

Our Impact Story 2023-2024



Infinity Community Solutions Ltd. acknowledges the Australian Aboriginal and Torres Strait Islander peoples as the first inhabitants of the nation and the traditional custodians of the lands where we live, learn and work.

We acknowledge that the traditional owners of this land cared well for their children for millennia before colonisation and have much to teach us about how to care for children today and into the future.

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We are delighted to present our Impact Report for 2023-24, reflecting our steadfast dedication to realising positive and lasting outcomes for children, young people, families, people with disabilities, and communities. At Infinity Community Solutions Ltd (ICS), we remain committed to creating meaningful and lasting impacts on the lives of those we touch.

ICS thrives as a nimble, boutique community service organisation, offering high-quality programs for children, young people, families, and our NDIS participants. Our goal is to provide professional, evidence-informed services designed to enable individuals to reach their full potential and live rich and fulfilled lives.

Our success is deeply intertwined with the strength of our partnerships. We continue collaborating with Kummara Limited, Edmen Community Staffing Solutions, and many other key suppliers and stakeholders. We are sincerely grateful to our longstanding partners whose support and shared vision have been instrumental in our journey. This year, we are pleased to acknowledge new collaborations, notably with KWY Aboriginal Corporation in South Australia. These dynamic alliances bring fresh perspectives, innovative solutions, and unparalleled opportunities for mutual growth.

Throughout the past year, we have remained resolute in our commitment to achieving outcomes for life. Our strategic priorities – partnering, delivering, governance, and innovation – guide our actions and investments. ICS engages in state-based and national initiatives to influence decision-makers and advocate for systems that improve outcomes for our clients, their families, people with disabilities, and the community.

In Queensland, we saw the government release the Roadmap for Residential Care, addressing community concerns and assessing the residential care system. The 'Roadmap' aims to reduce the number of children and young people in residential care, while recognising its necessity for some. Indeed, across all of our services is a strong focus on working with family and community to nurture strong connections. Our model of practice may offer a unique approach in some settings and it thrills us that we have seen family preservation and children reunified to families across many programs.

Di Feldman Board Chairperson ICS' residential care program provides intensive support in a structured and therapeutically responsive environment. The program focuses on healing from trauma, aiming to restore children to their families of origin, kinship, or foster care. ICS provides needs-based, trauma-informed, and attachment-focused support, prioritising children's ties to their family, culture, and community. Our quality residential care services are delivered with the commitment of our dedicated teams.

We acknowledge that some service providers have left the sector. Where this has occurred, ICS has worked collaboratively with the government to ensure communities continue to receive vital services. This has resulted in an expansion of family support services in 2023-24.

This year, we continued to provide essential services under the National Disability Insurance Scheme (NDIS), reaffirming our commitment to supporting individuals with disabilities to live fulfilling and empowered lives. The impact of our NDIS support coordination is best illustrated through the stories of those we support.

As we reflect on the past year, I am incredibly proud of the strides we have made in fostering positive impact for communities. The achievements we have seen are a testament to the dedication and compassion of our staff team and we are excited to continue this journey.

Shellley Wall Chief Executive Officer At ICS, we recognise and celebrate excellence and dedication within our community. Our Boost Awards in Queensland and South Australia support the ongoing efforts of children and young people, giving them an extra boost to make a difference.

We extend our heartfelt gratitude to our exceptional team of employees and contractors. Their dedication, resilience, and innovative spirit have been the driving force behind our success. Our achievements would not be possible without their hard work, the support of

our stakeholders, and the trust of our participants, clients, children, young people, and families.

Looking ahead, we remain committed to advancing our strategic priorities to achieve outcomes for life for children, families, and communities with even greater determination and purpose. We will continue to leverage our resources, expertise, and influence to drive positive change and contribute to an Australia where every child, young person, and family has the opportunity to thrive.

**SHELLEY WALL**Chief Executive Officer

**DI FELDMAN**Board Chairperson



# IMPACT OF OUR DELIVERY



Our organisation's strategic plan centres on Partnering, Delivering, Governance, and Innovating. In the 2023-2024 financial year, we developed quality partnerships with various stakeholders and continued to be guided by our Outcomes Evaluation Framework. We prioritise creating a culturally safe environment, lifelong learning for employees, and a commitment to child safety. Operating transparently and ethically, we stay updated on changes in the environment we sit and emerging trends to support innovative ideas and approaches.



Our South Australian leaders gather regularly at our Adelaide office, ready for complex decision-making and driving positive change in the community.

Chief Executive Officer Shelley Wall proudly represented our organisation at the 2023 European Scientific Association on Residential & Family Care for Children and Adolescents (EuSARF) conference in Brighton UK. Shelley joined other global leaders in in discussing innovative practices, sharing groundbreaking research, and advancing the future of child and family care, ensuring our commitment to excellence and compassion in the social services sector.



## **PARTNERING**

SECTOR RECOGNIZED "PARTNER OF CHOICE" IN DELIVERY OF OUR SERVICES. PROMOTE A CULTURE OF RESILIENCE THAT IS RESPONSIVE AND CONNECTED TO OUR COMMUNITY



In South Australia we partnered with KWY Aboriginal Corporation to propose to the Department for Child Protection a Family Care Finding pilot to be established. Targeting children and young people in residential care services, the purpose of Family Care Finding is to identify and engage a child or young person's family and identified community to locate kin who could provide long-term stable family-based care.

In partnership with government, our In-Home Family Support service expanded in Queensland and was introduced as a new service in South Australia.

We proudly sponsored the CREATE Foundation's Voices in Action Conference held in Adelaide, South Australia. Our support extended to enabling young people in care from both Queensland and South Australia to participate in this impactful event



Staff attended sector conferences around Australia including the 2024 Australian Institute of Family Studies in Melbourne. Pictured is Chief Operating Officer Dr Annaley Clarke, Chief Executive Officer Shelley Wall and Executive Director Cindy McKenzie

## **DELIVERING**

WE HEAR AND ARE EMPOWERED
BY THE VOICES OF OUR CLIENTS,
TO DELIVER INDIVIDUALIZED
CLIENT CENTRIC SERVICES THAT
SUPPORTS THEM TO ACHIEVE



Demonstrating our commitment to being a child safe organisation, ICS facilitated cyber safety training for staff, and children and young people social media training for carers.

We collaborated with Ngutana-Lui and Digi Youth Arts to provide cultural workshops for Aboriginal and Torres Strait Islander children and young people in our Queensland residential care and KICS kinship and foster care programs.

Boost Awards were received by 34 children and young people in care across Queensland and South Australia, recognising their excellence in academic, sporting and/or extracurricular activities.



From learning culturally appropriate art, weaving, plant medicine, dance and story telling, Ngutana-Lui makes the perfect backdrop to nurturing culture for Aboriginal and Torres Strait Islander children and young people.

## GOVERNANCE

AN ENGAGED WORKPLACE
CULTURE WITHIN A
RESILIENT WELL-GOVERNED
ORGANISATION THAT IS
NIMBLE AND ADAPTABLE
RESPOND TO CHANGE



We established a Domestic and Family Violence Working Party aimed at embedding practice knowledge across ICS.

The role of an internal quality officer was introduced to support the culture of continuous improvement and implement governance mechanisms to ensure high quality service provision.

An engagement action plan was developed in collaboration with Edmen Community Staffing Solutions to promote both ICS and Edmen as 'employer of choice' for direct care providers.





The Kummara Limited and Infinity Community Solutions Ltd Leadership Team gathered for training in the first half of 2024. During this session, our leadership teams engaged in practical games designed to teach valuable leadership techniques. These activities fostered teamwork, strategic thinking, and problem-solving skills, enhancing our leaders' ability to guide and support their teams effectively. The photos capture moments of collaboration, learning, and fun, reflecting our commitment to continuous development and excellence in leadership.

## **INNOVATING**

PRACTICE IS INFORMED BY A COMMITMENT TO LIFE-LONG LEARNING, ENSURING EVIDENCE-BASED SOLUTIONS ARE EMBEDDED THAT SUPPORT AND ENABLE OUR CLIENTS



Our co-founders had an active presence in key practice and academic areas, including the National Therapeutic Residential Alliance, University of Queensland and the EUSARF (European Scientific Association on Residential and Family Care for Children and Adolescents) Academic Group.

Presentation with Kummara Limited at the Association of Children's Welfare Agencies (ACWA) National Conference about the KICS partnership and outcomes.

Our Chief Operating Officer co-wrote a paper delving into the application of the Sanctuary® Model within Australia's foster and kinship care landscape. This paper has been published in several national and international journals, contributing valuable insights to the field.



Chief Executive Officer Shelley Wall joined other National Therapeutic Residential Alliance Team Member in Tasmania in November 2023 as they met with Departmental Officials in Tasmania. The meeting fuelled a positive discussion, emphasising the crucial mission of delivering evidence-informed therapeutic residential care.

## OUR IMPACT THROUGH PARTNERSHIP AND SUPPORT

We can't do our work alone. No single agency can fully meet the diverse needs of individuals, families, participants, and carers. It takes a village—a network of relationships, partnerships, and community alliances—to truly serve well. Our commitment to building positive relationships at all levels in a focused and intentional way. We've engaged in extensive collaborative partnerships across government, the sector, and community agencies. Additionally, we acknowledge the invaluable contributions of our contractors, whose expertise and dedication are integral to our success.

#### THANK YOU TO ALL KEY PARTNERS AND FUNDING BODIES:







Department for Child Protection







# ADDITIONAL THANKS TO OUR BUSINESS PARTNERS AND CONTRACTORS:













#### BEYOND BEHAVIOUR



- Harrup Assessments
- AIG
- WorkLaw
- Smart Books
- Little Stars
   Foundation

- Care Kits for Kids
- Bright Bags
- PsychMed
- Acacia EAP
- Vincents
- Grant Thornton



#### RESIDENTIAL CARE - SOUTH AUSTRALIA

Infinity Community Solutions Ltd provides for a therapeutic placement intervention in a residential setting for children and young people. Our intervention focuses on creating a safe, supportive environment where therapeutic practices pro-actively respond to trauma-based behaviours and promote healing. Through individualised support and evidence-based interventions, the program aims to enhance the wellbeing of children, with a focus on their future.





#### OUR IMPACT IN ACTION

A young person was referred to the service due to challenges stemming from trauma experiences, behavioural responses to intense emotions, and the impact of their disabilities. The young person's Department of Child Protection team and the ICS team collaborated to implement therapeutic interventions focused on establishing routines, enhancing the young person's ability to communicate their needs, and providing a sense of empowerment through age-appropriate choices within a safe and structured care environment. As a result, the young person has shown improved school engagement, increased family time with their parents, and participation in extracurricular activities.

Infinity understand the needs of young people and the complexity of the system

South Australian Stakeholder
South Australia Residential Program

#### RESIDENTIAL CARE - QUEENSLAND

Infinity Community Solutions Ltd provides for a therapeutic placement intervention in a residential setting for children and young people. Our intervention focuses on creating a safe, supportive environment where therapeutic practices pro-actively respond to trauma-based behaviours and promote healing. Through individualised support and evidence-based interventions, the program aims to enhance the wellbeing of children, with a focus on their future.





Infinity works well to support the child/young person **QLD** Residential Care

Significant Other

### **OUR IMPACT IN ACTION**

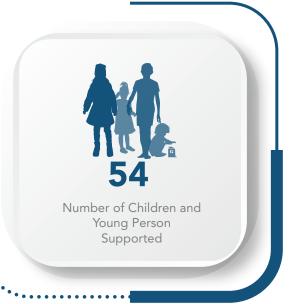
Two young people were supported to fly to Adelaide to attend the CREATE Foundation conference, marking a significant milestone as they had never flown before or participated in such a major event. They enjoyed networking with peers from organisations across Australia and overseas. This event exposed them to numerous opportunities, encouraging them to explore their personal interests and consider their hopes and dreams for the future.



#### IN-HOME FAMILY SUPPORT

Infinity Community Solution Ltd – In Home Family Support program works with families for short periods of time referred by the Department of Child Safety. We work to strengthen family dynamics and promote a safe and nurturing environment for children. These services offer personalised assistance, addressing specific family needs through practical support and skill-building.





#### **OUR IMPACT IN ACTION**

We have worked with a family to support the children who were initially placed with their kinship carers and with visits with their parents. Through the work with the parents, the children have successfully reunified to their parents' care. The Child Safety Team, Kinship Carers, Parents and the IHFS team worked to build the children's connection with their parents during family time, support the parents to build routines for the children at home and build their parenting confidence.

Infinity helps pay for activities, the workers make me feel happy when I am upset, and I do better with family and school

Child 5 - 11 years In-Home Family Support



## National Disability

#### **INSURANCE SCHEME (NDIS)**

Infinity Community Solutions Ltd NDIS Support Coordination assists participants in navigating the National Disability Insurance Scheme, helping them to understand and implement their NDIS plan. The service focuses on connecting participants with appropriate supports and services, ensuring they receive the necessary assistance to achieve their goals. Through personalised guidance, NDIS Support Coordination empowers individuals to build their capacity, exercise choice and control, and improve their overall quality of life.



#### OUR IMPACT IN ACTION

After relocating to a new area, a participant and their family required additional supports to achieve the goals outlined in their NDIS plan. Many communities face a shortage of therapy and support providers, and this was the challenge encountered by the participant. The Support Coordination team diligently researched and successfully located an occupational therapist willing to engage with the participant at school and a creative, inspiring support worker to assist both at home and in the community. Through this collaborative effort, the participant was able to see their NDIS plan effectively work for them.

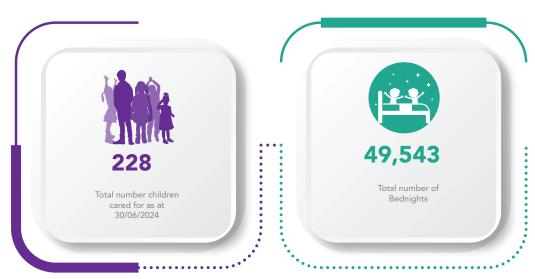


Our Coordinator has been ABSOLUTELY
WONDERFUL in all aspects of what you'd come
to expect from your Support Co-Ordinator with a
strong dedication and commitment in providing
the best quality service

**NDIS Participant** 

#### KICS KINSHIP AND FOSTER CARE MORETON BAY

KICS Kinship and Foster Care – Moreton Bay is a partnership program funded by the Queensland Government, delivered by Kummara Limited and Infinity Community Solutions Ltd. This program provides family-based care placements, as well as primary and short break kinship and foster care, for Aboriginal and Torres Strait Islander children aged 0 to 18 years.



#### **OUR IMPACT IN ACTION**

A young person was staying with a kinship carer for weekends while residing in a residential care service. The kinship carer expressed a desire to provide full-time care but was mindful of the potential day-to-day challenges. The carer, the young person's Child Safety Team, and the KICS team collaboratively identified the necessary supports to make the family-based care placement successful. It was evident that additional resources were required, including relocating the kinship carer's family to a larger home, exploring different educational options, and incorporating therapeutic supports. With these additional supports in place, the KICS team facilitated the young person's enrolment in a private school, which subsequently offered a scholarship after meeting him. Together the family continue to thrive.



The KICS worker has great knowledge of community services, is able to have a strong connection with the children and carer, and works well with the Child Safety Officer

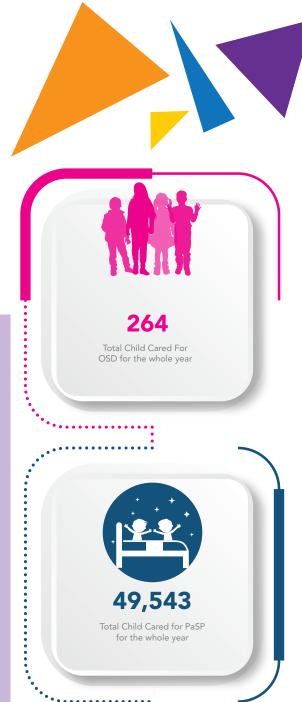
Departmental Representative KICS Kinship and Foster Care Moreton Bay

#### KICS KINSHIP MORETON BAY

KICS Kinship-Moreton Bay is a partnership program funded by the Queensland delivered Government, by **Kummara Limited and Infinity Community Solutions** Ltd. This program provides family-based care placements, as well as primary and short break kinship care, for children aged 0 to 18 years.

#### OUR IMPACT IN ACTION

Experiencing significant trauma, a young person struggled in all areas of their life, including missing considerable time at school, suffering from anxiety, and finding social spaces overwhelming, often shutting down and becoming incommunicable. Recognising the therapeutic value of animals, the kinship carer welcomed animals into their home to support the young person's mental health. The kinship carer, Child Safety Care Team, and KICS engaged additional supports, including Pyjama Angels, psychologists, and Little Stars Learners, to work collaboratively for the best outcomes for the young person. Significant improvements have been observed, with the young person now engaging well with school, experiencing improved mental health, and using public transport to get to school. This increased school attendance has enabled the kinship carer to maintain stable employment.



For me and my family KICS has been there for direction at all times and my children and I are



The KICS Programs

are proudly delivered

in Partnership with Kummara Limited

#### KICS INTENSIVE KINSHIP AND FOSTER CARE SOUTH EAST

KICS Intensive Kinship and Foster Care – South East is a partnership program funded by the Queensland Government, delivered by Kummara Limited and Infinity Community Solutions Ltd. This program provides family-based care placements, as well as primary and short break kinship and foster care, for children aged 0 to 18 years with complex support needs.





## KICS KFC South East – General (COMMENCED 01/02/24)

KICS Kinship and Foster Care – South East is a partnership program funded by the Queensland Government, delivered by Kummara Limited and Infinity Community Solutions Ltd. This program provides family-based care placements, as well as primary and short break kinship and foster care, for children aged 0 to 18 years.

#### OUR IMPACT IN ACTION

The team collaborated with the grandparents to address various challenges faced by their young person. These challenges included difficulties with sleeping, safely attending school, building friendships, and managing intense emotions. With the support of the grandparents and the young person's Child Safety team, the KICS team provided training for the grandparents and regular individualised therapeutic supports for the young person. As a result, the young person has made significant progress in school, experienced improved personal well-being, joined age-appropriate extracurricular activities, and built meaningful friendships.

Monthly visits are a highlight as we can talk about things that are happening at home and on holidays

Kinship Carer

KICS KFC Southeast





#### KICS KINSHIP AND FOSTER CARE SOUTH WEST



KICS Kinship and Foster Care – South West is a partnership program funded by the Queensland Government, delivered by Kummara Limited and Infinity Community Solutions Ltd. This program provides family-based care placements, as well as primary and short break kinship and foster care, for Aboriginal and Torres Strait Islander children aged 0 to 18 years.



Thank you KICS for your support and the unconditional love you have for our children in care, our situation is very complex and you have made them feel very safe and they trust you very much

Kinship Carer

KICS KFC South West

## OUR IMPACT IN ACTION

Kinship Carer Grandparents are busy caring for their little ones but took time out to attend the Foster and Kinship Care State conference at the Gold Coast in May. The Carers enjoyed the learning opportunity, but also shared their wisdom and experience with other carers and workers. It was clear from listening to them, that their commitment to their family and culture sees grandchildren thrive.

#### KICS FAMILY CARE FINDER

Family Care Finder - Moreton Bay is a partnership program funded by the Queensland Government, delivered by **Kummara Limited and Infinity Community** Solutions Ltd. This program provides family exploration for children aged 0 to 18 years subject to Child Protection Orders, so they can build or maintain connection and placement

#### **OUR IMPACT IN ACTION**

A young person residing with foster carers had limited family connections. The young person's Child Safety team and KICS collaborated to locate the maternal family. Despite residing outside of Queensland, the family visited the young person in hopes of building a connection. Both the family and the young person felt a positive connection and desired more than just visits. The family, young person, Child Safety team, foster carers, and KICS worked together to transition the young person to reside with their family. Positively, the foster carer often visits the other state, allowing the young person to maintain relationships with all the important people in their life.



The collaboration and partnership approach from ICS/KICS is what sets them apart from other agencies

KICS KFC Total Children Worked with

during the year (Kummara Limited contract)

Queensland Stakeholder



#### KICS SECONDARY FAMILY SUPPORT

KICS Secondary Family Support Service – Brisbane South is a partnership program funded by the Queensland Government, delivered by Kummara Limited and Infinity Community Solutions Ltd. The programs provide tailored assistance to families experiencing vulnerabilities to enhance their stability and safety. These services offer intensive, in-home support focusing on parenting skills, child safety, and family relationships. By collaborating with families and community resources, the program aims to prevent the need for out-of-home care and improve overall family well-being.

#### **OUR IMPACT IN ACTION**

After experiencing a family separation related to domestic and family violence, a parent engaged with KICS SFS to address the stressors and challenges affecting both the parent and children. The KICS team partnered with the parent to set goals and implement strategies, including engaging in counselling support, learning about trauma related to domestic and family violence, improving budgeting and financial management skills, and securing safe transport to meet the children's needs. The family's achievements demonstrate their improved well-being and overall family functioning.

The KICS Programs are proudly delivered in Partnership with Kummara Limited





In a non-intrusive way, my family support worker has been key to helping the kids and I throughout a somewhat traumatic period

Family Member KICS Secondary Family Support

## KICS INTENSIVE FAMILY SUPPORT MORETON BAY (COMMENCED 01/01/24)

KICS Intensive Family Support Brisbane South & KICS Intensive Family Support Moreton Bay is a partnership program funded by the Queensland Government, delivered by Kummara Limited and Infinity Community Solutions Ltd.

The programs provide tailored assistance to families experiencing complex challenges to enhance their stability and safety. These services offer intensive, inhome support focusing on parenting skills, child safety, and family relationships. By collaborating with families and community resources, the program aims to prevent the need for out-of-home care and improve overall family well-being.



#### KICS INTENSIVE FAMILY SUPPORT BRISBANE SOUTH WEST

(COMMENCED 01/01/24)

#### **OUR IMPACT IN ACTION**

In working with a family struggling with housing, mental health, and parenting issues, we have partnered with them to set goals and implement key strategies. The parents have secured more stable housing, gained confidence in their parenting approaches, and recognised their strengths. As challenges arose, they relied on their safety plan and engaged additional therapeutic supports for themselves and their children. Most importantly, they have built robust support systems within their family and community.





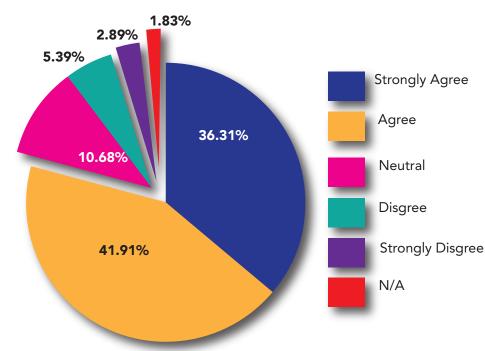
# EVALUATION OUTCOMES SUMMARY



Outcomes evaluation surveys we conducted through the 2023/2024 financial year with nine of our programs; stakeholders and staff in both Queensland and South Australia. Across 29 groups that were surveyed, there was a total of 1795 people contacted with an offer for participation, to which we received 390 responses. This represents 21.7% of overall offerings. Across all the surveys performed, the average response rate was 37.5%.

The outcomes used for all our evaluation reports are in line with the Out-Of-Home Care Framework. The vision of the Out-Of-Home Care Framework is that children and young people in out-of-home care are safe and healthy, have a sense of belonging and wellbeing, and achieve their potential. The five identified outcomes; Safe and Nurtured, Connected, Achieving, Healthy, and Resilient, are also in-line with the Family Partnership Model. It is important to us that we use the same set of outcomes across all our programs' evaluations for consistency, accuracy, and ability to easily compare data when necessary.

#### **SATISFACTION**



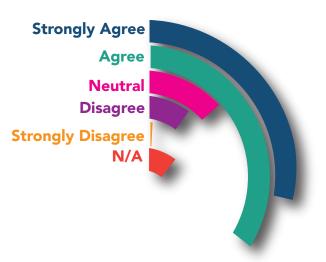


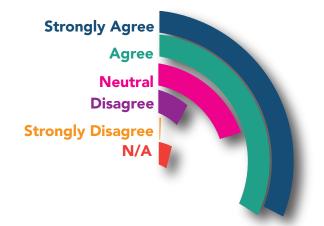
#### SAFE AND NURTURED

Participants/Clients feel cared for and nurtured in a stable environment safe from abuse, neglect, violence, and threat

#### CONNECTED

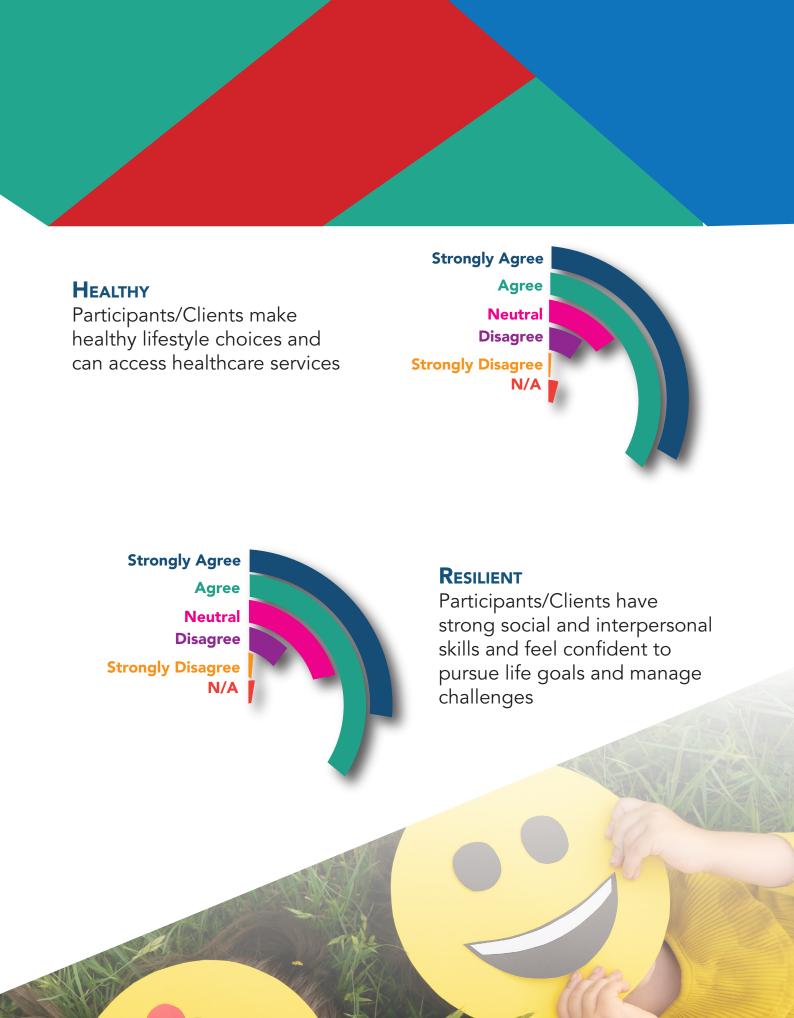
Participants/Clients feel a strong sense of identity and belonging, have stable and long-lasting relationships with family and friends, and are connected to culture and community





#### **A**CHIEVING

Participants/Clients learn and develop their full potential





Hope is not just a sentiment; it is a driving force for Infinity Community Solutions Ltd. One of the most profound sources of hope is the power of community. Communities have the strength to uplift one another, to support those in need and to create lasting change.

Innovation and progress are also key pillars of hope. Not-for-profits, such as ICS, play a crucial role in driving innovations, actively contributing to research, advocacy and implementation.

Perhaps the most inspiring source of hope is the resilience in the human spirit. This resilience is evidence in the stories we witnessed in 2023-24 and reminds us that challenges may be daunting, but there is a way forward.

As we look to the future, it is essential to remember that hope is not passive. It requires action, commitment and a willingness to make a difference. Infinity Community Solutions Ltd and the staff at the coal face are dedicated to doing just that.



Spreading hope and support, our dedicated staff pack thoughtful gifts for 2023 RU Okay Day, showing that a small act of kindness can make a big difference.



Community Partner organisations such as Little Stars Foundation, Bright Bags and Care Kits for Kids help us spread the hope to the children, young people and families we support.





Celebrating International Day of People with Disability 2023, our NDIS team hosted an inspiring event with guest speaker Chris Smith from My Life with ASD. Chris shared his empowering perspective on Autism as his Superpower, making it a wonderful and memorable day for all.

Connecting with our community at various events throughout the year, including the KICS Family Fun Day and the annual Kummara Family Fun Day. Our staff enjoyed talking about our services, taking family photos for Kinship Week, and having fun with everyone!







In June, Infinity Community Solutions Ltd. gathered to celebrate our incredible team. This event allowed staff to reflect on their roles in supporting children, young people, families, and participants.

We were honored to have Brenda Matthews, author and co-director of The Last Daughter, deliver an inspirational talk, sparking thought-provoking discussions. The shared luncheon fostered informal connections and camaraderie across programs.









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