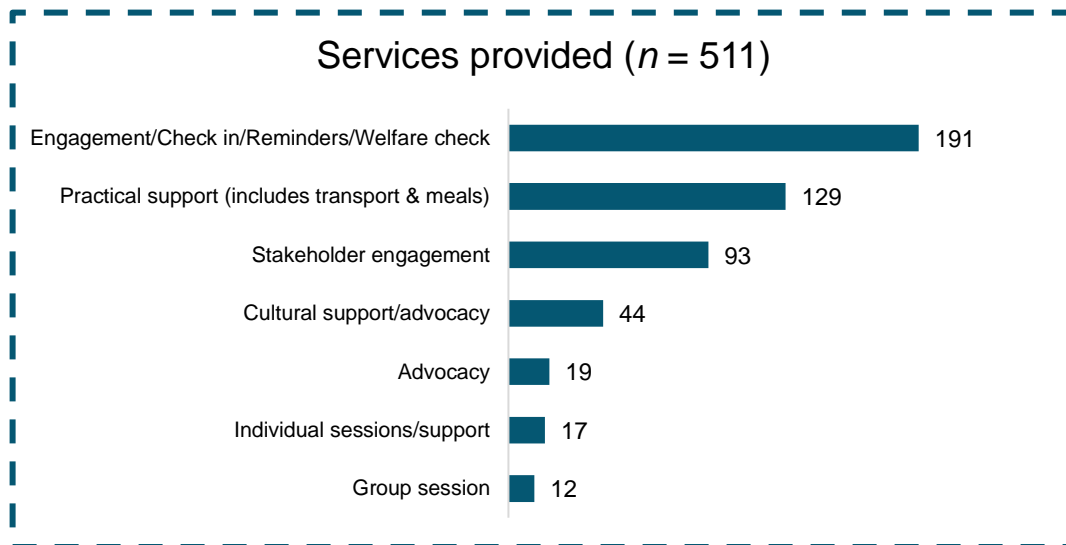
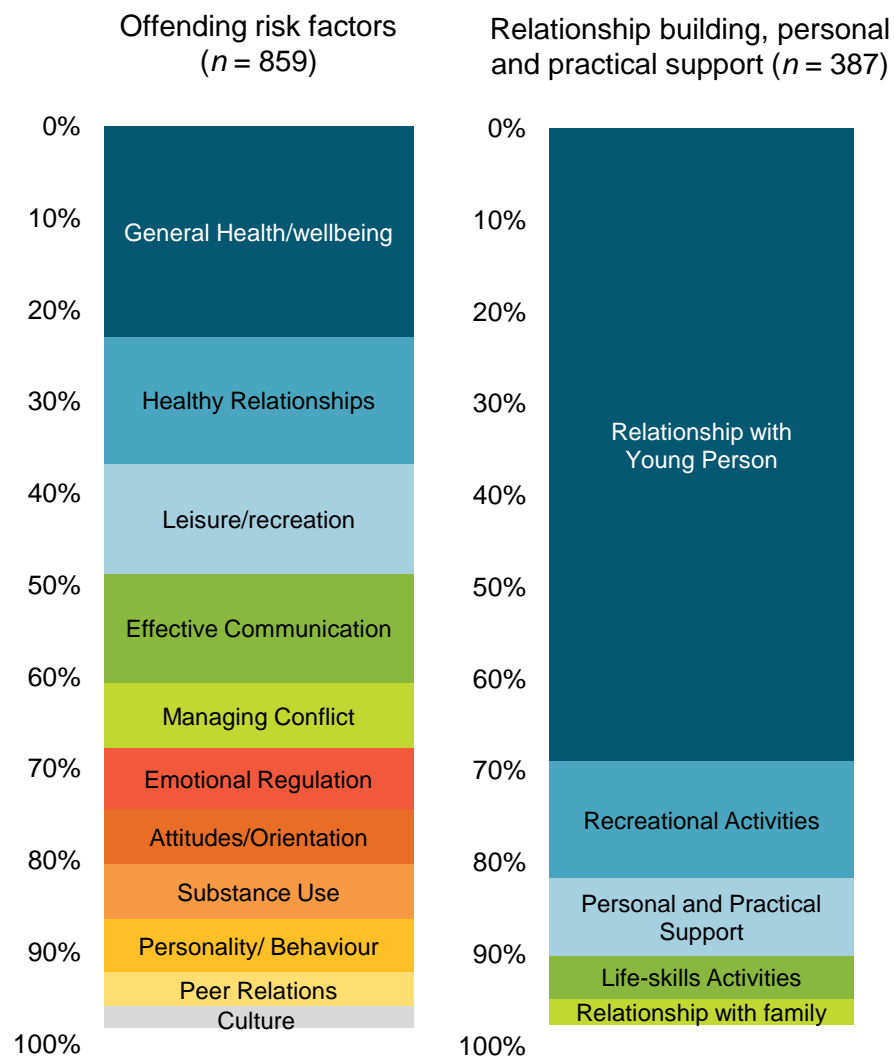


## Service delivery



## Proportion of contact purpose types



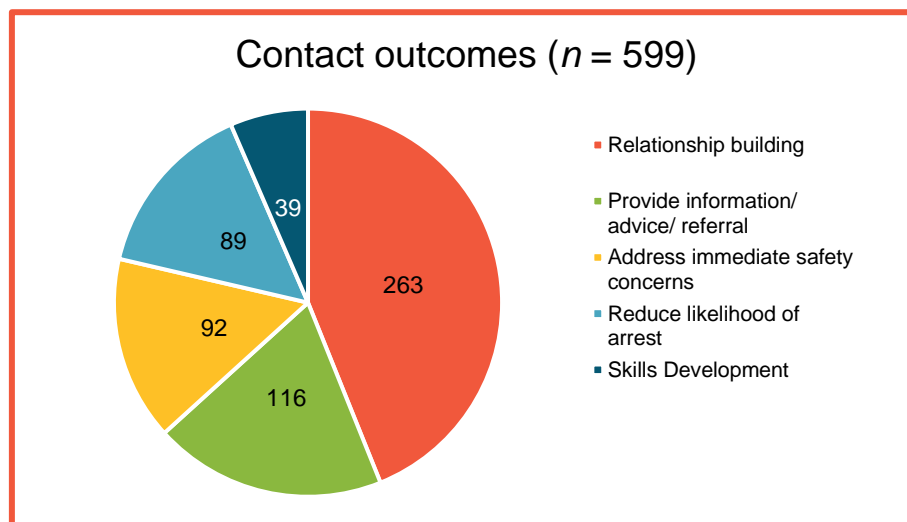
Notes:  
**Service delivery as recorded in SRS between 1 April 2022 to 30 June 2023.**

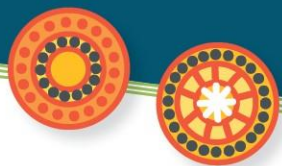
Data is indicative only given differences in practices across sites and recording limitations.

Locations included are Rockhampton, Coomera, Helensvale, Chermside, Northlakes and Toowoomba.

One unit represents a "group note" which relates to a contact with one or more young people. There can be multiple group notes per group activity.

Some categories with the fewest entries have been excluded.





## Case studies

### Darumbal – Rockhampton – Q4 2021-22

15-year-old First Nations boy who was disengaged from school had come to attention of Stockland security and was associating with other young people known to QPS and YJ. QYPI workers, who knew the boy through community connections, were able to quickly build rapport and refer to other culturally appropriate support programs which the young person attended regularly. They also assisted with providing healthy food, facilitating a health check, and supporting substance use concerns. The boy remained engaged with QYPI weekly.

### Kurbingui – Chermside – 2021-22

Successfully engaged a 15-year-old boy who was participating in high-risk behaviours including criminal activity. The boy was experiencing homelessness and had minimal supports. QYPI workers were able to build rapport, provide a safe space to enjoy games, and provide food and water.

## Nous review

Information from shopping centre stakeholders included in the Nous rapid review suggests the program may have resulted in:

- ✓ Fewer shopping centre bans, reports and ban notices.
- ✓ Fewer customer complaints.
- ✓ Reduced customer concern about safety.
- ✓ Increased informal support and referrals instead of punitive responses.
- ✓ Security teams having a more trauma-informed understanding of young people's behaviour and are better equipped to respond in ways that de-escalate situations.

### Y-Care – North Lakes – Q2 2021-22

A young man, known to Westfield security staff given his recurrent perpetration of violence towards other young people in the centre, became involved in QYPI. Whilst QYPI workers found him charismatic and easy to engage, his short fuse and eagerness to engage in group violence led to disengagement from school and landed him several court dates. He had also been couch-surfing due to family breakdown.

Despite the young man's challenges, QYPI staff managed to build upon their relationship with him. They reported that he saw "the Y" [YMCA] as his safe place. He often attended early on a Thursday night and helped staff to set up. Staff used this time for informal case management with him, checking in on his wellbeing and engaging in conversations around reengaging with education at his previous school or possible the Y.

The young man became a regular attendee on Thursday nights but made an active choice, with the ongoing support of QYPI staff, to avoid scenarios that could land him back in court. He approached QYPI staff about the possibility of completing his year 12 at the YMCA Vocational school, and QYPI staff advocated for him to be enrolled at the YMCA Vocational School where he was accepted after a successful school interview.

The young man's attendance on Thursday nights reduced but his school attendance was exceptional. However, his past popped up several times during the school year and threatened to derail his progress. QYPI staff supported and advocated for him during these times in order to maintain his engagement with education. The young man successfully completed year 12, graduating with his peers. He reported a desire to gain employment and encouraging other young people to create pathways away from the justice system.

The review identified several key success factors that appear to enhance QYPI's effectiveness in different locations:

1. Stakeholders collaborate to achieve outcomes for young people
2. The program adapts to place-based needs
3. Service providers have linkages with the broader service system
4. Program staff have the right skills and capabilities