



# Annual Report 2019 - 2020



**Youth  
Solutions**

Promoting Health • Preventing Harm



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The 2019 - 2020 Financial Statements for Youth Solutions are a separate insert to this report. For a copy of the financial statements, please contact Youth Solutions.

# About us

Youth Solutions is a youth drug and alcohol prevention and health promotion charity working with young people 12 – 25 years of age in the Macarthur and Wingecarribee regions of NSW.

At Youth Solutions we are all about promoting health, preventing harm and making a difference in the lives of young people!



## Strategic Directions Statement

**Vision:** A community of healthy, safe and connected young people.

**Mission:** Youth Solutions works to educate and empower young people to be healthy, safe and connected. Our drug, alcohol and wellbeing strategies focus on learning, participation and support.

### Guiding Principles

- Prevention
- Early intervention
- Harm minimisation
- Health promotion
- Social marketing
- Youth participation
- Community engagement

### Values

- Empowering
- Accountable
- Collaborative
- Supportive

Youth Solutions is a registered charity (Public Benevolent Institution) with the Australian Charities and Not-For-Profits Commission (ACNC) and is also Accredited at Certificate Level of the Australian Service Excellence Standards (ASES).

# From the CEO



**Geraldine Dean**

**Youth Solutions Chief Executive Officer**

2019 - 2020 has been a year of great successes and great challenges for Youth Solutions. Like all services and charities within our community we have been dealing with the impact of COVID-19.

While the pandemic has certainly been a challenge for us, I must convey how incredibly proud I am of the Youth Solutions team, Board and volunteers for their hard work, support and incredible resilience.

Excitingly, these new challenges have enabled us to jump into the world of online programs and we've successfully delivered our first programs online (with some fantastic feedback too). We also delivered our #whyichoose campaign entirely online and achieved some great results. We've expanded our online offerings, launching a Teachers' Lounge resource and chat functions on our website, as well as expanding our referral information to support the community during COVID-19. You'll also notice we have been working to grow our online communications to continue to support and engage with our young people and community.

## 2019 - 2020 Highlights

1275 young people in our programs, despite the impact of COVID-19

First online programs held

\$53,000 raised from our July 2019

Charity Event

First Youth Solutions research paper published

Before the pandemic hit we also held our successful #MatesKeptSafe campaign in partnership with Campbelltown Catholic Club and hosted a number of record-breaking fundraising events.

Our programs have also delivered some fantastic results (read on for the stats and feedback), which we are really proud of.

We'd like to extend a particular thank you to all of the young people and stakeholders we have worked with this year.

Thank you also to our many supporters for your continued backing of Youth Solutions.

In closing, as we work on the year ahead, our message is simple: we are in this together and we are here to help our young people to be healthy, safe and connected.

# From the President



## Rebecca Whitford Youth Solutions President

As I reflect on the past year as President of the Youth Solutions Board, I'm particularly grateful for the incredible support our Service has.

Starting first with the leadership of the Board, which has been stronger than ever across 2019 - 2020, as we support and guide Youth Solutions through the challenges of operating a community service and charity during a pandemic.

We then have the passion and commitment of the Youth Solutions team, who do the most important work of

all, running our programs, campaigns and services that support young people. We also have office, youth and fundraising volunteers who give their time to support Youth Solutions and we thank the many organisations, businesses, schools, community groups and individuals who see the value of our work and actively contribute to it.

Youth Solutions has achieved great things in 2019 - 2020, even in the face of a pandemic, and this is because of the support we have (and an incredibly passionate, hard working team.)

As we look to the year ahead, that support will be more important than ever.

I was so proud to read about the great results our programs had in 2019 - 2020 and I know that, with your support, we can continue to have that same impact in 2020 - 2021.

I know the Board and team are already working hard, planning, adapting and implementing our services to meet the changing needs of the community and the necessary health and government guidelines around COVID-19.

Our young people will need our support and programs now more than ever and to do that, we will need your support. Because it takes a community to support our young people to be healthy, safe and connected. And **together we can make a difference.**

## 2019 - 2020 Highlights

270 referrals, providing information and support to community members

93% of program participants reported an increase in drug and alcohol knowledge and healthy behaviour skills.

# Our people

## Board



**Executive Board L-R: Rebecca Whitford (President), Tony Ross (Vice President), Peter Campbell (Treasurer), Geraldine Dean (Public Officer).**



**Board Members L-R: Jodie Banasik, Kate Garratt, Emma Macfarlane, Damon May, Dean Williamson.**

## Staff Team



**L-R: Shannon McEwan (Finance & Operations Coordinator), Karen Yuen (Youth & Community Development Coordinator), Sam Young (Health Promotion Coordinator), Geraldine Dean (Chief Executive Officer), Amanda Dillon (Community Relations & Communications Coordinator), Emily Deans (Research & Design Coordinator).**

In 2019 - 2020, Youth Solutions also bid farewell to Rachel Kershaw and Brooke Manzione. Thank you for your valuable contributions, Rachel and Brooke!

# Our people

## Volunteer Fundraising Committee



Tristan Betts, Vayshali Chandra, Rebekah Gates, Natalie Herd, Sharon Moyle, Sue-Lei Hunt-Mingay, Lyn Nonnenmacher, Louise Sparkes-Howarth, Geraldine Dean & Amanda Dillon.

In 2019 - 2020 Youth Solutions also bid farewell to Cassandra May and Kate Stott.  
Thank you for your valuable contributions, Cassandra and Kate.

## Youth Advisory Group



Rachel Abdel-Nour, Jane Choi, Ellie Herd, Anna Kelly, Paul Lipnica, Kasee Loomes, Breanna Mears, Gavin Mathew, Teneisha May, Samantha McAuley, Taylah Savage, Jahin Tanvir, Brittany Young.

# Our people

## Other volunteers



L-R: Vera Bertola (Communications), Steve Loomes (Research), Sue Willoughby (Administration).

## Student Placements



In 2019 - 2020, Youth Solutions hosted two student placements. The students assisted with a range of research and service delivery tasks. Thank you to the following students for their hard work:

Jackson Taylor & Tumama Faalavaau.



Thank you to the many people who gave their time in 2019 - 2020 to support the work of Youth Solutions. Together, we make a difference in the lives of young people!

# Community voices



**Why do you volunteer with YS?**

“To work with a community organisation that helps young people live happier, healthier lives is a huge honor. The Youth Solutions staff are the loveliest people you’ll ever meet, they always make sure everyone feels heard and are never judgmental.”

**What would you say to a young person dealing with an AOD problem?**

“Don’t be afraid to get help and don’t be ashamed of having a problem. Lots of people have drug or alcohol problems and are able to get support to help them through it.”

*- Gavin, YAG Member 2019 - 2020*



**Why do you volunteer with YS?**

“My wife introduced me to Youth Solutions and I volunteered to help out on a Charity Night. I met the team and learnt about the important research they conduct with young people. As a research student I was really excited to offer my assistance to such an important cause. I like that Youth Solutions takes the time to hear and consider the impact of its decisions via the Youth Advisory Group before implementing them. Consulting young people on how best to help young people is an important concept.”

**What would you say to a young person dealing with an AOD problem?**

“I prefer to hang with people in more private settings where we can start to have more meaningful conversations. I think it’s important to show vulnerability to young people dealing with these problems so I would offer up something that I’ve been struggling with. Build a way to check-in regularly on each other would be something I would like to set up.”

*- Steve, Volunteer 2019 - 2020*

# Community voices



**Why do you volunteer with YS ?**

“I’m involved in supporting research undertaken by Youth Solutions across the region; and am fortunate to support a dynamic team striving to make a difference by gaining feedback on lived experiences of using substances and accessing support from across the community.

Youth Solutions is all about youth engagement and providing effective support and education around substance usage and its effect. I share this same passion - where young people are provided a safe space and platform to learn from such resources, and each other.”

**What would you say to a young person dealing with an AOD problem?**

“It’s okay to seek support and speak to others that can assist you in creating strategies to assist problematic alcohol and other drugs problems. People working in such support roles are genuinely wanting to support your wellbeing – so please reach out to connect!  
#WeGotThis.”

*- Jioji, YS Research Advisor 2019 - 2020*



**Why do you volunteer with YS?**

“I originally volunteered with YAG when I was completing my Diploma in Youth Work. It was a great student placement as I was really able to explore harm prevention and extend that learning in a school setting . I stuck around after my placement finished as I valued the learning experiences that were provided for me and felt as though Youth Solutions had a lot to offer, especially through YAG.

I was fortunate to assist in a presentation that was led by Sam on Shisha smoking, which allowed me to pass on my knowledge of something that is so prevalent in my culture but is also very harmful. I’ve enjoyed many things while volunteering at Youth Solutions, but what I have enjoyed the most is going to different schools and assisting with programs facilitated in schools.”

**What would you say to a young person dealing with an AOD problem?**

“Find someone to talk to first and foremost. You might find it easier to talk to a friend or someone your own age but a supportive and understanding adult , sometimes a school counsellor, will be able to help you with resources. You don’t have to be alone .”

*- Rach, YAG member 2019 - 2020*

# Community voices



## Why do you volunteer with YS ?

“We have been a long-time supporter of Youth Solutions and this year our business Hillross Macarthur became a Denim Sponsor. We have seen first hand the wonderful work that Youth Solutions provides in our community. Our children are now adults but back in our first dealings with Youth Solutions we saw the value in teaching our children how to be safe from the harms of drugs and alcohol.

The Safer Celebration Campaigns really hit the mark with young people and we love the work the Youth Advisory Group do at the Campbelltown Catholic Club each year around Christmas supporting the young people to make sensible decisions when out partying.

I thoroughly enjoy my time as a Volunteer on the Fundraising Committee sharing ideas and raising much-needed funds so that YS can continue with educational programs. The Fundraising Committee has many experienced people from all different aspects of culture and business to give the committee a diverse range of knowledge and centres of influence to enable them to support the many fundraising activities each year.”

## What would you say to a young person dealing with an AOD problem?

“There are many organisations that are here to help and to listen. Reach out now, don't wait. Living a long and healthy life is what everyone deserves. Your life starts now ... Don't waste a minute.”

*- Lyn Nonnenmacher, Hillross Macarthur  
Youth Solutions Sponsor & Fundraising Committee Member*

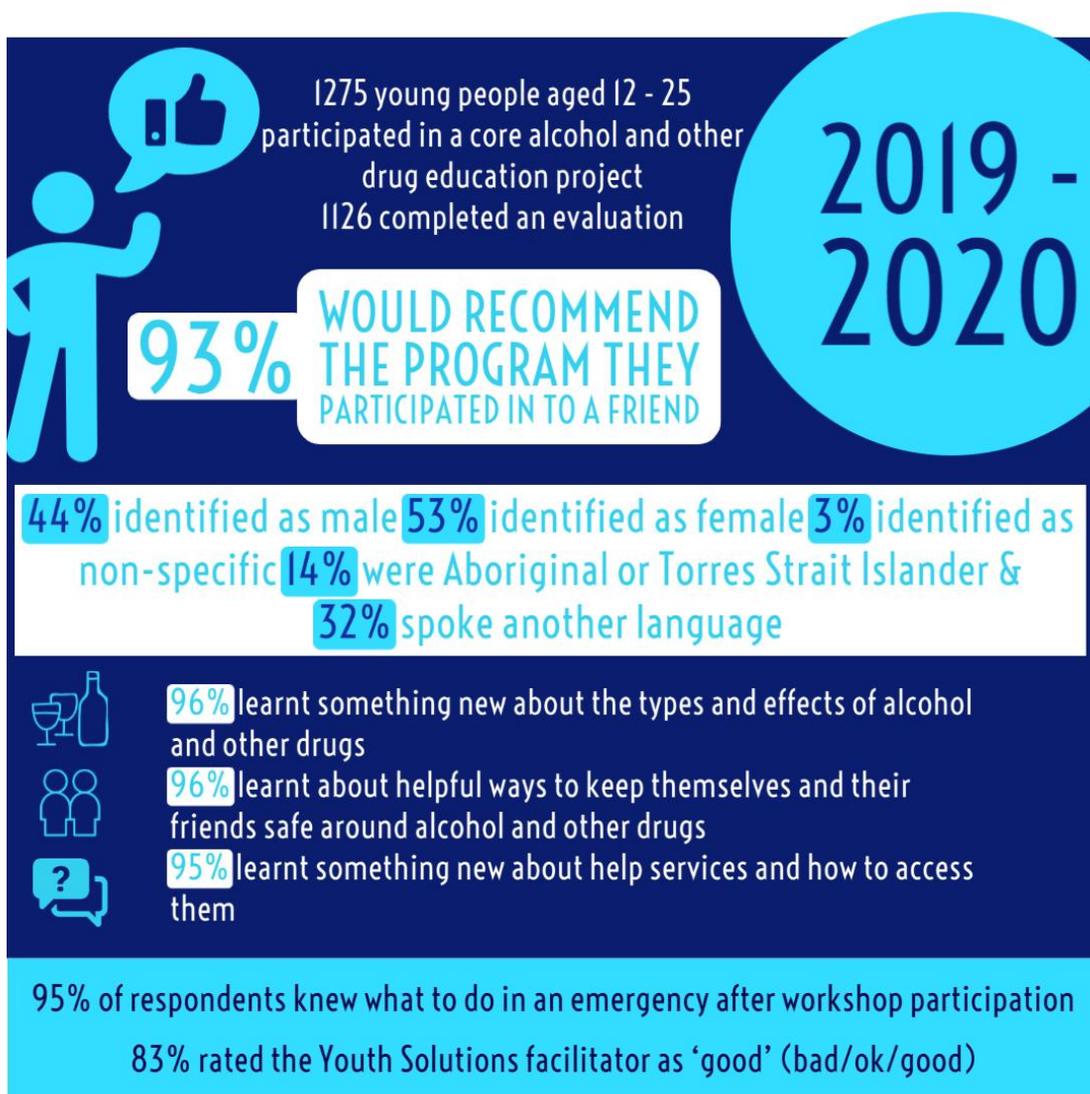


# 2019 – 2020 impact

As part of our commitment to quality improvement and delivering programs that are outcomes-focused, Youth Solutions prioritises strong project evaluation, including data collection surveys from project participants.

The below infographic summarises key program evaluation findings from our four key youth projects in the 2019 – 2020 financial year.

## SERVICE DELIVERY SNAPSHOT: CORE PROJECTS



# Project impact

## PEEP (Peer Enrichment & Empowerment Project)

A youth training program whereby youth volunteers assist Youth Solutions to plan, deliver and evaluate activities for young people, specifically the SAFE Series seminars.



2019 - 2020

**17 YAG MEMBERS**  
**170 VOLUNTEER HOURS**

TRAINING TOPICS DELIVERED TO THE YAG:

1. ALCOHOL & OTHER DRUGS	5. SOCIAL MARKETING
2. TOBACCO SMOKING	6. COMMUNITY ENGAGEMENT
3. MDMA/ECSTASY	7. SHISHA SMOKING
4. HARM MINIMISATION	8. MENTAL HEALTH

100% of YAG members reported increased knowledge of the topics presented and increased skills and confidence to deliver a peer education presentation



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99% increased knowledge about ways to keep themselves and friends safe

**DRIVE**  
*Safe*

654 young people in 29 groups  
10 project collaborators

**98%** INCREASED KNOWLEDGE ABOUT WHAT TO DO IN AN EMERGENCY

2019 - 2020

97% increased their knowledge about the effects of AOD  
90% rated the activities as good (bad/ok/good)  
96% would recommend Drive SAFE to a friend

5% Aboriginal or Torres Strait Islander participants  
22% of participants speak a different language at home

100% of support staff at workshops believe the program will help their young people to make safer choices around alcohol & other drugs and access support services.  
96% increased their own knowledge. 100% developed effective support strategies.



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285 young people  
15 groups

2019 - 2020

96% INCREASED KNOWLEDGE ABOUT THE EFFECTS OF DRUGS AND ALCOHOL

93% INCREASED KNOWLEDGE ABOUT WAYS TO KEEP THEMSELVES AND FRIENDS SAFE AROUND ALCOHOL

94% learnt something new about accessing support services  
94% reported they were confident about what to do in an emergency after participating in Party SAFE  
89% would recommend Party SAFE to a friend

6% Aboriginal or Torres Strait Islander participants  
59% of participants spoke a different language at home

100% of support staff at workshops believe Party SAFE will help their young people to make safer choices around drugs and alcohol, access support services & achieve positive health outcomes



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# Project impact

## Drug and Alcohol Information & Resilience skills (DAIR)

A drug and alcohol health education program aimed at skill, resilience and knowledge development to prevent and reduce drug and alcohol related harm.



2019 - 2020

207 young people in 16 groups  
10 project collaborators

86% INCREASED KNOWLEDGE ABOUT THE EFFECTS OF DRUGS AND ALCOHOL

93% INCREASED KNOWLEDGE ABOUT WAYS TO KEEP THEMSELVES AND FRIENDS SAFE AROUND ALCOHOL

91% learnt something new about support services available  
96% reported they were confident about what to do in an emergency after participating in DAIR  
88% would recommend DAIR to a friend

14% Aboriginal or Torres Strait Islander participants  
30% of participants spoke a different language at home

100% of support staff at workshops believe the DAIR program will help their young people to make safer choices around drugs and alcohol, deal with stress in a helpful way, access support services & know what to do in an emergency



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## ARTucation

An Aboriginal-specific program coupling drug and alcohol education with learnings of healthy expression through connection with culture, creative activities and/or sport.



2019 - 2020

### EVENTS

In 2019 - 2020 Youth Solutions piloted running its ARTucation program in a community events setting.

100% OF PARTICIPANTS IDENTIFIED AS ABORIGINAL OR TORRES STRAIT ISLANDER

80% LEARNT SOMETHING NEW ABOUT THE EFFECTS OF ALCOHOL AND TOBACCO SMOKING

89% LEARNED SOMETHING NEW ABOUT HELP AND SUPPORT SERVICES

2 COMMUNITY EVENTS  
55 PARTICIPANTS  
4 PROJECT COLLABORATORS



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2019 - 2020

### WORKSHOPS:

74 PARTICIPANTS  
4 PROJECT COLLABORATORS

92% OF PARTICIPANTS SAID THEY WOULD RECOMMEND ARTUCATION TO A FRIEND

73% LEARNED SOMETHING NEW ABOUT ABORIGINAL AND TORRES STRAIT ISLANDER CULTURE

92% learnt helpful ways to keep themselves & their friends safe around alcohol  
94% learnt something new about the effects of smoking  
92% learnt something new about help and support services

73% ABORIGINAL OR TORRES STRAIT ISLANDER PARTICIPANTS  
20% OF PARTICIPANTS SPOKE A DIFFERENT LANGUAGE AT HOME

100% of support staff at workshops believe the ARTucation program will help their young people to make safer choices around alcohol and tobacco, deal with stress in a helpful way, access support services & know what to do in an emergency



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# Campaign results

## #whychoose

A peer-led campaign, which aims to reframe the conversation around tobacco smoking and focus on the many positive health, social and financial benefits of not smoking (or making safer choices around smoking – such as not smoking around others). #whychoose shares important health promotion messages + support service information around the issue of tobacco smoking.

In 2019 – 2020, due to COVID-19, #whychoose was rolled out completely online, creating great conversation on Youth Solutions' social media and collecting **303 campaign surveys** about local youth tobacco exposure.



# Campaign results

## #MatesKeptItSafe

Delivered across the peak celebration season of November – January, #MatesKeptItSafe brought the issue of safer celebrating to the fore.

Via its community engagement and social media strategies and media support, the safer celebrating campaign provided young people with practical information and tips to keep their celebrating safe, whilst honing in on the need to look out for your mates.

3095 promotional products distributed

1854 Facebook engagements

260 C91.3 FM Radio Ads

277 campaign surveys

63 School packs distributed

8 community stalls

## Safer Celebrations Survey Results

63% reported ever having 6 or more standard drinks on any one occasion

**26%** BINGE DRINK MONTHLY OR WEEKLY

2019 - 2020

277 young people aged 12 - 25 years participated in the study

**93%** would stay with their mates on a night out

**69%** drank the most alcohol when they were with their friends

**58%** would often, mostly always or always post night out photos on social media

**88%** planned a safe way home prior to going out

**78%** would wait the correct amount of time to prevent driving under the influence of alcohol

**44%** were CERTAIN they would call emergency services if something went wrong on a night out



## Thank you

A special thank you to Campbelltown Catholic Club, our #MatesKeptItSafe campaign partner.

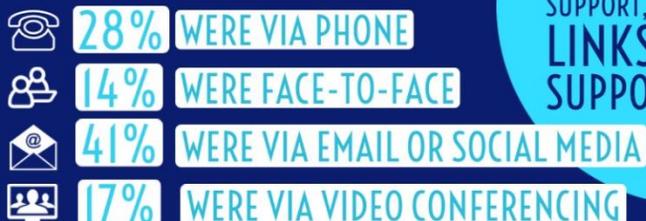
Thanks also to the campaign media supporter; C91.3FM.

# Referrals

## REFERRALS

2019 -  
2020

270 referrals via phone, online,  
face-to-face or via video conference  
169 referrals at community events



PROVIDING PEOPLE WITH  
**INFORMATION,**  
SUPPORT, BRIEF ADVICE AND  
**LINKS TO OTHER**  
SUPPORT SERVICES

**25%** were requesting information, support or referrals for **themselves**  
**73%** were requesting information, support or referrals for **someone else**

Homelessness support, alcohol, financial issues  
and counselling were the top referral issues.

### Referral locations:

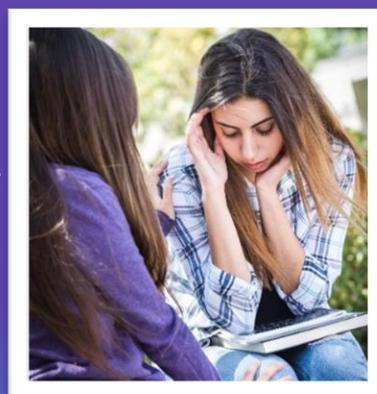
50% from Campbelltown / 16% from Camden  
7% from Wingecarribee / 3% from Wollondilly  
15% from other parts of NSW or interstate



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Need help or support but  
not sure where to turn?  
Connect with Youth Solutions...

- Issue-based information
- Referrals to support services
- Help for you or the people in your life



# Research Program

Youth Solutions' Research Program continues to grow and develop and is currently a 'case study' example of how community-based alcohol and other drug organisations can build research capacity.

The program is actively supported by three research advisors from Western Sydney University and the University of Wollongong and one research mentor as part of the Public Health Association of Australia National Mentorship Program. The focus of the Research Program in 2019 - 2020 was to provide a platform for young people to talk about their alcohol and other drug and support service needs.

2019 -  
2020

RESEARCH  
PROGRAM

**55** young people aged 12 to 25 participated in in-depth interviews and focus groups

**4** ACTIVE RESEARCH  
ADVISORS

**3** successful ethics submissions

**3** research projects

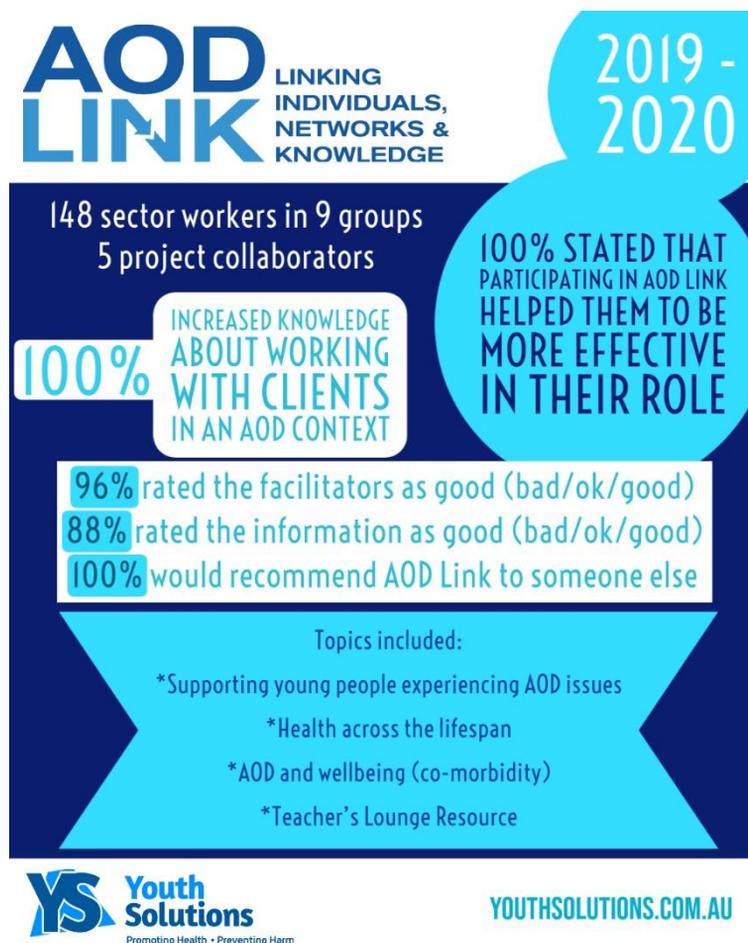
**2** additional AOD Research Networks

**1** peer-reviewed paper in press

# Sector capacity

## AOD LINK

AOD Link is Youth Solutions' very own sector training and capacity building program. Through the AOD Link program, Youth Solutions delivers relevant presentations and activities to community sector workers, educators, parents and carers.



On Friday 1 November, Youth Solutions attended the South Western Sydney Drug & Alcohol Steering Committee & Interagency Partnership Celebration and Sector Professional Development Day. Youth Solutions CEO, Geraldine Dean, and Youth & Community Development Coordinator, Karen Yuen, played a key role in the planning committee for the event, which was held at the Campbelltown Catholic Club.

Approximately 100 people attended, representing a range of community organisations, with experts from La Trobe University, Drug and Alcohol Multicultural Education Centre (DAMEC) and NSW Users and AIDS Association (NUAA) presenting on the day.

# Sector capacity

## Networks YS is proud to be an active member of:

Aboriginal Education Consultative Group | Academic Advisory Group  
Campbelltown Chamber of Commerce | Campbelltown Community Drug Action Team  
Community Mental Health, Drug & Alcohol Research Network Committee  
Highlands Child and Wingecarribee Youth Interagency | Macarthur Youth Services Network  
Macarthur Wingecarribee Diversity Network | MacUnity  
NADA Research Capacity Steering Committee | NADA Youth AOD Services Network  
SWSLHD Drug & Alcohol Partnership Interagency Committee  
SWSLHD Drug & Alcohol Steering Committee | The Greater Narellan Business Chamber  
Victress Connection



## Teachers' Lounge

In 2019 - 2020, and in particular response to the need for support during COVID-19, Youth Solutions launched its online Teachers' Lounge to support its broader referral program. This online resource enables participating schools to have exclusive access to tailored resources, issue-based factsheets and information and is a one-stop-shop for referral support. The resource was developed in consultation with the Wellbeing Head Teachers of local high schools and had been a great opportunity for Youth Solutions to work more closely with our local school communities in supporting our local young people.

At the time of compiling his report, the Teachers' Lounge had **68** active subscriptions, with **8** schools participating in the program from the local area.

# Events

## Community Events

Youth Solutions attended a number of events organised by community partners, sharing resources, and educating young people about how to access help and support.

Events for 2019 – 2020 included:

#Change4Campbelltown Workshop | Sunset Sounds | Dorchester School Service Providers Day | Day of Action against Bullying  
Lunchtime stall at Elderslie High School

## Fundraising Events

Youth Solutions hosted a number of fundraising events and activities during 2019 – 2020, including those listed below. We'd like to thank all of the generous businesses, organisations and individuals for their support of our events, which raise much-needed funds to support our drug and alcohol prevention and health promotion work with young people.

- **Annual Charity Event**  
27 July 2019  
raised over \$53,000
- **Exclusive Shopping Night**  
10 September 2019  
raised \$1,200 (hosted by Symphony's on Argyle)
- **Trivia Night**  
18 October 2019  
raised over \$2,500
- **ChariTEA High Tea**  
21 February 2020  
raised \$8,800

Like many charities, Youth Solutions made the difficult, but responsible, decision this year to forgo some of our usual fundraising events due to COVID-19. This included our 2020 Golf Day, Movie Night & Charity Event. We'd like to thank our event supporters and venues for their understanding & continued support.

# Our supporters

**Campbelltown  
Catholic Club**  
Est. 1968

Youth Solutions'  
Major Corporate  
Partner since 2009.  
#MatesKeepItSafe  
campaign partner.  
\$50,000 contributed to  
Youth Solutions annually.

Youth Solutions was incredibly proud to partner with Campbelltown Catholic Club again this year, in particular to deliver the #MatesKeepItSafe campaign.

The campaign (see results p17) marked more than a decade of working together with the Club, to promote a community of safe celebrating and to hone in on alcohol safety.

On behalf of the Youth Solutions Board, team and the young people we work with, we'd like to thank Campbelltown Catholic Club for it's ongoing support of YS and its wider contribution to the community.



# Our supporters

**Rotary**  
Club of Narellan



Youth Solutions is proud and honoured to have a long-standing partnership with the Rotary Club of Narellan.

This year, the club contributed \$20,000 to Youth Solutions to support our work with young people and the club was recognised as the Diamond Sponsor of our 2019 Annual Charity Event.

On behalf of the Youth Solutions Board, team, Fundraising Committee and the young people we work with, we'd like to sincerely thank the Rotary Club of Narellan for its incredible, ongoing support of our charity.

In 2019 – 2020, Ingleburn RSL Club kindly came on board as Youth Solutions' Steel Sponsor, contributing \$10,000 to particularly support our Youth Advisory Group (YAG) program.

The club's generosity has supported our YAG volunteers and helped them to achieve some great things across 2019 – 2020.

Youth Solutions is very honoured to partner with Ingleburn RSL Club and extends a heartfelt thank you to the club for its support.



# Our supporters

Thank you to our amazing Denim Sponsors  
across 2019 - 2020:



Thank you to our Product & Service Partners  
across 2019 - 2020:

- **Fully Promoted Macarthur** – uniform & branding partner
- **Subway Macarthur Square** – YAG catering partner
- **Wave Learning** – first aid training partner

# Our supporters

## 2019 – 2020 Event Sponsors

Thank you to our  
2019 Charity Event Sponsors:

- *Diamond:* Rotary Club of Narellan
- *Ruby:* AGL
- *Ruby:* Macarthur Square
- Absolutely Fabulous Event Decorations
- Bella Arts
- C91.3FM
- Campbelltown Catholic Club
- Country Comfort Hunts Liverpool
- Danielle Mate Sullivan
- Edgecliff Homes
- Event Cinemas Campbelltown
- Fab Industrial
- Family Focus Legal
- Grimes Finance & Mortgages
- Hillross Macarthur
- Kelly+Partners South West Sydney
- Macarthur Chronicle
- Marsdens Law Group
- McDonald's in Macarthur
- Parto's Plumbing & Drainage
- Pineapple Marketing & Promotions
- Snap Printing Campbelltown
- The Greater Narellan Business Chamber
- TLD Logistics
- Townsend Signs
- Wests Campbelltown



Thank you to our  
2019 Trivia Night Sponsor:  
Roosters Traffic Control

Thank you to our  
2020 ChariTEA  
High Tea Sponsors:

*Event Sponsor:*

Marsdens Law Group

*Table Sponsors:*

Campbelltown Catholic Club

CharBella Cakes

Macarthur Sunrise Rotary

Wests Group Macarthur

# Our supporters

## Community Fundraisers

Thank you to the following groups, which held fundraisers in 2019 - 2020 and donated the proceeds to Youth Solutions:

- Camden Council staff hosted a “dress down day” for its staff, which raised \$227.15 for Youth Solutions
- Wyndham Central College in Victoria hosted a special school event which raised \$264 for Youth Solutions
- Wick'd Candles continues to donate 25% of sales from its special Youth Solutions range to our charity

## DONORS

Thank you also to our generous individual donors and Youth Solutions Champions in our regular giving program for their generosity this year. We wouldn't be able to do what we do without the many generous individuals who donate to support our young people.



# Online impact

## Online communications

2019 -  
2020

20,261

UNIQUE VISITORS  
TO OUR WEBSITE  
YOUTHSOLUTIONS.COM.AU

10,986 ENGAGEMENTS  
ON CORE SOCIAL MEDIA;  
**UP 97% ON  
PREVIOUS YEAR**

11 e newsletters sent  
to 1596 recipients

Core: Facebook,  
Instagram & Twitter

### SOCIAL MEDIA ENGAGEMENT HIGHLIGHTS

Facebook engagements grew 110% (from 3288 last year to 6913 in 2019-2020)  
Instagram engagements grew 75% (from 2193 last year to 3840 in 2019-2020)

1653 video views on Youth Solutions' YouTube

In 2019 - 2020 Youth Solutions began to establish its presence on Linked In

### FOLLOWER GROWTH HIGHLIGHTS

Facebook page likes have grown 186 people in the past year, up to 1912  
Instagram followers have grown by 273 people in the past year, up to 933

With the impact of COVID-19, Youth Solutions recognises that it is more important than ever to connect with, inform, educate and support our young people online, particularly via social media. Youth Solutions is working to continue to grow its sense of community on social media.



[YOUTHSOLUTIONS.COM.AU](http://YOUTHSOLUTIONS.COM.AU)

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