



Annual Report **2019/2020**



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Helping make Western Australia the safest place in the world to bring up children

Our Purpose

The purpose of our organisation is to provide advocacy, services and supports to reduce the impacts of child abuse and other adverse childhood experiences – and in doing so help WA become the safest place in the world to bring up children.

Our Values



Bold and Courageous

We stand up for what is right and assist to amplify the voices of the children, young people, families and communities we support.



Curious and Humble

We search out information and data that will help us to remain on the forefront of all that we do.



Caring and Respectful

We acknowledge and embrace the diversity and individuality of all we meet and those we serve.



Hopeful

We believe in the power of positivity and are optimistic to change, having faith that together we can overcome any challenge we may face.



Truth telling and accountability

We are committed to being open, honest and taking responsibility for our actions.





Message from our Chair

The year covered by this report has been a year of momentous change, not just for Parkerville, but for the world. I will refer briefly to some of the more significant changes impacting on Parkerville Children and Youth Care.

The Stan & Jean Perron Child Advocacy Centre

In October 2019, we were pleased and proud to open the Stan & Jean Perron Child Advocacy Centre in Midland. The Centre became a reality after years of fundraising for this purpose, thanks to the generous donations of many, including the Perron Foundation. The new Centre provides a second “one stop shop” for victims of child abuse – our therapeutic and administrative staff are co-located with two squads from WA Police and a team from Child Protection and Family Support. Other partners on site are Yokai Healing Our Spirit; Wanslea Family Services; St John of God and Ngala.

Farewell Basil Hanna

Shortly after the opening of the Stan & Jean Perron Child Advocacy Centre, Basil Hanna retired from the role of CEO which he had held for fifteen years. Basil made a massive contribution to the growth of Parkerville and to the welfare of Western Australian children during his period of outstanding service. He oversaw the delivery of new and innovative services and obtained the funding that enabled our two Child Advocacy Centres to become a reality. Parkerville and the greater community will be forever indebted to Basil for his leadership, commitment and dedication to the welfare of children in our State.

Welcome Kim Brooklyn

We have been very pleased to welcome Kim Brooklyn to the role of CEO. Kim has worked tirelessly and effectively to overcome the many challenges which none of us expected this year. The Board and I are most grateful to Kim and her team of dedicated staff for their commitment to making Western Australia a safe place for all children.

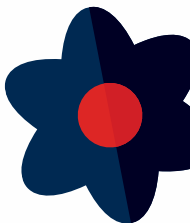
Historical claims and redress

During part of our history, particularly during the 1950s and 1960s, some children and young people under our care experienced harm. This is a matter of great shame for us, as no child in our care should experience any form of abuse or harm.

We joined the National Redress Scheme in July 2019 and cooperate fully with its enquiries. In February 2020 we published a full and complete apology on our website, and we are improving the ways we talk publicly about our history so that we include all the experiences of former residents. We have also adopted a restorative justice approach in dealing with civil claims from former residents and respond to those claims with humanity and compassion. Resources have been set aside to meet our responsibilities in relation to these claims. No donated funds are used for this purpose.



We are **improving** the ways we talk publicly about our history so that we include all the experiences of former residents.





“We were acutely aware of the potential risk to the children and staff in Out of Home Care and acted quickly to mitigate those risks.”

COVID-19

The pandemic has had a profound impact upon most activities in our community and Parkerville has not been exempt from this impact. We were acutely aware of the potential risk to the children and staff in Out of Home Care and acted quickly to mitigate those risks (which fortunately have not yet eventuated). For a period, it was necessary to direct the majority of our office-based staff to work from home. However, our Child and Family Advocates remained on site at our Child Advocacy Centres to work alongside the WA Police Teams, and we offered the office space freed up by office staff working from home to the Police Teams engaged in child abuse and domestic violence work. We are grateful to our collocated partners Wanslea, Ngala, St John of God and Yokai, for their cooperation in assisting this to occur quickly.

Fundraising efforts

Prior to the pandemic our fundraising efforts were predominantly event driven. The events planned for 2020 had to be cancelled or at least significantly redesigned which has resulted in a significant reduction in donations. We have endorsed and embraced a new fundraising and philanthropy strategy which reduces our reliance on signature events, focuses greater attention on bequests, major gifts, regular giving and grants. New staff member, Jessica Cook, oversees this new strategy, with the assistance of our Philanthropy Committee lead by Deirdre de Souza. I take this opportunity to express our gratitude to our many loyal supporters who continue to show their generosity even in the most difficult times.



The Board

The Board has been required to meet more frequently than usual to address the many challenges that the year presented. I am most grateful to my fellow Board Members for their unwavering commitment. During the year under report, Mark Borrello, Tony Brooks and Sophie Raven stepped down from the Board. We are most grateful to Mark, Tony and Sophie for their contribution to the children in our community during their years of service on the Board. We have been very pleased to welcome Craig Somerville and Deirdre de Souza to our Board and look forward to working with Craig and Deirdre in the years ahead.

Hon. Wayne Martin AC QC
Chairperson



CEO update

2019 – 2020 “A Significant Year”.



The past year has been significant for Parkerville Children and Youth Care celebrating great achievements, overcoming challenges and demonstrating continuing determination to deliver on our vision to help WA to become the safest place in the world to bring up children.



Significant Achievements

Since commencing as the CEO of Parkerville in October 2019 we have recognised many significant achievements including:

- Officially opening the Stan and Jean Perron Child Advocacy Centre in Midland;
- Celebrating the retirement of past CEO Basil Hanna and recognising his organisational leadership through an exceptional period of growth, innovation and change;
- Developing a new fundraising and philanthropy strategy including a gift in wills focus;
- Commencing a significant codesign project for our Out of Home Care services in partnership with the Innovation Unit;
- Developing cultural and clinical partnerships for program management to build inclusivity in our approach;
- Commencing a digital transformation project that will see us be much more agile and responsive to the needs of our team, programs, and organisation, and people we serve;
- In partnership with the Australian Centre for Child Protection, being the recipient of a Lotterywest grant to undertake the Pursuit of Excellence in Responding to Complex Trauma project;
- Updating our approach to HR systems and processes and remodelling our service area to emerge as Parkerville CYC People and Culture;
- Hosting a significant event despite the challenges of COVID-19.

Shining through significant challenges

Without a doubt we faced what has come to be one of the most significant global crises in recent living memory. The COVID-19 pandemic created challenges for everyone, not the least being our teams and the children, young people, families and communities we serve. What became evident really quickly however was the strength, resilience, graciousness, skills and adaptability that shone through in every action taken by our teams and those they supported. It was exceptional work during exceptional times.

COVID-19 certainly challenged us. As essential services we continued to work with children, young people and their families throughout the lock down periods. We moved our office teams to work from home using telehealth and MS Teams/Zoom while also ensuring the people we served remained connected and supported. We worked hard to ensure the children we care for in our cottages, homes and foster care were supported, linked up via technology and able to maintain their connections with their schools, friends, families and supportive adults.

Thank you to our amazing program teams who went above and beyond at every stage to ensure that the people they served were not disadvantaged by the pandemic. The ingenuity of our team in making sure we had supplies was also noteworthy. Thank you to the army of older Australians who helped source high demand items until such time as they too had to go into full lockdown; the volunteers who went into production in making masks to fit all ages; and to the incredibly inventive and dedicated administration and facilities teams who found ways to access resources we needed when they were in scant supply.

Thank you to our incredible supporters and donors who helped us despite also experiencing similar challenges. Special mention must go to RSM, Chemclean and Blackwoods who supplied items such as laptop

“We worked hard to ensure the children we care for in our cottages, homes and foster care were supported and able to maintain their connections.”

computers to ensure the children we cared for could attend school and remain in contact with loved ones; and sanitiser and gloves so that our team could work in houses and anywhere they were needed safely.

To our broad leadership group who worked tirelessly this year to ensure that we had plans, protocols and resources in place to keep our teams safe and our services operational – your values, dedication and commitment shone through in every action you took and every support you offered to our team... thank you.

And finally, a big thank you to our Board – your extra time, commitment, clear decision making and support enabled us to be innovative, agile, responsive and resourced. Your commitment to a greater good also shone through when you agreed to share our resources and facilities with essential service agencies in two of our major locations – thank you for modelling exceptional corporate citizenship and a commitment to broader community outcomes.

Our continued determination

Into the future our Board and service teams will continue to work hard to deliver on our purpose of providing advocacy, services and supports to reduce the impacts of child abuse and other adverse childhood experiences and help WA to become the safest place in the world to bring up children. To achieve that goal we will also work with families to help them to become the best versions of themselves, and with communities to prevent child abuse. We do all of this because we want to create a community that is safe so that all children can grow to their full potential and flourish as adults.

Kim Brooklyn
CEO



Service statistics

For the 2019/2020 financial year



5,036

Children, young people and families supported



2,345

Early intervention and prevention services provided



2,691

Secondary and tertiary services provided

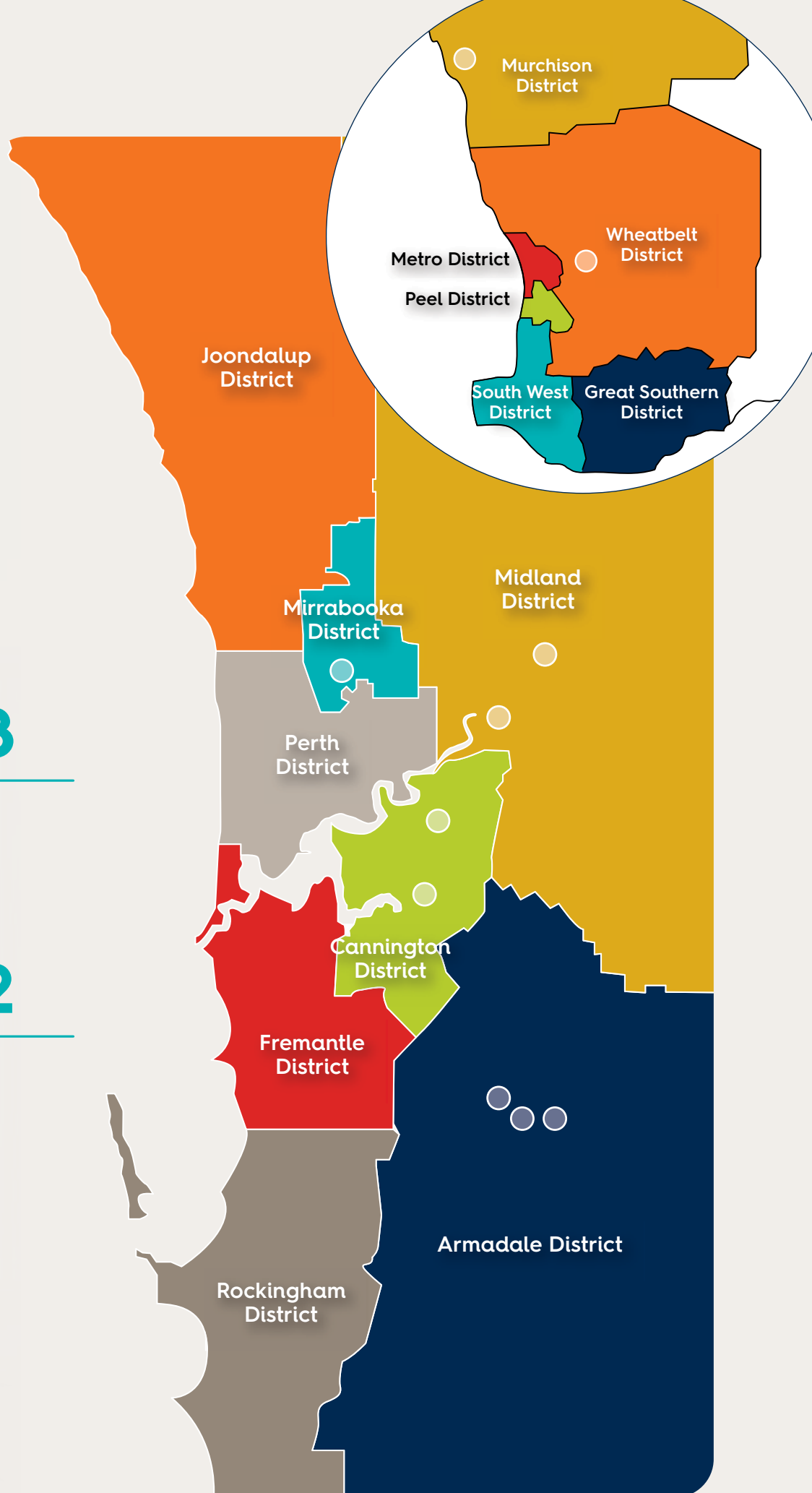
Service locations



metropolitan hubs



regional hubs



Out of Home Care update

For the Out of Home Care team at Parkerville, the last year has been interesting to say the least. When reflecting on the year there are a couple of words which sum it up well – transformation and safety.

Transformation

Transformation initially came in the shape of the change in leadership and a significant change in team members within the Out of Home Care team. We waved goodbye to Jo Collins following her seven and a half years of dedicated service to the Out of Home Directorate, and not long after we welcomed our new CEO Kim Brooklyn following the retirement of Basil Hanna. Finally, we saw the induction of the first Acting Joint Co-Directors in Out of Home Care in my colleague Tony Hansen and myself.

Holding on to this theme the new team commenced a journey of transformation. Transformation in how we provide our services to children and young people, their families and their communities. There was a commitment made by our new CEO and the Out of Home Care leadership that the services we provide to children and young people must be future focused with the guiding principle that children belong with their families and in their own communities. That any service design would be undertaken in collaboration with the people we serve and those who serve them.

We have been incredibly lucky to have assistance from some really special people to start this work. Enlisting the services of the Innovation Unit has been such a win in every respect: in the knowledge they brought to the Co-Design space and in how they expertly coached and mentored our team to undertake the Co-Design process. To me, the transformation that has been the most impactful, is the relationships that have formed over the past year. Relationships that can never be replicated and ones that we hope will continue to grow into the future.

We have also have the opportunity to speak to, and engage with, some 100 of the most courageous and tenacious service users, stakeholders, children and young people, whose frank, open and at times challenging to hear, feedback and insights have guided the work we undertook towards our new model of service delivery.

We are still very much at this start of this journey, however, are fully committed to change and to being more focused on the whole child in the context of their family and community.

Safety

In Out of Home Care, as it the case in all forms of life, safety is a relational experience. Safety is achieved not through material protections but through our social engagement systems which connect all human beings to one another. This has never been more evident than during this recent Pandemic.

Every night we are entrusted with one of the greatest responsibilities possible, to provide a safe and nurturing home environment for over 100 of the most vulnerable children and young people in our communities. The children we care for often have early life experiences that have been characterised by a lack of safety. Often where their initial primary care givers have, in the face of environmental dangers, not had the capacity to calm them and connect with them due to their own dysregulated physiological states. This leaves them extremely vulnerable both now and, without support and treatment, into the future.

For children to heal from their trauma, to grow, thrive, learn, love, play and experience all that is rich in life, it is a biological imperative that they feel safe. Within the Out of Home Care team, we have a group of people who are totally committed to provide an environment for children to feel safe. In particular this was embodied by our Carers and support staff in our Family Group Homes, in our community foster care placements and in our residential facilities. Never before have I experienced individuals making such personal sacrifices in their own families and lives, to be the pillars by which children and



The **number of children**
currently in our care.



National redress We are sorry

young people have been able to maintain a sense of safety, than during the recent Pandemic. The nurturing care provided, support, love, acceptance and radical ways to ensure they can remain connected to their families and communities, has been a testament to the passionate and dedicated staff we have in the Out of Home Care team.

We strongly believe that safety is a basic human right. Without having a felt sense of safety perceived threat can overwhelm a child's capacity to regulate their effective state, which in turn returns them to their previous state of abuse and loss evoked trauma. This is more so the case for children and it is a terrible indictment that there are still children in our State who don't feel safe. It continues to be our mission to make a difference for the children in our care and we will continue to protect these children from harm, and provide them with a sense of psychological safety.

Johnny Rylatt

Co-Director of Out of Home Care

Parkerville Children and Youth Care, or Parkerville Children's Home as we were known, have been providing residential care for children and young people, who for various reasons were unable to live with their families, in Western Australia since 1903.

We acknowledge with deep sorrow and regret that at certain times in our history we failed some of those children and young people.

To those who did not receive the best quality care, and to those who may have experienced physical, sexual, or psychological abuse whilst under our care, we offer you our most sincere and heartfelt apology.

You did nothing wrong. You already had a less than ideal start to life and you were the victims of acts that were inexcusable under any circumstances. We recognise that such trauma may have left an immeasurable and lasting impact on you, your families, your friends and your communities.

To you all, we say sorry.





Therapeutic Family Services update

Therapeutic and Advocacy Services

This last year has been a year of challenges for the clinical team, however we have also enjoyed many successes and surprised ourselves in our ability to adapt, refocus and grow stronger both as a team and as individual practitioners. Perhaps the largest challenge and success for the team was our adaption to telehealth services during the Pandemic. This required the close cooperation of clinical team members, ICT, administration, and the Quality team to achieve such a huge change in a very short space of time. We found clients and staff alike negotiated this change surprisingly well, and clinical interventions and gains were not hugely affected. We did, however, become more cognizant of the impacts of social isolation on staff working within such a tough field. Frequent team meetings for staff catch-up and debrief helped this, as did the occasional appearance of our children and pets offering some lighthearted fun.

We have maintained strong links with Department of Communities; Child Protection and Family Support, as our main referral base. Referrals generally have ramped up over the course of the year, with long waitlists seen across all of our office locations. This trend is noted to be sector wide and linked to this Pandemic. We are also seeing a change to the landscape of psychological service provision generally as a result of increases to consumer need. Recruitment is becoming increasingly competitive, with growing employment opportunities in the public, private and non-government sectors. Recruitment of suitably qualified staff has been difficult for the team this year given this change and is a continuing area of focus.

Overall, the clinical team has enjoyed a successful year and we remain both hopeful and excited for further positive changes within both the agency and the communities within which we work.

Multiagency Investigation and Support team

Like all other programs this year we experienced many ups and downs. The team doubled in size with the creation of our Midland team, we moved into our new home in the glorious Stan & Jean Perron Child Advocacy Centre, we doubled our client reach and supported more than 1,000 children and their families, and found ways to manage through early lockdown.

The success of expansion and opening our new Centre was unfortunately short lived, as COVID-19 restrictions hit and we had to refocus and find new ways of working. The team were the lone workers at the Centre during the months of lockdown for WA as we continued to see children for forensic interview and support. Our attentions also turned to the community and how we could reach those children now unsafe in lockdown; without school, sporting activities, friends and extended family to see and support them. We double our outreach efforts and connected with other programs to ensure we continued to provide visibility for vulnerable children and families. Now the lockdown is over, we are starting to see an increase in reports and subsequent demand on our services.

However, like the rest of our team, we are hopeful for the future and where we are headed. We have our sights set on further expansion to increase our reach and support more children and families.



Community outreach

Throughout the year, Parkerville's community-based programs have continued to provide a wide variety of services to children, youth, families and educators through early intervention programs like the Child and Parent Centres, Family-School Support Program and School Based Support services to our youth and family outreach programs (Momo, Reconnect and SACS), across the Perth metropolitan area from Ellenbrook to Armadale and as far south as Bunbury. Due to the ongoing hard work and commitment of the community teams we were successful in securing further funding across all of our programs, which will allow us to continue to provide intervention and advocacy services to well over 1,000 clients annually.

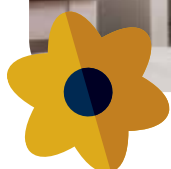
The Child and Parent Centre teams successfully relocated from the Challis Child and Parent Centre into the Westfield Park Child and Parent Centre with no disruption to services. Due to the size and nature of the new centre we have seen an increase in the number of families being supported and greater variety of services provided to the Armadale community. With the unexpected impacts of COVID-19 in early 2020, our Outreach programs were quick to alter program service provision to ensure that families were able to

continue to receive services in a safe and meaningful manner with little to no disruption to their engagement. Our Child and Parent Centres were able to transform themselves to accommodate staff from the Department of Health who were required to relocate their teams for the establishment of COVID-19 clinics, which allowed the community to continue to have access to much needed health services. Our school-based programs were also able to adjust their service model to provide wrap-around supports and advocacy for families and for the onsite teaching staff who were struggling with the impacts on their work due to the restrictions placed by the Pandemic.

Overall, given the challenges that were placed across the entirety of the State and on Parkerville as an organisation, the community services teams demonstrated their commitment to meeting the needs of the families, children and their communities with flexibility, passion and professionalism. We have had the opportunity to further develop our relationships with other Not-For-Profit organisations and government departments and we will be looking forward to continuing and expanding on our work.

Amanda Paton

Director of Therapeutic and Advocacy Services



Fundraising update



Our supporters

As an organisation which relies on the generosity of our supporters, it is essential that Parkerville Children and Youth Care has a strong and engaged relationship with the Western Australian community.

We are incredibly fortunate to work with many wonderful organisations and foundations as well as some very special individuals, who are committed to help us make Western Australia the safest place in the world to raise a child.

It is thanks to these supporters, that we were able to raise \$4.2 million in the 2019/20 financial year, which helped us to:

- Open the Stan & Jean Perron Child Advocacy Centre in Midland;
- Establish an Arts Scholarship to enable children and young people in our care to achieve their full potential and follow their dreams;
- Identify and recruit a new role required in the Murchison region; and
- Provide vital services to over 1,000 children, young people and families through our Child Advocacy Centres.

Thank you to all our supporters, no matter what the contribution. Your support makes a world of difference.

You can get involved and support the work we do by:

- Making a regular monthly gift;
- Fundraising in your community;
- Volunteering with us;
- Becoming a corporate partner;
- Getting involved with one of our upcoming campaigns; and
- Making a lasting contribution by leaving a gift in your will

For more information, visit www.parkerville.org.au/support-parkerville

Our Campaigns

Your wish for children

Here at Parkerville, we believe that childhood should be rich with colour and experiences. It is a sacred time of safety and well-being, and to dream, imagine and discover. However, this is not the reality for some children. In Australia, one in four girls and one in six boys will be abused before they are eighteen years of age.

Our wish for children is that they feel safe and supported, and that their voices are heard. Our vision is to create a community that is free from child abuse so that children have the opportunity to grow to their full potential.

But we cannot do it alone.



Our Supporter Promise

We promise to be:



Genuine

You can trust that your donation will be used to provide vital services to children, young people and their families who have experienced trauma from abuse.



Transparent

Your contributions will provide support where there is the greatest need, unless otherwise directed by you.



Appreciative

We don't take your support for granted. We will listen to what you have to say and respect your contribution.



Protective

Your personal information is confidential. We take measures to keep your information safe and will not disclose or share it with any third party without your consent.



Respectful

Our achievements are your achievements. We will always share the impact of your generosity with you.



As a child, what were your wishes? What are your wishes for your children and loved ones? What do you wish for the next generation? As you think about your wish for children and your plans for the future, we invite you to consider leaving a gift to the future children and young people of Parkerville in your Will.

By leaving Parkerville Children and Youth Care a gift in your Will, you will be making a lasting contribution towards much needed specialist care and services for children, young people and families.

For more information, visit www.parkerville.org.au/gifts-in-wills

If you would like to have a confidential conversation with someone about the impact of your gift or if you have any questions, please call us on (08) 9235 7030. We want to ensure that we can carry out your wishes so that your gift impacts the future children and young people of Western Australia, just the way you want.

Stand with us

Parkerville's Child Advocacy and Therapeutic Services are critical to ensuring that each child reporting child sexual abuse has the best possible chance of overcoming the harmful impacts of trauma from abuse. Parkerville has a large team of specialised Psychologists and Social Workers providing targeted child abuse therapeutic and advocacy services across the metropolitan area in two targeted programs.

Child Advocacy Centres and MIST

In 2011, we constructed Australia's first Child Advocacy Centre in Armadale, and a second was opened in 2019 in Midland. The purpose of a Child Advocacy Centre is to be a community-based, family friendly place where professionals from different agencies and disciplines come together to provide specialist services to children, young people and families who have experienced abuse.

In 2015 we established Australia's first multi-disciplinary team (MIST) consisting of police, child protection, social workers and psychologists to enable an efficient and effective model of care and treatment, delivered from a child-focused facility. MIST has demonstrated that it is results driven while also being able to meet the required clinical and child protection outcomes.

Rather than the child and family having to go to different agencies after their child has disclosed abuse, the team sits together and responds to each case in a collaborative manner. MIST also works closely with local police, health, support agencies, the Department of the Attorney General's Victim Support and Child Witness Service, and other WA Police



Child Abuse Squad teams in order to ensure a holistic approach to therapeutic care, child protection and the judicial process.

Child and Family Advocates

The role of the Child and Family Advocate is to provide a voice and support for the child and family once abuse has been disclosed. The Advocate will support the child and family across all service interactions, from when they enter one of our Child Advocacy Centres and for as long as they require.

The Advocate is uniquely positioned to provide information and support to children and families, who often have a host of concerns and needs when accessing services across health, police and child protection agencies and during the legal process. They are committed to collaboration with government service providers and community partners to ensure the best outcomes for children.

In what is of the most challenging times for a child and their family, the Advocate will be their strength, providing guidance, love and care every step of the way on their healing journey.

How you can help

The operation of these two key services currently run at a deficit we are mostly reliant on fundraising and philanthropy to deliver these services to the community.

We therefore ask you to stand with us, behind all children, especially those who have experienced trauma from abuse. We ask that you help us ensure that those children who have suffered more than any child ever should, have access to the very best services on their road to recovery.

To make a difference to the lives of WA children, donate today at www.parkerville.org.au/stand-with-us



Parkerville Reconciliation Action Plan

Parkerville Children and Youth Care are pleased to announce that we will be launching our innovative Reconciliation Action Plan during NAIDOC Week 2020.

Our Innovate RAP outlines actions that work towards achieving our organisations unique vision for reconciliation. Commitments within our RAP are aspirational and innovative in order to help us to gain a deeper understanding of our sphere of influence, and establish the best approach to advance reconciliation. The purpose of an Innovate RAP focuses on developing and strengthening relationships with Aboriginal and

Torres Strait Islander peoples, engaging staff and stakeholders in reconciliation, developing and piloting innovative strategies to empower Aboriginal and Torres Strait Islander peoples

Tony Hansen

Co-Director – Out of Home Care



1. RELATIONSHIPS

We are committed to developing innovative and culturally safe services in partnership with government, not-for-profit organisations, Aboriginal Community Controlled Organisations and communities, in order to best meet the needs of and improve outcomes for the children, young people and families we serve.



2. RESPECT

We seek to ensure that our staff have a comprehensive understanding of and respect for Aboriginal and Torres Strait Islander cultures, histories and achievements. We recognise this is critical to providing culturally safe services for children, young people and families.




3. OPPORTUNITIES

We seek to work with Aboriginal and Torres Strait Islander communities and organisations to achieve improved employment outcomes, helping to build a culturally secure workforce, increasing supplier diversity and procurement opportunities, and exploring new partnership opportunities.



4. GOVERNANCE, TRACKING PROGRESS AND REPORTING

Stan and Jean Perron Child Advocacy Centre Midland

Our purpose-built Stan and Jean Perron Child Advocacy Centre (SJPCAC), opened in October 2019.

This was a \$25 million investment project for the area and was made possible through the generosity of our incredible supporters. Thank you to everyone who donated to help bring our vision into fruition, a special thank you to Stan and Jean Perron and to our friends Lotterywest who both contributed large sums to this centre, thank you. Our newest Child Advocacy Centre sits in the historic Midland Railway Workshops area in Western Australia and is five times the size of our first Child Advocacy Centre, The George Jones Child Advocacy Centre in Armadale. It is home to multiple community sector organisations, Western Australian Police: Child Abuse and Family Domestic Violence units, Child Protection services and specialist therapeutic services from Parkerville Children and Youth Care.

It has multiple meeting rooms fully equipped with audio-visual equipment, over ten client consultation rooms, a large play room, reception, larger multipurpose

occupational suite and much more. There is also a large Theatre of Learning with a 200-seat capacity which is utilised by many community groups to facilitate learning and provide education to the community and professionals. The primary, secondary and tertiary services delivered from the SJPCAC, are available to the children, young people and families of the North East Metropolitan corridor and in some cases, to those from the entire North Metropolitan area, as appropriate and necessary.

The SJPCAC is also home to other community sector organisations such as Wanslea Family Services, Yokai and Ngala. The integrated service opportunities for families accessing services from the SJPCAC are significant. Each organisation offers a variety of programs for abused or 'at-risk' children in the one location.



We are a Child Safe Organisation



This year we continued our commitment to the health, safety and wellbeing of children and young persons, by again obtaining accreditation by the Australian Childhood Foundation Safeguarding Children Program.

The Australian Childhood Foundation is the auditing body that scrutinises our organisational commitment, process documentation and objective evidence to ensure we provide a child safe environment for all children and young people.

Accreditation status requires our organisation to be competent in the seven child safe standards in

all aspects of our work. The accreditation process demands that we reflect on what it is we do and how we can do it better.

Our ACF accreditation status allows us to send a strong message to our clients, children, young people and families, as well as our stakeholders and our supporters, that we do what we say we do, and we do it well.





Our people

Parkerville CYC employs a skilled, knowledgeable and qualified workforce who are dedicated to making a positive difference for children and young people.

The majority of this year has been focussed on upgrading our approach to supporting our people. One of the significant changes was the appointment of our strategic HR advisors Azure HR, and renaming the service area to People and Culture. In making this change we have been able to take a new lens to how we conduct our work and how we support our team. One of the areas that has been upgraded is our more agile and adaptive approach to recruitment and onboarding – the lessons learnt during the initial phase of COVID-19 helped us to build those skills in a hurry and we are continuing to build on the foundations as a choice. We have also been keenly focussed on reducing hours and days lost as a result of injuries resulting in significant improvements in how we respond to our team and ensure they have what they need.

Our workforce (circa 185 employees) are our key asset and key enablers to the achievement of our goals. As our organisation grows, we will further develop our workforce by implementing a range of workforce development strategies for our future success whilst we ensure that our services continue to be sustainable and nimble.

Our People & Culture Service Area stimulates an integrated approach to “people” and “culture”. We encourage our “people” to work together to focus on improvements and for our “culture” we encourage teamwork, efficiencies, measurable outcomes and astute utilisation of resources. Over the next 2-years, we will continue to:

- Align our services to outcomes by fostering a diverse workforce that is valued, trusted, engaged, responsible and accountable.
- Provide evidence-based outcomes that clearly state what has been done and how our work has made a difference in the lives of others.
- Support the safety, health and wellbeing of our people whilst setting realistic, clear and measurable expectations.
- Deliver a high quality customer service by empowering our people to be agile, flexible, courageous and adaptive to the needs of our customers.
- Be innovative and inquisitive to explore mixed-models of service delivery to enhance outcomes whilst we introduce digital systems to support greater efficiencies.
- Develop a culture where Workforce Plans are integrated into Business Plans that align with operational planning and budget cycles.

Together – we will continue to make a positive difference.



■ Full-time	108	52%
■ Part-time	58	28%
■ Casual	40	20%



"Helping make Western
Australia the safest
place in the world to
raise a child."



Finances

Parkerville Children and Youth Care receives income through contracts as awarded by various funding bodies, grants, investment income and donations gifted by the community. The sources of that income and the expenditures made with those funds are shown in the graphs below.

Parkerville Children and Youth Care is a registered charity with the Australian Charities and Not-for-profits Commission (ACNC) and holds a Deductible Gift Recipient (DGR) status as endorsed by the Australian Taxation Office.

This means the community is able to make tax-deductible donations to our organisation, and can trust that we operate in a transparent and ethical manner at all times.

Sources of funding

During the 2019/2020 financial year, Parkerville Children and Youth Care received \$19.1 million in income and provided services to 5,036 children, young people and families.

The Western Australian State Government continues to be a key stakeholder, with 72% of our funds being from contracts awarded by the Western Australian State Government and used to provide highly specialised contracted services to some of our community's most vulnerable children, young people and families. A further 3% is provided by the Commonwealth Government, supplementing our funds for these services.

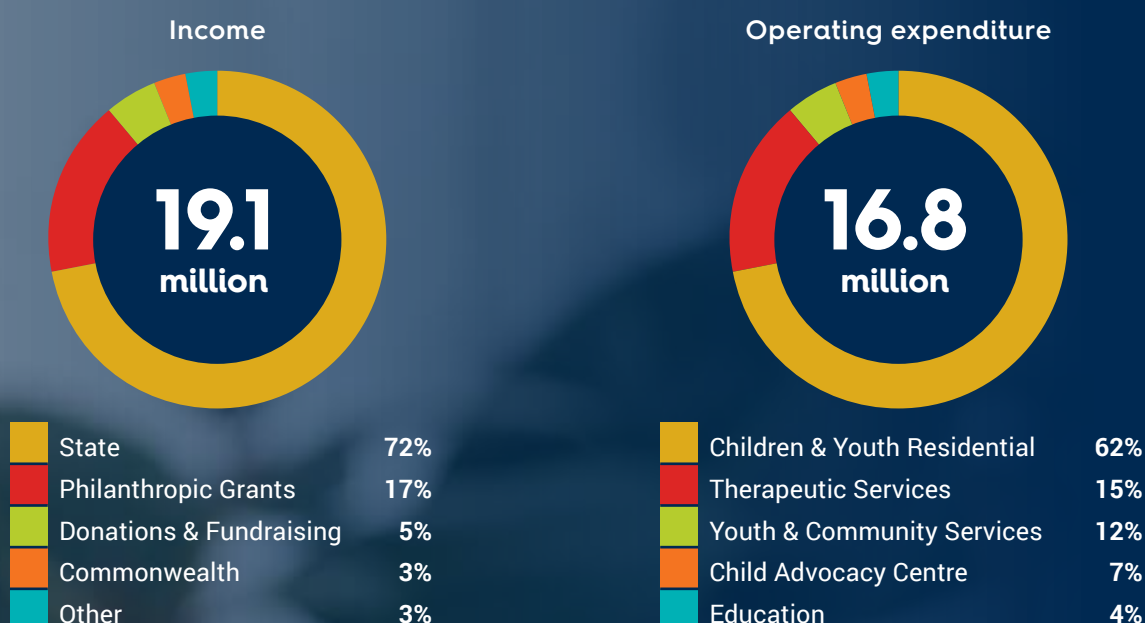
Last year \$4.2m was given to Parkerville Children and Youth Care via fundraising, donations or various philanthropic grants, this remains an important part of our sustainability.

Expenditures

During the 2019/20 financial year 86% of the staff employed by Parkerville Children and Youth Care were directly providing services for our clients.

Our program expenditure was \$16.8m with the majority being for our children and youth residential services accounted for 62%. While a further 15% went to therapeutic services, 12% towards youth and community services, 4% towards education services and 7% towards our Child Advocacy Centre.

Given the historic nature of the work in which Parkerville Children and Youth Care participates, there are civil and Redress claims currently underway, or being settled. Parkerville has provisioned for these claims which will be paid from historic assets and not operational or donated funds.



Stories of hope

Achieving greatness against all odds

The Education, Employment, and Training (EET) programme is a unique programme that aims to prepare young people aged 14 to 16, who are at risk of failing school, for the world of work. Our goal is to teach programme participants basic work skills and encourage them to develop a solid work ethic. The programme is registered with the Department of Education and Training and caters for young people who have been excluded from school, received multiple suspensions, are chronic truants or school refusers.

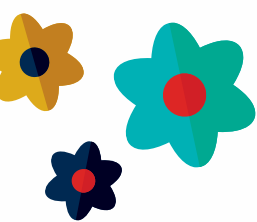
When the restrictions due to the COVID-19 outbreak were put in place forbidding face to face schooling and contact, we braced ourselves for a very challenging period for our participants. The challenges for our young people in the programme who already struggle with education were already so great and COVID-19 was yet another obstacle for them to cross.

We know from experience that the young people who join us in this programme are capable of wonderful outcomes, gaining skills that help them to thrive as they enter adulthood. What we didn't know was exactly how they would react to the unprecedented disruption that COVID-19 had caused, but we were so pleasantly surprised.

The first challenge we noticed was that the young people struggled with the lack of personal contact. They had to get used to social distancing and finding a new way of greeting without physical contact. This meant no more handshakes, friendly jostling, or hugs for their classmates and getting used to elbow pumps and feet taps to greet each other.

The one area that surprised us the most was their continued engagement in their education. Each of the young people is studying their Certificate II in General Education for Adults. When we moved to distance learning, each young person completed daily lessons over the phone with a teacher. The students' ability to adapt to this was fantastic as 10 out of 12 students picked up each day, completed lessons, and some even asked for extra lessons and assignments to do. After this EET went to alternate days to keep the numbers low. Once again, the students surprised us by adapting well and attending on the correct days. Some even found alternative transport routes due to limited public transport.

We are so incredibly proud of these young people and we are extremely pleased to report that ALL students completed their Certificate II in General Education a whole 4 weeks before the expected date. Given the circumstances, this was exceptional.





"It is important that we remind ourselves that whilst the meaning of family may be different for each of us, **it is connection** that we as **human beings yearn for.**"



Camp Carona

Moira has been a foster carer with Parkerville for ten years with some of the children in her current care having been with her for the past four years.

When we asked Moira how the children were coping in COVID-19 she responded... "they are brilliant". "We've been lucky, being surrounded by the bush means the kids are able to still take their bikes out, play basketball and get up to their usual mischief."

Moira suggested to the children that perhaps they should name their new 'Home School'. After some deliberation a unanimous decision was reached: "CAMP CORONA". They designed a school emblem, just to make it official, and throughout the house put up posters which read, 'Quiet please we are learning' – advising all visitors that class was now back in session.

One of the children in particular found home-schooling to be a big adjustment. This child has quite high needs and requires lots of attention and assistance to complete the tasks assigned. He coped really well, however was definitely ready to go back and see all his friends when restrictions eased.

For an 11 year old girl in Moira's care, home-schooling was a blast and she wished it could stay forever. Moira said this child really shone and the time spent at home helped her reflect on her own connection with family. She had never had much information on her culture and recently began to show a keen interest in where she is from and finding out about her family.

Moira was able to connect her to her father via Skype and they were able to speak about her relations and their history.

Moira said this was a wonderful experience for the child. She was so excited to learn that she had a huge network of relatives up north, and has even started learning some of her native language from resources accessed via the internet.

Keeping connected during COVID-19 has been a challenge we have all had to navigate. For the children in our care it is so important that, where appropriate, they maintain the connections they have with their biological families via social media and video calls. Thanks to the generosity of our supporters here at Parkerville we have been able to ensure these connections are maintained and nurtured, which has led to much better outcomes for the children we serve.

It is important that we remind ourselves that whilst the meaning of family may be different for each of us, it is connection that we as human beings yearn for. For the children and young people in our care keeping connections with family and culture is so important on their journey to live full and happy lives.



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