

ANNUAL REPORT 2021

DECEPTION BAY
COMMUNITY YOUTH
PROGRAMS

Under 5's Day September 2021

dbcyp Deception Bay
Community Youth Programs

 420 Deception Bay Rd
Deception Bay, 4508

 (07) 3204 0277

 www.dbcyp.org.au

 @DBCYP

 @dbcyp



Green Project Trainees at Friends of Lagoon Creek

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A Message from the President



Hello Everyone, It gives me great pleasure and pride to present the President's Report for DBCYP in 2021.

The past year has presented incredible challenges for all of us and not the least to DBCYP as a not-for-profit community service organisation.

I am reminded of the well-known and perhaps over quoted quote of Ghandi's,

“Be the change you want to see in the world.”

I believe that the reason we have been brought together as part of DBCYP, is to see that change, and that everyone, from every place and stage in life, can become part of that change. So once again, congratulations to all involved in DBCYP, for the past year.

Let me give a brief mention of what has been an important part of the year that has been.

The Year Overall

- This has been a year of consolidation for DBCYP after enormous changes in the last few years due to organizational restructure, COVID and our digital transformations. This year the leadership team have focused extensively on building sustainability in our business development, staff culture and professionalism, streamlined and efficient operations, and clear operating policies and procedures.
- This year we have also seen the strengthening of a relatively new board who have strongly supported DBCYP management in their journey of continual improvement and development.
- DBCYP's new and innovative strategic planning has been about development. This plan aims to see the organization move forward as an innovative and strong organization that has roots firmly grounded in the community. We continually aim

to sink our roots deeper into the community, responding to genuine community need while being innovative and creative in program delivery.

Programs and Operation

- DBCYP has continued to be a proud COVID safe organization and has continued to deliver programs safely for staff and the community even during periods of snap lockdown. We have supported all of our staff to gain COVID vaccinations in work time and ensure daily COVID safe protocols are implemented.
- We have seen our new program stream The Learning Place emerge as an innovative response to learning in an online environment. We look forward to seeing this program emerge as one of DBCYP's leading social enterprises.
- Bean Seen Café has taken direction under a new café manager – with increase in sales and quality of product.



Montana at DBCYP School Holiday Activities

- Youth Services Team has performed well under the direction of a new team leader who has brought increased professionalism and strong operating procedures to the youth work.
- LPW continues as our largest program stream providing training and employment for a large number of individuals each year - with our local Councilor Sandra Ruck agreeing to come on board as our LPW patron. Thank you, Sandra
- DBCYP's families program continues to provide joy, laughter and play throughout the community.

Thanks to our funding bodies

- Department of Small Business and Training (DESBT)
- Federal Department of Social Services and yourtown
- Department of Children, Youth Justice and Multicultural affairs
- Moreton Bay Regional Council

Thanks to our staff, the Board and the community

A sincere and enormous thank you to Janine, Jennie and the amazing staff at DBCYP. You are incredible in your commitment, professionalism and service to youth, individuals, families, and the community. A sincere thank you once again this year to our

wonderful accountant, Karen Mitchell and the auditors. I also wish to thank the community that has supported DBCYP and service users. We all learn so much from sharing in your journey, your struggles, your successes, and your development. We celebrate with you.

I would like to thank Deb Miles, who stepped down during the year, for her insightful contribution to the Board. We also welcome Rachael Trihey and Kim Leary to the Board in 2021 and look forward to their valued input in the coming year. Thank you again to continuing Board members, Ashleigh Stephens, Corinne Mulholland and Adrian King for their time, excellent vision, and advice during the past year. I am assured that DBCYP is in a strong position in the coming year to achieve its vision and strategic plan going forward.

Mark Cleaver
President

Finance Report

Operating Results

DBCYP is reporting an operating deficit of (\$140,235) for the year offset by the Federal Government CoVid-19 support of \$342,350, resulting in a total surplus of \$202,115.

The impact of the pandemic on the 2021 results included:

- The suspension of programs primarily from July to October resulting in the loss or deferral of program funding over the 4 months.
- The extension of program terms and changes in the delivery of services with CoVid restrictions requiring more time to achieve the program outcomes and with different resources.
- Greater investment in communications & technology – both in general operations and program specific.
- The Federal Government's CoVid support included \$50,000 with the 'Boosting Cash Flows for Employers' program and \$292,350 from JobKeeper wage subsidies.

As a service organisation, DBCYP's greatest expense is employment. The association's payroll for the year was \$1.75 million with 108 employees engaged during the year – staff and program participants. The JobKeeper wage subsidies for the 6 months from July to December 2020 ensured the ongoing retention of staff when unable to work when programs were suspended.

As intended, the Federal Government's support has ensured that the organisation has been able to more than offset its operating deficit and boost reserves which will be much needed in the upcoming years.

Financial Position

The 2021 result improves the organisation's financial position with Net Assets of \$837,835 reported at 30 June 2021. With significant grant funding held in advance (\$1.2 million), the association continues to maintain a healthy cash flow position and held over \$1.8 million cash at bank at 30 June 2021.

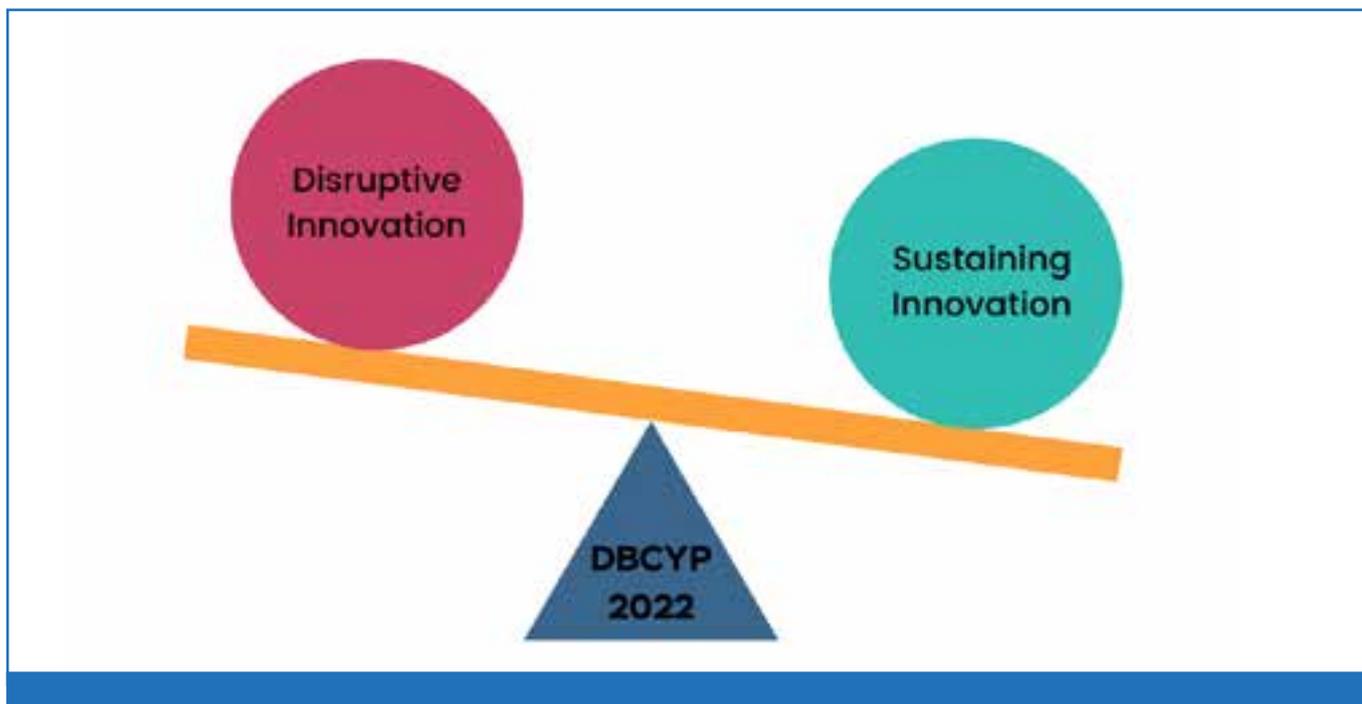
Overall, the organisation maintains a solid financial position and is well placed to face the new fiscal year and the ongoing uncertainty and difficulties with operating in a pandemic environment.

For a copy of the organisation's audited Financial Statements for the year ended 30 June 2021, please refer to the ACNC (Australian Charities & Not-for-profit Commission) website.



Sustainability or Disruptive Innovation??

Lets Do Both!!!



Without a doubt, and not in isolation, DBCYP started 2021 in an environment of unprecedented uncertainty and change. As economic and social disruption played out globally, in our small corner of the world DBCYP was grappling with increased need in our community whilst facing funding complexities and delays. As a result, it quickly became apparent that the strategic priority of the year would be financial sustainability and operational innovation.

We had very proudly finished the previous year, the COVID year, with all jobs in place and a commendable level of service continuity with our community. We had learnt to “pivot” and embrace innovation and an agile business approach that allowed us to follow leads and opportunities for our services without much disturbance. What we were applying was a “sustaining innovation” approach – seeking to improve and find efficiencies within our existing services and processes. And we did this really well – successfully migrating to cloud-based operations that provided operational agility and greater efficiency through a range of IT options and solutions. Our “digital transformation” was completed earlier this year, with all staff now not only competent but true proponents of a range of appropriate, user-friendly and secure digital platforms.

Yet, this successful experience soon led to an inevitable next stage for the Leadership Team – “disruptive innovation”. We had started to develop partnerships and contacts with a world outside of the traditional not-for-profit scene, where the talk was about disrupting, or in our words reinventing or even inventing ourselves, our services and our partnerships in ways not previously experienced. With the support of a forward-thinking and sustainability-focused board, we discussed the dilemma of holding onto and improving our existing services and way of delivering (sustaining innovation) or capturing new markets and embracing new business models and technologies to grow service scope and financial benefit (disruptive innovation). After undertaking a strategic review, we have now delivered our 2021-2024 Strategic Plan that aspires to achieve both evolution (sustaining

innovation) and revolution (disruptive innovation) as complementary and not alternative measures.

DBCYP’s Board and Leadership team have set our sights on some truly revolutionary steps for the organisation during 2022. I look forward to penning this report in 12 months’ time to share the fantastic outcomes we have achieved for the organisation and the communities we serve.

Janine Botfield
Director of Business Development



DBCYP PROGRAM REPORTS

Youth Services



PCYC drop in supported by DBCYP Youth Services

In 2021 DBCYP's Youth Services has continued to deliver programs for young people in Deception Bay and surrounding areas. At the heart of our work is building a community where young people are valued, recognised, and provided the opportunity to make their own positive choices for their lives.

YAMBI

DBCYP's YAMBI program has continued to support young people aged 8-21 years in the Deception Bay area. YAMBI works with young people in several ways: Providing support and pathways to find the right services to meet needs, working with young people to achieve their goals, working with young people when intensive support is needed, helping young people and families work through challenges and relationships.

DBay Well

With Covid-19 altering the new normal, the youth services team have taken this moment to review the DBay Well program and to build even more partnerships with local GPs and mental health services to bolster our referral pathways with a focus on inclusivity. For example, this includes working with local LGBT+ services to identify safe practices in the local area which allows the youth services team to continue to make appropriate referrals for young people. Sexual health products, personal hygiene products and free phones with data are still on offer, and case managers

are attending networking opportunities to reach out to young people and offer supports. DBay Well is designed to be a safe space for young people who may be hesitant to attend a GP or medical appointment. It provides a space where they can use an iPad or computer to attend a telehealth appointment confidentially (away from family) and to seek support around issues such as sexual health. DBay Well also outreaches to two local high schools in Deception Bay, removing more barriers to support young people where they are.

PUSH!

DBCYP's PUSH! Program, funded by DESBT, is a skills and training based initiative that supports young people in touch with the justice system. Through PUSH! young people are involved in outdoor/activity-based training, personal coaching while also completing accredited qualifications in work readiness and bicycle repairs and maintenance. The PUSH! Space is located at the MKT Square, Deception Bay, a space graciously provided at no cost by Centre Management. We will soon

launch the PUSH! Bicycle Repair Station, with support from PCYC, we will offer the public a free space to work on their bikes or scooters. Opening the doors to the public will allow for a soft entry for young people to the range of services DBCYP offer, as well as help to address the current issues of young people hanging out at the shopping centre.

Youth Activities and Events

The youth team have focused on building partnerships in early 2021 and have been working with local services such as PCYC, Open Doors and Kairos CC to deliver programs and events for young people. Some examples include the youth team joining with PCYC to take part in the current QPS "I live my life without a knife" campaign, cooking a BBQ and spray painting (chalk) positive slogans at the local skatepark. The youth team are also busy collaborating with Open Doors and local schools to launch an LGBT+ support and social group in Deception Bay, the launch date is 25 November.

Congratulations 

DBCYP- Local Pathways to Work



John and Sashila, LPW Graduation

Local Pathways to Work

2021 was another outstanding year for job seekers coming through our Local Pathways to Work program!

Despite ongoing challenges with changing COVID regulations and a fluctuating job market, we can report successful engagement of 221 participants with a 71% into work rate for our graduates!

Another exciting result for LPW this year was the extension of programs to digital learning. DBCYP has embraced digital innovation over the last 18 months, but none more so than in our employability work. We can proudly now offer participants online learning accounts, and hybrid delivery options when face to face is not possible, or even not the most appropriate service model. Our evolving social enterprise *The Learning Place* will soon house our employability programs and resources offering a simple and accessible option for our participants.

Planning is underway for another big year for LPW, as we look to options to grow our offer outside of our grant based programs. With employability and workforce development such a priority for the Moreton Region, we are excited about developing new products and approaches to work with even more local job seekers and employers – so watch this space!



Women Work and Wellbeing

As the name suggests, this program is designed specifically for women who are wanting to enter the workforce, return to work, or build self-esteem and improve wellbeing. The course has a focus on building confidence, discovering and using strengths, career planning and employability skills. Delivered predominantly online WWW also provides participants with accredited units of competency from the Cert I in Foundation Skills which are a great stepping stone for ladies that have not done any form of study for many years.

Green Project

These traineeships provide young people with a paid traineeship and Cert I in Conversation and Land Management. Young people receive on the job training in agriculture, horticulture and land management. They also receive the opportunity to undertake first aid training and a construction white card. This year the Green Project undertook work experience at a variety of locations in the Moreton Region including Beelarong Farm, Woodfordia, and Kumbarcho.

Busi Events

Busi Events Traineeship is another paid traineeship program specifically for women. Women returning to work Complete a Cert I in Business while completing work projects in planning and coordinating local events in the community.



Young Men's Project participants studying Cert II in Warehousing Operations

Young Men's Project

Young Men's Project (Warehousing) is for young males between 15 and 19 years old. Program participants who are no longer enrolled in school complete a Certificate II in Warehousing Operations, providing them with basic knowledge and skills required for a role as a store person in the warehousing industry. Construction white card, first aid certificate, CPR and fork lift or scissor lift licence are also optional qualifications included in this course.

Women into Work (Individual Support)

Another of DBCYP's gender specific programs, Women into Work provides women with a Cert III in Individual Support, which is the qualification required to work in an aged care facility and other support and care settings.

This is a growth area for employment around Deception Bay, and participants are provided with personal support and coaching, accredited training, and work placements that are linked to potential job outcomes. DBCYP acknowledges that some women can face extra barriers to work, including balancing children and caring for family. This program aims to provide women with a safe and supported space to build confidence and qualifications while overcoming personal barriers to entering the workforce.

Be Seen Hospitality Traineeships

Be Seen Hospitality Traineeships provide four young people with full time traineeships working in DBCYP's Bean Seen Café over a 12 month period. Trainees work alongside DBCYP's programs providing catering and managing the coffee cart for local community programs and events. This program targets young people that have learning difficulties and or mental health concerns and have never worked - or been out of work for an extended period.



Busi Events trainees working at MBRIT's Food and Wine Festival

Children and Families Programs

This year, DBCYP delivered another huge Children and Families Program of early intervention, engagement and support activities for young children and their parents. This included events, healthy activities, parenting programs, playgroups, pop up activities, and social media campaigns and information. Our Children and Families Programs are funded by Communities for Children and yourtown Deception Bay.

DBCYP led the Under 5s Day events where local services unite to create a day of fun and educational activities for children, aged under 5 years, and their parents. We held one event indoors at MKT Square Deception Bay due to inclement weather and one outdoors at Barajugan Park, which had a mini-Olympics theme. In our survey of children and parents who attended the event, all children reported having fun, with the ball pit and music being the most popular activities, and most parents reported being more inclined to contact a local community service because of the event. This is a fantastic outcome that demonstrates DBCYP's long-standing experience in effectively engaging the Deception Bay community and achieving outcomes that benefit local families.

We had a special focus on engaging fathers in our events, which were well attended. We held an outdoor Dad's and Kids Disco at Skye Blue Park, where families played games and interacted with reptiles, and a Dads and Kids Halloween Disco, where families dressed up and danced in our spooky, Halloween themed venue. We celebrated with the community at local events for NAIDOC, Child Protection Week and Children's Week.



Our healthy activities included Active Kids Playtime which provides a mix of fitness, physical development activities and reading in an outdoor park setting. We partnered with Bayview C&K kindy so that children can engage with a range of different equipment and outdoor toys each week. We invited Happy Feet Fitness and Fit Fun Fitness trainers to help us get kids up and dancing.



We delivered Health and Wellbeing sessions via Facebook lives, playgroups and our new music program. These sessions teach children and parents about the Big 6 factors that are important for early childhood development, including hygiene, school attendance, bed time routine, nutrition/eating breakfast, being on time and school uniforms.

We worked with the Hand in Hand network and local schools and kindies to create child-friendly videos called 'Wondering about School'. In the videos, we interviewed kindy children to ask them their questions about prep. We then spoke with prep kids who answered the questions. The videos were well received and are a fun way to get the Big 6 messages across and reduce school anxiety. We joined with MKT Square Deception Bay and Ocean Life to provide a program of healthy activities during the September school holidays called, 'Spectacular Sea Life Activities'. This included a week of kids arts and crafts activities and a Touch Tank, where children could interact with sea life such as starfish and sea cucumbers. This was well attended and a sign that families are becoming more confident about getting out and about.



DBCYP has developed an exciting new music program, called 'Singin' 6', which includes original songs and rhymes focused on the Big 6 areas. Families take home a Singin' 6 song book with lyrics, sheet music and information about getting ready for prep. The program is delivered in early learning centres and schools. Here is a link to the recorded original tracks: <https://soundcloud.com/user-791410782/sets/singin-6-kids-music-program?si=963194314ceb-4b61af3730ae59d93e7f>

We continued delivering a range of playgroups to meet the needs of specific sections of the community. These include the Dad's, Pasifika and Young Parents playgroups, the latter of which has been running for ten years.

With COVID still limiting everyone's ability to get out and about, we engaged with the community through our Facebook page to deliver critical information about child development, support services and ways to help children stay safe and healthy in lockdown.

Keeping our Kids Safe - A Community Consultation

Our Keeping Kids Safe project, one of DBCYP's 'The Learning Place' initiatives was launched in 2021 with an extensive consultation in the community and online. The Keeping Kids Safe project will give local children an opportunity to learn about safety, feelings and emotions in a fun, informative and interactive way – stay tuned for more in 2022!

From the consultation, parents, caregivers, and those working with children in the community were surveyed to explore their perception around safety for children. We found that safety discussions around stranger danger, cybersafety and staying with a trusted adult were the most easily approached topics with children. One of the local dads raised an important point with his children, "if something doesn't feel right, it is most likely not."

Families found it difficult to speak with their children around WHY issues of safety matter and wanted to know how to have safety discussions, without causing fear. Here are some of the most common responses from local families from our consultation:

What do you think would be important for kids to know about keeping safe?

- Trusting their gut and being aware of what is happening around them
- Knowing their safe contacts
- When and how to speak up if they feel unsafe
- Being safe online
- Sharing a similar safety message between all trusted adults in a child's life

What safety discussions have you already had with your children?

- Safe people to contact
- Cybersafety
- Standing up for themselves
- Stranger danger
- Road safety
- Respecting boundaries
- Body appropriate behaviour
- Walking safely home from school
- "If something doesn't feel right, it is most likely not"

What safety concerns do you find it difficult to speak with your children about?

- Domestic Violence
- The WHY stranger danger is important
- Sexual abuse and sexual safety
- Why bad people do bad things
- Self-harm
- Protecting themselves and their body
- Body parts
- The balance between "I want to educate them, not scare them."



Under 5's Day - September 2021

Bean Seen Cafe

Bean Seen Coffee is one of DBCYP's social enterprises. The cafe opened in September of 2018, and now provides valuable training and work experience opportunities for local young people and community. The café is open Monday to Friday from 7am – 2:30pm, serving breakfast, morning tea, lunch and coffee for surrounding businesses and customers. We also operate a mobile coffee cart which is used for community events and special occasions.

In 2021 DBCYP welcomed new café manager Julie Logan who has brought with her a wealth of cooking knowledge and experience. The café now serves a wide range of high-quality snacks and lunches – and boasts a cake cabinet with delicious homemade treats. The café has also significantly expanded catering services and can cater for small office lunches as well as larger community events. During 2021, the café has seen 4 trainees complete a 6-month paid traineeship program funded by Skilling Queenslanders for Work and the Queensland Government. These traineeships provide an amazing opportunity for jobseekers to build confidence and gain work experience in a supported work environment.

Bean Seen
COFFEE



Cafe Trainee Emma



Cafe Trainee Shinoah at Under 5's Day





Kelli and Courtney Facilitating Women Exploring enterprise

The Learning Place

The Learning Place...

A digital learning space designed with communities in mind.

2021 saw the formal evolution of our online learning platform, Engage & Educate to our newest social enterprise – The Learning Place.

Engage & Educate began as a response to restrictions on face to face gatherings and learning during COVID in 2020. It was an attempt to collate all we knew of our community and our considerable experience in delivering community engagement and education programs and replicate it digitally. The key objective was to provide ongoing connection and continuity of service delivery for our community in a time of great uncertainty.

Very quickly, we found there was a real appetite for online engagement in our community. People quickly adapted to accessing online resources and attending courses delivered through zoom. But there was a concern – we didn't want to become just another "learning platform", where engagement was one way – from us to participants. We wanted to maintain our commitment

to strengths-based, locality focused, community development approaches that put community needs and assets at the centre of our work. So we spoke with community stakeholders, funders and digital innovators and developers to examine the key question – What does community development look like in a digital age?

We acknowledged that the digital age is in full swing, with social and economic landscapes changing quickly and COVID disruptions affecting government, businesses, and individuals alike. Therefore, developing a digital mindset is a must. With digital applications such as telehealth, online education, my gov accounts and telework all being rolled out and playing a critical role in individuals lives, digital access and literacy was a key need of our community. We must use our platform to



provide information and services to our community through digital technologies and support people to plan for, transition to, and prosper in the digital age.

To develop the platform, we worked to secure "non-traditional partnerships" with players in the digital innovations and online learning sectors (ie: we have no money but we can help you tap into an emerging market...), and also applied funding variations the production of high-quality content & products – such as training videos, online courses, digital animation and parenting resources. At all stages our approach focused on the quality of the user experience through Learning Hubs based on communities of

interest. And as we wind up 2021, we are thrilled to have formed our first three Learning Hubs – Women Working Well, Kids Zone & Positive Parenting, delivered three online courses, Women into Work and Women Exploring Enterprise and Tuning into Teens, and have produced a suite of support resources, including

transition to prep videos and keeping kids safe animations.

2022 will see us consolidate our Social Enterprise business model for The Learning Place, including monetising several products and locality delivery frameworks to be available to other

community organisations and local authorities to role out with their communities. We are so excited about the role The Learning Place will play in supporting our community's digital literacy and contributing to the financial sustainability of DBCYP.

The Learning Place's parenting space

practical parenting

We know parenting doesn't come with a handbook, so we're here to help you out!

Sign up to stay in touch

Welcome to practical parenting...

We believe that human emotions are central to communication and connection. It is not until we communicate at the level of emotions that we feel a close connection.

We view children's 'challenging behaviours' as a sign that they are struggling with understanding and regulating emotions and that they may need our help. When we connect to children's emotions using empathy/responding in a way that allows them to feel understood – it is calming and this allows children to learn skills in emotional competence.

Behaviour problems are often reduced or stop when emotional acceptance and understanding occurs.

We build on the strengths that parents already have.

We recognise that every family is **unique** and that parents/carers know their children best. We encourage them to use the ideas from the practical parenting programs that work for them and their family.

