



Innovation Youth Centre  
"Believe & Create"

# SERVICE EVALUATION

## SAFER COMMUNITIES FUND ROUND 6 - EARLY INTERVENTION JUNE 2022 TO FEBRUARY 2024



Australian Government

### MAJOR LEARNING

Setting up a youth service/centre needs longer-term funding from 5 to 10 years rather than 2 years, due to needing time to be established in the community (*IYC established itself in a rapid short period*) and fill service gaps. A shorter period of funding has a less strong positive impact on service users and needed resources in the community that become reliant, compared to longer-term funding.



"IYC is a home away from home"

Milly - Aged 16

### SPACES FOR YOUNG PEOPLE NEED

IYC is the only Youth Centre in the City of Whittlesea & Federal Seat of Scullin

### SERVICE USERS COUNT

507

Young People involved in services at IYC during SCFR6 Funding Period from June 2022 to March 2024

### OUT & AWAY FROM CRIME

32%

IYC of service users that were involved in crime and not involved in crime now - since being a service user of IYC

62%

IYC service users abstained from crime - since being a service user of IYC

6%

IYC of service users being support currently involved in crime.

### IYC DEMOGRAPHIC

54%

of IYC service users live in the City of Whittlesea

46%

of IYC service users live in other municipalities & access IYC in the City of Whittlesea

48%

of IYC service users identify as female

47%

of IYC service users identify as male

5%

of IYC service users identify with other pronouns

63%

of IYC service users are between the ages of 12 - 17 years

37%

of IYC service users are between the ages of 18 - 25 years

### IYC TEAM & PARTNERSHIPS

8

Staff Members

6

Board Members

16

Youth Reerefernce Group Members

6

Volunteers

25

Student Placements

15

Partneships

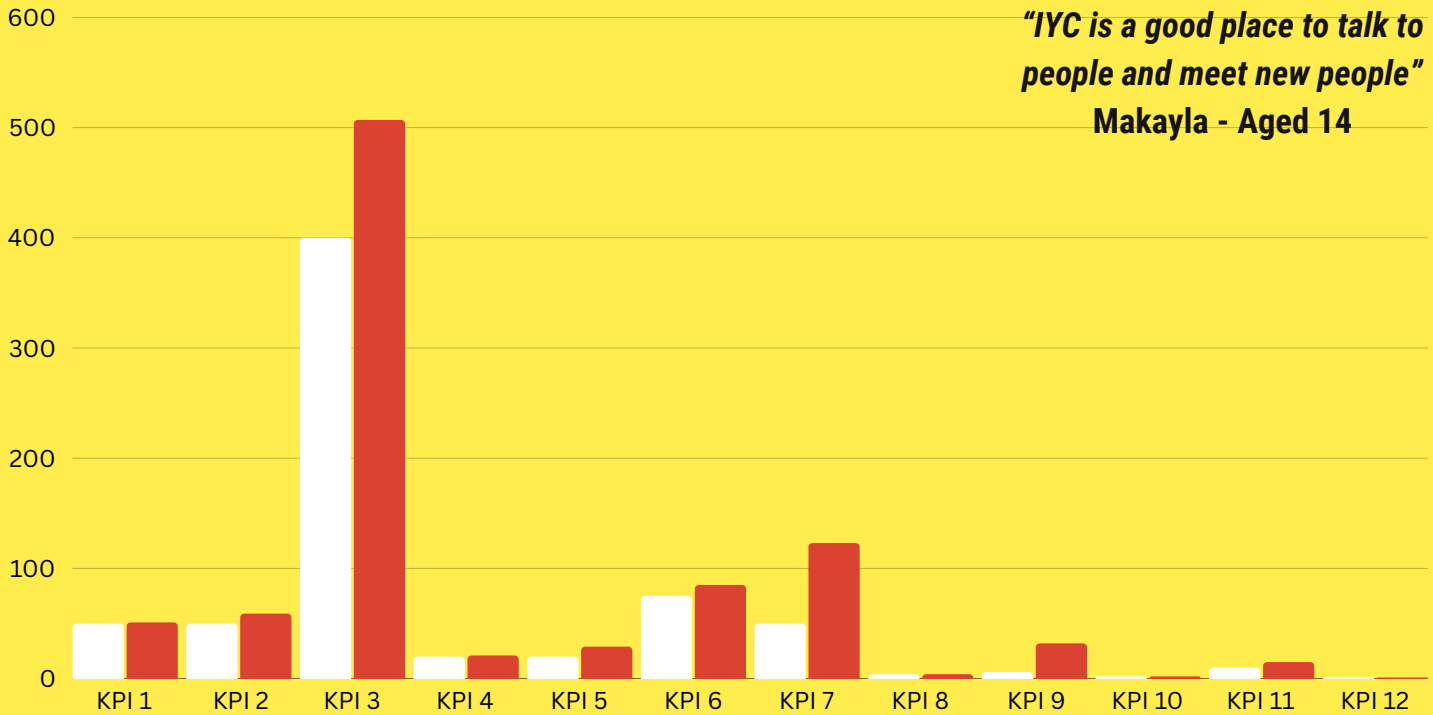
# PROJECT OUR KPI'S

## JUNE 2022 TO FEBRUARY 2024



***"IYC is a good place to talk to people and meet new people"***

**Makayla - Aged 14**



**Innovation Youth Centre is extraordinarily proud to acknowledge and share the accomplishments we have reached as an organisation to help better the lives of our young people**

- **KPI 1** 50 Young People engaged in one-to-one mentoring, **IYC achieved 51**
- **KPI 2** 50 Youth Support young people or case management, **IYC achieved 59**
- **KPI 3** 400 at high-risk young people engaging with IYC activities and programs, **IYC achieved 507**
- **KPI 4** 1 outreach session every 2 weeks during the school term equating to 20 outreach sessions, **IYC achieved 21**
- **KPI 5** 2 healthy development crime prevention program sessions per month during school term equating to 20 sessions, **IYC achieved 29**
- **KPI 6** Youth Work Staff will spend 75% of their working hours engaging directly with and supporting high-risk young people, **IYC achieved 85%**
- **KPI 7** 2 after-school drop-in sessions per week during school term equating to 50 – drop-in sessions, **IYC has achieved 123**
- **KPI 8** 1 x summer camp up to 15 participants, 2 underage discos, & Social Enterprise - **IYC has achieved this KPI**
- **KPI 9** 1 skills-building workshop per bi-monthly during the school term equating to 6 skills-building workshops, **IYC has achieved 32**
- **KPI 10** 2 x annual open days planned and facilitated by IYC's youth reference group, supported by Staff and Board, **IYC has achieved 2**
- **KPI 11** Establishing 10 partnerships with community organisations annually using space at IYC to run services/programs for high-risk young people involved in crime or about to be involved in crime, working towards crime prevention. Staff from these community services can also work with IYC staff on the drop-in program to engage young people. **IYC has achieved 15**
- **KPI 12** End of project evaluation report to show how the project went and how the project went towards reducing youth crime, supported by annual evaluations, **IYC has achieved this KPI.**

# SERVICE MODEL SUMMARISED DURING SCFR6 FUNDING PERIOD



Innovation Youth Centre’s service model supports our strategy through three portfolio areas of Youth Support, Youth Development, and Youth Programs.

The programs and services we offer include Drop-In Programs, Counselling and Casework Support, Personal Development Programs, Driving Programs, Community Events, Assertive Outreach Support, Information and Referral, Education and Training, Parent Education, Leadership and Reference Group Programs, LGBTQIA+ Programs, Rainbow Tick Accreditation, and NDIS Accredited Services.

An essential part of our strategy is making our building accessible for community members, organisations and stakeholders to hire spaces and resources to run services, events, and community programs.

## PROGRAMS/SERVICES SUMMARISED DURING SCFR6 FUNDING PERIOD

**Case-management and Mentoring – Ongoing for 2 years**

One-on-one support to assist young people aged 12 to 25 to build resilience and capabilities to address challenges they are experiencing in their lives.

- Young people engaging in our youth support program and improved quality of life.

**Drop In – Ongoing for 2 years**

An accessible space for young people to enhance positive connections to the community. Focuses on developing the social skills and connections of young people through opportunities for interactions with peers and youth workers.

- Drop In sessions over the duration of 2 years. Young people less likely to engage in high-risk behaviours and crime.

**Outreach Services – Ongoing for 2 Years**

An outreach session is held in the community for young people to engage in and be supported. Helps to promote IYC, raise the organisation’s positive profile in the community, and increase participation in IYC’s other programs and services.

- Outreach sessions to be conducted over a two year period supporting young people and referring to services and programs to improve quality of life

**Youth Reference Group/Program Meeting Events Ongoing for 2 Years**

A youth leadership committee that oversees the planning and running of events and evaluation of the youth centre. Working with key stakeholders and local community to fulfil service gaps for young people

- Meetings for the duration of two years allowing the opportunity for young people to have a voice and be heard in their community as well as assist in developing skills to support their employability

**Summer Camp x 1  
Disco’s x 2  
IYC Open Days x 2  
Pop Up Op Shop Social Enterprise over 2 Years**

A youth leadership camp with young people, key stakeholders and IYC youth reference group members to undertake planning for IYC service delivery and team building.

- Young People at risk participating in community events and establishing a social enterprise for IYC

**Community Wardrobe and Driving Program Maza’s Inc**

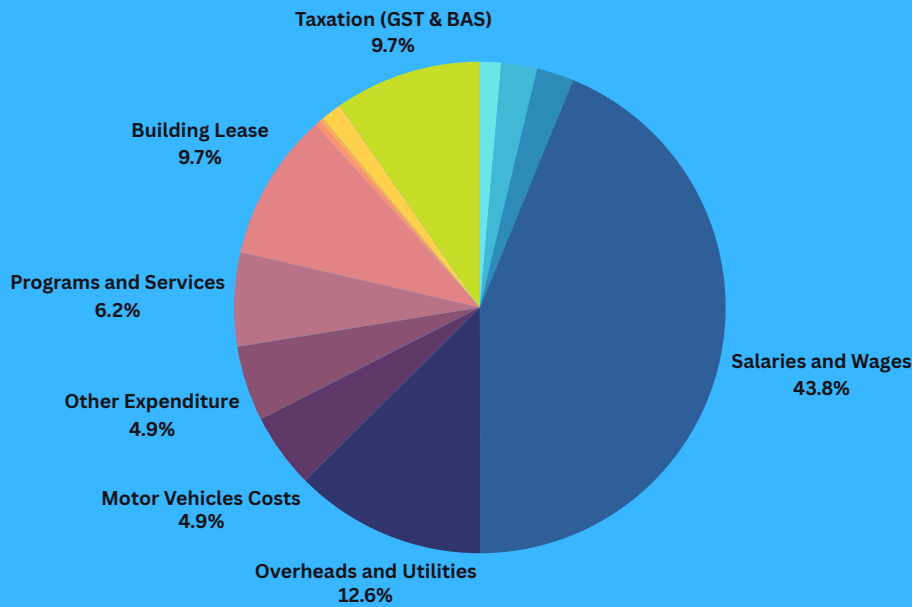
The Community Wardrobe program donated clothing and toiletry items and organisations to the Innovation Youth Centre and the Centre gives the items to people who need them. MAZAS Inc. supports young people who are registered service users of IYC on their learner permit to use IYC fleet vehicles to practice driving and build their driving hours for their probationary driver’s licence, while accompanied by a full driver licensed IYC staff member.

- Community Waretrobe aims to support young people who an in need with funds to access new and good clothing and toiletry items, by working with individuals and organisations that donate the items to the services. MAZA’S aims to achieve driver safety awareness, reduce risk-taking driving around the community and work with key stakeholders i.e Police, Vic Roads

*“At IYC I feel respected, being able to be myself, and treated fairly”*  
Sierra - Aged 14

*“IYC makes me feel like I belong”*  
Helena - Aged 12

# BUDGET BREAKDOWN JUNE 2022 TO MARCH 2024



*"IYC gets me away from my problems"*  
Xzavier - Aged 15

## SCFR6 FUNDING COSTINGS

DESCRIPTION	AMOUNT
Contractor Cost	\$23,537
Education and Training Methods	\$39,875
Information Technology and Sports Equipment	\$41,293
Salaries and Wages	\$739,257
Overheads and Utilities	\$213,066
Motor Vehicles Costs	\$83,319
Programs and Services	\$104,175
Building Lease	\$164,353
Travel Expense	\$6,323
Work Experience Placements	\$4,483
Workshops, Camps, Marketing and Events	\$22,071
Other Expenditure	\$83,578

**TOTAL:** \$1,498,293

**Taxation (GST & BAS)** \$133,999

**INCLUDING TAX TOTAL:** \$1,632,292

## SCFR6 FUNDING INSTALMENTS - INCLUSIVE OF GST & WAGE TAX

DESCRIPTION	AMOUNT
SCFR6 GRANT - AFG 1ST INSTALMENT JUNE 2022	\$402,330
SCFR6 GRANT - AFG 2ND INSTALMENT NOVEMBER 2022	\$494,291
SCFR6 GRANT - AFG 3RD INSTALMENT MAY 2023	\$494,290
SCFR6 GRANT - AFG FINAL INSTALMENT NOVEMBER 2023	\$241,351.
<b>TOTAL:</b>	<b>\$1,632,262</b>

## OTHER INCOME & FUNDING

DESCRIPTION	AMOUNT
DONATIONS	\$1,045
CENTRE ROOM BOOKINGS	\$3,434
HEY GRANT - VG	\$10,000
CHILDREN WEEK GRANT - VG	\$1,000
DYSON GRANT	\$1,000
SCHOOL FOCUSED YOUTH SERVICES - VG	\$7,370
<b>TOTAL:</b>	<b>\$23,849</b>

# SERVICE USER TESTIMONIES

Staff allow me to talk about my problems, and try their best to help me with them. I have someone to talk to when I need to, and I feel I can message staff when I need to. The staff allowed me to be myself, and I could joke around with them. I can also choose how I want to get support. I wasn't comfortable coming to the centre, but the staff allowed me to meet up with them via Zoom. They also let me choose what I wanted to do in support. I find it easier to talk while playing games, and staff play games with me while I talk to them which makes it more fun. I felt like my ideas were heard and actioned, and the staff did their best to accommodate my needs and wants. Lastly, IYC gives me a distraction and a break from my life when I need it, and sometimes I just want to chat about games and movies which was a support to me because it made me feel better and want to make things in my life better.

**Daniel - AGE 22**

IYC has been more than a second family to me with all the support they have given me, all the time they take out of their day to assist and benefit my life and wellbeing, especially my IYC worker I couldn't describe how appreciative I am of her even just having someone to talk to when I have problems going on or issues I'm worried about and a person who will listen and assist me with the problems or issues I have currently got going on.

My IYC support worker attended every court hearing I had throughout the 2023-2024 period, providing extensive support through each hearing which was extremely beneficial to my mental health and well-being alongside beneficial to the outcome of the hearings. IYC assisted in paying for my medication which I struggle to afford on the income I'm on due to the price of script. I am enrolled in CAE so I can continue and complete my VCE studies and IYC paid for the majority of my books or found a way to fund the rest of the supplies that I will need to be able to complete my studies.

**Tori - AGE 18**



*"IYC helps me get away and meet new people"*

**Abby - Aged 14**

Before we joined the Uplift Group at IYC we felt unaccepted and isolated within our local community. The group has enhanced our self-belief/self-esteem and confidence by giving us a safe space to meet new friends and to get help and support from each other and the workers. We feel that we are supported as the other members can relate to some of our beliefs/opinions and values because they are in the same boat as us. If IYC were to close, we'd feel very disappointed and overwhelmed as there are no other community-based Rainbow Groups in our local region, and unfortunately at our schools, we don't feel safe to participate in a Rainbow Group due to it being really difficult to be anonymous at school.

**Nexus - AGE 14 & Issy Age 15**

## CURRENT & FUTURE GOALS TO ACHIEVED

- 1 CENTRE EXPANSION**  
Open an additional Innovation Youth Centre in another area/region in Melbourne.  
Open an additional Innovation Youth Centre Interstate.  
Expand Innovation Youth Centre on an international level in the next 5 - 10 years.
- 2 SECURE FUNDING**  
IYC to secure funding to operate for the next 5 - 10 years.  
Different approaches to achieving this goal:
  - Federal, State, and Local Government funding
  - Donations and Fundraising
  - NDIS
  - Private Grants
  - Social Enterprise
- 3 NETWORKING**  
IYC to increase our number of valued networks and partnerships reaching 150 networks in the next 5 - 10 years.
- 4 EXPAND SERVICES**  
IYC expansion of programs and services through three portfolio areas of Youth Support, Youth Development and Youth Programs - Servicing 1,500 young people next 5 - 10 years.
- 5 LGBTQIA+ INCLUSIVE PRACTISE**  
IYC is currently servicing LGBTQIA+ young people. IYC is currently in the process of becoming Rainbow Tick accredited and aims to provide mental health support to 200 LGBTQIA+ young people in the next 5 - 10 years.
- 6 EXPAND NDIS SERVICES**  
Over the course of the past year, our aim was to be able to become fully NDIS registered. We achieved this in 2023. IYC is servicing NDIS participants/young people currently and aims to achieve 200 in the next 5 - 10 years.
- 7 IYC SELF SUSTAINABILITY**  
In the next 24 months, we are working on diversifying our funding source and self manage own funding so that we can continue to provide a space for 500 young people to meet, receive support with a suite of programs and services to fill community service gaps.
- 8 SERVICES BENCH MARKING WITH IYC TO SUPPORT YOUNG PEOPLE**  
IYC with other services supporting and learning from one another to value aid and share resources. Resulting in better service delivery for young people and community. Achieving this goal with each partnership.