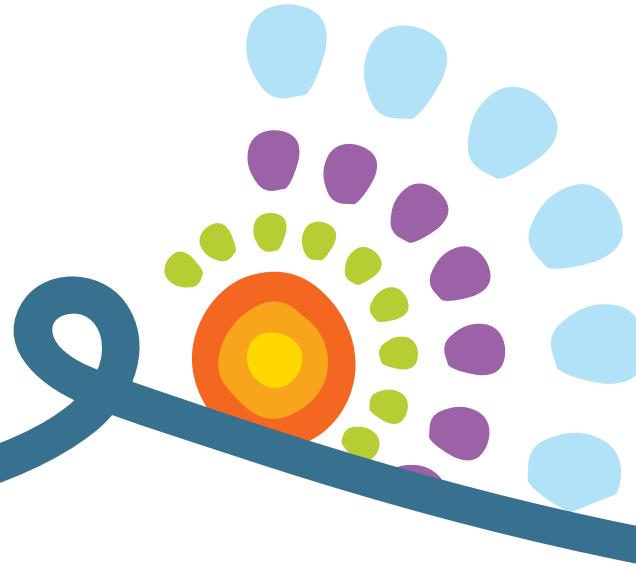


# Youth CONNECT Social Benefit Bond Investor Update



Year 4, Quarter 3  
1 June – 31 August 2021



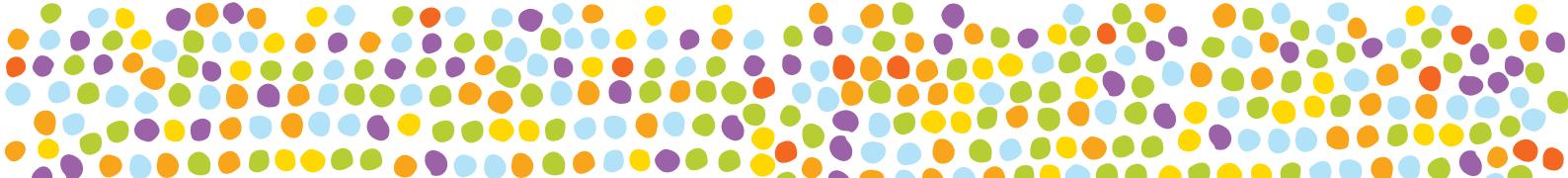
## Program Update

We have now finalised Quarter 3 of Year 4 in the Youth CONNECT Program. This quarter has seen a number of social events hosted by the Youth CONNECT team, including: a cultural guided tour for clients and their families that identify as Aboriginal and Torres Strait Islander; and a ‘Homefulness Week’ event for Youth CONNECT clients in the cities of Logan, Gold Coast, Ipswich and Toowoomba, which will be discussed below. Further, the Youth CONNECT team held a fundraiser BBQ with the broader Churches of Christ organisation to raise funds for upcoming social activities for clients in the Youth CONNECT program. This quarter five young people have graduated from the program and we are working with other young people to prepare them for their graduation. It is a busy team, supporting 200 active clients concurrently and we have been pleased to identify a number of great successes for our clients over the past quarter. These achievements include gaining employment, scholarships, and drivers’ licenses. The Youth CONNECT team is very proud of all that our clients are achieving.

## Movement This Quarter: 1 June – 31 August 2021

Location	Active Clients	Active ABTSI Clients	Exited – Successful Outcomes	Exited – Non-Successful Outcomes	Disengaged/ Non-Engagement
Logan	115	40	2	0	3
Ipswich	57	27	2	0	1
Townsville	28	18	0	1	1
<b>Total</b>	<b>200</b>	<b>85</b>	<b>4</b>	<b>1</b>	<b>5</b>

During Quarter 3 of Year 4, five young people have graduated the Youth CONNECT program, with four of the five being identified by the Youth CONNECT team as expected to be successful for outcome purposes. An additional five young people have disengaged during this quarter, this is discussed in further detail below.



## 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

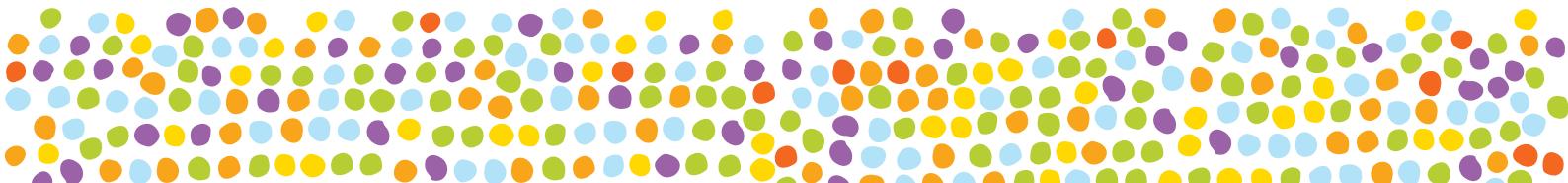
Disengagement refers to young people who consent to participating in the program, but subsequently withdraw in Phase 1 (Engagement), Phase 2 (Build), or Phase 3 (Practice). Five young people disengaged from the Youth CONNECT program during Year 4, Quarter 3. The table below summarises the non-engagement and disengagement rates for each year of the program, with a noticeable downward trend.

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	10.2%
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	5	3	3	9	20	22.2%

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	6	6	0	1	13	12.9%

Year 4				Total Service Users		50
Referred in:	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total	Percentage
Non-Engagement	0	1	0	0	1	2%
Disengagement	1	0	0	0	1	2%

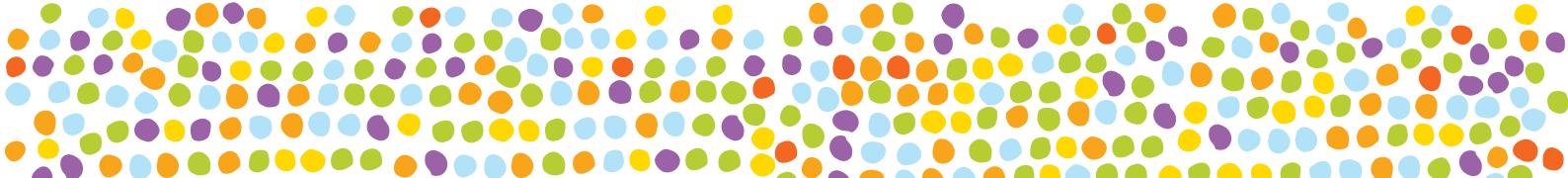


Combined				Total Service Users		300
Year of Exit:	Year 1	Year 2	Year 3	Year 4	Total	Percentage
Non-engagement	6	3	5	1	15	5%
Disengagement	18	20	13	1	52	17.3%

The Youth CONNECT team initially projected that 15 per cent of clients would possibly disengage from the program; however, this number is currently sitting at 17.3 per cent cumulatively. While there has been a gradual decline of clients disengaging during the past four years, more recently, disengagements have occurred due to clients feeling confident that they no longer required support from the program or our team. Although Youth CONNECT encouraged ongoing engagement to young people as being beneficial for future success; Youth CONNECT is a voluntary program, so requests to exit were processed. It is probable that a number of disengaged clients may have recorded successful outcomes during the program as they progressed through the phases. To mitigate the risk of clients exiting prematurely, our focus is now on further engagement, such as social events and activities for clients to connect with other young people in the program. It is also an opportunity to celebrate their achievements and participate in new experiences, that due to limited funds, may usually be out of reach. By planning these further engagement activities, we hope this will create enthusiasm for the program in a fun environment while discussing serious issues, such as housing, education, and employment. Another strategy the Youth CONNECT team is utilising is to identify those clients that may disengage early and progress them through to the Demonstrate Phase earlier to keep them engaged.

## Program Cohort

A significant cohort of Youth CONNECT clients are living with physical and/or mental disability that impacts functioning in their day-to-day lives. The program currently registers 41 (21 per cent) active clients that are participating in the program are with disability. We are aware that 44 per cent (N=18) of the 41 young people have an active NDIS plan in place to support them. Due to the prevalence of clients with disability, our service delivery and practice requires further support because of the more complex needs of the client. Clients experiencing disability have higher support needs and vulnerabilities to health and medical conditions. People with disability require different and creative ways of engagement and strong rapport from team members to understand the person as an individual. This can mean the path initially outlined to support the client with disability by the preliminary referral is quite different to what is practically required. Another consideration, is that as our scope has developed, we are often in a position to identify people with disability that were previously undiagnosed. This then gives us the opportunity to assist clients with onboarding to NDIS. We then work to engage relevant and appropriate support early to ensure that our casework aligns with the goals of the Youth CONNECT program.



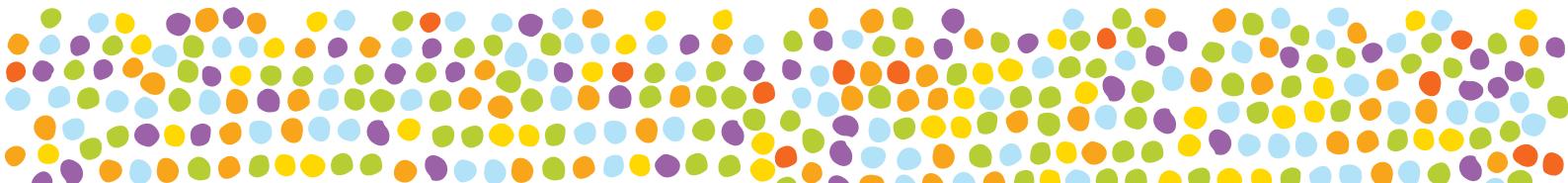
## Program Cohort continued...

The Youth CONNECT team work with 38 (19 per cent) young people that are parents with another 15 (7.5 per cent) of our clients reporting that they (or their partner) are currently pregnant. Our team is working with six young people expecting their second child. The impact that this has on service delivery for the Youth CONNECT program is the different dynamics within family systems that add to case management. Having your first baby or increasing your family changes the overall dynamic of the couple or the individual. This requires the family unit to be addressed as a whole, not as only individuals. This impacts the program which is required to adapt to these changing needs of the client. It is also a common occurrence that young people that have experienced out-of-home care are more prevalent to perpetuate this experience with their own children; to become a part of the same statutory systems.

We are grateful that our team features the skill sets and expertise required to match Case Managers with complex family situations to tailor appropriate support while still addressing program outcomes. The Youth CONNECT program facilitates an environment that fosters resilience and self-care when working with our young parents in these situations to establish connections. There have been many examples, in which Youth CONNECT staff have supported the process of reunification for our young parents and their children, as our program recognises the gaps and aims to break the cycle of trauma and removal. Currently, the majority of parents in the Youth CONNECT program have primary care of their children without the need for statutory intervention. This is a great outcome for all involved.

Our Youth CONNECT young people demonstrate similar rates of over-representation of Aboriginal and Torres Strait Islander young people as observed across the Queensland child protection sector with 42.5 per cent of all young people in the Youth CONNECT program identifying as Aboriginal and Torres Strait Islander. This rate is higher in Townsville with 64.3 per cent of young people identifying as Indigenous. Due to the high prevalence of Aboriginal and Torres Strait Islander clients, we ensure the cultural capability of our staff with appropriate training to provide an inclusive environment mindful of diversity requirements for this cohort. This includes engaging our clients that identify as Indigenous in cultural connection tours to Country and providing information to understand their history to share with their children and kin. We encourage Indigenous clients to bring their children to these events to instil a pride and dignity in where they came from and the potential for the future. Further to this, these events support staff to work from a lens of Cultural Competence and strengthens their relationships with Indigenous clients by showing respect to their heritage and an understanding of the history of Australia that is often still not recognised and acknowledged today. Our First Nations' clients report a strong appreciation and satisfaction when we implement these activities and opportunities, to keep children and young people culturally safe and connected to community.

Overall the demographics of our cohort, reveal a need for in-depth skill sets and knowledge across a myriad of intersecting systems. The NDIS, in particular, is a highly complex and ever-evolving space that involves numerous stakeholders attached to each client which requires more time and attention. Clients that are parents with young families, may have child safety involvement which is a situation, in which we need to provide support and potentially facilitate contact between all parties involved, which adds a layer of complexity to the skill set requirements of our team.



## Good News Story

From the commencement of the pilot program, the Youth CONNECT team and social research teams from the University of the Sunshine Coast (USC) have partnered to undergo research of this cohort to identify opportunities to benefit the program and participants. A large focus of the research the Youth CONNECT program has undertaken has been the idea of 'homefulness'. A concept coined by social researcher from the USC Associate Professor Phil Crane (PhD) from his work that discovered a strength-based lens of home that considers both objective aspects of wellbeing and safety, as well as lived experiences, or where we feel 'at home', hence the term: 'Homefulness'.

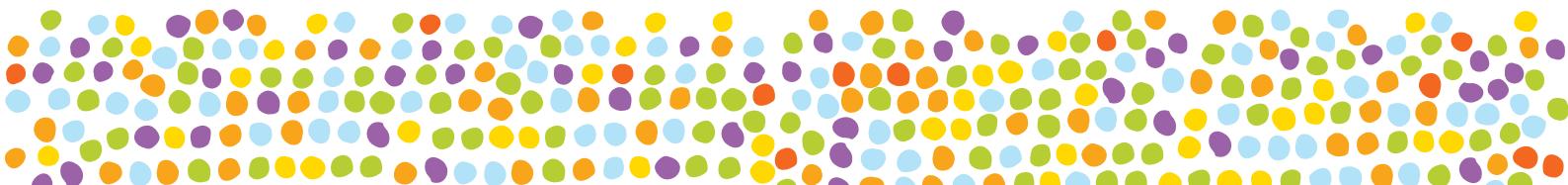


Youth CONNECT clients are invited to participate in a range of activities, from conversations to collages, designed to elicit their personal housing needs and wants. We learned through this process that a lot of clients' desires were very achievable, such as having baking goods or pot plants. As the majority of our clients are on limited incomes; however, these 'non-essentials' often felt unachievable.

A Youth CONNECT Case Manager approached the YMCA Vocational School in Kingston after they held a market day. The Case Manager was looking for donations of suitable clothes for clients going on their first job interview. After receiving a large clothes donation, the Case Worker and a Senior Support Worker began brainstorming how to make these donations meaningful. Many ideas were discussed, such as holding a market, however, the Youth CONNECT team knew that most clients were without a car or licence. The team were determined to overcome this transportation barrier, and the 'Homefulness van' was suggested — a van filled with household items inspired by clients' dreams and hopes collecting during research of what made a house a home to them and delivered directly to their door.

The decision was made to do a 'Homefulness' collection drive to fill the van. The Youth CONNECT team reached out to the broader Churches of Christ team for donations of household items, such as throw pillows, arts and crafts items, cookbooks, and candles. The organisation rose to the occasion. Our team were overwhelmed with the generosity of our fellow co-workers and community. The Holland Park Churches of Christ Youth Group also kindly volunteered to sort all clothes donations into sizes for easy shopping, and even assisted in transporting these donations. Clients were also invited to participate in an art competition, with the winning design made into 'Homefulness shirts' for the team.

To prepare for Homefulness Week, our staff sorted through donations and decorated the van. We wanted this to be a special experience for clients. Staff planned which regions to go to and contacted clients to offer a home visit. If clients agreed, the team would take the van to the client's home. The team played music and offered bags for the ultimate shopping experience. Clients were able to board the van and select anything they would like to make their houses feel like homes. The van came complete with a 'planting' section, where clients could plant a small house plant in the pot of their choice.



Staff also reflected on what individual clients had spoken about when doing homefulness activities.

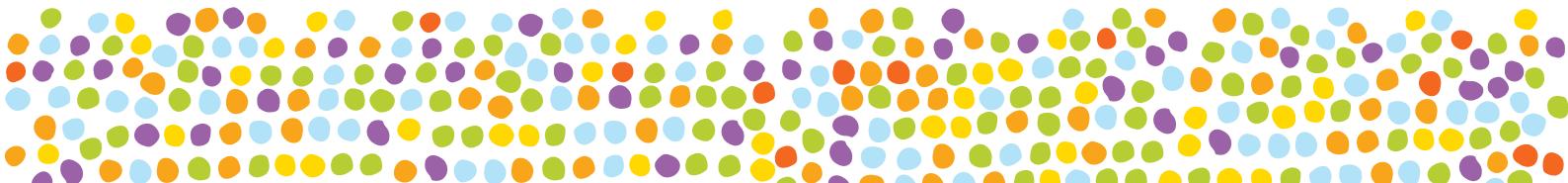
Samantha\* was one client that had shared her dreams of incorporating pictures of her daughter into her home and introducing her Aboriginal and Torres Strait Islander culture into the daily life of her family. When the van came to visit Samantha, the team had organised pictures of her and her daughter in frames and a photo album from the Aboriginal and Torres Strait Islander Cultural day that she had shared with her daughter and the Youth CONNECT team. Samantha became overwhelmed when seeing it and could not hold back the tears. She smiled as she looked at the picture of her daughter holding the boomerang and again tears began to fall. Samantha had begun her journey of fulfilling her dreams of creating a home of culture connection for her family.

Across five days, the Youth CONNECT team visited approximately 30 young people in the Homefulness van. We received such a positive response from clients during this week. Everyone visited was able to find multiple items, and some clients even offered to donate their own pre-loved décor. Our team travelled from the Gold Coast, to Logan, Brisbane, then onto Ipswich, and up to Toowoomba. We visited clients at school and at work at their request. Staff also shared how special this week was, and spoke of feeling fulfilled through this event. Homefulness is a crucial concept for the Youth CONNECT program, and we are dedicated to helping clients find a sense of home.

## Program Phases

After young people engage in the Youth CONNECT program, they move through a series of phases that reflect a growing skill set and resilience. During Year 4 we have worked with numerous young people to complete the final phase of the program, Demonstrate. Throughout Quarter 3 we have seen five young people graduate from the program. The Youth CONNECT team have collated evidence to support four of these young people to be considered ‘successes’ in terms of outcome payments. The one person that did not meet the required outcome measures to be considered ‘successful’, however, we celebrate all that this person achieved while in the program.

Phase	Beginning of Quarter	Quarter end
Engage	62	47
Build	86	75
Practice	49	52
Demonstrate	17	26
<b>Current Total Active:</b>	<b>214</b>	<b>200</b>
Exited – successful outcome	20	24
Exited – non-successful outcome	8	9
<b>Total Exited:</b>	<b>28</b>	<b>33</b>



## Housing Report

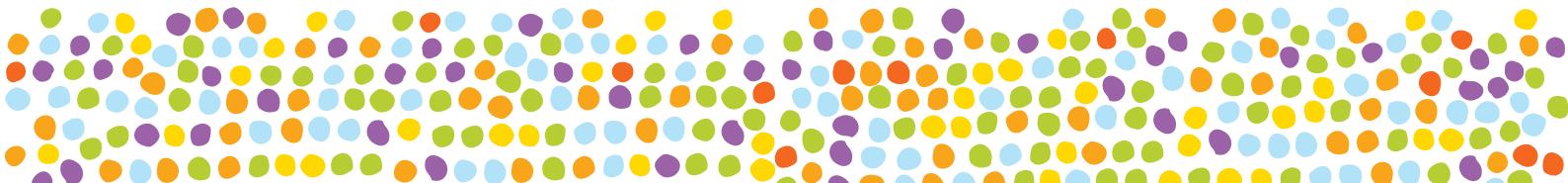
The housing supply is provided by: the assets owned by Churches of Christ; head lease agreements with landlords in the private rental market; or, by agreement with the Department of Communities, Housing and Digital Economy for public and community housing. Churches of Christ Housing Services are currently providing head leased housing to 16 (8 per cent) clients across 14 properties. There are 3 (1.5 per cent) clients who are currently identified as homeless, all three are couch surfing with friends and family. While self-identified is our largest category, it encompasses many different scenarios from share housing arrangements to private rentals, that are identified with the support of the Youth CONNECT team. This support is varied and can include anything from writing rental support letters to attending house inspections with clients to submitting rental applications. The Youth CONNECT program's case management model focuses on identifying the best housing options for the individual, and the program works with clients to consider a range of different options when looking for accommodation.

Self-identified also refers to young people who are residing with family and/or natural support networks, as is common for this demographic. We acknowledge many of our young people have been historically removed from family and have lost that connection. Research shows these social support networks are protective factors against homelessness and the Youth CONNECT team aims to bolster those supports where possible. In cases such as these, the Youth CONNECT team continues to support young people in developing and maintaining healthy relationships.

Housing Type	End of Quarter
Self-identified	131
Transitional Accommodation	10
Homeless	3
DCSYW* funded placement	14
CoCQ** shared housing	5
CoCQ** self-contained housing	11
Public / Social Housing	20
Youth Justice Detention	6
DFV Shelter	0
Over crowded	0
<b>Total</b>	<b>200</b>

\*DCSYW refers to a Department of Child Safety, Youth and Women funded placement for clients who are still on Child Protection Orders.

\*\*Churches of Christ in Queensland



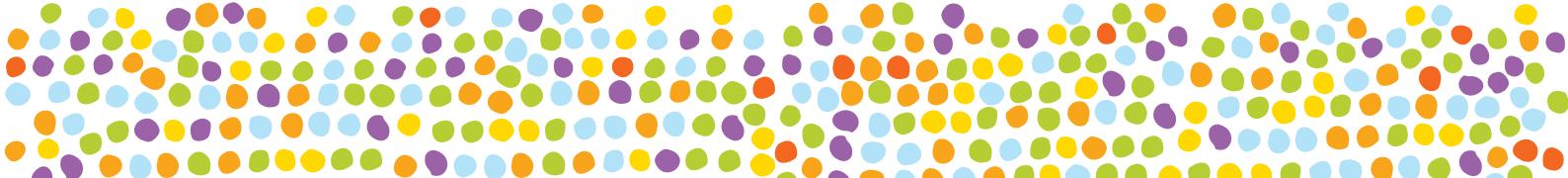
## Current Activity Types

### Client Engagement

Education	No Activity	Employment	Job-seeking	Personal Development
<b>34</b>	<b>8</b>	<b>40</b>	<b>89</b>	<b>29</b>
<ul style="list-style-type: none"> <li>School 7</li> <li>Flexi-school 7</li> <li>TAFE – full-time 14</li> <li>TAFE – part-time 2</li> <li>Undergraduate Degree 4</li> </ul>	<ul style="list-style-type: none"> <li>5 of the 6 clients that are currently incarcerated are currently not engaged in any activity.</li> <li>2 clients with no activity are being supported to register with Job Active and identify their goals.</li> </ul>	<ul style="list-style-type: none"> <li>Full-time 10</li> <li>Part-time 4</li> <li>Casual 26</li> </ul>	<ul style="list-style-type: none"> <li>53 of these clients are known to be registered with Job Active.</li> </ul>	<ul style="list-style-type: none"> <li>Parenting 11</li> <li>NDIS 11</li> <li>Other personal development courses 7</li> </ul>

The majority of active clients are currently looking for employment opportunities. The Youth CONNECT team work with clients to develop resumes, and practice job interviews, while referring clients to job agencies, as well as looking for employment opportunities in local areas. From the 89 young people who are in the Job Seeking category, 53 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 disability.

While the Youth CONNECT program is currently supporting six young people who are incarcerated, one is currently undertaking a Graduate Certificate via an inmate learning program. The further five incarcerated young people are reflected in the ‘no activity’ engagement type. We expect that these six clients are likely to be released within the next six months. Our team frequently keeps in contact via phone, email, and face to face visits with our incarcerated young people to aid in their transition out.



## Good News Story

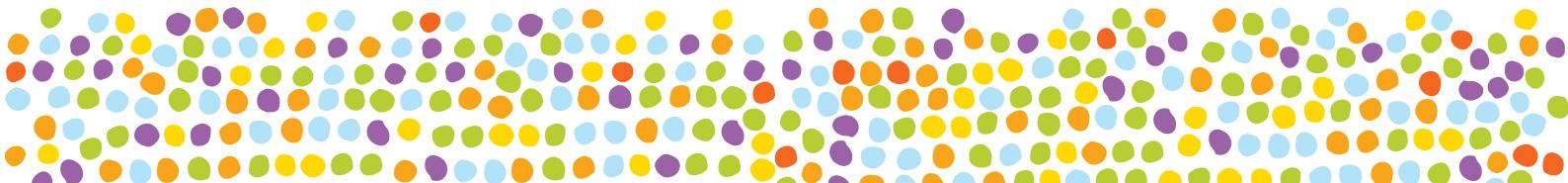
The Churches of Christ Kenmore campus has a tradition of departments hosting barbecue fundraisers to raise funds for particular services and projects. Over the course of time these events have fostered friendly competition between teams to raise the most money for their cause.

The Youth CONNECT team were determined to win. A Youth CONNECT Case Manager organised burgers, and the broader Children, Youth and Families department planned a bake sale. The team set up credit card payments to maximise incentives, and even did an 'office delivery service' for those in meetings or at their desk during lunchtime. The team also held a raffle, with prizes sourced by local restaurants, stores and services. A Youth CONNECT client even donated a painting she had created as a raffle prize.

The barbecue day was very busy for all involved. Some Youth CONNECT staff tried their hand as burger chefs, while other team members took the role of delivery staff. A Youth CONNECT Service Manager good-naturedly advertised our lunch by wearing a complete burger costume around the office to drum up interest and customers.

While tallying our donations, the Youth CONNECT team were delighted to announce that we raised \$1,726! This was the highest amount ever raised in the Kenmore office, and the team were very excited to be awarded the 'sausage trophy'. The team have since used a portion of the funds to go towards our 'Homefulness week', and plan to use the remaining funds for a 'Wellness Week' in October that will offer a variety of different activities to help support and improve our clients' mental health. The activities will be a wide variety of things that make us feel good, such as haircuts, face masks, yoga session, Welcome to Country, an art session, and a BBQ breakfast with our now experienced grill masters!

The Youth CONNECT team is extremely grateful for all the people who supported our cause by purchasing burgers and delicious baked goods, entering the raffle, or simply by donating. The Churches of Christ Kenmore campus's supportive team ensured positive opportunities for the young people we work with, and has made a real difference to our program.



## Financial Reporting

Operating Expenses	This Quarter actual	Budget/plan this Quarter	Last Quarter actual	YTD actual	YTD Budget	Cash in Reserve for program needs
<b>Year 4 Quarter 1</b>	\$599,414	\$430,401	\$498,641	\$599,414	\$430,401	-\$169,013
<b>Year 4 Quarter 2</b>	\$514,097	\$430,408	\$599,414	\$1,113,511	\$860,809	-\$252,702
<b>Year 4 Quarter 3</b>	\$496,740	\$440,306	\$514,097	\$1,610,251	\$1,301,115	-\$309,136

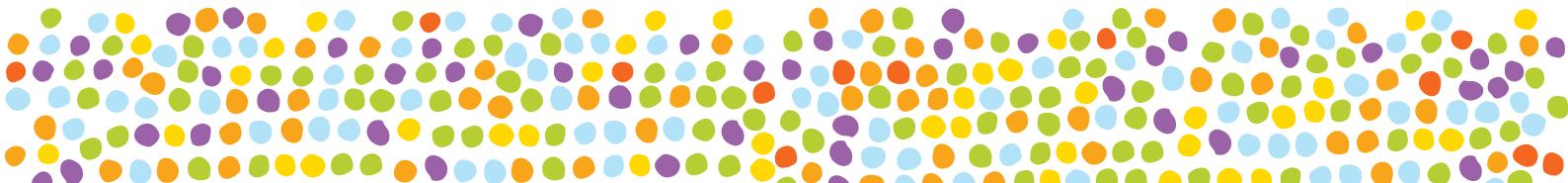
Operating expenses are currently above budget due to higher labour costs and staffing levels than originally projected. We continue to carefully manage our staffing levels to match the number of young people in the program and ensure adequate service provision to achieve stated outcomes. We estimate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

## Staffing Update

The Youth CONNECT program currently employ the following staff members:

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

The Youth CONNECT program has been decreasing the 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 broader Churches of Christ organisation, and one Case Manager has recently resigned with an upcoming interstate move. As more clients exit the program we will work to reallocate Youth CONNECT staff to others areas of the business. The Youth CONNECT program employs a number of experienced staff with skill sets and experience that will add value as employees in other Children, Youth and Families program areas within the Churches of Christ organisation.



## Client Testimony

"My name is Julie\* and recently, I have been really successful and feel that I have made some really good progress. For some context, at the start of the year I was using drugs — high doses — and felt that I was dependent on these. This meant I always owed money to a drug dealer and it was extremely hard to pay for food and other bills on time. I felt like I was in a cycle of using and getting in more debt. I finally got the courage to enrol in a rehabilitation program. My Case Manager supported me and made a Youth Housing and Reintegration Services (YHARS) referral to pay for admission to this program. This really helped me to get out of the area, begin to address some of my using and mental health concerns and gave me the empowerment I needed to address these problems.

I stayed at the rehabilitation clinic for about two months before I exited. At the time, I felt I didn't learn much, however, now that I'm back in the community I'm realising that I did learn some valuable skills and started to address my trauma. This was really valuable and now I am more motivated than ever to continue on my journey. Flash forward a few months, I now have a job in hospitality. I feel really connected to Youth CONNECT and my engagement is really positive. I usually call my Case Manager when I need to vent or I'm proud of something I've done and want to tell someone. I am looking at local rental tenancies and I feel I'm so close to finding something for me and my boyfriend. I haven't felt excited for the future in a while, but I finally feel excited (and really nervous) about my life. This is all thanks to Youth CONNECT!"

