homeless	7
Department of Children, Youth Justice and Multicultural Affairs funded placement	24
Churches of Christ shared housing	6
Churches of Christ self-contained housing	11
Department of Housing and Public works	20
Youth Justice Detention	5
Domestic and Family Violence Shelter	0
Over crowded	1
<b>Total</b>	<b>214</b>

## Education, Employment and Personal Development Engagement and Outcomes

### Client Engagement

Education	No Activity	Employment	Job-seeking	Personal Development
58	6	38	68	44
<ul style="list-style-type: none"> <li>School 12</li> <li>Flexi-school 16</li> <li>Certificate III 22</li> <li>Certificate II 3</li> <li>Undergraduate Degree 5</li> </ul>	<ul style="list-style-type: none"> <li>5 clients are currently incarcerated and, as consequence, do not currently have an income.</li> <li>1 client has recently been referred and requires assistance in setting up Centrelink.</li> </ul>	<ul style="list-style-type: none"> <li>Full-time 8</li> <li>Part-time 5</li> <li>Casual 25</li> </ul>	29 of these clients are known to be registered with Job Active.	<ul style="list-style-type: none"> <li>Parenting 14</li> <li>NDIS 6</li> <li>Other personal development courses 24</li> </ul>

Overall, we have identified an increase in the take up of education and training. We continue to encourage our young people to assess their options and consider longer-term career pathways. We have also seen a small increase in employment compared to last Quarter. Of the 68 young people who are in the Job Seeking category, twenty-nine of these clients are confirmed to be registered with Job Active. Some of these clients receive Disability Support payments and do not have the same employment seeking reciprocal expectations as young people who are not living with a disability.





### Good News Story

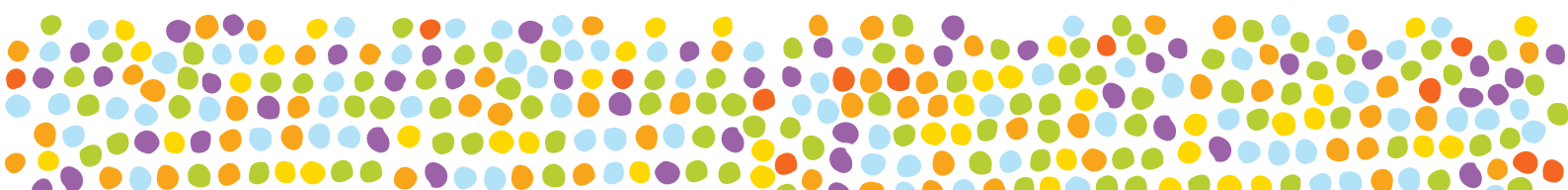
Ellie\* entered the Youth CONNECT program in early 2020. Ellie was living in a residential placement and had some anxieties around turning 18 and exiting care. Ellie had found casual employment in hospitality; however, her hours weren't always consistent, and Ellie found herself worrying about her finances.

Ellie and her Case Manager were able to form a strong relationship during her Engage phase and caught up often. Ellie tried a few different living arrangements after leaving care, and ultimately secured a small unit for herself. Ellie shared with her Case Manager that she had a dream of starting her own beauty product line. However, she did not know where to start or if this would even be possible for her. Ellie and her Case Manager decided to explore this dream and worked together to get Ellie on the track of self-employment. This included setting Ellie up with her own ABN and using some of Ellie's YHARS funding to buy a label maker. Ellie created a workstation in her home and has now made multiple batches of both candles and soaps. Ellie has even received several bulk orders!



Youth CONNECT worked with Ellie to develop a budget to see a profit for her hard work. Ellie's new employment venture has seen her ability to finally purchase her first car after she was successful in obtaining her provisional license. This has meant Ellie can visit her father more often, as he lives rurally and public transport was difficult to access. Ellie has shared how happy she has been reconnecting with her father during this time.

Youth CONNECT is proud to work with such resourceful and creative young people such as Ellie. In a period where unemployment rates are high, more and more people are looking at self-employment options. We have seen Ellie achieve so much in a short period, and are excited to find out what lies ahead for her.





## Financial Reporting

Operating Expenses	This Quarter actual	Budget/plan this Quarter	Last Quarter actual	YTD Actual	YTD Budget	Cumulative Cash in Reserve for Program Needs
Year 4 Quarter 1	\$599,414	\$430,401	\$498,641	\$599,414	\$430,401	-\$169,013
Year 4 Quarter 2	\$514,097	\$430,408	\$599,414	\$1,113,511	\$860,809	-\$252,702

Operating expenses are currently above budget due to higher labour costs and staffing levels than originally projected. We continue to carefully manage our staffing levels to match the number of young people in the program and ensure adequate service provision to achieve stated outcomes. We project that operating expenses will remain high for the remainder of this program year, however we are confident that this will rebalance well prior to program end.

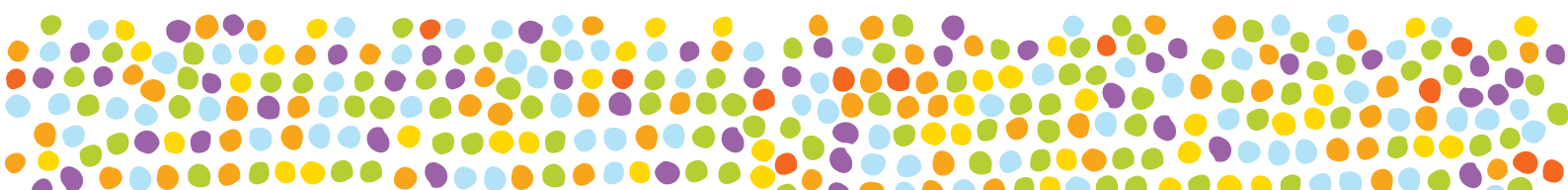
The first Performance Payment is with Queensland Treasury and expected prior to the end of this financial year.

## Staffing Update

The Youth CONNECT program currently employs the following staff members;

- 1 FTE Service Manager
- 9 FTE Case Managers
- .8 FTE Senior Youth Worker
- 1 FTE Team Leader
- 1.6 FTE Support Workers
- 1 FTE Housing Officer

Youth CONNECT has begun decreasing our staffing team as we see clients transition through the Demonstrate phase and graduate from the program. Four staff members have already successfully found employment elsewhere in the wider Churches of Christ organisation. As more clients exit the program, we will work to reallocate Youth CONNECT staff to others areas of the business. Youth CONNECT employs several experienced staff who will add value as employees in other Children, Youth and Families program areas.



## Client Profile

My name is Omar\*, and I am 18 years old and working with the Youth CONNECT program. I'm enjoying my time with the program and think my super amazing, brilliant Case Manager is the best person ever.

I am originally from Iraq, and I still speak Arabic. I came to Australia about nine years ago with my family. In my home country, I was a refugee migrating through Iraq and Syria. This was a pretty scary thing to have to do, and I am very grateful that it is over and I am safely living in Australia. When I was migrating, my dad lost his arm to a bomb. To help with my emotional health from this, I engaged with the Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT) earlier this year. This was helpful, and I felt pretty good after this.

When I first came to Australia, my family had a lot of conflict. Things were pretty bad between mum and dad, and they ended up separating. I lived with mum for a while after this but then went into out-of-home care. I remember feeling pretty abandoned by my family at the time. Earlier this year, I tried to give family mediation a go, but mum and dad didn't want to do anything. After my time in care, I went back to live with mum, but this was pretty temporary. Then I went to live with Dad. Once I turned 18, things weren't great between me and dad, and he wanted me to move out. I also wanted this because I wanted independence and to move on from my past.

For me, I find a lot of strength in my church and Christ. It helps to think that God wants us to have unconditional love for others. After my time in care I went on to finish high school. Then I was able to move into a boarding house with some friends from church. This is working out pretty well so far. I am now enrolled in a course at TAFE that is preparing me for study at a university or a diploma at TAFE. I would love to get a job in the Australian Military or work in Security and I am also thinking about studying a degree in Criminology. I recently got a hospitality job and while I'm still learning parts of it, it really helps to pay the bills. I haven't figured everything out, but if I have questions, I ask my Case Manager and he can usually answer them or help me find the answer.

Some things Youth CONNECT has noticed about me are that I am always super polite and respectful, I proactively ask questions if I am unsure, and I am working towards my goals really well. I am proud to be where I am and am focused on leaving my past behind and working towards a bright future.

