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## erspective Innovation&

at opportunities differently, with fresh perspectives to create better outcomes for everyone. It is our heart to care for the community that drives <sup>our</sup> people to take a fresh approach to standing in the gap, fulfilling community needs through new programs, initiatives and services.

Last year, our Board and Executive Leadership Team developed YouthCARE's Strategic Plan, paving a 5-year pathway for growth. The growth of our people, services, organisation and partnerships enabling our teams to intentionally address both current and future needs with passion and purpose.

This strategy demonstrates our commitment not only to the wellbeing of students but to their long-term educational outcomes. Youth CARE

STRATEGIC PLAN 2023-2027

**GROWING OUR:** 

**PEOPLE** 

**SERVICES** 

ORGANISATION

**PARTNERSHIPS** 

University of Western Australia concluded that a child who is concluded in all 6 of the NEST pillars, nurtured, in can thrive in their education. Which is why our professionally qualified chaplains and volunteers adapt to support the needs in their local schools, drawing on evidence based practices to ensure that no individual or community is left behind. We trust this annual report leaves

you inspired and encourages you to you mstances from another look at circumstances perspective and explore opportunities perspective and explore to improve to partner in our efforts to improve the educational outcomes for students and communities across

\* Harries, M., Cant, R., & Butoract, University of Western Australia.

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The impact of Youth Clobal Health, University of Western Australia. The impact of Youth Capal Health, University of Western Australia.

The population and Clobal Health, University of Western Australia.

YouthCARE

#### GROWING OUR PEOPLE

Wellbeing Professional Development Benefits

Spiritual Development Leadership & Succession

Cultural Capability Traineeships/Internships YouthCARE

#### **GROWING OUR SERVICES**

Connecting the Chaplaincy Community

Expanded Chaplaincy Model

New Chaplaincy/ Wellbeing Services

Wellibeing Programs Online CVE

YouthCARE

GROWING ORGANISATION

Marketing & Communications

Technology Developments

Pesearch & Outcome Based Strategies Fit-for-purpose Building

YouthCARE GROWING

PARTNERSHIPS Church Partnerships

Bible College partnerships

### YouthCARE

#### 2023 Snapshot Statewide

TOP 4 TOPICS OF CONVERSATION

43% Health & Wellbeing

9% Peer Relationships

Family Relationships

4% School Concerns

461 chaplains
607 volunteers supporting
schools

CHAPLAIN MEETINGS
Students
109,306

5,885 Parents/Carers 3,992 COMMUNITY REFERRALS

21 62 Constional social & Emotional social sessions





Christian Values Education Students Unwavering foly support foly support foly our Mission Mission

This past year has once again highlighted the important role YouthCARE plays in supporting the wellbeing of school communities. We've addressed the challenges faced by students, parents and school staff in 2023 with an unmatched commitment to meeting their needs, driven by our calling which is answered daily by our dedicated team. I wish to extend my heartfelt thanks to the young people, families, and communities we serve for their unwavering dedication to growth, inspiring every facet of our mission. Special appreciation goes to our diverse partners – government bodies, businesses, not-for-profits, churches and individual contributors. Together, we've witnessed our collective efforts come to fruition, fostering deep connections that support communities.

## Glenn Bergsma

YouthCARE Chairman of the Board

Demand for our support mechanisms, programs and services increased significantly last year in schools across Western Australia. Despite the independent studies and reports published in 2023 that reflect both the need for and benefits of school chaplaincy, it is difficult to voice the enormity of the contributions made towards building brighter futures. However, the stories told and shared from around our state's communities leave no doubt that the It was also a year in which YouthCARE led the industry, supporting chaplaincy across the state and like to recognize out CEO and Executive and like to recognize out CEO and like to recognize out C To was also a year in which youthcake led the maustry, supporting enaplaincy across the state and acknowledging its value to the broader community. I would like to recognise our CEO and Executive Team acknowledging its value to the broader community. dedication of our chaplains, volunteers and staff is positively impacting lives.

for raising awareness and amplifying the benefits to those we serve.

Clenn Bergsma

## our mission

To express God's love and presence in educational and other communities throughout Western Australia.

Honouring the commitment of those fulfilling YouthCARE's mission, I express my gratitude to the Board for their wisdom and passion in governing YouthCARE and serving God with humility and diligence. I await 2024 with eager anticipation of how we can

The future is bright and full of possibilities for YouthCARE and the communities we serve. With a strategic vision embracing innovation and a deep-seated commitment to our core values, we are ready to not only continue our vital work, but enhance it. Our path forward aims to support more young people and families, to strengthen communities across Western Australia. I invite you to join us in this pursuit as we embark on another year of service, growth and heartfelt dedication by the grace of God.



**Dr Susmita Thomson Reverend Steve Francis Pastor Donna Kipps** 

#### **Pastor David Shaw**

– Deputy Chairman

#### Mr Glenn Bergsma

- Chairman of the Board

#### Mrs Tamsyn Cullingford

- Chief Executive Officer

Mr Bernie O'Shea Ms Li Ai Oh Mrs Cassie Kirtisingham Building ntum Momentus Towards Towards Futures Brighter Futures

It is with immense gratitude that I present the 2023 Annual Report for YouthCARE – a year marked by significant achievements and unwavering commitment to our mission of reflecting God's love and presence in educational and other communities, through chaplaincy

This year, we proudly hosted the inaugural State Chaplaincy Conference, a milestone event that brought chaplains together from a diverse range of sectors and industries. The conference provided a platform for professional development, fellowship and networking, reinforcing the importance of our collective mission. APE CEO It was a testament to the strength of our community and our dedication to recognising the impact of chaplaincy services across

## Tamsyn Cullingford

amsyn Cullingford - Your

AC APM, Covernor of Western Australia and Mrs Dawson, our patrons, to present the Covernor's Chaplaincy Awards. This initiative recognised the outstanding contributions of chaplaincy Awards. This initiative recognised the outstanding contributions of chaplaince awards and the chaptains are contributed by the contributions of chaptains are contributed by the con Our regional reach was reaffirmed with YouthCARE supporting over 220 regional/remote schools and chaplains recruited

Our regional reach was reaffirmed with YouthCARE supporting over 220 regional/remote schools and chaplains recruited across the state. Our chaplaincy services were extended through drive-in, drive-out (DIDO) and fly-in, fly-out (FIFO) to the across the state. Our chaplaincy services were extended through drive-in, drive-out (DIDO) and fly-in, fly-out (FIFO) to the across the state. Our chaplaincy services were extended through drive-in, drive-out (DIDO) and fly-in, fly-out (FIFO) to the across the state. In response to the cost-of-living crisis, YouthCARE stood in the gap, providing crucial support to families

and communities. Twas preased to present at a Federal Senate Inquity into the cost-of-living and the increase increase increase increase in present at a Federal Senate Inquity into the cost-of-living and the increase increase increase in present at a Federal Senate Inquity into the cost-of-living and the increase increase increase in present at a Federal Senate Inquity into the cost-of-living and the increase increase increase in present at a Federal Senate Inquity into the cost-of-living and the increase increase in present at a Federal Senate Inquity into the cost-of-living and the increase increase in present at a Federal Senate Inquity into the cost-of-living and the increase increase in present at a Federal Senate Inquity into the cost-of-living and the increase increase in present at a Federal Senate Inquity into the cost-of-living and the increase increase in present at a Federal Senate Inquity into the cost-of-living and the increase increase in present at a Federal Senate Inquity into the cost-of-living and increase increase in present at a Federal Senate Inquity into the cost-of-living and increase in present at a Federal Senate Inquity into the cost-of-living and increase in present at a Federal Senate Inquity into the cost-of-living and increase in present at a Federal Senate Inquity into the cost-of-living and increase in present at a Federal Senate Inquity into the cost-of-living and increase in present at a Federal Senate Inquity into the cost-of-living and increase in present at a Federal Senate Inquity into the cost-of-living and increase in present at a Federal Senate Inquity into the cost-of-living and increase in present at a Federal Senate Inquity into the cost-of-living and increase in present at a Federal Senate Inquity into the cost-of-living and increase in present at a Federal Senate Inquity into the cost-of-living and increase in present at a Federal Senate Inquity into the cost-of-living and increase in present at a Federal Senate Inquity into the cost-of-living and increase in prese in breakfast club meals, distribution of 1,172 emergency gift cards, 8,568 food hampers, and essential

educational supplies and uniforms to over 9,000 students.

Our chaplains achieved an unprecedented level of service hours, reflecting both the growing Our chaptains achieved an unprecedented level of service nours, reflecting poth the growing demand for YouthCARE's chaplaincy services and the dedication of our remarkable team faithfully demand for YouthCARE's chaplaincy services and the dedication of our remarkable team faithfully demand for YouthCARE's chaplaincy services and the dedication of our remarkable team faithfully demand for YouthCARE's chaplaincy services and the dedication of our remarkable team faithfully demand for YouthCARE's chaplaincy services and the dedication of our remarkable team faithfully demand for YouthCARE's chaplaincy services and the dedication of our remarkable team faithfully demand for YouthCARE's chaplaincy services and the dedication of our remarkable team faithfully demand for YouthCARE's chaplaincy services and the dedication of our remarkable team faithfully demand for YouthCARE's chaplaincy services and the dedication of our remarkable team faithfully demand for YouthCARE's chaplaincy services and the dedication of our remarkable team faithfully demand for YouthCARE's chaplaincy services and the dedication of our remarkable team faithfully demand for YouthCARE's chaplaincy services and the dedication of our remarkable team faithfully demand for YouthCARE's chaplaincy services and the dedication of our remarkable team faithfully demand for YouthCARE's chaplaincy services and the dedication of our remarkable team faithfully demand for YouthCARE's chaplaincy services and the dedication of our remarkable team faithfully demand for YouthCARE's chaplaincy services and the dedication of our remarkable team faithfully demand for YouthCARE's chaplaincy services and the dedication of our remarkable team faithfully demand for YouthCARE's chaplaincy services and the dedication of our remarkable team faithfully demand for YouthCARE's chaplaincy services and the demand faithfully demand for YouthCARE's chaplaincy services and the youthCARE's chaplaincy services and the youthCARE's chaplaincy services and the youthCARE's chaplaincy ser Finally, we celebrated the completion of our Everyday Matters<sup>TM</sup> (Christian Values Education) Curriculum. This achievement is the result of the commitment and service of a remarkable team, Culliculum. This achievement is the result of the committee and service of a remarkable and it represents a fresh perspective on values education, tailored for Western Australian To our churches, board members, staff, volunteers and supporters, I extend my heartfelt thanks. Your unwavering support has been the driving force behind these achievements, and together. Your unwavening support has peen the univing force penning the young people we serve we continue to make a lasting impact on the lives and wellbeing of the young people we serve instilling hope in the next generation. Yes, my soul, find rest in Cod; my hope comes from Him. Truly He is my rock and my salvation; He is my fortress, I will not be shaken. Psglan 62:5-6

# Setting our Growing on Growing Sights on Services



In a year where YouthCARE again performed strongly from an operational perspective, the significant impacts of our people and programs made a real difference to families and individuals within school communities

This year, the numbers reflect increases in staff and parents drawing support from our organisation's services and connections to communities. with an overall increase in meetings and schools in which we serve. With health and wellbeing making up the majority of conversations followed by relationships, it was pleasing to see that our resource allocation was

Our principals' Chaplaincy program expanded into the Pilbara region this year, now providing support for 250 regional School Principals in a confidential and safe environment. Independent research conducted by Humanlink in 2023, recognised the role of principals' Chaplain as providing unique and valuable support, helping School Principals to navigate the increasing demands and complexities of their role.

Dean Caddy YouthCARE COO

Our Christian Values Education program for WA primary schools saw the introduction of our new curriculum. Uur Cnristian values Education program for WA primary schools saw the introduction of our new curriculum, and cross saw the introduction of our new curriculum, on a contemporary schools saw the introduction of our new curriculum, and cross saw the introduction of our new curriculum, on a contemporary schools saw the introduction of our new curriculum, on a contemporary schools saw the introduction of our new curriculum, on a contemporary schools saw the introduction of our new curriculum, on a contemporary schools saw the introduction of our new curriculum, or a contemporary schools saw the introduction of our new curriculum, or a contemporary schools saw the introduction of our new curriculum, or a contemporary schools saw the introduction of our new curriculum, or a contemporary schools saw the introduction of our new curriculum, or a contemporary schools saw the introduction of our new curriculum, or a contemporary schools saw the introduction of our new curriculum, or a contemporary schools saw the introduction of our new curriculum, or a contemporary schools saw the introduction of our new curriculum, or a contemporary schools saw the introduction of our new curriculum, or a contemporary schools saw the introduction of our new curriculum, or a contemporary schools saw the introduction of our new curriculum, or a contemporary schools saw the introduction of our new curriculum, or a contemporary schools saw the introduction of our new curriculum, or a contemporary schools saw the introduction of our new curriculum, or a contemporary schools saw the introduction of our new curriculum, or a contemporary school schools school Everyday Matters Mith 2,000 students participating weekly. In addition, development begun on a contemporary so which will highlight values from within the curriculum and create a positive classroom atmosphere for students which will highlight values from within the curriculum and create a positive classroom. I also want to thank our incredible staff and volunteers, as well as the many local community organisations and Christian churches throughout WA

engage in values learning.

for your contributions to making a difference within school communities. Every person plays an important part in the successful outworking of YouthCARE's vision as we grow a brighter future for local school communities by connecting them with our heart for care, compassion, respect and service. I very much look forward to continuing the journey With everyone in 2024.

INCOME **\$27.2**MILLION

# DOCE

school contributions

school contributions

grants and Fees

community/
community/
community/
church Donations
church Donations
and contributions

Facilitating the wellbeing of Western Australian government school communities is a collaborative effort, and we express our gratitude for the generosity and dedication demonstrated by our numerous volunteers and contributors of in-kind donations.

Our extensive experience, resources, relationships, and far-reaching impact enhance the value of every contributed dollar.

We express our sincere thanks for the invaluable and continuous support received in 2023 from churches, government entities, businesses, and the wider community.

\$26.7
MILLION

salaries and on-Cost

salaries and on-Cost

governating

General Operating

Expenses

Expenses

Expenses

Training and Development

## State Chaplaincy E

With escalating community demand for wellbeing services across Western Australia, the State Chaplaincy Conference served as a platform to connect chaplains from various industries as they support the mental health and wellbeing of our society.

Featuring renowned speakers, the conference provided valuable insights and guidance on critical topics, ensuring the real-world challenges of organisations and communities were addressed professionally and sensitively.

This ground-breaking event not only offered high-quality professional development but also facilitated connections among chaplains across our state. This networking opportunity allowed the sharing of unique ideas and strategies, each aimed at making a positive impact on the wellbeing of their respective communities.

Over two days, attendees curated their own conference experience by selecting sessions from three distinct streams: Trauma and Resilience, Gender and Sexuality, and Cultural Capabilities.

Deep consideration was given to the sensitivities of the Western Australian communities, to ensure everyone returned to work ready to implement new strategies, enhance their workplace and better respond to the needs of their community.

The overwhelmingly positive feedback reinforced our commitment to supporting chaplaincy through our bi-annual event.

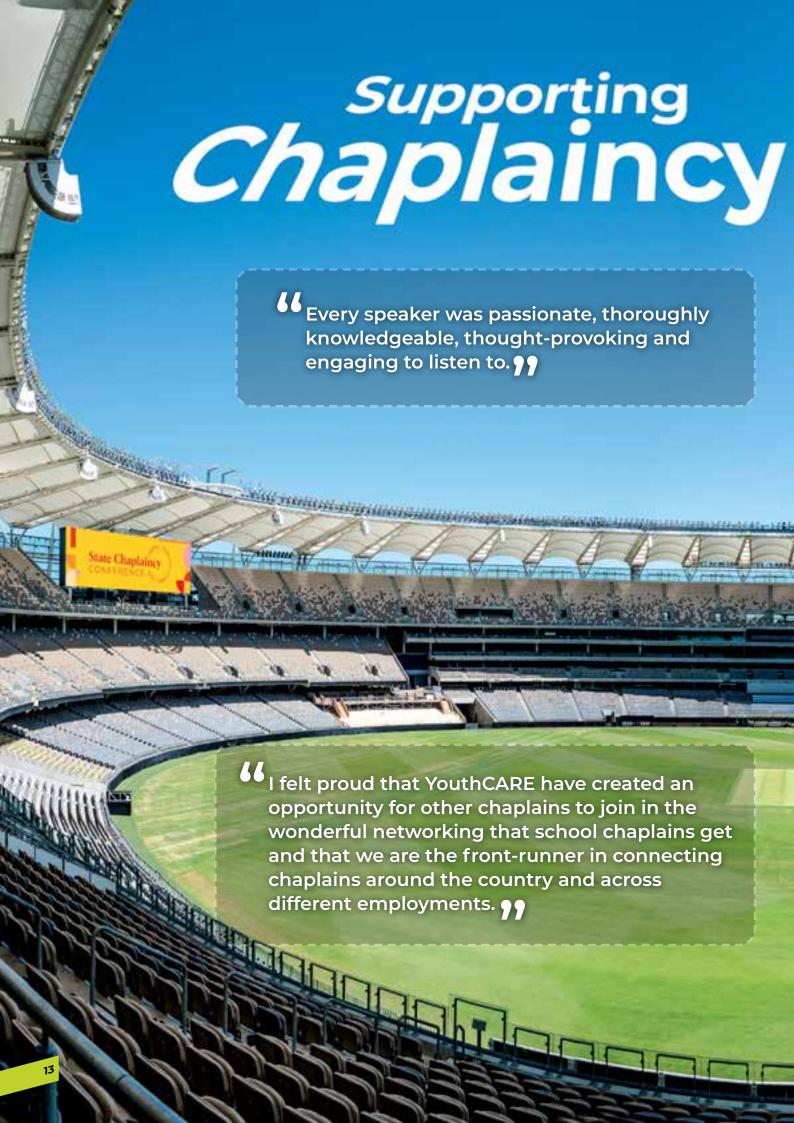


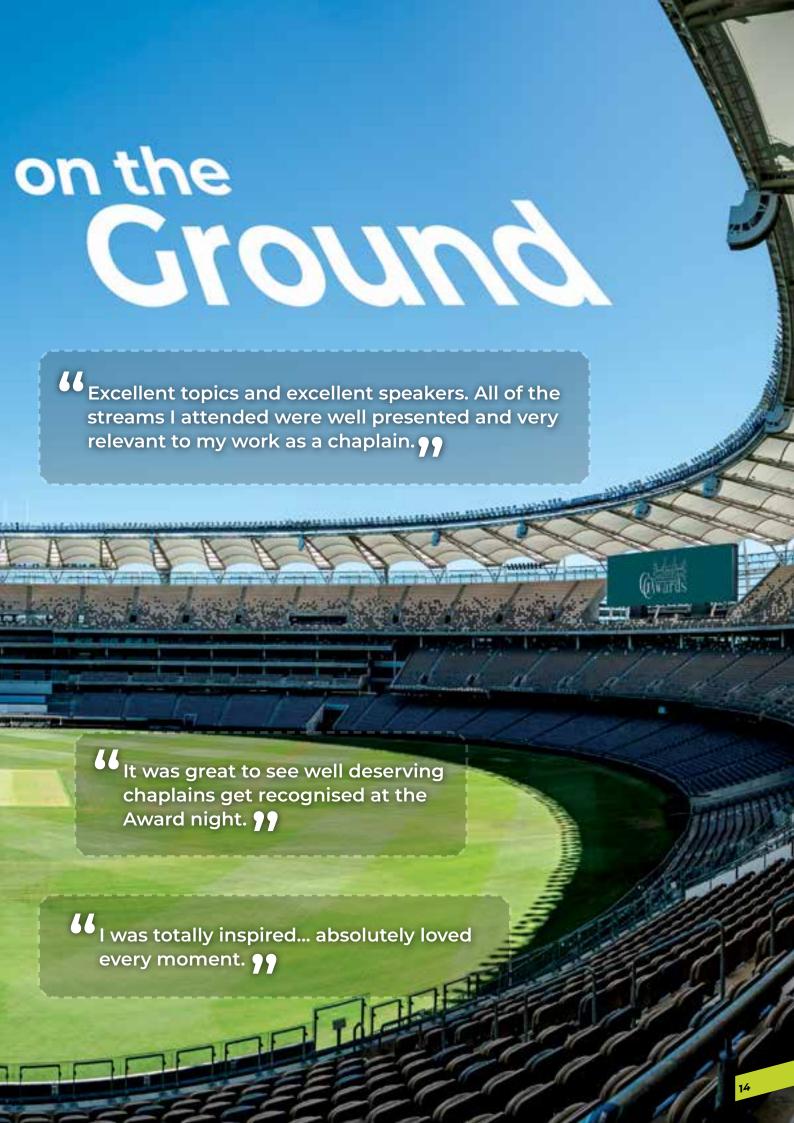
















The ceremony, held in conjunction with the inaugural State Chaplaincy Conference, celebrated and recognised chaplains across the state who went beyond the expectations of their role, building up those facing challenges, disadvantage and trauma.

It was an honour to be able to come together with likeminded organisations and individuals in support of those that serve our Western Australian communities.

#### Chaplain of the Year Award Kim Moore

YouthCARE Chaplain at East Kimberley College

#### **Regional Chaplain of the Year Award Brent Findlay**

YouthCARE Area Chaplain, Australian Army Cadets Deputy Brigade Chaplain for WA and DFES Volunteer

#### **Chaplaincy Partnership Award –** In Support of Chaplaincy

**Mandurah Muscateers** 

#### **Chaplaincy Leadership and Innovation Award** Tamsyn Cullingford

YouthCARE CEO and Chair of NSCA

#### **Outstanding Response to a Critical Incident Award**

**Paul White** 

YouthCARE Chaplain, Kingdom Aviation Pilot and Pastor

#### **Cultural Capability Award**

**Rhonda Miller** 

YouthCARE Chaplain at Mosman Park Primary School and Mosman Park School for Deaf Children

#### **Community Connection Award**

Helena Donohoe

YouthCARE Chaplain at Gingin District High School

## Leading Way on the the Education Values modules

Our personal values play a significant role in shaping our everyday decisions and these are often instilled during our time in primary school. this, YouthCARE created a faith-based curriculum to deliver quality.

Aligned with the Nine Values for Australian Schooling and the Western Australian Curriculum General Capabilities, the curriculum, Everyday Matters ... assists schools to deliver an engaging alternative to traditional lessons. Feedback on Everyday Matters™ has been overwhelmingly positive with one

principal noting that students eagerly anticipate it on non-program days.

The success of Everyday Matters<sup>™</sup> has led to new opportunities for the program. YouthCARE's Christian Values Education Team announced a new partnership with the University of Notre Dame's School of Philosophy and Theology that saw trained theology students delivering the lunchtime program

Further reinforcing the values from the lessons, the team also engaged a local musician to produce a song for volunteers to use when delivering the program.

Thank you to all of the individuals and partner organisations who collaborated

on this project, creating a curriculum that is not only well thought out but

addresses what matters most to students.

Scan the QR Code to listen to our Everyday Matters song



#### YEAR ONE

Values Matter Matters of Faith Friendship Matters **Emotions Matter** Leadership Matters Thankfulness Matters Resilience Matters Words Matter Wisdom Matters Christmas

#### YEAR TWO

The Promise Easter You Matter Courage Matters Character Matters Compassion Matters Matters of Mercy Generosity Matters Christmas

Here is an example of an activity from the Wisdom Matters module





Which special adults can you go to when you need advice?

MUM OR DAD

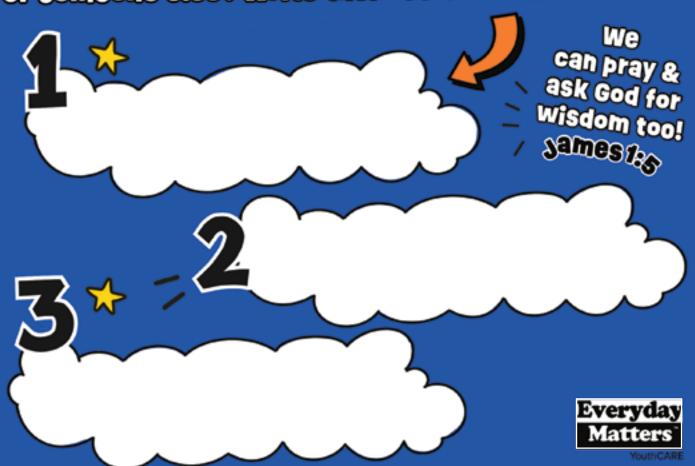
AUNTY OR UNCLE

TEACHER

CHAPLAIN

COACH

or someone else? Write their names in the bubbles











#### **PCIR**

YouthCARE's Pastoral Critical Incident Response (PCIR) serves as a lifeline to school communities during crises. Headway Psychology provides specialty training to chaplains so they can deliver psychological first aid in response to critical incidents like bushfires and sudden deaths. PCIR chaplains are adept at identifying individuals at risk of trauma and connecting them with appropriate services, providing comprehensive wraparound support.

This year, our team had the privilege of supporting Wanneroo residents during a fire that destroyed over 1,900 hectares of land, including farms and residential properties, leading to widespread evacuations. Collaborating with the Department of Education (DoE)

and the State Welfare Emergency Committee (SWEC), our team was present to offer support as community members faced the heart-wrenching news of losing their homes. Amid this awful scenario, the PCIR chaplains offered a calm and respectful presence, walking alongside people on what may have been their worst days.



#### **Programs**

Part of YouthCARE's unique offering to school communities includes tailored programs developed and facilitated by our team to support the social and emotional learning, resilience and growth of student groups.

G.R.I.T. and Peer Skills are among the programs that our chaplains successfully implemented throughout the year at their respective schools. They collaborate with the student services team to pinpoint key areas for growth and the target audience, and customise the delivery to fit their context – incorporating local scenarios within the program to enhance student development.

YouthCARE Chaplain Sean O'Dea led the G.R.I.T. program this year as an intensive session during Kent Street Senior High School's Student Leadership Camp. Thirty-two student leaders, spanning five year levels, participated in the experiential learning process. This included a series of challenges and group reflections to foster resilience, enabling effective communication and collaborative work among peers.

Student feedback emphasised how the program instilled the confidence and voice needed for their newly elected positions.



#### **Expanding Services**

Recognising the importance of engagement in students' formative schooling years, YouthCARE, in partnership with Western Australia's Department of Education, delivered a pilot program in the regional centre of Albany.

The Pastoral Care Engagement program is an independent resource, supporting state school students – increasing engagement, attendance and promoting positive social and emotional wellbeing to secure long-term educational outcomes.

Research\* concluded there was no "safe" threshold for school absence, as every day holds a measurable impact on educational outcomes. So, students with less than 80%

attendance, often from challenging socio-economic or culturally and linguistically diverse backgrounds were identified by Spencer Park Primary School for the trial. The Pastoral Care Engagement Officer then engaged the school, community and family using tailored strategies to build a sense of connection between the student and the school.

The program delivered an increase of up to 27% attendance in participating students with additional families seeking the support of the program.

We are pleased to announce that in 2024 the program will be proudly supported by a Telethon grant, enabling the initiative to reach additional regional areas.



Free Coffee Friday Free Coffee Friday is a fun-filled event that YouthCARE and its chaplains run, to give back to local school communities

Relaunched in term 4, in collaboration with the breakfast club, parents were invited to kickstart the day at school with their children. They enjoyed free barista-made coffee and breakfast, while students concluded their week participating in activities, giveaways, and fun challenges that got everyone excited about school and wellbeing.

principals and school staff have been delighted with how the event helps to grow a sense of connectedness within the school community by encouraging parental engagement.

"Free Coffee Friday featured the highest attendance on school grounds from parents and community members in a very long time," said Kevin Brady, Gingin District

Keep an eye on our socials for updates on where we are headed in 2024!



Focusing on wellbeing in school communities is a priority for us in Western Australia, as well as nationally, with over Focusing on Wellbeing in school communities is a priority for us in Western Australia, as well as nationally, with over a priority for us in Western Australia, as well as national cancillation (NSCA) actively advocates a priority for us in Western Australia, as well as nationally, with over a priority for us in Western Australia, as well as nationally, with over a priority for us in Western Australia, as well as nationally, with over a priority for us in Western Australia, as well as nationally, with over a priority for us in Western Australia, as well as nationally, with over a priority for us in Western Australia, as well as nationally, with over a priority for us in Western Australia, as well as nationally, with over a priority for us in Western Australia, as well as nationally, with over a priority for us in Western Australia, as well as nationally, with over a priority for us in Western Australia, as well as nationally, with over a priority for us in Western Australia, as well as nationally, with over a priority for us in Western Australia, as well as nationally, with over a priority for us in Western Australia, as well as nationally, with over a priority for us in Western Australia, as well as nationally, with over a priority for us in Western Australia, as well as nationally, with over a priority for us in Western Australia, as well as nationally, with over a priority for us in Western Australia, as well as nationally, with over a priority for us in Western Australia, as well as nationally, with over a priority for us in Western Australia, as well as nationally, with over a priority for us in Western Australia, as well as nationally, with over a priority for us in Western Australia, as well as nationally, with over a priority for us in Western Australia, as well as nationally as a priority for us in Western Australia, as well as nationally as a priority for us in Western Australia, as well as a priority for us in Western Australia, as well as a priority for us in Western Australia, as well as a priority 3, UUU pupiic scnools engaging cnaplains in 2025. Ine National Scnool unaplaints in the Federal Government's National Vouthor in parliament for continued support, representing key participants in the Federal Government's National Vouthor in parliament for continued support, representing wellhaing program across every state and territory including members support. in parliament for continued support, representing key participants in the Federal Government's National School

Wellbeing Program across every state and territory, including members such as Scripture Union Australia, YouthCARE, YouthCARE CEO Tamsyn Cullingford, serving as NSCA Chair, played a pivotal role in advocating to the Government,

This affort led to

Proceeding at inquiries and fostering relationships with politicians nationwide.

presenting at inquiries and fostering relationships with politicians nationwide. the establishment of the parliamentary Friends of School Chaplaincy, a non-partial the establishment of the parliamentary Friends of providing parliamentarians a platform to engage with Chaplaincy Service providers on matters related to School Chaplaincy and the National School

Hosting a launch event with the Speaker of the House of Representatives and Breakfast Club for parliamentarians at Parliament House, this newly established forum saw approximately 50 Senators and Members of Parliament publicly show their support for the wellbeing of school communities throughout Australia.

Senator Matt O'Sullivan and Senator Helen Polley at the Parliamentary Breakfast Club in Canberra.





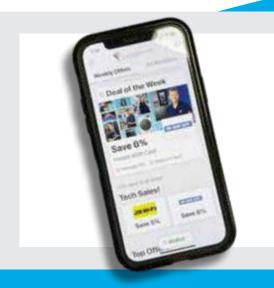
#### **Refreshing our Brand**

YouthCARE's marketing capabilities expanded over the past 12 months to meet our increasing opportunities on internal and external communications for the organisation.

This growth increased internal capacity, so intentional adjustments could be made to the YouthCARE brand improving usability for our people, consistency and public recognition.

Adjustments included implementation of the curved brand element, a refreshed typography and purposeful content capture. The rebranding was scheduled in waves with gradual publication across traditional collateral and digital assets to include signage, corporate documentation, flyers, website and social media.

Guided by the strategic plan this refresh enables YouthCARE to become a household name that everyone knows and understands, opening more doors to support the needs of our WA school communities.



#### **Launching YouthCARE Rewards**

Providing attractive employee benefits was an important part of YouthCARE's Strategic Pillar to grow our people – making YouthCARE the employer of choice.

After surveying our staff and listening to their feedback on rewards, recognition and value we launched YouthCARE Rewards, an employee discount program where every dollar matters.

This exclusive benefit program is run through the Smart Spend app and allows users to access savings from hundreds of major retailers on the go. It is quick and easy for our people and their families to save on everyday purchases, holidays, movies and much, much more.



#### **Developing ireflect**

In 2023, we trialled the use of a wellbeing check-in app, iyarn, which enabled our teams to track how they were going with life and work through an anonymous questionnaire. A curated set of questions allowed the check-in to be customised for trial groups – internal staff and participating schools. This opened the door to intentional and meaningful discussions with a dotted line to forming new support pathways and proactive culture checks within each team.

Through the trial we observed how useful the tool could be as it enabled YouthCARE to extend a helping hand to our people and communities, proactively placing importance on wellbeing, because we all know how important it is.

Internal research conducted by iyarn revealed a direct correlation between check-in frequency and red flag reduction for users, demonstrating the positive impact the tool has on wellbeing. In 2024, YouthCARE, in partnership with iyarn, will launch our very own version called ireflect. This tool will be a continuation of the support YouthCARE already provides to both students and staff.



## our Member Churches

Anglican Church of Australia Australian Christian Churches Baptist Churches Western Australia

Catholic Archdiocese of Perth Christian Community Churches Australia

Christian Outreach Centre Churches of Christ in WA Inc Church of the Foursquare Gospel Greek Orthodox Archdiocesan District of WA Lutheran Church of Australia Presbyterian Church in WA The Salvation Army Uniting Church in Australia

## Oldfaerships Variables























































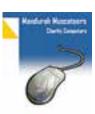




















We are thankful for our member churches as well as over 300 community organisations and local churches across WA for their continued support and prayers over the past 12 months. This support makes what YouthCARE does possible.

We also recognise the Federal Government,
the State Government of Western Australia, the
WA Department of Education, various Local
Governments in WA and our corporate partners for
their continued support.

We also acknowledge the Aboriginal people and elders of the lands on which we deliver our services.

Furthermore, YouthCARE commits to working in partnership and friendship with Aboriginal organisations across WA.





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