

PCYC Queensland

# Annual Report

2022/23



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PCYC Queensland acknowledges and pays our respects to the traditional custodians of the lands on which our clubs and services are placed and their continuing connection to the land, sea and community. We also acknowledge the traditional owner groups throughout Queensland and pay our respects to Elders past, present and future.

Aboriginal and Torres Strait Islander readers should be aware that the following publication may contain images, names and/or references of people who have passed away.

# Our Mission

PCYC (Police-Citizens Youth Clubs) Queensland in partnership with the Queensland Police Service (QPS), provides young people with an environment that supports individual development, encourages community connection, and celebrates diversity. Our services and programs aim to develop and support, as well as challenge and inspire, and are designed to meet the unique needs of communities right across Queensland. Each day our staff, volunteers and QPS officers work with our members to help them reach their potential and make positive life choices.

**Together, we are building safer, healthier communities through youth development.**



## Our Vision

Building safer, healthier communities through youth development.

## Our Values

Respect • Leadership • Commitment • Passion • Teamwork

# Chairperson's message



It is my privilege to be able to present the annual report for the 2022–2023 financial year, summarising a year marked with significant milestones for our organisation.

First and foremost, in May 2023 we celebrated the 75th anniversary of PCYC Queensland, with opportunities for the Queensland community to celebrate with us planned for later in 2023. It is a striking achievement in the longevity of the organisation. It is also an opportunity to reflect on the history of PCYC and what we have been able to achieve in the past 75 years.

From the original club opening in 1948, to what are now 56 clubs from the Torres Strait to the Gold Coast as well as more than 100 Outside of School Hours Care locations, we have exponentially expanded our footprint over the years. While the anniversary is a good time to take stock of our achievements, it also prompts us to look forward to the future, and further expansion of our clubs and services.

Along those lines, we completed our 2021–2023 Strategic Plan. This is an important indicator of the work that is undertaken every day by those in the organisation. However, achieving this has not been without challenges, including those posed by COVID-19 and the many weather events we were subject to. Yet, it has been a collective effort that has seen everyone adapt as necessary in our operations.

We also sit at the beginning of a new chapter for PCYC Queensland and our organisational structure. We are about to transition to a new way of working, which will see our serving Queensland Police Service (QPS) officers entirely focused on front line program delivery to support young people in their communities. This will enable us to increase both the range and quantity of programs involving young people and comes at a time when the support and engagement of our youth is paramount.

I am incredibly thankful to those who have worked with us over the years to get us to this point, and excited to welcome new members to PCYC Queensland who will help us to move forward with the next stage of our organisation's history. This is an exciting part of our journey and one that will bring many benefits and opportunities.

PCYC Queensland is built upon the passion, commitment, and support of our staff, QPS members, volunteers, and community partners. Without your ongoing contributions, we could not deliver the much-needed services and programs to young people, their families, and communities across the state.

Lastly, on behalf of my fellow Board members, I would like to offer my sincerest gratitude and appreciation to our CEO Phil Schultz for his ongoing leadership and vision for PCYC Queensland. Along with the tremendous efforts of his executive team, we are well equipped to see PCYC Queensland flourish for another 75 years and beyond.

**Professor Cassandra Cross**  
Board Chair



# CEO's message

**It has been another big year for PCYC Queensland with more than 425,000 engagements with young Queenslanders through our youth programs.**

**Together with our Queensland Police Service (QPS) partners, our youth programs support disadvantaged young people to grow and thrive by providing mentoring support, practical life skills and education to help them achieve key life milestones.**



## New ways of working

This year we piloted a new model of service delivery across several of our clubs that saw QPS officers focus on youth program delivery rather than the general administration of our clubs. This was a resounding success, and in June 2023 the Queensland Government announced funding of \$56 million to enable us to transition to this new model, make much needed club upgrades as well as provide seed funding for several new clubs.

We appreciate that this is a considerable investment into PCYC Queensland demonstrating the QPS and Queensland Government's commitment to driving early intervention initiatives through prevention, intervention, and diversionary programs delivered by PCYC Queensland.

With the funding support we are aiming to significantly increase the delivery we provide to young people across Queensland—building safer, healthier communities through youth development.

We will commence transitioning to the new service model in the 2023–24 year.

Over the last couple of years, we have seen a significant shift in what employees are looking for with flexibility being one that continues to be an ongoing attraction for staff. We are committed to creating a culture that values diversity, inclusion and work-life balance and this year we introduced workplace flexibility initiatives designed to accommodate the varying needs of our team members aligned to PCYC's strategic goals.



Phil catching up with our PCYC Whitsundays team along with our General Manager of Operations (retired), Kel Clarke (left of Phil), General Manager of Outside School Hours Care, Bev Book (front left) and Regional Manager, Pat Ghebosu (second front left).

## Cadet Club piloted

Early intervention and creating the right diversions can change the path someone is on and positively alter their future. In 2023, we began trialling Cadet Club to engage with children from a younger age (5 to 12-year-olds) to help them establish strong community and interpersonal connections early on.

This includes fostering social emotional learning, promoting mental and physical wellbeing, enhancing protective factors, and giving children a safe place to learn, play and belong.

The program is designed to offer a variety of leadership opportunities to children and increase their self-confidence and interpersonal relationships. We anticipate rolling out Cadet Club across Queensland from late 2023.

## New PCYC Caboolture on the way

Planning for a new PCYC club at Caboolture continued to progress this year, with the new purpose-built facility offering features that include a dedicated youth space, a 24/7 gym, gymnastics, outdoor basketball court and boxing facilities. We look forward to opening the new facility to the community.

## Indigenous programs

We were excited to welcome back our Bunburra beach touch football event this year for the first time since COVID-19. Taking place at Surfers Paradise on the Gold Coast, this was way more than just a sporting event. Our PCYC Sport and Culture Corroboree events support our Reconciliation Action Plan and foster the sporting skills and leadership qualities of young people as well as a chance to learn from new experiences and opportunities. It was fantastic to see close to 200 young people, from as far north as Aurukun and Napranum through to Rockhampton and South East Queensland, celebrating their Indigenous culture through sport, dance and storytelling.

This year our first PCYC Aurukun Youth NAIDOC Ball took place. We are immensely proud of the hard work of the PCYC Aurukun Youth Leadership Team who not only managed every aspect of planning the event, but then donned ball gowns and formal wear to join with the Aurukun community in recognition of NAIDOC Week 2022.

In June 2023, CQUniversity published the Evaluating the Establishment of PCYC in Wooranbinda Report.

The primary aim of this Community-Led Research project was to examine the impact of the PCYC on youth behaviours in the Woorabinda community, including measurable impacts (both qualitative and quantitative) on:

- crime rates
- youth engagement
- youth health and wellbeing, and
- community harmony.

The report revealed that the community observed that while PCYC activities were often sports based, the ripple effect is that they develop confidence, support wellbeing and encourage young people to make positive life choices.

What's most important is what the young people said themselves about their experiences with PCYC as part of this research, like:

*Stuff we talk about at PCYC is different to what we talk about at school and at home. At PCYC we talk about the future.*

*They [PCYC] have different ideas. They have different thoughts about my future, about pathways where I'm heading and stuff.*

Forty-three percent (43%) of young people interviewed indicated that 'staying out of trouble' was an area that had improved in their lives.

I am proud and glad they know PCYC offers a safe space and pathways to positive life choices. That's what PCYC Queensland and its work with the QPS and the Queensland community is all about.



Phil with some of the Bunburra team members at this year's event at the Gold Coast.

## Thank you

Finally, I would like to thank our Board, QPS partners, PCYC staff, volunteers and community supporters who make what we do at PCYC possible. Working together, we make a real difference in the lives of many thousands of young people every year.

Phil Schultz  
Chief Executive Officer

# Our impact

As a charitable, not-for-profit organisation PCYC Queensland exists to promote the wellbeing of others. We do this by creating opportunities for lifelong learning and building safer, healthier communities through youth development.

From the far north, out west through to South East Queensland, our 56 clubs, 101 Outside School Hours Care services, and outreach activities, offer wellbeing, learning and developmental opportunities starting with our Little n Active and Outside School Hours Care services for children, through to leadership and youth development programs, sports and Gym+Fitness activities for people of all ages.

## Footprint



**96,505<sup>1</sup>**  
Club members



**56**  
Clubs



**101**  
Outside School Hour Care locations



**2**  
Stand-alone Club and Culture sites

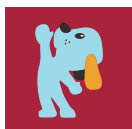
## Health and wellbeing



**46,433<sup>2</sup>**  
Gym+Fitness participants



**17,250**  
Gymnastics participants



**4,963**  
Little n Active participants




**1,300**  
RUBY Participant engagements


## Youth programs



**425,000+<sup>3</sup>**  
Youth program  
participant engagements

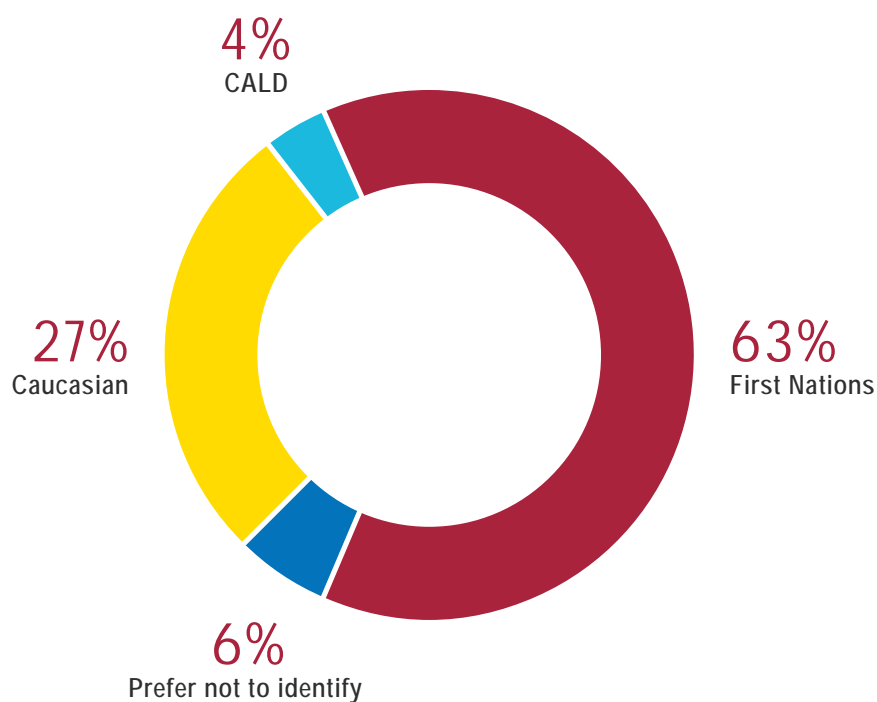
## Gender identified by youth program participants

 **55%**<sup>3</sup>  
Identified as male

 **44%**<sup>3</sup>  
Identified as female

 **1%**<sup>3</sup>  
Identified as other gender

## Ethnicity identified by youth program participants<sup>3,4</sup>



### Outside School Hours Care (OSHC)



**21,676**  
Children enrolled

### Indigenous programs



**6**  
Indigenous focused clubs (of 56 clubs)



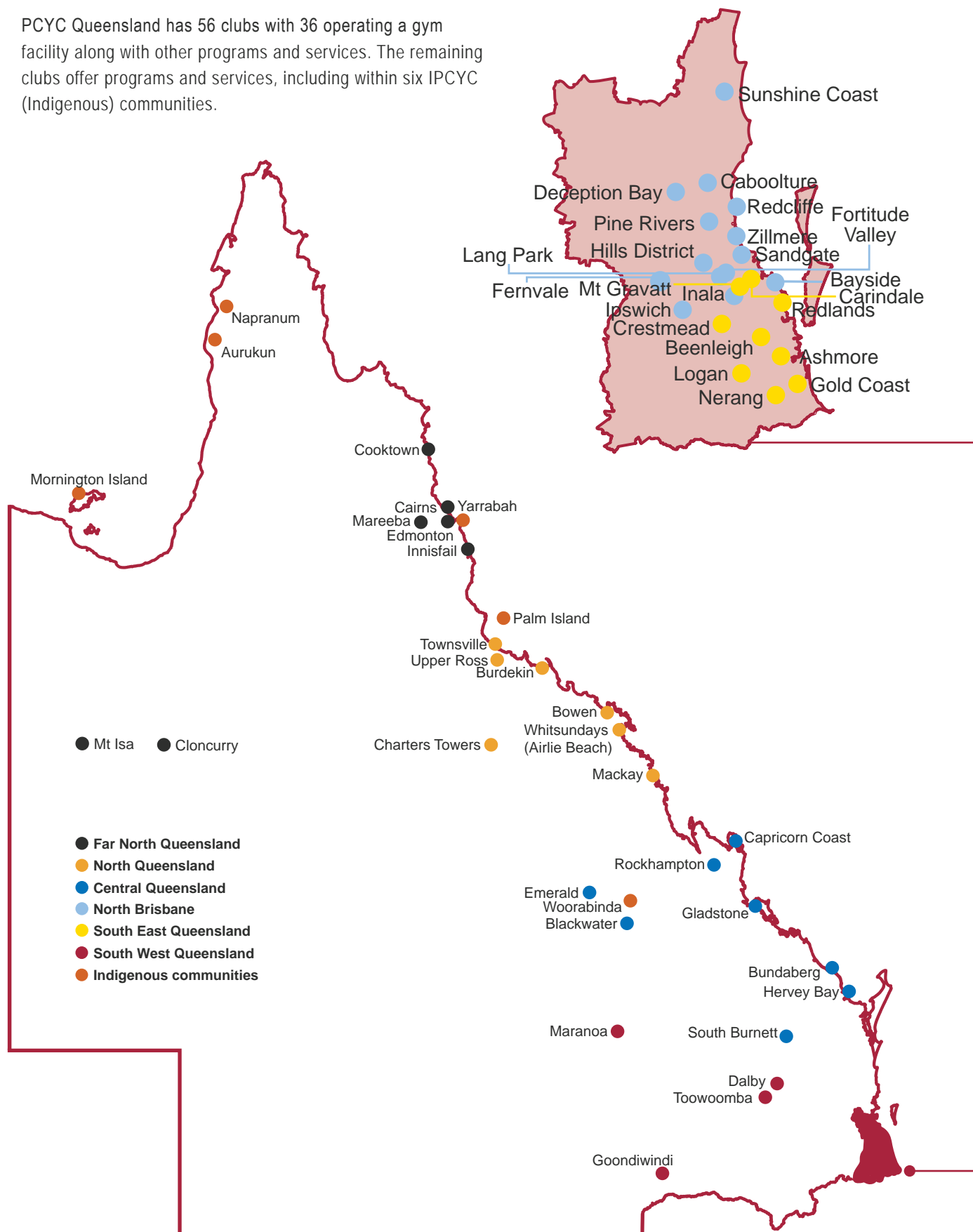
**117,050**  
Indigenous programs' engagements

<sup>1</sup> Does not include members who attend youth programs where participant engagements only are recorded. <sup>2</sup> Gym+Fitness participants includes gym access and when activities like boxing, judo, wrestling and basketball are paid activities. <sup>3</sup> Engagements can be attendances by the same participant more than once. <sup>4</sup> CALD = culturally and linguistically diverse.

# Our reach

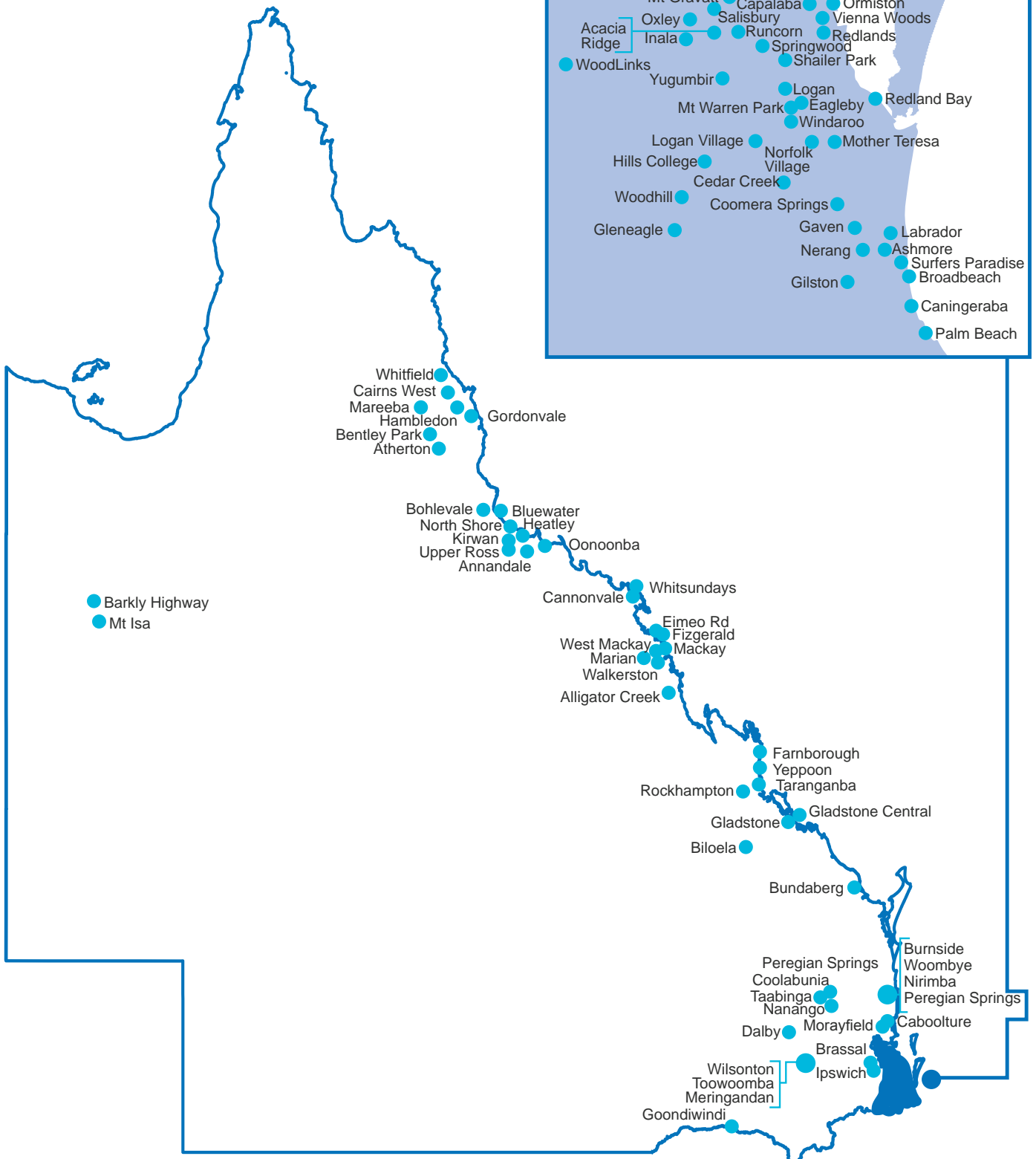
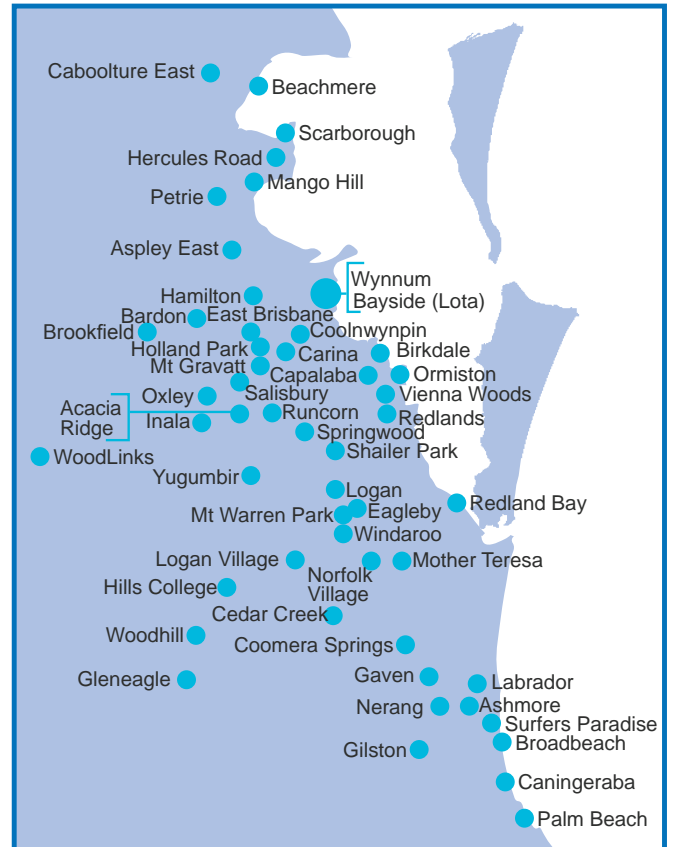
## Clubs

PCYC Queensland has 56 clubs with 36 operating a gym facility along with other programs and services. The remaining clubs offer programs and services, including within six IPCYC (Indigenous) communities.



## OSHC

More than 100 PCYC Outside School Hours Care (OSHC) services are offered across Queensland. These are located near or at schools, with 15 operated at our clubs.



● Barkly Highway  
● Mt Isa

# What we do where

PCYC Queensland teams work closely with the community to select programs and activities developed to address the specific social and recreational needs of each region.

Each of our 56 clubs is supported by a serving QPS Officer, offering unique mentoring opportunities alongside programs for wider skill development and opportunities to improve health and wellbeing through sport and other learning and engagement activities. Our Outside School Hours Care (OSHC) services also run in additional locations across Queensland. PCYC's Leadership Development Centres are at Yeppoon, Capricornia and the Gold Coast.



## Far North Queensland

PCYC Mount Isa held 128 sessions of our popular Team Up program this year, working with children aged 14 years and under to develop social skills, communication, teamwork and leadership capabilities. The schools-based program aims to help students engage with school by centring on their leadership skills and working together to resolve challenges in a positive way. Team Up in Mount Isa is proudly supported by Sandvik Mount Isa.

### Cairns

- Gym+Fitness
- Gymnastics
- Braking the Cycle
- Healthy Lives
- Duke of Ed
- Community Work Skills (SQW)
- Holiday Program
- QPS Engagement

### Edmonton

- Gym+Fitness
- Drop In
- Braking the Cycle
- QPS Engagement
- Holiday Program
- Healthy Lives
- QPS Education
- Safer Communities
- Team Up

### Mareeba

- Youth Support Service
- Drop In
- Braking the Cycle
- Community Foundation Skills (SQW)
- Ready for Work (SQW)
- QPS Education
- QPS Engagement
- OSHC

### Cloncurry

- Gym+Fitness
- After Dark
- Youth Support Service
- Drop In

### Innisfail

- Gym+Fitness
- Gymnastics
- Little n Active
- Braking the Cycle
- Community Work Skills (SQW)
- QPS Education
- QPS Engagement

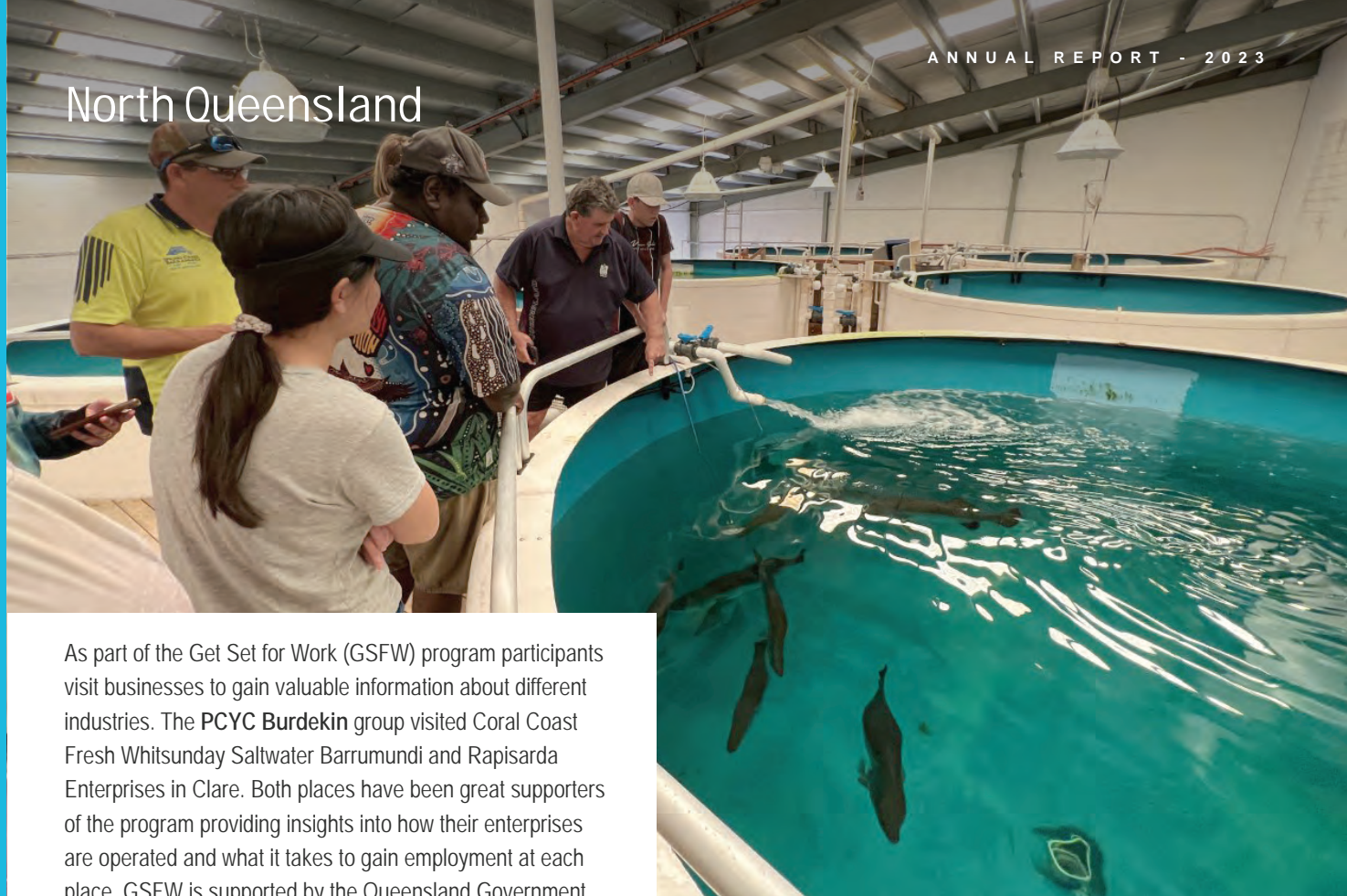
### Mount Isa

- Gym+Fitness
- Team Up
- QPS Engagement
- Braking the Cycle
- Community Foundation Skills (SQW)
- Blue Edge
- Respect
- QPS Education
- Drumbeat
- School Activities
- QPS Intervention
- OSHC

### Cooktown

- Gym+Fitness
- Drop In
- Braking the Cycle
- QPS Engagement
- QPS Intervention
- QPS Education
- Holiday Program
- Eat Cook Live

## North Queensland



As part of the Get Set for Work (GSFW) program participants visit businesses to gain valuable information about different industries. The PCYC Burdekin group visited Coral Coast Fresh Whitsunday Saltwater Barrumundi and Rapisarda Enterprises in Clare. Both places have been great supporters of the program providing insights into how their enterprises are operated and what it takes to gain employment at each place. GSFW is supported by the Queensland Government.

### Bowen

- Gymnastics
- Little n Active
- Braking the Cycle
- QPS Engagement
- Youth Leadership Team
- First Nations Program
- QPS Education

### Burdekin

- Braking the Cycle
- Get Set for Work (SQW)
- QPS Engagement
- Drop In
- Blue Edge
- PCYC First Nations Program
- QPS Education
- Holiday Program
- School Activities
- RUBY

### Upper Ross

- Gym+Fitness
- QPS Engagement
- QPS Education
- After Dark
- OSHC

### Charters Towers

- QPS Engagement
- Holiday Program
- First Nations Program
- Blue Edge
- After Dark
- Drop In
- QPS Education

### Mackay

- Gym+Fitness
- First Nations Program
- Braking the Cycle
- Get Set for Work (SQW)
- Youth Support Service
- Bike Ed
- Community Culture
- QPS Engagement
- OSHC

### Townsville

- Gym+Fitness
- Gymnastics
- Little n Active
- Get Set for Work (SQW)
- First Nations Program
- Braking the Cycle
- Safer Communities
- QPS Engagement
- Holiday Program
- Drop In
- Health and Fitness (CCSI)
- Sorry Business

### Whitsundays

- Gymnastics
- Little n Active
- Get Set for Work (SQW)
- Braking the Cycle
- QPS Engagement
- Youth Leadership Team
- School Activities
- OSHC



## Central Queensland

PCYC Bundaberg was one of our clubs to trial an addition to our popular Little n Active program this year. Little n Active Playtime for 0-2-year-olds supports early development through a range of stimulating sensory experiences. Parent involvement is a crucial part of Little n Active with our little ones enjoying storytime, fine motor development, rolling, playing, and time with their mums and dads.

### Blackwater

- Gym+Fitness
- Braking the Cycle
- Drop In
- After Dark

### Bundaberg

- Gym+Fitness
- Gymnastics
- Little n Active
- Braking the Cycle
- Youth Leadership Team
- Drop In
- QPS Engagement
- Duke of Ed
- RUBY
- QPS Education
- OSHC

### Capricorn Coast

- Leadership Development Centre

### Emerald

- Gym+Fitness
- Braking the Cycle
- Drop In
- QPS Engagement

### Gladstone

- Gym+Fitness
- Braking the Cycle
- Deep Blue Line
- RUBY
- Drop In
- QPS Engagement
- QPS Intervention
- QPS Education
- OSHC

### Hervey Bay

- Gym+Fitness
- Gymnastics
- Little n Active
- Get Set for Work (SQW)
- Braking the Cycle
- RUBY
- Blue Edge
- Respect
- Youth Support Service
- QPS Engagement
- QPS Intervention

### Rockhampton

- Youth Support Service
- Braking the Cycle
- Get Set for Work (SQW)
- Team Up
- Safer Communities
- Leadership Centre
- Drop In
- Lovebites
- Girls United
- Youth Leadership Team
- OSHC

### South Burnett

- Gym+Fitness
- Gymnastics
- Drop In
- Braking the Cycle
- QPS Engagement
- Holiday Program
- QPS Education
- Blue Edge
- Girls United
- Respect
- RUBY



Renovations to PCYC Gladstone included a brand-new gym fit-out, OSHC renovations and redevelopment of the youth space and gymnastics hall, thanks to funding support from the Australian Government's Stronger Places funding.

The Gym+Fitness centre introduced Life Fitness and Hammerstrength equipment, a functional training zone and a boxing zone to the Gladstone community.



## North Brisbane

Braking the Cycle at PCYC Caboolture had 19 graduates this year, with Sarah passing her driving test on the first attempt.

Sarah has ticked off some amazing milestones at PCYC. Over the year she completed the Get Set for Work program and graduated with a Certificate III in Individual Support at TAFE. She has just started her first job as an Assistant in Nursing at an aged care facility.

### Bayside

- Gym+Fitness
- Gymnastics
- Little n Active
- CHAMP
- OSHC

### Caboolture

- Gymnastics
- Little n Active
- Get Set for Work (SQW)
- Braking the Cycle
- Team Up
- Drop In
- QPS Education
- QPS Engagement
- QPS Intervention
- RUBY
- Respect
- School Activities
- OSHC

### Deception Bay

- Gym+Fitness
- Gymnastics
- Little n Active
- Braking the Cycle
- Drop In
- RUBY
- Safer Communities
- After Dark
- Holiday Program
- School Activities
- Girls United
- Blue Edge
- Respect

### Fernvale

- Gym+Fitness
- Gymnastics
- Little n Active
- Braking the Cycle
- Get Set for Work (SQW)
- Rhythm2Recovery
- After Dark
- RUBY
- QPS Engagement
- Rock & Water
- Drop In
- School Activities
- Blue Edge

### Fortitude Valley

- Gym+Fitness
- Braking the Cycle
- QPS Engagement
- Drop In
- YLT
- Duke of Ed
- QPS Education

### Hills District

- Gym+Fitness
- Little n Active
- Braking the Cycle
- QPS Engagement
- RUBY
- Blue Edge
- Deep Blue Line

### Inala

- Gym+Fitness
- Braking the Cycle
- Drop In
- Team Up
- Safer Communities
- Rhythm2Recovery
- Rock & Water
- Blue Edge
- After Dark

### Ipswich

- Gym+Fitness
- Braking the Cycle
- RUBY
- Youth Leadership Team
- Blue Edge
- QPS Engagement
- Respect
- After Dark
- QPS Education
- Deep Blue Line
- QPS Intervention
- OSHC

### Lang Park

- Gym+Fitness
- Little n Active
- Braking the Cycle
- QPS Engagement
- Blue Edge
- Drop In
- RUBY
- QPS Intervention
- QPS Education
- School Activities

## Planning starts for new PCYC Caboolture!

Delivered in partnership with the Australian Government, Queensland Government and Moreton Bay Regional Council, the 2,490 square metre PCYC Caboolture Club will support the local Caboolture community providing a purpose built home for PCYC's youth development programs, sport, recreation and community run activities featuring:

- A dedicated youth space
- Multipurpose spaces for sport and recreation and community activities
- A purpose built gymnastics facility offering recreational gymnastics and trampoline
- 24/7 community gym
- Outdoor Basketball court
- Sealed car park with 81 dedicated parking spaces as well as additional overflow parking

### Pine Rivers

- Gym+Fitness
- Little n Active
- Braking the Cycle
- Get Set for Work (SQW)
- Youth Leadership Team
- Team Up
- QPS Engagement

### Redcliffe

- Braking the Cycle
- Gymnastics
- Little n Active
- Bike Ed
- QPS Engagement
- Team Up
- QPS Education
- Blue Edge
- Youth Leadership Team
- RUBY

### Sandgate

- Gymnastics
- Little n Active
- Braking the Cycle
- Blue Edge
- QPS Education
- QPS Engagement
- Team Up

### Sunshine Coast

- Gym+Fitness
- Gymnastics
- Braking the Cycle
- Get Set for Work (SQW)
- QPS Education
- QPS Engagement
- QPS Intervention
- Youth Leadership Team
- School Activities
- CHAMP

### Zillmere

- Gym+Fitness
- Braking the Cycle
- Blue Edge
- RUBY
- QPS Engagement
- Team Up





## South East Queensland

PCYC Ashmore had 244 engagements with young people at risk through our CHAMP program (Channelling Healthy Aggression Mentoring Project) this year. By using boxing as a vehicle, CHAMP provides positive role models to work alongside young people to help foster personal growth and encourage better life choices.

### Ashmore

- Gym+Fitness
- Gymnastics
- Little n Active
- Braking the Cycle
- Bike Ed
- QPS Engagement
- Community Work Skills (SQW)
- CHAMP
- QPS Education
- Drumbeat
- OSHC

### Crestmead

- Braking the Cycle
- Drop In
- School Activities
- QPS Engagement
- RUBY
- Youth Leadership Team
- Rhythm2Recovery
- QPS Intervention
- After Dark
- QPS Education

### Logan

- Gym+Fitness
- Gymnastics
- Little n Active
- Braking the Cycle
- Get Set for Work (SQW)
- Well Fit
- RUBY
- QPS Engagement
- Community Work Skills (SQW)
- Drop In
- After Dark
- Deep Blue Line
- Youth Leadership Team
- OSHC

### Beenleigh

- Gym+Fitness
- Gymnastics
- Little n Active
- Braking the Cycle
- Youth Support Service
- Get Set for Work (SQW)
- Ready for Work (SQW)
- After Dark
- RUBY
- QPS Engagement
- Well Fit
- QPS Intervention
- QPS Education

### Gold Coast

- Gym+Fitness
- Gymnastics
- Little n Active
- Braking the Cycle
- QPS Engagement
- Duke of Ed
- RUBY
- QPS Education
- Drumbeat
- CHAMP
- Youth Leadership Team
- Well Fit
- Team Up

### Mt Gravatt

- Youth Support Service
- Braking the Cycle
- Drop In
- QPS Engagement
- RUBY
- Health and Fitness (CCSI)
- QPS Education
- School Activities
- Holiday Program
- Girls United

### Carindale

- Gymnastics
- Little n Active
- Braking the Cycle
- Blue Edge
- QPS Engagement
- QPS Education

### Nerang

- Gym+Fitness
- Gymnastics
- Little n Active
- Braking the Cycle
- Get Set for Work (SQW)
- CHAMP

### Redlands

- Gym+Fitness
- Little n Active
- Braking the Cycle
- Community Work Skills (SQW)
- OSHC

## South West Queensland



As part of PCYC's State Youth Leadership Program (SYLP), PCYC Toowoomba transported five very excited young people from Toowoomba, Oakey and Chinchilla to the PCYC Bornhoffen Leadership Development Centre at the Gold Coast. Their first group task of their trip was meeting new people and having to work together as a team to change a flat tyre! Fortunately, their learning and adventure experiences also included activities like canoeing and high ropes when they reached their destination.

### Dalby

- Gym+Fitness
- Gymnastics
- Little n Active
- Youth Support Service
- Braking the Cycle
- RUBY
- Blue Edge

### Maranoa

- Gym+Fitness
- QPS Engagement
- Braking the Cycle
- Drop In
- Youth Leadership Team

### Goondiwindi

- Gym+Fitness
- Braking the Cycle
- Drop In
- QPS Engagement
- School Activities
- Team Up
- Blue Edge
- RUBY
- QPS Education
- Respect
- After Dark

### Toowoomba

- Gym+Fitness
- Gymnastics
- Little n Active
- Braking the Cycle
- Team Up
- Restart
- Drop In
- Bike Ed
- Safer Communities
- Youth Support Service
- Community Foundation Skills (SQW)
- RUBY
- Respect
- OSHC

# Indigenous communities



The PCYC team use school holiday programs as a way of keeping children and young people engaged and to open their eyes to new ways of staying healthy and being connected to their community.

PCYC Woorabinda’s Summer holiday program from December to January offered soccer, T-ball, edor, arts and crafts, board games, basketball, dodgeball, touch football, cricket, netball, oz-tag, and cultural sessions with One Mob Fellowship. More than 30 young people also participated in the Brisbane Heat holiday clinics, improving their athletic and sporting skills with fun cricket activities, games and more.

## Aurukun

- Club and Culture
- Youth Support Service
- QPS Engagement
- Blue Edge
- Drop In
- School Holiday Program
- Friday Night Lights
- Youth Leadership Team
- State Youth Leadership Program (SYLP)
- Duke of Ed

## Mornington Island

- Club and Culture
- QPS Engagement
- QPS Education
- School Holiday Program
- Community Culture Program
- State Youth Leadership Program (SYLP)

## Napranum

- Club and Culture
- Youth Support Service
- Braking the Cycle Changing Gears
- Deadly Active Sport and Recreation Program
- ICSRP
- QPS Engagement
- Drop In
- After Dark
- Drumbeat
- Breakfast Club Program
- School Holiday Program
- Youth Leadership Team
- State Youth Leadership Program (SYLP)
- Outreach



## Palm Island

- Club and Culture
- Youth Support Service
- QPS Engagement
- Safer Communities
- School Holiday Program
- Bwgcolman Radio Station

## Woorabinda

- Club and Culture
- QPS Engagement
- School Activities
- School Holiday Program
- Health and Fitness (CCSI)
- Community Culture
- Youth Leadership Team

## Yarrabah

- Club and Culture
- Drop In
- After Dark
- School Holiday Program
- Deadly Active Sport and Recreation Program

# Setting the course

**We recognise that to build, safer, healthier communities through youth development, we need to start at the very beginning.**

## Outside School Hour Care (OSHC)



**2.4 million**

Individual bookings



**101**

Sites



**21,676**

Children enrolled



**505,989**

Breakfasts served

PCYC Queensland continued to enhance its reputation as the largest provider of before school, after school and vacation care in Queensland.

The Outside School Hours Care (OSHC) community welcomed eight new services and enrolment numbers remained strong statewide. Individual bookings rose by 22 per cent from last year, going from 1.97 million to 2.4 million.

PCYC OSHC also continued to receive high satisfaction ratings from families as well as the schools and clubs they support.

## What families said

**87%**

of families surveyed believed  
their child benefited



*Since putting my child in OSHC it has opened her up and made her more confident and outgoing.*



*The staff are amazing and my child does not want to come home some days. That makes me know she is comfortable around the staff and they provide a stimulating environment for her to thrive in.*



## What schools said

# 84%

of schools surveyed said OSHC meets community needs



*Communication is strong with the school, participation in events and special moments is supported by the PCYC encouraging student involvement and creating enthusiasm and awareness.*



*Working well with the school and aligning with school expectations and processes.*



PCYC's Practice Development Unit has enjoyed significant success through the introduction of term Practice Awards for OSHC services. As a result, higher quality practices have been noted in the areas of sustainable practices, STEM learning, the Kids in the Kitchen project where children are engaged in the decisions and creation of food in OSHCs and embedding First Nations perspectives into our programs.

We continue to be a strong advocate for children's rights, with Children's Rights Queensland using one of our OSHC children's posters about Rights for their annual campaign this year. We aim to support children's learning around their responsibilities that come with those Rights.

PCYC also leads a not-for-profit OSHC sector network who meet each month. We are using this platform to advocate for change in the sector, both from a contracts and practice point of view. We work with QCAN, YMCA and Jabiru to build the sector with our principal point of difference being our stand on quality and reinvestment into community.



## Kids in the Kitchen

The children at PCYC Acacia Ridge OSHC go so far as to say that food activities are their favourite part of being at PCYC. Every child participates from carrying an appliance, to licking the bowl clean, menu planning, cooking, preparing the food themselves, serving the food to their peers, then cleaning up afterwards.





## Cadet Club piloted

PAGE 26

Brand new to PCYC Queensland is Cadet Club. A research driven early intervention and prevention life-skills program for 5 to 12 year-olds, we believe it fills a gap in programs that create a life-long journey through PCYC—from our Little n Active for 0 to 5 year-olds, through to our many youth development opportunities and prevention, intervention and diversionary programs.



PCYC Queensland aims to inspire a generation of emotionally intelligent young leaders who feel connected and committed to their communities. The program focuses on core principles that all children need to succeed—executive functions like emotional regulation, behavioural modelling and goal setting, along with self-efficacy that includes motivation, encouragement and self-belief.

Cadet Club was trialled within our Outside School Hours Care services to develop and implement the new program, with children and families reporting great learning outcomes as a result.

**One Mum said her son was having a 'great time' at Cadet Club and was learning how to handle his emotions and do things but didn't actually think he was learning, just having fun!**



Cadet Club will be rolled out further in 2024, with Queensland Police Service (QPS) Officers co-leading the program in club and school based OSHCs.



# Changing the course



**Many disadvantaged young people are living without access to the kind of focused community support that enables them to grow and thrive. We aim to help bridge this gap by supporting young people through key life milestones and giving them the chance to change their story.**

Working alongside the Queensland Police Service (QPS), PCYC continued its focus on delivering prevention, intervention and diversionary programs that support youth development, crime prevention and positive community engagement.

Our programs reduce barriers between police, young people and communities whilst offering opportunities for new experiences and skill building that inspire young people to make positive life choices.

We have 30+ programs offered across our clubs and outreach locations. These include Drop In, After Dark, Girls United, Braking the Cycle and the Skilling Queenslanders for Work job preparation programs funded by the Queensland Government. Mentoring support is crucial to the success of all of our programs.

## Drop In

Youth Drop In gives young people a safe place to be and the opportunity to chat with a local QPS officer or other mentor. It is a great way to meet peers and is a gateway to referral services and other PCYC programs and activities. Drop In was offered in 37 clubs this year with plans to add more clubs in the coming year. The remaining 6% were aged 20+ years.



46,158

Drop In engagements



63%

Identified as male



50%

Aged 10-14 years



22%

Aged under 10 years



22%

Aged 15-19 years

## After Dark

A free sports-based program, After Dark is for young people who have limited opportunities to engage in positive activities 'after dark' and are experiencing disengagement from the community, family or school. It aims to empower young people by using sports—such as boxing, to improve their physical health and wellbeing, emotional resilience, self-esteem and confidence, in a safe and structured environment. There were 18 clubs operating After Dark this year with more planned for the coming year. The remaining 7% were aged 20+ years.



3,431

After Dark engagements



78%

Identified as male



59%

Aged 10-14 years



27%

Aged 15-19 years



7%

Aged under 10 years



### Shining a light after dark

If you have ever wondered if Boxing After Dark actually works as an important diversionary and preventative tool, according to PCYC Ipswich's A/Sergeant Storm Kolera, the results speak for themselves.

"One of our participants, who was referred by Child Safety, is a child in residential care and has an extensive offence history, has not committed a single offence, or been listed as a suspect in the time he has spent with us," she said

"This same young person has agreed to continue in the program as a youth mentor moving forward, has been linked with employment support and had this to say, 'I enjoy boxing, it helps with my fitness, I now go to bed early and, it gets me out of the house and being active'.

"Another young person who came to us as a Police referral was often suspended from school for being reactive. I received feedback from his mother that she believed Boxing After Dark had taught him self-control and when he was recently involved in an altercation with a fellow student, he didn't react against him like he would have previously."

These are just some of the many examples where sport combined with mentorship can change a young person's story.

## Girls United

Girls United is designed to engage with young women. The program aims to enhance participants' positive sense of self, boost self-esteem and resilience, provide a variety of positive life experiences, encourage goal setting behaviours, equip them with coping strategies for many life situations and expose participants to healthy female role models. It was offered at 7 clubs during the year.

PCYC South Burnett's Girls United crew used their artistic flair by volunteering to paint garden chairs to create a yarning cycle. Sometimes the simple act of creating as well as helping others can make all the difference, improving self-esteem and wellbeing.



430

Girls United engagements



50%

Aged 10-14 years



44%

Aged 15-19 years



6%

Aged under 10 years

## Braking the Cycle

Braking the Cycle (BTC) gets young people on the road in more than one way. It offers a pathway, not just to getting a driver's licence, but opens a world of possibilities including access to employment and further education opportunities. The volunteer driver mentor program supports learner drivers without access to a supervisor or registered vehicle to complete their logbook hours.

In 2022, Braking the Cycle proudly celebrated its 10-year anniversary at Parliament House, Brisbane where awards were presented to some of our amazing volunteer driver mentors. Already a multi awarded program, it also earned a national award for the PCYC Braking the Cycle Changing Gears program. BTC Changing Gears is tailored specifically to the First Nations people of the Napranum community. The Australian Road Safety Foundation presented PCYC Queensland with the Indigenous Programs Award at a gala ceremony in Canberra.

Braking the Cycle is supported by the Motor Accident Insurance Commission (MAIC), with road safety an important focus of the program. BTC ran 137 road safety awareness events during the year. These ranged from events at schools, with other community groups or at community events.



3,065

BTC participants



50,614

Driving hours



1.32 million

km driven



868

Licences



22%

Identified as First Nations



17%

Identified as CALD

### Meet Lachie

According to PCYC Beenleigh's Sergeant Bob Caunt, Lachie is an absolute LEGEND! Not only did he pass his manual driving test through Braking the Cycle first go he has also secured a job as a stonemason. Next on his list is to buy himself a car.

"There is no stopping this young man," Bob said. "He has worked hard during his time at PCYC, participating in our Get Set for Work (GSFW) program and completing his Certificate II in Vocational Skills and Certificate I in Construction."

Lachie also attends Boxing After Dark every Wednesday night (pictured here with GSFW Manager, Rob Workman).

Some people use multiple programs to find their pathway, some just one. What's most important is our programs offer a way for young people to connect with a QPS officer, youth worker or other mentor to gain the support they need.



## Skilling Queenslanders for Work

Skilling Queenslanders for Work (SQW) programs help improve the skills, employment opportunities and social inclusion of disadvantaged young people. It offers targeted skills and training to help them gain the skills, qualifications and experience needed to enter and stay in the workforce. These programs receive funding from the Queensland Government. It was offered at 20 clubs this year. More than half (56%) of participants went on to employment or further education after completing the program.



329

SQW  
participants



56%

of graduates entered  
employment or training



29%

Identified as  
First Nations



6%

Identified  
as CALD



16%

Identified as having  
a disability



### Meet Rose

Rose was referred to the SQW Community Foundation Skills program at PCYC Mareeba by the Transition Pathways Officer from Education Queensland. She had recently moved to the Kuranda area with her large family but had had trouble making friends and engaging in school and had become disengaged from her schooling.

Rose achieved many goals since beginning the program. She started driving after receiving her learner's licence and accumulated her first 10 hours to be accepted into our Braking the Cycle Program. She also enrolled in further education and has earned herself a job doing a workplace traineeship in childcare. Last but not least, Rose (pictured at the event) was a finalist for the Tropical North Region's Queensland Training Award's Equity Student of the Year Award.

Her success is significant given she had previously disengaged from school. Rose also comes from a large family and has a history of family challenges, which had affected her engagement in the past.

## Youth Support Service

Our Youth Support Service provides case management services to vulnerable young people aged between 8 and 21 years-of-age who are experiencing disadvantage or at risk of disconnection.

We also work with 8 to 11-years-old if they have a sibling who is an active service participant.

The service is run in 12 locations across Queensland and is funded by the Department of Children, Youth Justice and Multicultural Affairs.



# Leading the way

**Our leadership development programs develop, support, challenge and inspire young people to recognise and achieve their leadership potential to prepare them for life and work.**

## Emergency Services Cadets



21

Active Units



411

Cadets



166

Volunteer adult leaders



10,301

Cadet engagements



3,717

Volunteer adult leader engagements

PCYC's Emergency Services Cadets (ESC) for youth aged 12 to 17 years, provide young people with a safe, fun and inclusive environment that offers practical life skills like map reading, problem solving, Indigenous cultural awareness and leadership opportunities.

In 2023, the PCYC ESC program celebrated its 10-year anniversary and partnership with the Queensland Fire and Emergency Services (QFES). Four new ESC Units were launched in Woodford, Emerald, Somerset and Beaudesert.

Our Cadets had a busy year. In addition to their usual activities, they also took part in:

- Townsville Cadet Games at PCYC Townsville, July 2022
- ESCape Week, September 2022
- Adult Leader Conference, December 2022
- Brisbane Cadet Games at PCYC Sandgate, June 2022

The Wolffdene Unit, in partnership with Logan City SES and Wolffdene Cedar Creek Rural Fire Service, also hosted the South East Region Cadet Rescue Challenge in April 2023. Eight ESC teams from across South East Queensland participated.



### Brisbane Cadet Games

The Cadet Games remains the flagship event for cadets across multiple emergency services and defence force disciplines, bringing teams together in the name of camaraderie, skill and leadership, to vie for the title of Ultimate Cadet Crew.

Held at PCYC Sandgate on June 24, 2023, a total of 31 teams made up of 186 cadets competed. Teams were from Emergency Services Cadets, Rural Fire Service, Royal Australian Navy Cadets, Australian Army Cadets, Royal Australian Air Force Cadets, Surf Life Saving Queensland and Military Cadets. There were 62 Adult Leaders and 25 judges who volunteered at the Brisbane event. Volunteers are current or retired emergency services personnel from QFES, including FRS, RFS and SES as well as QAS, QPS and the Australian Defence Force.

Special guests at the games included the Honourable Mark Ryan, Minister for Police and Corrective Services and Minister for Fire and Emergency Services, Katarina Carroll, Queensland Police Service Commissioner and Stephen Smith, Assistant Commissioner of Queensland Fire and Emergency Services.



## State Youth Leadership Program

The State Youth Leadership Program (SYLP) is a multi-stage leadership development program for young people aged 14-25. Hosted by Bornhoffen Leadership Development Centre on the Gold Coast, SYLP explores contemporary leadership theory through an adventure-based framework, reflective processes and group-based discussions.

Participants are encouraged to step out of their comfort zone, challenge themselves and develop skills applicable in school, community, work and life. SYLP brings together young people from across the State who are passionate about developing themselves and contributing positively to their community.



85

SYLP engagements



53%

Identified as female



47%

Identified as male



23%

Aged 10-14 years



53%

Aged 15-19 years



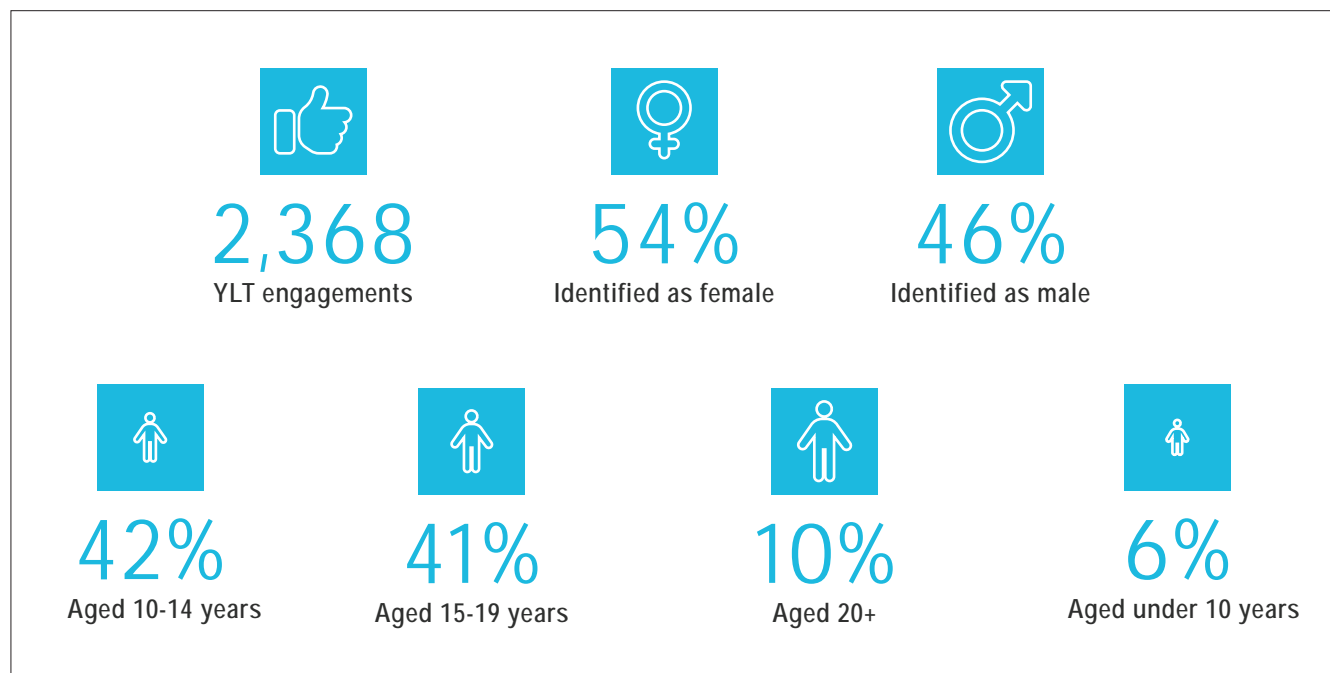
24%

Aged 20+

## Youth Leadership Teams

PCYC Queensland Youth Leadership Teams (YLT) are a social and leadership development group for high school aged young people who wish to improve their leadership skills and to give back to and connect with their communities. YLTs meet regularly within our clubs, volunteer their time and establish and drive their own projects within the community.

There are 23 clubs running the YLT program.



### Napranum's young leaders

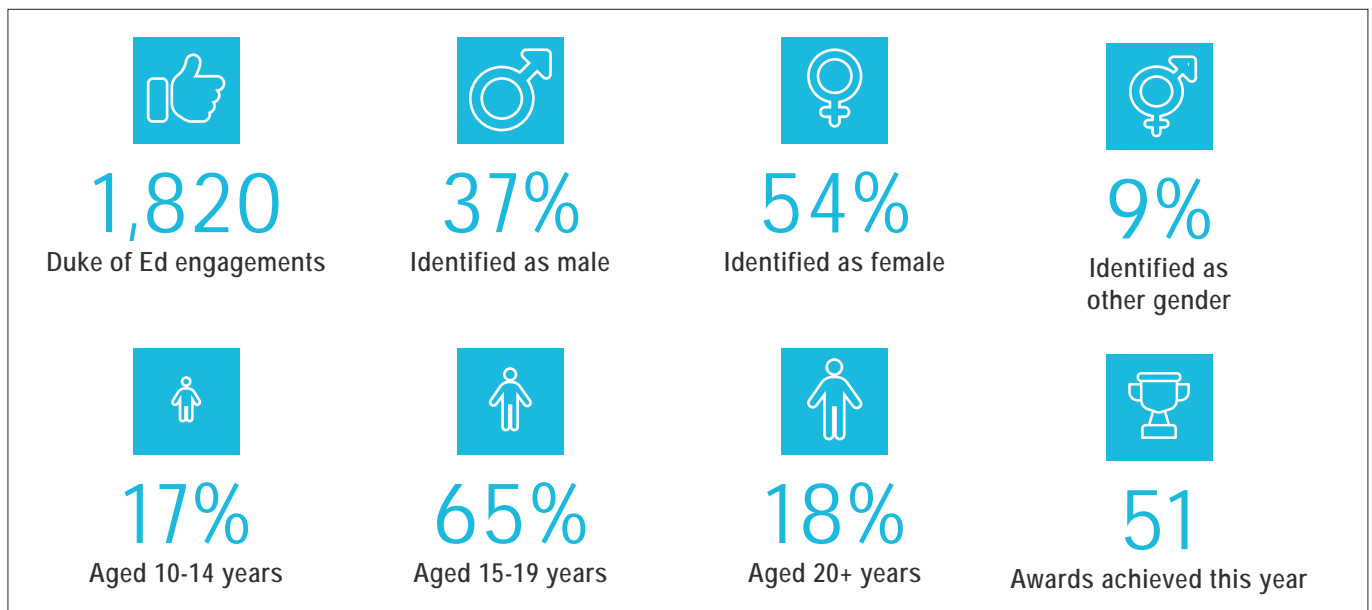
PCYC Napranum was proud to hold its first Youth Leadership Team meeting this year.

The team has been kept busy supporting their peers through PCYC's values of commitment, respect, passion and teamwork, and doing it fantastically. This is through everything from planning, shopping and making meals to share with others at the club or supporting community initiatives.

This included four members of the Youth Leadership Team completing artwork for display at the Weipa Police Station in the new room dedicated to people experiencing family and domestic violence.

We are so proud of our young leaders Afreda, Angelo, Trinity and Cherylyn. Thank you to Western Cape Communities Trust (WCCCA) for supporting this project.

## Duke of Edinburgh's (Duke of Ed) International Award



This multi-staged self-development program is a leading structured (nonformal education) youth development program for young people aged 14 to 24 years. It empowers them to explore their full potential and find their purpose, passion and place in the world, regardless of their location or circumstance. Each young person sets their own goals focused on learning a new skill, improving their physical wellbeing, volunteering in their community, and experiencing a team adventure in a new environment. Achieving the Award is a bonus! It was run from eight of our club locations.

This year 16 participants received the Gold Award, 10 received Silver and 25 earned the Bronze.



### Be bold, be brave, be confident

These are the words PCYC Cairns' Keith Seaton says to every recipient when they receive one of the Duke of Edinburgh's International Awards because they have earned the award by demonstrating these qualities.

For 10 years, Keith has been working with young Queenslanders as an Award Coordinator for the program and immensely proud to have seen many young people learn and prosper from the 'Duke of Ed'.

Keith is pictured here presenting Finn with his Silver Award onboard tall ship South Passage. Traveling and, more importantly, experiencing and learning hands-on what it means to sail such a ship, is part of the Award's 'Adventurous Journey', one of the Award's four learning sections.

"The learning really is in the journey, which is about stepping outside your comfort zone and working as a team to achieve success. It also means meeting new friends and having lots of fun, creating lifetime memories and new knowledge," Keith said.

Finn is now working towards his Gold Award and next life adventure.



## Leadership Development Centres

### Bornhoffen Leadership Development Centre

Our Bornhoffen Leadership Development Centre is located on a spectacular 95-hectare property in the Gold Coast Hinterland, adjacent to the World Heritage listed Lamington and Springbrook National Parks. Leadership learning and adventure experiences (including high ropes, abseiling, rock climbing, canoeing and rafting) are offered through school Outdoor Education programs, community programs, including PCYC's State Youth Leadership Program, and group accommodation.



### Capricorn Coast Development Centre

The Capricorn Coast Development Centre in Yeppoon sits in the heart of Cooee Bay on the Capricorn Coast. It is a hub for many community programs and offers activities, accommodation and catering ideal for school camps. This includes high adventure, action packed team building and leadership activities that promote self-confidence and group coherence.



# Building healthy communities

**Our sport and recreation activities provide the opportunity for community fitness, wellbeing and skill development, and are a valuable revenue stream to help secure our financial sustainability and support our mission.**



**46,000**

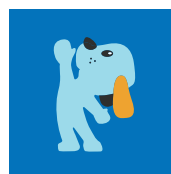
**Gym+Fitness members**

Including gym access and activities like boxing, judo, wrestling and basketball



**17,250**

**Gymnastics members**



**4,963**

**Little n Active members**



**1,300**

**RUBY**

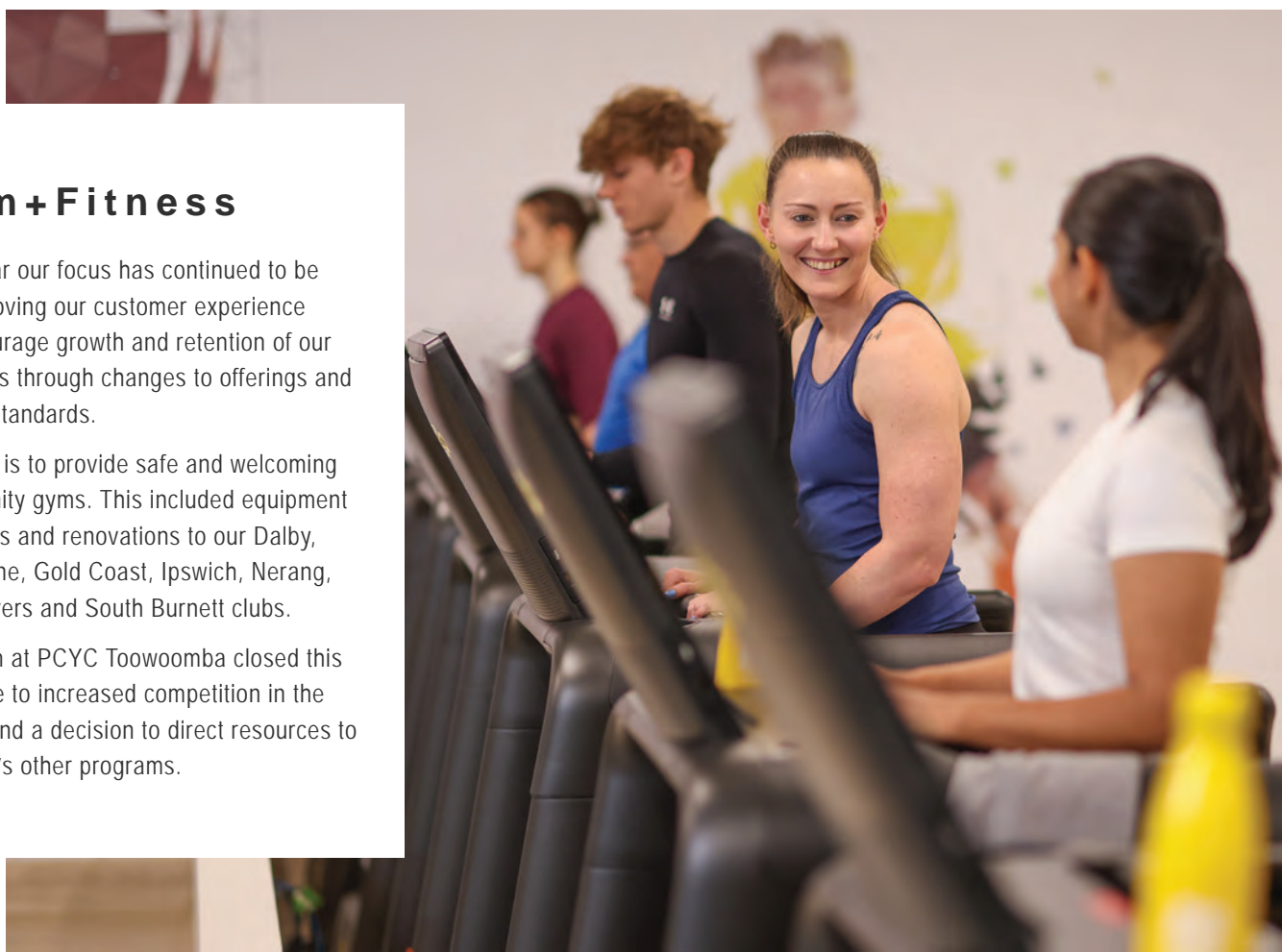
Participant engagements

## Gym+Fitness

This year our focus has continued to be on improving our customer experience to encourage growth and retention of our members through changes to offerings and quality standards.

Our aim is to provide safe and welcoming community gyms. This included equipment upgrades and renovations to our Dalby, Gladstone, Gold Coast, Ipswich, Nerang, Pine Rivers and South Burnett clubs.

The gym at PCYC Toowoomba closed this year due to increased competition in the region and a decision to direct resources to the club's other programs.





### Active8 28 Day Kickstart Challenge

Encouraging people to have fun while exercising is an important part of our scheduling. This year, our Active8 28 Day Kickstart challenge saw more than 3,000 participants join our exclusive Active8 Facebook group, demonstrating their tenacity and dedication to achieving great health and fitness.

One of the key advantages of the online driven challenge was it could be done anywhere and everywhere. Exercise spaces included beaches, parks, lounge rooms and garages along with PCYC gyms across Queensland. A number of people also joined challenge groups led by instructors at our gyms.

Here is what just one of our intrepid challengers had to say about their experiences:



*Day 17, Wow! I really didn't think I could do the first 10 mins up let alone back down managed to get to 40 then 40 and back down did push ups on the knees. I am absolutely blown away what this challenge has given me so far, bring it on! Not looking forward to walking or standing up tomorrow?*



We look forward to next year!



## RUBY: Rise Up & Be Yourself

RUBY is a free physical exercise program for women who have experienced or are at risk of domestic violence. Led by female police officers, it gives participants an outlet and tools to combat the domestic violence cycle by fostering connected relationships with other women in a safe group environment.

An additional four clubs began offering RUBY this year, with 25 clubs holding sessions.

We regularly ask our participants to provide feedback on how they are feeling mentally, physically, and emotionally following their sessions with RUBY. This lets us know if we are on the right track in terms of facilitating and coordinating. Feedback included:



*If at home feeling down and alone, once you come and join you feel good and like you have support. RUBY gives you energy to do things instead of just laying around, I feel empowered.*



*Ruby to me isn't just a workout, I feel empowered and energised, but also confident and understood. I am ready to face my week, even struggle days. I know the program is here for me next week! It's an escape and a time for me and self-care. The program is a great support. Thanks.*



## Little n Active

Our Little n Active program takes a fun and creative approach to introducing children under 5 to physical activity. Held in a safe and welcoming space where active parental participation is key, classes promote children's curiosity, encourage problem solving, increase comprehension and develop social skills. These skills and activities help get children physically and mentally prepared for school.

Launched last year at 19 of our clubs, the program has been a great success with 25 clubs now offering the program.

Originally designed for children 18 months and older, in response to feedback from parents and the community, this year we successfully trialled an additional Playtime module to cater for children in the 0-2 years-of-age range.

Little in Active Playtime supports the early development of children through exposure to a wide range of stimulating sensory experiences through social play. Playtime will be rolled out more widely in 2024.





## Gymnastics

Gymnastics continues to be our most popular sport and PCYC Queensland is the largest gymnastics provider in the state. We take our Gymnastics and GymSports programs very seriously and ensure children are learning correct techniques and shaping. That said, PCYC Queensland is very serious about having fun! We encourage all students to reach their full potential at their own pace. Classes focus on developing strength, flexibility, coordination, and confidence while learning new and exciting skills.

Our second in-house PCYC Queensland Gymnastics Carnival took place at PCYC Logan with competitors from our Beenleigh, Bundaberg, Caboolture, Carindale, Deception Bay, Sandgate, Toowoomba and Logan clubs taking part.

**Classes are available  
at 23 of our clubs.**



# Supporting capability development in Indigenous communities

**Working alongside First Nations people to support capability development is an important part of what we do. This includes First Nations focused programs and PCYCs located in Indigenous communities.**



117,050

Indigenous programs' engagements



51 staff

were employed through our Indigenous programs in the last financial year



82%

of Indigenous program staff were First Nations people

We have 12 dedicated social clubs that only focus on social program delivery. Of these, six Indigenous PCYC locations operate in discrete communities.

PCYC is partnering with three discrete Councils to deliver the Queensland Government's Deadly Active programs and also a standalone First Nation's program being delivered across eight communities in north and central Queensland. We are also currently delivering two stand-alone club and culture outreach programs in partnership with the National Indigenous Australians Agency (NIAA) at Normanton and on Horn Island.

## **Indigenous PCYC (IPCYC) programs**

Programs at our six IPCYC clubs are tailored to the needs of each community. They include cultural, leadership and other activities designed to nurture development and connect young people with communities.

Three of our 12 Youth Support Service case management programs are running in IPCYC communities which offer case management support pathways for young people who need assistance with their life circumstances. Young people in IPCYC communities were supported by 6,365 case management contact hours.

Sports continue to be an important part of what we do, acting as a great equalizer and way of bringing communities together.

Our three major sport and culture corroboree events, as a key strategy of PCYC's Innovate Reconciliation Action Plan, connect Indigenous communities not only with each other, but with community supporters, to celebrate young people's connection to culture through the common language of sport.



### Inaugural NAIDOC Ball

PCYC Aurukun celebrated NAIDOC Week this year with the first PCYC Aurukun Youth NAIDOC Ball.

After two months of planning by the PCYC Aurukun Youth Leadership Team, attendees donned ball gowns and formal wear to step out in style and embrace the NAIDOC 2022 theme of 'Get Up! Stand Up! Show Up!'

Formally Ever After and local volunteers came together to provide, alter and prepare the stunning outfits for each young person for a night of good food, music and fun.

The ball is an initiative of PCYC's Youth Support Service funded through the Queensland Department of Communities, Housing and Digital Economy. Many thanks to the Queensland Government, Aurukun Shire Council, Apunipima Health Service, Aurukun Kang Kang Café and the Queensland Police Service for supporting the event.



### Connecting community through sport

Our trio of Sports and Cultural Corroboree events proved as popular as ever. In June, we brought 168 young people from 12 communities across Queensland to our annual Bunburra touch football event at the Gold Coast—the first since COVID closures. Thirty of these young people had never been on a plane before. The event gave them and others who took part, a wealth of new experiences and friendships while participating in this unique gathering.

ABC TV arrived to cover the event with young people clamouring for the opportunity to share their experiences with the community.

Deadly 3s is the largest Indigenous basketball event in Australia. Hosted at PCYC Edmonton, in October 2022 First Nations teams from 16 communities were cheered on by over 500 passionate basketball fans spectating from the sidelines. Teams from Palm Island, Yarrabah, Napranum and Aurukun were just some of those who attended. The PCYC Palm Island women's team and PCYC Mackay men's team won their respective Grand Finals.



PCYC QLD's annual Wariganda Golf Tournament brought together 128 elders and young people to celebrate National Reconciliation Week and MABO Day, whilst raising awareness of not just the health benefits of sport within the surrounding First Nations' communities, but as a great way of creating community connections.

This year, 128 community golfers participated coming from: Indigenous Youth Support Groups, Indigenous Men's and Women's Groups and QPS, with Police Liaison Officers who travelled from Palm Island, Yeppoon, Rockhampton, Mackay, Proserpine, Bowen, Burdekin, Charters Towers and Townsville.

To earn selection for these events, players must be committed to attending school, be active in their community, show leadership and be responsible throughout the year.

We look forward to these events again in the 2023–24 year.



### Connecting with Community through dance

This year, PCYC Mackay launched a unique First Nations Cultural Arts In Dance (CAID) program. The first program of its kind for PCYC Queensland, CAID aims to connect students back to Country and traditional song, dance, language and lore, instilling a sense of cultural pride, self-worth, identity and belonging.

Students from Mackay High Schools attend weekly lessons and choreograph a dance piece together while learning and exploring their creativity through movement.

A key element of the program is using the Indigenous contemporary art form of dance to tell stories about culture and Community.

At the end of the program, students present their new dance and theatre production skills to Community.

In December 2022, over 180 CAID students performed in the Awakening Spirits concert to a 350+ audience in honour of the Wakakirri National Story-Dance Festival for secondary schools.

Our First Nations Club and Culture Program Manager, Lavenia, had this to say:



*These students had little dance experience, but given the right environment and teaching methods, they connected and thrived. This year's performance titled 'Brolga' was honestly incredible and in the true spirit of Wakakirri. Our performers are the next generation of storytellers, able to take the audience on a journey of self-discovery, cultural identity, empowerment, and reconciliation.*



The CAID program is funded by the Queensland Government's First Nations Sport and Recreation Program, Flying Arts Alliance, and Australian Government's Regional Arts Australia.



#### PCYC Woorabinda evaluation

We know that our programs work but it is great to have this validated by a recent independent review of what we do.

The QPS approached the Office of Indigenous Engagement, CQUniversity, suggesting the university walk alongside the strategies and conduct research over the three-year implementation of PCYC in Woorabinda.

The research gauged community perceptions and evaluated the impact that PCYC activities have on youth crime and community harmony.

Key findings showed the PCYC's youth programs created a safe and encouraging environment with community members noticing young people gaining and exhibiting greater confidence.

While activities are often sports-based the ripple effect is that they develop confidence, support wellbeing and encourage young people to make positive life choices. The transformative power of a successful Youth Program provides a safe and encouraging environment for the development and emergence of young role models and future leaders.

The Evaluating the Establishment of a PCYC in Woorabinda Report by the Office of Indigenous Engagement, CQUniversity – June 2023 can be accessed from CQUniversity's website.

30 June 2023

## EVALUATING THE ESTABLISHMENT OF A PCYC IN WOORABINDA

Final Report

MADLINE STEWART  
DR CAROLYN DANIELS  
PROFESSOR SUSAN KINNEAR  
DR WENDY HILLMAN  
DR KYLIE RADEL  
PROFESSOR ADRIAN MILLER



OFFICE OF INDIGENOUS ENGAGEMENT

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# Governance



## PCYC Queensland is committed to best practices and behaviours that reflect good governance principles.

PCYC Queensland is an approved registered charity with the Australian Charities and Not-for profits Commission (ACNC) and under our registered name—Queensland Police-Citizens Youth Welfare Association (QPCYWA)—is a constitutional member-based association and a company limited by guarantee and certified under a Human Services Quality Framework.

Our Strategic Plan is split into three goals—Growth, Efficiency and One PCYC, outlining strategic priorities over three years to help us deliver our vision and grow in a sustainable way.

## Our Board

Our Board oversees our governance to assist local operations that operate under our trading name of PCYC Queensland.



**KATARINA CARROLL APM**  
President



**DR CASSANDRA CROSS**  
Board Chair



**SANDIE ANGUS**  
Director



**CHRISTOPHER EMZIN**  
Director



**EVA FORD MURPHY**  
Director



**ALISA LA PILA**  
Director



**SCOTT RICHARDSON**  
Director



**NEIL SCALES**  
Director



**GRAHAM WHITE**  
Director



**MARK FACEY**  
Company Secretary

Not pictured are Director, Paul Taylor, who retired in September 2022 and Company Secretary, Alan Davey, who retired in March 2023.

## Strategies 2023/26



### Growth



Expand focused program offering through transition and resource expansion.



Target funding opportunities for program resources.



Build Fundraising and lottery activity to increase revenue.



Investigate opportunity for interstate geographical expansion.



Set targets for membership growth and retention (gym and gymnastics).



Investigate opportunity to develop early childhood offering through kindergartens.



### Efficiency



Use Program Logic to ensure standardised evidence-based program delivery and alignment with organisational purpose.



Improve quality assessment ratings across our Outside School Hours Care offering.



Implement a data strategy to support strategic and operational decisions.



Create a criteria to benchmark activities and programs for maximum output.



Use point of sale to leverage customer experience.



Develop a government relations strategy.



### One PCYC



Ensure continuing alignment with QPS, government and other partner objectives.



Improve key capabilities through creation of an organisational development plan.



Commission a socio-economic study to support grant and funding applications.



Implement, embed and evaluate our Reconciliation Action Plan (RAP).



Develop a plan to raise awareness of PCYC purpose and offerings through advocacy and thought leadership.



Leverage Lottery and Fundraising activity to raise awareness of PCYC charitable purpose and strengthen brand presence.



Create a development plan including facility improvement for each PCYC Club.



Standardise gymnastics to increase efficiencies and deliver consistent member experiences.

# Our Executive Leadership Team

**The Executive Leadership Team are responsible for the day-to-day operations of PCYC Queensland.**

Each year, our Board and Executive Leadership Team (ELT) reviews our Strategic Plan to check we are meeting priorities. In turn, this informs our key performance indicators, operational plans and projects.

This year we successfully trialled across several clubs a revised operational model that enabled our QPS officers to focus on the delivery of prevention, intervention and diversionary programs rather than club administration. The coming year will see most of our clubs transition to this model. This will mean increased support and access to our youth programs.

The transition represents a major change for PCYC Queensland and the Queensland Police Service (QPS) and the way we work together, but our goal remains the same—together, we will make a difference to young lives.



BR: Bev Book, Steve Tillston, Tracey Cameron, Mitch Ryder, Heidi Senior; FR: Phillip Jessup, Lisa Ellis, Phil Schultz, Andy Cassidy, Megan Bishop

**PHIL SCHULTZ**  
Chief Executive Officer

**MITCH RYDER**  
Chief Operating Officer

**TRACEY CAMERON**  
General Manager, Risk and Safety

**LISA ELLIS**  
Chief People and Culture Officer

**HEIDI SENIOR**  
General Manager, Corporate Affairs

**MEGAN BISHOP**  
Executive Assistant to the  
CEO / Board

**STEVE TILLSTON**  
General Manager,  
Social Delivery and Volunteer Services

**ANDY CASSIDY**  
General Manager, Community,  
Cultural and Social Innovation

**PHILLIP JESSUP**  
Chief Financial Officer

**BEV BOOK**  
General Manager,  
Outside School Hours Care

Operations General Manager, Kel Clarke retired in January 2023 and Chief Risk and Safety Officer Andrew Barnfield, left in July 2023. Tracey Cameron began acting in the role of General Manager, Risk and Safety from July 2023 and was appointed to the position in August 2023.

## QPS leadership team

**Together, we make a difference to young lives.**

Since 1948, PCYC Queensland and the Queensland Police Service (QPS) have worked together to deliver programs to support and develop young Queenslanders to make positive choices and connect with communities.



**SIMON KELLY**  
Acting Executive Director,  
Communications, Culture and  
Engagement Division



**ROBERT FLEISCHER**  
Acting Superintendent, Community  
Engagement and Internal Support



**BRETT BARBER**  
Inspector, State Coordinator PCYC



**TRACEY MEYERS**  
Acting Inspector, State Coordinator PCYC



78

Police Officers



8

Police Liaison Officers



Working together in the community



# Our people



**Our dedicated and passionate staff and volunteers work hard to positively support and promote opportunities for children, young people and communities.**

Our more than 1,500 employees have diverse roles that include OSHC educators, sport and recreation instructors, youth support workers, accountants, people and performance advisors, marketing and fundraising coordinators as well as project, site and department managers.

## Our Employees



**1,515**  
Staff members



**76%**  
Identify as female



**19,004**  
Online staff training hours

## Positioning PCYC for the future

This year's Staff Engagement Survey told us that our team have a strong understanding and alignment to our PCYC vision and values, are proud to work for PCYC, recognise the importance of their role to PCYC's success and feel supported to do their best work. We will use what we have learnt to leverage positive themes and areas of improvement to shape future workforce development.

We also launched our new workplace flexibility initiatives in recognition of the importance of how workplace flexibility can assist our employees to have work/life balance, manage their wellbeing, while also creating a workplace to enhance productivity by working with individuals to identify and work during their most productive hours.

## Investing in our people

This year, PCYC's launched the first Leadership Development Program. The objective was to ensure all leaders have access to training and development opportunities to support them to do their best work, ultimately improving our performance to support our mission. Through this program we aim to increase employee engagement and productivity, increase skills and abilities leading to improved performance, reduce employee turnover and absenteeism, increase employee resilience, reduce financial loss through poor performance, customer dissatisfaction and missed opportunities and add value to our employee value proposition.

Approximately 130 Managers have been included in this program, including Regional, Area and Service Managers. Sessions are delivered monthly and include a wide range of topics relevant to leadership, including but not limited to, emotional intelligence, culture, accountability, time management, resilience, strategy and more. This program will evolve to include all PCYC managers.

We also launched the first internal Mentoring Program this year. This program links employees across the State and departments to share expertise and knowledge to increase skills, abilities, and confidence to grow personally and professionally. There have been 28 participants in this program since it began.

Internal online training modules continue to be added covering topics such as staff onboarding and induction training, position specific training and general management and personal development.



PCYC Queensland was represented at this year's Queensland Indigenous Youth Leadership Program with staff chosen to attend as both participants and mentors.

PCYC Townsville's Seanne Santo and PCYC Napranum's Kiana Hall participated in the 6-day event with mentors, including PCYC's First Nation's Program Coordinator Arika Appleby (pictured far left), and Elders delivering intensive workshops focused on developing leadership skills and our young Indigenous leaders' ability to secure more support for their communities.

## Our volunteers

We thank our close to 2,800 supportive volunteers who have been generous with their time and experience this year.

Our volunteers have many roles across the organisation, including as mentors and supporters of club activities. This includes our Emergency Services Cadets and Youth Leadership Teams.



**2,779**  
Volunteers



**114,235**  
Volunteering hours



**637**  
Volunteers under  
18 years



**18%**  
Increase in volunteers  
under 18 years



**25**  
Life members  
awarded



**\$4.9 million**  
Volunteering net value

Two of our signature volunteer-led programs turned a grand 10 years old this year.

Our Braking the Cycle (BTC) program celebrated a decade of supporting over 4,500 young people to achieve their drivers' licence thanks to the support of our volunteer mentors. Two volunteers also reached their 10,000 hours of service to the community through BTC.

The other signature program celebrating 10 years is the PCYC Emergency Services Cadets program supporting young people and volunteer emergency services personnel to create safer and resilient communities.

Fifty-two young people committed to volunteering to gain valuable skills in our Gymnastics program. As part of their volunteer experience, PCYC Queensland supports these talented young people to achieve qualifications that may not have otherwise been available to them. Over 20 of these young people are now employed within our Gymnastics program.

## Award winning volunteers

Two of PCYC Queensland's exceptional volunteers won awards during this year's National Volunteer Week (15 to 21 May 2023).

Braking the Cycle (BTC) volunteer 81-year-old retired plant operator Paul Wright was presented with the 2023 Queensland Volunteer of the Year Award by Volunteering Queensland Patron Her Excellency the Honourable Dr Jeannette Young AC PSM, Governor of Queensland in City Hall, Brisbane. 'Paulie' had clocked up more than 10,000 hours with the program and helped 159 young people get their driver's license.



At the opposite end of Queensland and in age was 17-year-old Taryn Woodard, winner of the Volunteering North Queensland 2023 Youth Volunteer of the Year award. She was presented the award by the Mayor of Townsville, Jenny Hill, at a Mayoral Civic Reception.

Taryn's journey from a shy 12-year-old to a confident Cadet Leader rank is truly inspiring. She is an exceptional young member of our Charters Towers Emergency Services Cadets Unit, volunteering at 90% of our events, mentoring younger cadets, and being selected for prestigious programs like PCYC's ESCape Week. She's also made a significant impact as a local Youth Development Group Councillor, helping establish the first female football team in Charters Towers.

Left: Taryn with ESC Coordinator Sue Bernard at the award ceremony.

# Our supporters

**We are enormously grateful for the generous and collaborative relationships we enjoy with supporters who engaged with us throughout the year.**

Almost 90% of our work is funded through donations provided by our generous supporters, our fee for services and grants with the remaining 10% provided from various levels of government.

Our operations continue to be bolstered by the kind response to our fundraising efforts and the generosity of legacy supporters, regular supporters and new supporters who join us in making a difference to the lives of young people.

Our regular appeals have continued to see unwavering support from our valued donors in the face of economic pressures that might otherwise affect their ability to give. We were also honoured to receive donations from supporters through a gift in their Will.

Thank you to everyone who donated, provided grants, purchased Art Union (lottery) tickets, raised funds for and made in-kind donations to PCYC Queensland this year.



**Sunshine LOTTERY**

# WIN THE QUEENSLAND DREAM

**AND SUPPORT PCYC QUEENSLAND!**

**ENTER TODAY**

Drive away in your brand new car, book your dream holiday & plan how you'll spend \$10,000 cash with the *Sunshine Lottery*.

**CHOOSE YOUR CAR**

- Triton GLX Delux
- GSR Pajero Sport

**\$15,000 Travel**

**\$10,000 Cash**

**99 BIKES**

**\$2,000 Voucher**

**Huge prize pack!**

Lottery Number 1 starts on the 5th of June and is drawn on the 3rd of August 2023.

**ENTER TODAY - TICKETS START AT JUST \$5!**  
[www.sunshinelottery.org.au](http://www.sunshinelottery.org.au)

Your tickets will fund youth development & crime prevention programs from the Gold Coast to Cape York as PCYC Queensland supports at-risk and disadvantaged youth.  
Queensland Gaming License 239177 | \* Mitsubishi Triton model shown is not the identical model as the prize detailed above.  
Terms and Conditions apply. Visit [sunshinelottery.org.au](http://sunshinelottery.org.au) to view. Must be 18 years of age at date of entry.

## THE SUNSHINE LOTTERY

This year we were proud to launch Sunshine Lottery!

Sunshine Lottery is a Queensland focused lottery which supports PCYC youth programs. Designed to offer a touch of our beautiful Queensland lifestyle to the winners, the Sunshine Lottery provides an important role in raising valuable funds and awareness of our charitable status. Our first lottery launched in May 2023.



**\$100,000+ IN CASH & PRIZES**

**WIN THE DREAM**

**TRITON OR PAJERO**  
Choose your car

**\$15,000 TAKE A HOLIDAY**

**\$10,000 SPEND UP BIG**

**\$15,000 TAKE A HOLIDAY**

**\$100,000 IN CASH & PRIZES**

**Closing soon**



## Other events and activities

As we continue to increase the ways our members and supporters can give back to PCYC Queensland, it has been encouraging to see the fundraising efforts of members, parents, local businesses, our sponsors and partners and the communities in which we work as they contribute greatly to supporting our vision.

Fundraising events this year included:

- Annual PCYC Queensland Charity Golf Day
- 50-50 Charity Raffle in partnership with the QLD Reds Rugby (pictured below)
- PCYC Gold Coast Boxing Fight Night
- PCYC Aurukun 12-hour Walkathon
- PCYC Dalby Halloween Fright Night Disco
- PCYC Ipswich Movie Screening Night
- PCYC Mareeba Garage Sale

The support we receive from Queensland Police Service (QPS) members who make donations through Workplace Giving continues to help power our Mission.

The Containers for Change initiative also continues to not only help provide much needed funds but contribute to the environment.



### Workplace Giving

1,658

QPS supporters



### Containers for Change

34

PCYC clubs and OSHC services participated

76,800

Eligible containers deposited





## Major donors and grants

- Glencore
- Granite Belt Neighbourhood Centre
- Motor Accident Insurance Commission
- National Indigenous Australians Agency (NIAA)
- New Hope Group
- Perpetual
- Queensland Reds
- Rio Tinto
- Sandvik
- Smart Salary
- Waanyi Downer Joint Venture
- Western Cape Communities Trust Pty Ltd
- Woolworths
- Yarrabee Coal Company

### State Government

- Community Based Crime Action Committee
- Department of Children, Youth Justice and Multicultural Affairs
- Department of Communities, Housing and Digital Economy

- Department of Education and Training DEDU
- Department of Environment and Science
- Department of Employment, Small Business and Training (DESBT)
- Department of Infrastructure, Transport, Regional Development, Communications and the Arts
- Department of Justice and Attorney-General
- Department of Social Services
- Department of Tourism, Innovation and Sport (DTIS)
- Department of Transport and Main Roads
- North Queensland Primary Health Network (NOPHN)
- Queensland Fire and Emergency Services
- Queensland Police Service
- Queensland Rural and Industry Development Authority (QRIDA)

### Local Government

- Brisbane City Council
- Cook Shire Council
- Moreton Bay Regional Council
- Mornington Shire Council
- Somerset Regional Council



## Other supporters

- Children's Rights Queensland
- Modern Teaching Aids
- Senex
- Storypark

# Financials

## Income Statement

	2023 \$'000	2022 \$'000
<b>Revenue and other income</b>		
Fundraising, Donations and Bequests	954	1,259
National Art Union	1,505	2,907
Operating Grants	13,338	14,396
Capital Grants	1,618	1,194
<b>Total funds raised</b>	<b>17,415</b>	<b>19,756</b>
<b>All Other Revenue</b>		
Activities income	7,354	6,816
Outside School Hours Care Income	53,542	45,540
Gym and fitness income	8,478	7,895
Hire Income	2,382	1,841
All Other Revenue	4,883	4,936
<b>Other income</b>	<b>76,639</b>	<b>67,028</b>
<b>Other Income</b>		
Economic benefit of QPS services provided	16,688	14,904
Insurance Recovery	1,778	461
Interest	463	63
Profit on disposal of non-current assets	209	1,311
<b>Other income</b>	<b>19,138</b>	<b>16,739</b>
<b>Total revenue and other income</b>	<b>113,192</b>	<b>103,523</b>
<b>Expenses</b>		
Employee expenses	(57,008)	(50,205)
Activity and service expenses	(9,494)	(9,051)
Communication expenses	(1,245)	(985)
Information and Technology expenses	(2,404)	(1,916)
Operational Grant Program expenses	(13,450)	(14,561)
Insurance	(2,343)	(1,645)
Marketing and promotion expenses	(1,058)	(1,315)
Motor Vehicle expenses	(408)	(197)
Depreciation and amortisation	(5,815)	(5,107)
Occupancy costs	(5,793)	(4,824)
Legal fees	(677)	(600)
Travel and Accommodation expenses	(1,023)	(382)
Interest paid	(518)	(333)
Other expenses	(1,615)	(1,519)
Economic cost of in kind QPS services	(16,688)	(14,904)
<b>Total expenses</b>	<b>(119,539)</b>	<b>(107,544)</b>
<b>Net (Deficit)/Profit</b>		
<b>Total comprehensive (loss)/profit</b>	<b>(6,347)</b>	<b>(4,021)</b>

## Balance Sheet

	2023 \$'000	2022 \$'000
<b>Current Assets</b>		
Cash and cash equivalents	12,661	16,256
Trade and other receivables	1,921	1,549
Inventories	74	73
Other current assets	1,214	599
<b>Total Current Assets</b>	<b>15,870</b>	<b>18,477</b>
<b>Non-current assets</b>		
Property, plant and equipment	22,476	21,676
<b>Total Non-Current Assets</b>	<b>22,476</b>	<b>21,676</b>
<b>Total Assets</b>	<b>38,346</b>	<b>40,153</b>
<b>Current Liabilities</b>		
Trade and other payables	9,391	6,063
Unexpended Grants	5,430	4,867
Employee benefits	4,746	4,560
Lease Liabilities	926	853
<b>Total Current Liabilities</b>	<b>20,493</b>	<b>16,343</b>
<b>Non-Current Liabilities</b>		
Employee benefits (NC)	824	629
Lease Liabilities (NC)	1,865	1,670
<b>Total Non-Current Liabilities</b>	<b>2,689</b>	<b>2,299</b>
<b>Total Liabilities</b>	<b>23,182</b>	<b>18,642</b>
<b>Net Assets</b>	<b>15,164</b>	<b>21,511</b>
<b>Equity</b>		
Retained earnings	15,164	21,511
<b>Total Equity</b>	<b>15,164</b>	<b>21,511</b>

Police-Citizens Youth Clubs (PCYC) Queensland  
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