



Annual Report 2023/2024





Acknowledgement of Country

**Ngala kaaditj Whadjuk Noongar
moort keyen kaadak nidja boodja**

Parkerville Children and Youth Care respectfully acknowledge the Whadjuk people of the Noongar Nation as the Traditional Owners and Custodians of their culture, land and waters on which we work, live, and meet.

We pay our respect to all Elders past and present, for they hold the memories, traditions, and cultural knowledge of Aboriginal Australia.



Artwork by
Buffie Punch



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Artwork featured on the covers and throughout this document created by Darren Hutchens.

Darren Hutchens, an experienced mural artist, project facilitator, and graphic designer, has been transforming spaces with his vibrant and engaging large-scale public artworks for over two decades. His work, characterised by a playful use of colour and a sense of fun, is displayed across all of Parkerville Children and Youth Care’s buildings, bringing warmth and creativity to the environments we create for children and families.

The design used in this annual report was inspired by the animals found in the serene and lush grounds at our Parkerville campus.





Message from the Chair

Reflecting on a Milestone Year: Celebrating Achievements and Looking Ahead

Our organisation celebrated its 120th Anniversary during the last financial year and in reviewing our history our legacy is built on a foundation of resilience, dedication, innovation and an unwavering commitment to the well-being of children, young people and families across Western Australia. From our visionary founder, Sister Kate Clutterbuck, to our current team of dedicated staff, each member of our organisational community has played an integral role in shaping Parkerville into the trusted pillar of support it is today.

Implementing our Strategic Plan, our development and success over the past financial year has been particularly significant. Our achievements include being awarded a substantial contract to deliver Our Way Home out-of-home-care services and also winning the prestigious Gold Award at Australia's International Good Design Awards for the 'Our Way Home' model. Both are testaments to our innovative approach and leadership in the out-of-home-care sector, and our deep commitment to delivering contemporary services that focus on ensuring all that we do assists children and young people to go on and live good lives as adults.

We also opened our new MIST service in Rockingham. This achievement was made possible through the generous support of our donors and philanthropists, particularly the Perron Foundation and Telethon. Additionally, with permission from a bequest we received, we have been able to cover three years of rent and create a trauma-informed, child safety-focused environment for our team, the WAPOL team,

and, most importantly, for the children and young people who have experienced child sexual abuse.

Our other successes include (1) implementing Rubys, the first diversion and prevention youth homelessness program for Western Australia via a highly valued partnership with the Department of Communities, the Sisters of St John of God and Uniting Communities South Australia; (2) being awarded a grant to extend our specialist family and domestic violence service to Midland; (3) extending the service period of our Homicide support program for children and young people; and (4) more recently, being informed we were the successful applicant for the first Head to Health Kids Hub service in Australia.

We have also worked hard to resolve historical issues with our award review and compliance actions in their final stages; and National Redress and other claims resolved in ways that respondents tell us were respectful and healing to the extent possible.

As we look to the future, we remain dedicated to addressing the evolving needs of our community. The establishment of a CARE School at our Parkerville Campus, the expansion of our Multi-Agency Investigation Team into Joondalup, and the opening of our new Head Office in Burswood are just some of the exciting initiatives underway. These efforts reflect our commitment to providing holistic, child-centered services and ensuring the safety and well-being of all children and young people in our care. It is also reflective of the dedication of our entire staff, led by an amazing executive team with a constant focus on our

strategic direction to improve outcomes for all children, young people and the families we serve.

Finally, I would like to thank everyone who contributes in some way to deliver exceptional services to the most vulnerable children and young people in our community. We take pride in the work we do, the dedicated individuals who carry it out, and the partners, donors, philanthropists, volunteers and others who stand with us, making a difference every day. Your unwavering support is invaluable as we strive to build a brighter future for those in need of assistance. Thank you.

I would like to extend my heartfelt gratitude to our Board for their steadfast dedication and commitment. Their tireless efforts to resolve historical issues, particularly through the award review and compliance actions, have been instrumental in healing and moving forward. By addressing these challenges head-on and building on our strategic vision, the Board has played a pivotal role in shaping the future direction of our organisation. A special thank you goes to the Board members who retired this year, Belinda Murray and Lyn Lord, for their invaluable contributions.

With so many working hard to ensure the success of Parkerville Children and Youth Care, I look forward to such important continued delivery of excellence for our community.

Colin Pettit, Board Chair



Chris Allen
TREASURER



Davina Goldthorpe
BOARD MEMBER



Julie Baker
BOARD MEMBER



Michelle Fyfe
BOARD MEMBER



Mike Deeks
BOARD MEMBER



Nell Gillett
BOARD MEMBER



Sarah Wells
BOARD MEMBER

120 Years

Honouring 120 Years of Caring for Children in Western Australia

In 2023, Parkerville Children and Youth Care celebrated a remarkable 120 years of dedicated service to vulnerable children, young people and families across Western Australia. This significant milestone was commemorated on 15 November 2023, with a special event that featured a photography exhibition showcasing the organisation's journey from its inception in 1903 to the present day. The exhibit highlighted historic images alongside contemporary photographs by children currently in Parkerville's care, capturing their personal interpretations of "What makes me happy."

Chief Executive Officer Ms. Kim Brooklyn spoke about Parkerville's evolution and its commitment to the National Child Safe principles. "Through trials

and challenges, we have grown stronger and more committed to making sure every child's safety is our top priority. We strive to deliver exceptional services that make a positive difference to the lives of children, young people and their families" she noted. The event was a tribute to everyone who has contributed to Parkerville's legacy, from its visionary founder, Sister Kate Clutterbuck, to the dedicated staff and families.

While celebrating 120 years of continuous service to the Western Australian community, Parkerville Children and Youth Care openly acknowledges the challenges and moments of adversity in its journey. Reflecting on this, Ms. Brooklyn shared, "Over the course of these 120 years, we have faced trials,



setbacks and periods where we failed to provide the safe haven that children and young people deserved, resulting in harm for some in our care. We have apologised to those affected and remain deeply distressed by this chapter in our history. These experiences have sharpened our focus and reinforced our commitment to ensuring such incidents never occur again. We are dedicated to being an extremely safe organisation where children and young people feel valued, heard and empowered to speak up. Our rigorous recruitment standards, clear child safety policies, and a very strong child safe culture - enhanced by our accreditation as a child safe organisation since 2017 and our zero-tolerance alcohol and drug policy – demonstrate our dedication to safeguarding children and young people. We have learned and evolved from both our past mistakes and successes, emerging stronger and more committed to delivering services that meet and exceed the National Child Safe principles that help us prioritise the safety and well-being of all

children and young people. Every child, young person and their family deserves the best version of us, and we strive to show up every day, in every way, to help make their lives better"

Ms. Brooklyn also highlighted the importance of learning from the past, stating, "We stand on the shoulders of those who came before us, and we have listened carefully to the voices of the children and young people we serve. Their experiences inspire us to continually improve and strive to help them reach their full potential. We are committed to dreaming big and working towards making WA the safest place in the world for all children and young people to grow up."

Parkerville's 120th anniversary stands as a testament to its resilience and steadfast commitment to child safety and well-being. The organisation continues to learn from and build upon its rich history, focusing on delivering high-quality, child-centred services that address current needs and anticipate future challenges.





Message from the CEO

The Real Bosses and Ensuring We Deliver

Every day, I have the privilege of working for the most incredible group of children and young people – the real bosses – ranging in age from just a few weeks old to 24 years. Many of them have high expectations, and two in particular never fail to make me smile: twin boys who love leaving me notes on the whiteboards. Their messages range from “Where are you, Kimmy-CEO?” to requests like “We need bikes, more iPad time, or a lift to our part-time job.” Sometimes they write, “Kimmy, we miss you! When are you coming to visit again?” These notes always make me laugh – after all, no one else calls me Kimmy! When I do visit and get the chance to see them, I’m just so incredibly grateful for our teams’ efforts in helping them address past hurts and neglect, and their openness to receiving that help. I’m genuinely deeply moved and every time we meet up, I’m reminded of the incredible progress as they have come such a long way since they began living with us.

Our drive to deliver innovative and meaningful services to children, young people and their families is always present. It shines through in the countless “Kimmy-like” conversations held each day, the feedback from families and children sharing that things are getting better, and the support from partners and stakeholders who align their efforts with ours to amplify our impact and create effective solutions for incredibly complex challenges. This past year has seen us focused on building a more sustainable tomorrow and making longer term plans to address systemic issues like education for children who need therapeutic education options and not just a school. We have also been celebrating major successes as outlined in the Chairs report, and while that is all going on our teams delivered business as usual services to 13,179 children, young people and their families.



Executive Team: **Narelle Bonjour**, Executive to the CEO | **Karen Barker**, Executive Manager – Community Services
Sianne Connors, Executive Manager – Cultural Engagement | **Johnny Rylatt**, Executive Manager Our Way Home,
Kim Brooklyn (MPsych), Chief Executive Officer | **Amanda McCurry**, Executive Manager Strategy and Growth |
Robyn King, Executive Manager Support Services

I’m so very proud of the work our team does every single day and wish to express how grateful I am that they work for Parkerville and ensure that the children, young people and adults we serve receive the best service possible. They really are every CEO’s dream, as I know that every single staff member and volunteer on our team is dedicated to great outcomes for children and young people regardless of which team they work in, and regardless of if they are in front line or operational support roles.

I am also immensely grateful to our Board for caring so deeply about what we do and who we all work for – the children and young people don’t see what you do, which is as it should be, but I do and so do our team and supporters. Thank you for your dedication, your support, and for setting governance parameters that still enable us to freely work with some of the most complex and vulnerable people in the community.

Finally, thanks must also go to our donors, supporters and partners for their expertise, skills, commitment, dedication and ongoing collaboration. Together, we are making a tangible difference in the lives of vulnerable children, young people and families across Western Australia, and we are chipping away at the barriers to WA being the safest place in the world to grow up in. I look forward to continuing this important work and achieving even greater success in the years to come.

With gratitude,
Kim

Kim Brooklyn, CEO



About Parkerville

What We Do

Parkerville Children and Youth Care is dedicated to nurturing the well-being and potential of children, young people and families across Western Australia. We are guided by a trauma-informed approach and offer radically personalised care that fosters healing, resilience and hope for those who have faced significant challenges, including child sexual and physical abuse, neglect and homelessness. Our commitment goes beyond addressing immediate needs; we aim to empower each young person to

overcome adversity, dream boldly, realise their full potential in a safe and supportive environment and go on to live good lives as adults. Our Child, Youth and Family Centres located in Midland, Armadale and Rockingham serve as vital community hubs, bringing together professionals from various disciplines to deliver comprehensive, specialist care. These centres are designed to be welcoming, family-friendly spaces where children, youth, and families can access the support they need to build brighter futures.

Our Values

As a strong, values-based organisation, we are dedicated to an ongoing journey of self-awareness, learning and improvement in everything we do because the children and young people with whom we work deserve nothing less.



Bold and courageous

We stand up for what is right and 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 remain at the forefront of all that we do.



Caring and respectful

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



Hopeful

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



Truthful and accountable

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

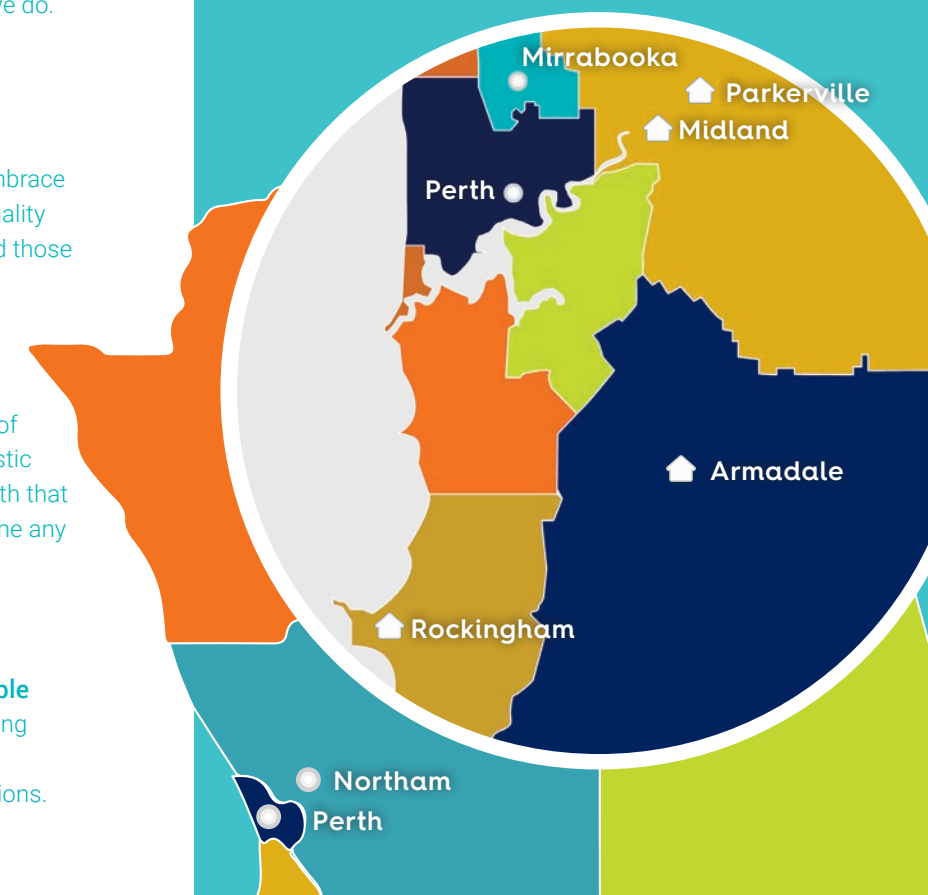
Our Purpose

Our purpose as an organisation is to support children, young people, and their families to build skills and capacity, address the impacts of trauma and adverse childhood experiences, and develop capabilities that will enable them to be the best versions of themselves.

Our Vision

We see a future where Western Australia is the safest place in the world and all children, young people, and their families feel safe to dream, to thrive, and to reach their fullest potential.

Our Locations



Our Commitment to Redress

We acknowledge the profound harm caused by historical abuse and are deeply committed to supporting survivors on their journey toward healing. We understand that redress is not just about acknowledging the past, but about taking meaningful action to provide justice, restitution and compassionate support. Our approach is survivor-focused, ensuring that those who have been affected are heard, respected and provided with the resources they need to rebuild their lives.

We are dedicated to upholding the principles of transparency, accountability and care in all our interactions with survivors. Our commitment extends to working closely with redress schemes and offering a safe and supportive environment for those seeking redress. At Parkerville, we believe in the importance of learning from the past to ensure that such harm is never repeated, and we remain steadfast in our efforts to contribute to a future of trust, safety and healing for all.

A Child Safe Culture

Fostering a child-safe culture is at the core of everything we do. We are committed to creating and maintaining environments where children and young people are not only protected but are also empowered to speak out and participate in decisions that affect them. Our approach is rooted in the belief that every child has the right to feel safe, respected and valued in all aspects of their lives.

To ensure this, we have implemented rigorous safeguarding policies and practices that are regularly reviewed and updated. We recruit for values and commitment to the wellbeing of children, and we always make tough recruitment decisions to ensure we have the right people on our team. We provide ongoing training and support to our staff and volunteers, equipping them with the knowledge and tools to identify and respond to any risks or concerns. Our commitment extends beyond compliance; it is about building a culture of vigilance, respect and care where the well-being of children is the highest priority. At Parkerville, we strive to set the standard for child safety, ensuring that our organisation remains a trusted place of refuge and support for every child and young person we serve.

A Place for Everyone To Feel Safe

At Parkerville Children and Youth Care, our commitment to safety encompasses more than just physical protection; it includes emotional, psychological and cultural well-being. We are dedicated to fostering an environment where children, young people, families, staff and volunteers all feel safe, valued and respected.

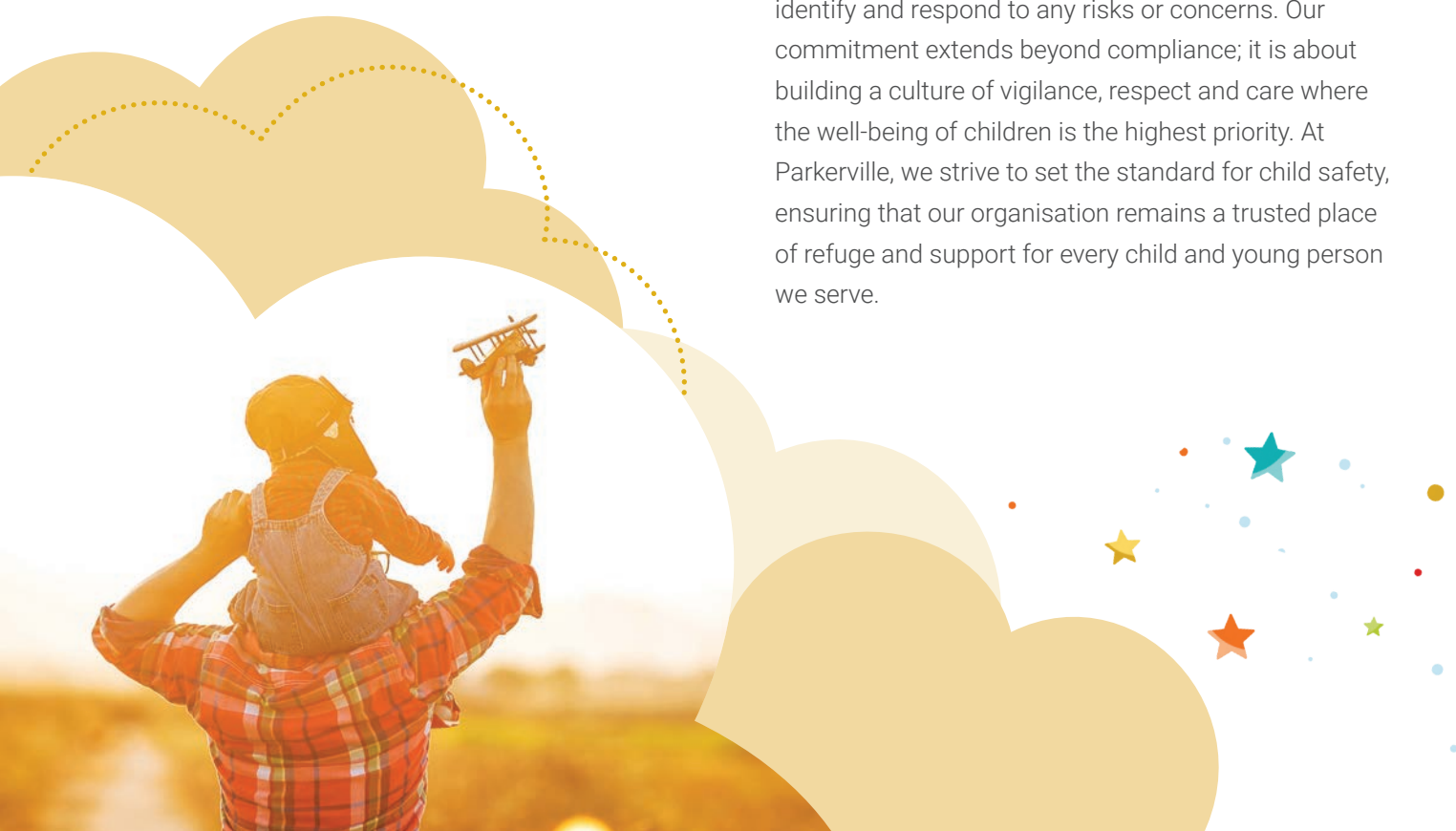
Central to our approach is our Aboriginal Engagement Strategy, and we are actively developing our new Reconciliation Action Plan to further guide our efforts in delivering culturally safe and inclusive services for Aboriginal and Torres Strait Islander children, families and communities. We recognise that cultural safety is crucial for ensuring that everyone, especially those from Aboriginal and Torres Strait Islander backgrounds, feels honoured and supported. Our approach involves actively listening to and learning from Aboriginal communities to align our services with their unique experiences and needs. We are committed to fostering strong, respectful relationships with Aboriginal and Torres Strait Islander peoples and embedding cultural awareness and competence throughout our organisation. We are also strengthening our ability to support people from other culturally and racially marginalised

groups and learning how we can work alongside all cultures to ensure that we deliver meaningful and culturally safe/relevant services.

In addition to focusing on cultural safety, we strive to create an inclusive environment where diversity is celebrated, and every individual's unique perspectives are recognised. Our policies and practices aim to remove barriers related to race, gender, sexual orientation, disability and other aspects of identity, ensuring that everyone feels welcomed and secure.

Our safeguarding measures are comprehensive, featuring thorough training, clear reporting channels, and a culture of accountability where concerns are addressed promptly and transparently. We also prioritise the mental health and well-being of those we serve, providing access to resources and support that promote healing and resilience.

At Parkerville, creating a space where everyone feels safe is fundamental to who we are. Through our Reconciliation Action Plan and ongoing commitment to cultural safety, we aim to build a community rooted in trust, respect and care, where everyone's safety, culture and well-being are deeply valued.



Advancing Our Strategic Plan

The 2023-2024 financial year was a period of significant growth and achievement for Parkerville as we continued to advance our Strategic Plan 2023-2026. Our efforts were marked by the successful launch of several key initiatives that have already begun to transform the lives of children, young people and families across WA.

One of the standout achievements was the launch of Ruby's, a pioneering program dedicated to preventing and diverting youth homelessness in Perth. This initiative provides at-risk youth with safe accommodation while offering comprehensive family support to address the underlying causes of homelessness. Ruby's is a shining example of our commitment to innovative, impactful solutions that create lasting change.

We also celebrated the opening of the George Jones Child, Youth and Family Centre, a cutting-edge facility that enhances our ability to deliver holistic, trauma-informed services. The centre is a beacon of hope for many, offering therapeutic care, advocacy and support to the children and young people who need it most. It stands as a testament to our dedication to expanding our reach and impact within the community.

In addition to these milestones, we have reinforced our cultural safety practices through our ongoing Aboriginal Engagement Strategy and the work of our Reconciliation Action Plan Committee. By cultivating strong, respectful relationships with Aboriginal and Torres Strait Islander communities, we are committed to ensuring that our services are both inclusive and culturally safe.

These achievements underscore our commitment to advancing our strategic priorities. As we look ahead, we remain focused on building a brighter, safer future for all those we serve, guided by our mission to create a community where every child can thrive.

CORE STRATEGIC PILLAR PROGRESS

50%

PILLAR 3 Partnering with first nations people and organisations



54%
PILLAR 4 Enabling organisational growth



60%

PILLAR 1 Integrated and radically person-centred service excellence



87.5%

PILLAR 2 Being a supportive employer of choice

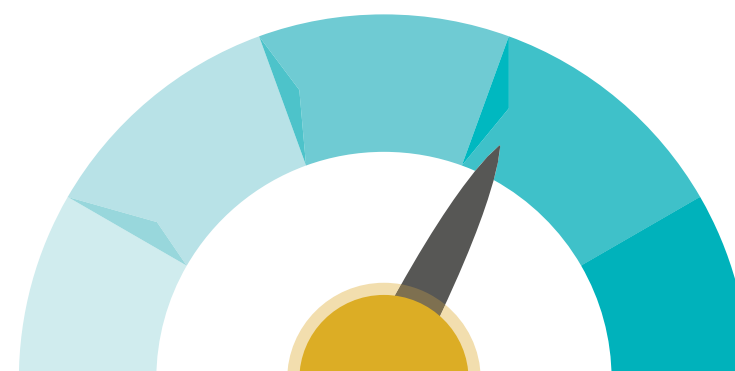


64%

PILLAR 5 Building our capacity



61.8%
Projects on Track





Our Universe



Our Impact

13,170
family members
supported over
2023/2024

In the past year, our services have made a profound difference in the lives of countless children, young people and their families. Through our dedicated programs and support systems, we have reached **13,170** children and young people, helping them overcome challenges and providing them with the tools and care they need to thrive. Our commitment to delivering compassionate, evidence-based support continues to empower those in our care, ensuring they have the opportunity to build brighter futures.



790

Children impacted by child sexual abuse, family and domestic violence and/or homicide supported in our **Child, Youth & Family Centres**.



5,759

Support sessions were provided to children affected by child sexual abuse, family and domestic violence, and/or homicide at our Child, Youth & Family Centres.



126

We supported 126 children and young people impacted by homelessness.

29% also participated in skill development groups.



72%

Of AYAS clients reported an increase in their knowledge of alcohol and other drugs (AOD).

65% felt they had gained a better understanding of the risk and protective factors associated with AOD use, helping them to delay, prevent, or reduce harm for young people.



8,163

Children and parents attended **early Intervention Sessions** held at Child and Parent Centres.



3648

Children and parents attended a **health appointment** at our Child and Parent Centres.



117

Children and young people were provided a **safe place to live** through Our Way Home, including Foster Care, Group Foster Care and Temporary Care Homes.



85%

Of children and young people **maintained regular contact** with their families and connection to culture and community while in care, supporting steps towards reunification.



10%*

Of children and young people were **reunified with their families** after being in care.



24

Students participated in our Education, Employment and Training (EET) Program.

100% graduated with a Certificate II in General Education.



96%

Of EET graduates transitioned to **employment** or further training after graduation.

* The Department of Communities experiences a reunification rate of 1.4%.



The Positive Impact of Supportive Staff in Child Healing and Safety

Staff members within the organisation play an essential role in the healing journey of the children and young people in their care. By consistently demonstrating protective practices and meeting rigorous child-safe standards, these individuals provide a powerful and positive example of what genuine safety and care look like. Their presence offers alternative role models, helping children see that trustworthy and caring adults exist, even after experiencing difficult situations.

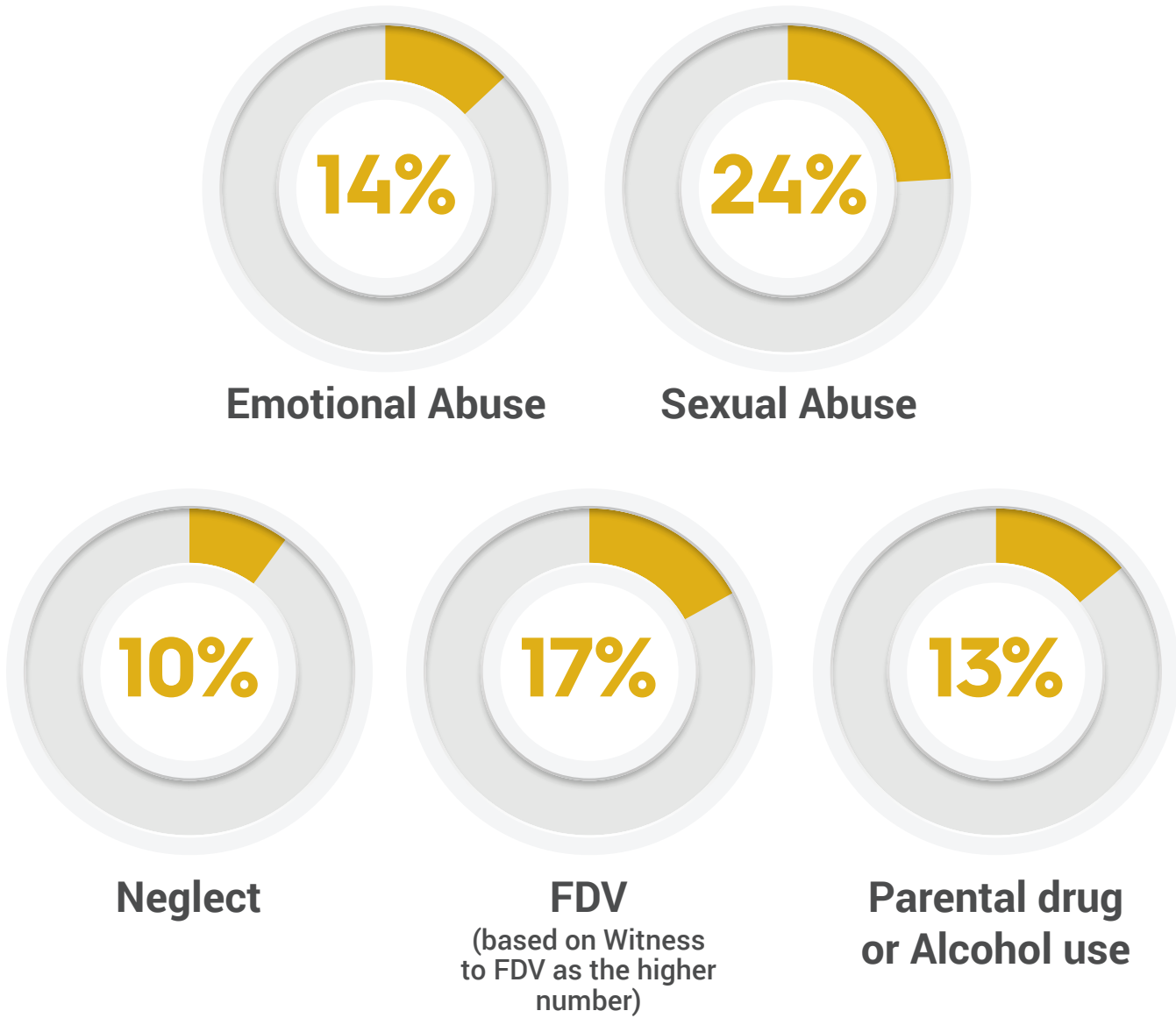
For those who have been harmed by caregivers, staff provide reassurance that safe and supportive relationships are possible. The dedicated team is deeply attuned to trauma responses and works patiently to help children rebuild their sense of safety and trust, offering guidance and care that supports healing and growth.



Research Insights on Prevalent Issues Among Children, Young People and Families

Our ongoing research into the challenges faced by the children, young people and families we support has yielded significant findings. This investigation highlights the prevalent issues impacting our community, providing valuable insights that will guide our continued efforts to address these needs effectively.

In 2023/24, we categorised the Adverse Childhood Experiences of our clients as follows:



Therapeutic Services

Supporting Recovery, Building Resilience

Our Therapeutic Services are all deeply committed to supporting children, young people and families in their journey toward healing and empowerment. We offer a wide range of services, including individual, joint, and family therapy, along with group therapy. Additionally, we provide community-focused programs designed to strengthen family bonds and support the well-being of our communities.

Each day, we are inspired by the strength and resilience of the children and young people we serve. Their determination to rebuild connections, actively participate in their healing process, and overcome the obstacles they face is a testament to the incredible power of the human spirit.

Using evidence based and informed best practice, our multidisciplinary team of therapists, advocates, youth

and support workers and allied health specialists work tirelessly to provide a nurturing and supportive environment, guiding each individual on their path to recovery and healing. At Parkerville, we believe in the inherent potential within every child and young person to heal, thrive and achieve their dreams. Our quest is to help them to address the sexual abuse and other trauma and adverse events they've experienced and unlock that potential, offering support every step of the way.

Through our collective efforts, we witness the transformative impact that compassionate care and community support can have on the lives of those we assist—one child, one family, one community at a time. This year, we reaffirm our commitment to fostering resilience, promoting healing and empowering lives for a brighter future.

Multi-Agency Investigation and Support Team (MIST)

A collaborative initiative involving WA Police Child Abuse Squads and Parkerville Children and Youth Care, dedicated to providing specialised support and comprehensive services to **children, young people, and families** affected by child sexual and physical abuse. This holistic approach ensures a safe and healing environment from the first encounter, empowering families with coping skills, and guiding them through interviews, court processes, and therapeutic healing, promoting lasting positive outcomes.

Child Sexual Abuse Therapy Services

Specialised therapeutic support for **children, young people and adults** who have experienced or been impacted by child sexual abuse. Additionally, it offers guidance to those who are at risk of or involved in inappropriate sexualised behaviours, fostering healing and prevention.

Fee for Service Psychology

Provides individual psychological intervention and assessments to **children, young people, parents/carers and families** who may have encountered trauma resulting from abuse.

Homicide Support for Children

Offering psychological intervention, assessment, and support to **children, young people and families** impacted by homicide in metropolitan Western Australia. Our trauma-informed approach focuses on personalised care, prioritising emotional healing and recovery in a safe environment.

Specialised Family and Domestic Violence Program

This program provides specialised support to children and young people affected by family and domestic violence, offering a combination of therapeutic interventions and dedicated advocacy. Working across the Multi-Agency Investigation Team, our Family and Domestic Violence Specialist not only helps children process their experiences and build resilience but also assists parents in understanding and applying for Violence Restraining Orders (VROs). The specialist plays a crucial role in connecting clients with supported accommodation, ensuring their safety, and providing consultancy to other program areas, fostering a holistic, integrated approach to care and recovery.

The Cool Kids program, an evidenced-based anxiety and stress prevention initiative designed for children aged 6 to 12 years ended with Parkerville Children and Youth Care on 31 December 2023

Meet Emma, Child Family and Community Counsellor

Emma is a compassionate and dedicated Child, Family and Community Counsellor at Parkerville, working within the Multi-agency Investigation and Support Team (MIST). This team partners with the WA Police Child Abuse Squad to support children and families impacted by child sexual abuse. Emma's role focuses on providing individual counselling to children, young people and their non-offending family members, guiding them through the complex emotional challenges that follow trauma.

Her work is crucial, as it is extremely rare for her clients to have existing coping skills to help them deal with what has happened to them or happened to their child. Emma's role involves helping them process their trauma, understand the harm it has caused, and then supporting them in their healing journey.

Emma's journey with Parkerville began during her social work placement, where her dedication, skills and natural empathy quickly distinguished her as an emerging specialist. She was soon offered a full-time role within the MIST team, where she has been devoted to supporting children as young as five. Emma's approach focuses on healing the emotional damage caused by child sexual abuse and other traumas. She helps clients process their experiences, develop empowering coping and life skills, and rebuild their sense of self. By tailoring her therapeutic methods to each individual, Emma ensures that every child and their family receives the care that best meets their needs.

A typical day for Emma often involves outreach counselling, meeting children and young people in schools or community settings. This outreach is crucial for families who might not have the means or capacity to bring their children to the centre, or for children and young people unable to live at home due to safety

reasons. One particularly challenging case involved a young girl who had been severely impacted by both sexual abuse and ongoing neglect. The abuse had not only led to deep emotional scars but had also triggered a cascade of social and academic difficulties. The girl was struggling with feelings of worthlessness and had been labelled by her peers and educators as a "troublemaker."

Emma's intervention was transformative. Through months of consistent support and tailored therapeutic strategies, she helped this young person rebuild her self-esteem, develop skills that helped her to set healthy boundaries and know how to communicate her needs clearly, and rediscover her own sense of worth. This involved helping the girl navigate school challenges, where her struggles with maths had compounded her feelings of inadequacy. Emma advocated for her, ensuring she received the educational support she needed, which in turn helped her improve her academic performance and self-confidence. With this approach, the perception of the young person as a troublemaker in school also changed over that time, with educators working with Emma to bring out the best in the young person and offering her opportunities to learn in ways that helped her achieve better outcomes.

Despite many obstacles, Emma's client made significant progress, attending school more regularly and setting boundaries to protect her emotional well-being. This case illustrates the vital impact of Parkerville's therapeutic support for young people affected by trauma.

Emma's work is about more than immediate recovery—it's about empowering children and families with the resilience to move forward. Her dedication is evident in every small victory, from children learning to advocate for themselves to pursuing their dreams. Emma's journey as a counsellor reflects her deep commitment to making a lasting positive impact, one child, one family at a time.



Youth Services

Empowering Pathways to Independence

Parkerville Children and Youth Care's Youth Services are committed to making a lasting difference in the lives of young people experiencing, or at risk of, homelessness. Our goal extends beyond providing immediate relief - we strive to repair relationships and reunify them to their families wherever possible, and where that isn't an option, empower these youth with the tools and opportunities to achieve lasting stability and independence.

Central to our approach is a steadfast belief in the strength and potential of each young person we support. We don't just offer a helping hand; we guide them on a transformative journey of self-discovery and personal empowerment. Through our comprehensive services, young individuals are encouraged to explore their identities, uncover their talents and find their purpose in life.

Building Foundations for a Brighter Future

Our focus in on early intervention and prevention in the first instance. Research shows that young people do better and have a brighter future when they can grow up in a safe supportive home environment. Sadly, that is not a reality for many young people, so we strive to provide a range of options to help young people overcome their challenges and access secure, safe living spaces.

Our work is about more than securing housing; it's about helping these young people envision and create a future filled with possibilities. By equipping them with essential skills, knowledge and confidence, we enable them not only to secure stable housing but to thrive in every aspect of life. Our focus on building resilience and self-reliance helps break the cycle of homelessness, paving the way for long-term success.

As these young people embark on their journey toward independence, they are writing stories of hope, resilience and transformation. Their successes contribute not only to their own lives but to the strength and prosperity of our broader community. Through our Youth Services, we are not just changing individual lives - we are fostering a brighter, more inclusive future for all.

Rubys

Young Woman's Program

Moving On Moving Out

Reconnect

Alcohol and other Drugs

Support and Counselling Service

Ruby's is designed to reduce youth homelessness by supporting at-risk youth **aged 12 to 17** and their families. It focuses on early intervention and addressing the causes of family breakdown. The program helps young people stay connected with their families, fostering better understanding and communication while building essential life skills to ensure they can thrive.

A semi-independent accommodation service with four units located in Armadale, offering support and education to mothers and single women **aged 16 to 25 years** to develop their parenting skills, and to further develop independent living skills.

An outreach program that is designed to help young people **aged 15 to 21 years** who are at risk of, or experiencing, homelessness, or who are residing in crisis or temporary accommodation.

A free, voluntary and confidential program to help prevent young people **aged 12 to 18 years** from experiencing homelessness and encouraging them to stay connected with family and the community.

A comprehensive service that supports young people **aged 12 to 25 years** to reduce the harmful impacts of drug and alcohol use.

A confidential support service that provides special attention to children **aged 4 to 14 years** who are experiencing homelessness. We work closely with the whole family, to help bring about the change they need to build a brighter future.

Meet Melanie

Case Manager for the Reconnect Program

Melanie is a Case Manager for the Reconnect program at Parkerville, where she works tirelessly to prevent youth homelessness. Her role is essential in helping youth stay connected to their family units or find alternative stable living situations so that they do not slip into homelessness. With a background in social work, Melanie brings a wealth of experience and understanding to her role, working closely with clients aged 12 to 18 (and up to 21 for young people who have newly arrived in Perth).

Melanie's work is deeply client-oriented, adapting her approach to meet the unique needs of each young person and their family. She addresses a broad spectrum of issues, from relationship difficulties within families to challenges with school engagement and community involvement. She also ensures that her clients are connected with specialised services when needed, recognising that collaboration and advocacy are key to providing comprehensive support.

A typical day for Melanie is far from routine. While she spends time managing cases and coordinating with other services, much of her work involves direct engagement with young people in their environments. Melanie often meets with clients in informal settings, such as parks or during car rides, where the relaxed atmosphere helps to ease the tension and allows for more open conversations. This approach is particularly effective in building trust with young people who may be resistant to more traditional forms of counselling.

One of Melanie's recent successes was her work with a 15-year-old girl facing immense challenges. Having lost her mother to drug abuse and living with a father battling his own struggles, the girl was also caught in a toxic relationship. Despite the complexities of her situation, Melanie was able to provide the girl with a safe space to express her grief and confusion. Through regular meetings, often held in a park across from her home, Melanie supported her client in navigating the difficult relationship with her father and helped her recognise the unhealthy dynamics in her romantic relationship.



Over time, this young woman made significant strides. She finished school, secured a job, and eventually ended the toxic relationship that had been weighing her down. While Melanie's involvement was pivotal in diverting this young person from a potentially destructive path, she remains humble about the impact of her work. For Melanie, even small victories, like a client feeling heard and validated, are cause for celebration.

Reflecting on her six years with Parkerville, Melanie speaks with deep passion about her work. She values the connections she builds with young people and their families, and the sense of purpose that comes from helping them find stability and hope for the future.

Melanie's story is one of dedication, resilience, and a commitment to making a difference, one young person at a time. Through her work with the Reconnect program, she continues to be a vital part of the Parkerville team, helping to create a safer and more supportive environment for youth in Western Australia.



Education Services

Cultivating Future Leaders and Innovators

Our organisational commitment is to empower every child and young person in our community and help them to be the best version of themselves. Through our Education Services, we strive to cultivate the future leaders and innovators who will shape our society.

Our educational approach is centred on two cornerstone programs: the Child and Parent Centres and the Education, Training and Employment Program.

Child and Parent Centres

Our Child and Parent Centres, located at Brookman and Westfield Park, are dynamic early intervention hubs focused on early childhood development and family support. While we officially cater to children from pre-birth to eight years old, our primary focus is on early childhood development, specialising in the critical 0 - 4-year age group. These centres provide a nurturing space where children can learn, play and grow, while offering parents essential resources and guidance to support their children's early development and well-being.

With highly qualified staff and tailored programs, we empower families by equipping them with the tools to create positive, nurturing home environments. Situated within independent school sites, our centres serve as valuable resources for the entire community, offering a broad range of services for children and families, including:

- Antenatal education
- Child health checks and referrals
- Parenting programs and information
- Mental health, disability, and psychological services
- Allied health services, such as speech and occupational therapy
- Information sessions on children's physical, cognitive, language and social-emotional development
- Early learning and development programs, including playgroups with parent involvement

Education, Training, and Employment (EET) Program

Located on our tranquil Parkerville Campus, the Education, Training and Employment Program offers a comprehensive pathway for young people aged 14 to 17. This program integrates education with practical training, providing students with the equivalent of a Year 10 education and a Certificate II in Education. It is specifically designed for those who have encountered challenges in traditional education settings, equipping them with the skills and confidence needed to overcome challenges and achieve success.

Together, these initiatives exemplify our dedication to fostering growth and potential in every young person we serve, laying the groundwork for a brighter and more promising future for all.

Education, Employment and Training Program

This program offers a holistic approach that combines education, employment and training, empowering students with crucial skills and providing them with the equivalent of a Year 10 education along with a Certificate II in Education. Our program serves as a lifeline for adolescents aged **14 to 17 years** who have faced difficulties in mainstream education, often due to adverse childhood experiences and complex trauma. For these students, their future is uncertain, and they require an opportunity to overcome the obstacles that have hindered their progress.

Child and Parent Centres

These centres focus on children aged **0 to 8 years**, with a special emphasis on those aged 0 to 4 years. They offer cost-free playgroups, early intervention programs, parent education, and easy access to health and support services. By offering these services, the program helps families in the Brookman and Westfield Park areas support their children's development and well-being, ensuring a strong foundation for their future success.

Meet Kylie

Occupational Therapist for Parkerville's Child and Parent Centres

As an occupational therapist at Parkerville's two Child and Parent Centres, Kylie helps families to identify and then navigate developmental challenges in young children. Working closely with speech therapists and child health nurses, she addresses various developmental concerns, from speech delays and sensory sensitivities to behavioural issues. Kylie hosts drop-in sessions for families who may be worried about their child's progress, guiding them toward the relevant services when needed. She also leads developmental groups that help children engage more fully in activities such as play, self-care and sleep.

Kylie's role is particularly focused on early intervention, identifying potential developmental challenges before they become significant problems. "If we can address a concern early, it can make a world of difference in a child's development," she shares. Kylie's proactive approach equips families with immediate strategies and resources, minimising delays in accessing formal services and enabling timely support.

Family-oriented and adaptable, Kylie's work is closely aligned with the unique needs of those she assists. She frequently leads groups for pre-kindergarten children, providing many families with their first experience of allied health services, including those from culturally and linguistically diverse



backgrounds. "We work with a lot of families who have only recently arrived in Australia," she explains. "It's important to help them understand how our system works and provide interim support while they wait to access further services."

The impact of Kylie's work is evident in numerous success stories. One example involves a three-year-old experiencing frequent emotional outbursts, with a mother who felt overwhelmed and unsure of how to cope. Kylie assessed the situation and offered practical strategies for managing the child's behaviour, along with referrals to additional services. The results were profound, with the family reporting a noticeable improvement in the child's emotional regulation and an easier, happier environment at home.

In another case, a child with sensory sensitivities struggled to touch textured objects, affecting both play and eating habits. Kylie provided tailored strategies and activities to gradually introduce new textures. Sometime later, she was delighted to see the child engaging happily with playdough – a significant breakthrough! "If the mother hadn't had access to our support, she would have faced a long wait to receive therapy," Kylie reflects, highlighting the critical role of early intervention.

Looking ahead, Kylie hopes to expand her support to schools and community organisations, such as playgroups and community centres. She envisions developing more resources and programs that can be shared widely, benefiting a greater number of families. "I'd love to see more upskilling of community volunteers and to replicate some of our successful programs in other centres," she says.



Our Way Home

Our Out of Home Care Approach: Leading with the Our Way Home Model

Underpinned by Child Safety Principles in action and our commitment to exceeding the Child Safety National Standards expectations, Our Way Home is dedicated to providing nurturing and therapeutic living environments where children and young people can heal, grow and thrive. The program is driven by a multidisciplinary team of professionals and caregivers who empower children and young people to overcome past traumas, build healthy self-concepts and whole of life affirming coping skills so that they are more equipped to be able to meet their developmental and educational potential and go on to live good lives as adults. A key element of the model is fostering meaningful ‘safe’ connections between carers and children’s families of origin, promoting shared caregiving and opportunities for reconnection. Innovative staff roles and creative tools, supported by practice guides, encourage a mindset shift that recognises families as equal partners in the caregiving process. Each child’s journey is tailored to their unique circumstances and needs, ensuring the most supportive, safe and appropriate path to restoration.

We provide a variety of care options tailored to the unique needs of each child and young person. These include support for reunification with biological families, backed by comprehensive care systems, as well as pathways to long-term Therapeutic Foster Care. Additionally, we offer placements in therapeutic family group homes, all designed to promote well-being and development.

Community Foster Care

Group Foster Homes

Temporary Care Home

We offer two types of Foster Carers: **Therapeutic Foster Carers** who provide long-term support and stability for children until they turn 18, and **Respite Carers** who offer weekend and holiday care. Our Therapeutic Foster Carers, from diverse backgrounds, undergo a thorough assessment and training process before carefully matched placements occur. They play a vital role in positively impacting the lives of children by offering safety, love, stability and a nurturing family environment

Our specialised residential facilities offer a supportive and therapeutic environment where skilled carers create a nurturing space for healing and growth for children whose care needs are a little more complex. These homes are designed to provide a secure and stable setting, allowing children to recover from past trauma while benefiting from expert care. Group Foster Homes support various care pathways, including family reunification, transition to Community Foster Care, or shared care model where family are incorporated into the child’s care arrangement, ensuring each child receives personalised support for a brighter future.

Temporary homes serve as vital, short-term solutions for children and young people who require immediate placement due to urgent circumstances. These homes provide a safe, stable environment while longer-term care arrangements are assessed and organised. Temporary care homes play a crucial role in ensuring that children have a secure and nurturing space during times of uncertainty, allowing them to feel cared for while their future care plans are determine.

In October 2023, Parkerville Children and Youth Care was awarded the Our Way Home (out-of-home-care) Tender for the Perth Metro region by the Department of Communities. This significant service agreement will be delivered over five years, with the option of two one-year extensions.

In the same year, Our Way Home earned national recognition by winning the prestigious Gold Award for Social Impact at the Australian International Good Design Awards, highlighting its innovative and meaningful contribution to the community.

Meet Mark

Therapeutic Carer and Foster Carer

Mark is much more than a carer at Parkerville; he is a constant, nurturing presence in the lives of the children he supports. Over his five years with the organisation, Mark has built deep, meaningful relationships that have helped countless children to see how valued they are, how clever they are, and how much they are capable of just by being themselves. Working at a Parkerville Family Group Home, Mark creates a warm, stable environment that mirrors healthy family life. From summer adventures at skate parks and beaches to quiet evenings spent reading together, he strives to keep the children active, engaged and connected to the outdoors. “I saw how much this lifestyle was enjoyed by my own children as they grew up and knew these kids deserved the same experiences”, Mark says.

Mark’s journey to Parkerville began when his own children left home, leaving a void in his life. He found his calling as a live-in foster carer, drawn by his passion for creating a loving and stable environment for children in need. His role involves a 7-day on, 7-day off schedule, during which he becomes a vital part of the children’s daily lives.

Having fostered a daughter for 10 years through Parkerville, Mark understands the unique challenges many of the children face. He builds trust through consistency and openness, sharing his own family stories and photos, which helps the children feel safe and understood. “Morning, Marky!” they call out each day, a nickname that reflects the affection they have for him.

Mark believes in being genuine with the children, showing them that he, too, has vulnerabilities. “Kids have had enough lies in their lives,” he says. “The last thing they need is another source of dishonesty.”

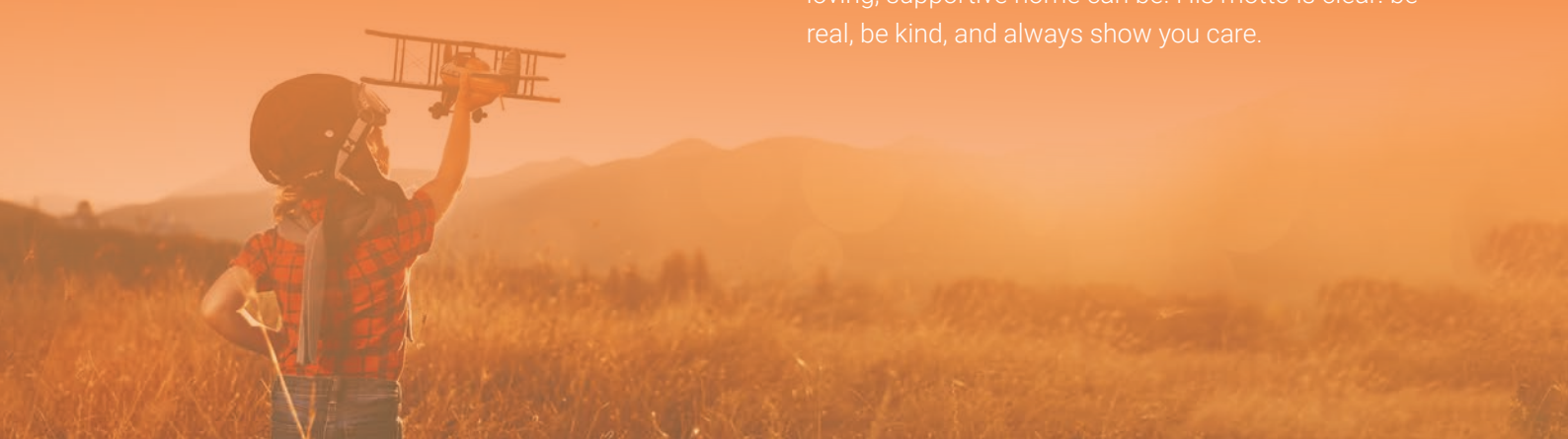


This authenticity shines through in small, everyday moments, such as making tea for a child who struggles to open up. The care and affection are mutual. When Mark recently lost a friend, the children comforted him with hugs and even called from school to check if he was okay.

Mark’s philosophy is simple: to be a “parent-type figure,” teaching the children life skills and guiding them towards a brighter future. He supports them through emotional challenges, helping them feel calm and secure. He also makes an effort to maintain relationships with the children’s families, understanding that, despite their struggles, the parents’ love for their children remains strong. He facilitates meetings and outings, helping to nurture these vital connections.

This year, Father’s Day was particularly special for Mark. The children made him a cooked breakfast, prepared dinner and even cleaned the house, allowing him to simply relax. “I had an awesome day,” he said. “The children did everything and waited on me. It was the best day.”

Through his role at Parkerville, Mark makes a lasting impact on the children’s lives, showing them what a loving, supportive home can be. His motto is clear: be real, be kind, and always show you care.



Social Policy & Advocacy

Our Commitment to Impact and Influence

Parkerville's research and advocacy agenda supports our efforts to create positive change for children, young people, and families in Western Australia; and in everything that we do, centre their needs, rights, and voices.

We are heavily translational in our approach, as we believe that demonstrating the impact of social policy on the lives of people it purports to support is a powerful way to ensure children and young people's voices can be harnessed to provide useful feedback on the practical application of that policy. On a practical level, we also do this by actively drawing

on different forms of knowledge and creating and utilising a relevant and robust academic and lived experience knowledge base as a critical support to Parkerville's work to promote holistic, coordinated support services; address root causes of social challenges; advocate for early detection and intervention; identify and amplify best practice; and ensure that children's and young people's voices are heard and respected in policy-making.

In all these efforts, we seek to freely share our knowledge, and the knowledge that we have been fortunate enough to receive from those we serve.

Advocacy Focus

Our advocacy is driven by a belief in the need for a systems approach to improve child, youth and family wellbeing. Parkerville sees our part in, and the contribution that we can make to, the systems and communities in which we operate and are situated. Our advocacy areas leverage our practice knowledge and experience, focusing on areas in which critical social and systems changes are required in order to see an inclusive and fair society in which children, young people and families are safe, healthy and free from harm; financially secure; live in stable and appropriate housing; and connected to community and culture.

Through Parkerville's work serving the children, young people and families of Western Australia, we see the structural and systemic issues that shape their lives: structures and systems that can create and entrench poverty, enable abuse and victimisation, and prevent access to – or provision of – effective supports. Our policy advocacy efforts aim to challenge these system-level barriers to equality, social justice and wellbeing.

Leadership in Sector-wide Advocacy

Our leadership in sector-wide advocacy is a testament to our dedication to elevating the voices of the communities we serve and promoting best practices for policy development at local, state and national levels. This commitment is exemplified by our CEO, Kim Brooklyn, who chairs the Children's Policy Advisory Council and is a recognised authority in the field. Her influential role as a panelist at the WA launch of the Australian Child Maltreatment Study in the previous financial year demonstrated her significant contributions to shaping critical discussions and policy decisions. Additionally, Kim Brooklyn's recent appointment to the WACOSS Board further highlights our ongoing efforts to drive impactful policy and practice improvements for out across the sector.

Key Advocacy Actions in 2023/24

National Initiatives:

- ✓ DSS – Submission on the National Housing and Homelessness Plan
- ✓ DSS – Contribution to The Not-for-Profit Sector Development Blueprint
- ✓ DSS – Response to the draft Early Years Strategy
- ✓ National Office for Child Safety
 - Submission to establish a national point of referral for child sexual abuse survivors
- ✓ Parliamentary Joint Committee on Corporations and Financial Services
 - Inquiry into the financial services regulatory framework concerning financial abuse
- ✓ Australian Law Reform Commission
 - Inquiry into justice responses to sexual violence

Western Australia Initiatives:

- ✓ Office of the Commissioner for Victims of Crime and the Department of Communities
 - Sexual Violence Prevention and Response Strategy



Our Finances

Parkerville Children and Youth Care receives income through contracts as awarded by various funding bodies which assists to provide services in the community, philanthropic grants which develops innovation and capacity, alongside investment income and donations gifted by the community.



Registered Charity Tick

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 (ATO). 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.

to our Child Advocacy Centres and MIST program, which we thank The Stan Perron Charitable Foundation, Telethon, Ramsay Foundation, a bequest that the family agreed to be used to help set up our new Rockingham MIST site, and those who supported us via our Annual Charity Lunch in 2023 for their support. We also thank Lotterywest for their grant towards the ICT hardware and data management process review and redesign to improve the service provision efficiencies for WA's vulnerable young people. These funding opportunities remain a critically important part of our sustainability, but more importantly they enable us to deliver a critically important service to children and young people.

Expenditures

During the 2023/2024 financial year, Parkerville Children and Youth Care employed a total of 259 staff, with a staff compliment, at any given point in time, of between 160-180 employees, most of whom were directly providing services for our clients.

Parkerville Children and Youth Care incurred program expenditure of \$21.8m, up 18% on the prior year (this is excluding depreciation and non-operating expenditure).

Given the historic nature of the work Parkerville Children and Youth Care participates in, there are civil and Redress claims currently underway, or being settled. Parkerville has set aside funds to meet these claims. These funds were sourced from sale proceeds of historical assets and non-operational reserved funds.

Sources of Funding

During the 2023/2024 financial year, Parkerville Children and Youth Care received \$27 million in income which enabled our people to continue to provide services to children, young people and families.

The Western Australian State Government continues to be a key stakeholder, with 83% of our funds being from contracts awarded from various state government departments and used to provide highly specialised services to some of our community's most vulnerable children, young people and families. A further 2% is provided by the Commonwealth Government, supplementing our funds for these services.

In October 2023, Parkerville Children and Youth Care was awarded the Our Way Home (out of home care) Tender for the Perth Metro region by the Department of Communities. This is a significant service agreement that is to be delivered over 5-years with two one-year extension options.

As always Parkerville Children and Youth Care is grateful for the philanthropic support we receive from both grants and community gifts. This year's support was instrumental to ensuring the continuation of critical services through funding

Late news

Subsequent to the audit reporting date, Parkerville Children and Youth Care was awarded the contract to deliver the Head to Health Kids Hub Service by the Mental Health Commission. The total contract value is \$19.5m incl. GST for 4 years, inclusive of start-up costs and indicative indexation. There are 5 partners in this consortium, with the other partners receiving \$6.7m out of the \$19.5m over the four years.



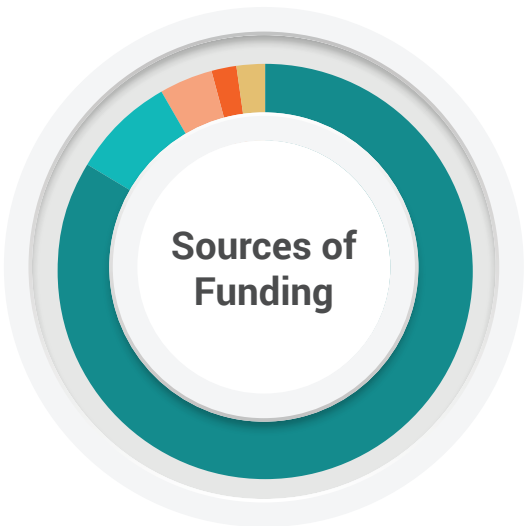
259

Staff employed at Parkerville CYC during 2023/2024



\$21.8m

Program Expenditure during 2023/2024



83% State
2% Commonwealth
8% Grants
4% Philanthropy
3% Other



68% Children & Youth Residential
3% Therapeutic Services
13% Youth & Community Services
6% Education Services
9% Child Advocacy Services

Partnerships and Collaboration

Successful outcomes for children and families are rarely achieved in isolation. Our approach at Parkerville Children and Youth Care emphasises the power of partnerships and collaboration. By working closely with a diverse range of partners - including government agencies, community organisations and other service providers - we enhance our ability to deliver comprehensive, coordinated support. These collaborations not only amplify our impact but also foster innovation and resource-sharing, ensuring that we meet the evolving needs of those we serve. Through our collective efforts, we create a stronger, more integrated support network that drives positive change and advances our shared goals.



Government of **Western Australia**
Department of **Communities**



Australian Government
Department of **Social Services**



**Criminal Property Confiscation
Grants Program**



**Mental Health
Commission**





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GOVERNMENT OF
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Education



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COMMUNICARE
CREATING FUTURES



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We extend our sincere appreciation to the **Western Australia Police** for their invaluable partnership and support.

Honouring our Generous Donors

We are profoundly grateful to our generous donors, whose invaluable contributions have significantly advanced our mission and impact. Your support goes beyond mere financial assistance; it embodies a deep commitment to the well-being and future of the children and families we serve. Each donation, whether large or small, helps us provide essential services, develop innovative programs and enhance our outreach efforts. Your belief in our work fuels our drive to achieve our goals and make a lasting difference. Thank you for your continued generosity and for being a cornerstone of our success.

Diamond

Hancock Prospecting
Stan Perron Charitable Foundation

Platinum

Anglican Community Fund

Gold

Animatronic Engineering
Lake Karrinyup Country Club
The Oliver Charitable Foundation

Silver

King & Wood Mallesons
Neometals
Perpetual Foundation –
John and Betty Johns Endowment
West Cape Howe Wines

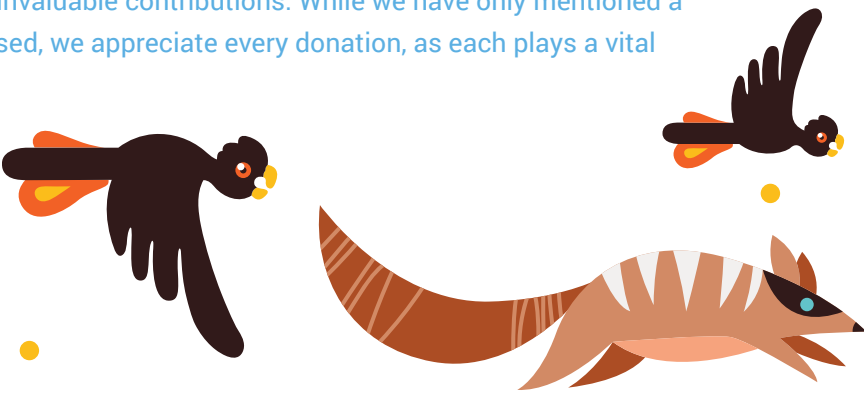
Bronze

A. Joubert
Anglican Parish of Woodlands - Wembley Downs
Australian Society of Exploration Geophysicists
DLA Piper
Forum Medical Group
Marcus and Molly Stone Charitable Trust
Petroleum Exploration Society of Australia
R E & F J Ledger Charitable Trust
Rosendorff Diamonds
Sin Gin
Susan Gillett
Swan Towing
Teresa & Trevor Dodd, and family
Terry Prindiville
The Melville Woodturning Group of WAWA
Titan Recruitment
Trevor & Denise Patterson

Gift of Legacy

The Late Brenda Gordon Mazzucchelli OAM

We sincerely thank all our donors for their invaluable contributions. While we have only mentioned a few names who have agreed to be recognised, we appreciate every donation, as each plays a vital role in supporting our mission.



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