



Outreach and Advocacy Solutions

Capability Statement



Welcome to Country

i24s Group Pty Ltd (i24s) acknowledges Aboriginal and Torres Strait Islander Peoples as the First Peoples of Australia and the Traditional Owners and Custodians of lands and waterways on which we work and live.

We honour the wisdom of and pay respect to Elders past and present, and we acknowledge the cultural authority of all Aboriginal and Torres Strait Islander peoples across Australia. We also acknowledge the vital contribution made by our Aboriginal and Torres Strait Islander employees and we thank them for their insights.



United Nations (UN) Declaration on the Rights of Indigenous Peoples

We acknowledge that the UN Declaration on the Rights of Indigenous Peoples (the Declaration) is an international human rights framework that recognises and protects the unique and collective rights of Indigenous peoples across the world.

In the Australian context, this instrument relates to Aboriginal and Torres Strait Islander people's rights.

We continue to strive for best practice when engaging with Aboriginal and Torres Strait Islander peoples and communities, in alignment with the Declaration, i24s' Human Rights Policy and our Aboriginal and Torres Strait Islander Peoples Engagement Strategy.

Introduction

The rising cost of living, predicted economic uncertainty and growing number of conflicts around the world, are all contributing to increasing levels of social inequity.

i24s proudly collaborates with government agencies, industry leaders and the community to deliver much-needed outreach and advocacy solutions, for some of the most vulnerable people in society.

The Co-Founders/Executive Directors, Angela Kickett and Justin Kickett, established i24s in Perth, Western Australia (WA), some 10 years ago.

i24s is a 100 per cent Aboriginal-owned, Supply Nation-Certified company, which since inception, has demonstrated leadership, professionalism and compassion, when responding to inequality.

Angela and Justin have enjoyed distinguished careers serving the community and in 2024, continue to realise their vision, "We empower individuals to thrive by providing career pathways, meaningful employment and tangible business opportunities."

Leveaging outreach and advocacy services, among others, is an important first step in breaking the cycle of helplessness.

It enables marginalised citizens to access support and to subsequently stand tall and pursue a better life for themselves and their family.

i24s deploys a holistic approach by also delivering complimentary capabilities to enable further steps to be taken in the journey of self improvement and to gain financial independence, including:

- Training and Certification;
- Workforce Solutions – Integrated Security;
- Workforce Solutions – Commercial Cleaning; and
- Industrial Equipment Hire and Raw Materials (e.g. fuel, water, gravel and steel).



Outreach and Advocacy Underpinned by Humanity and Accountability

Changing and often unforeseen circumstances can have considerable negative impacts on society – specifically, in rising levels of homelessness.

Across Australia, homelessness is often the result of lack of affordable accommodation, unemployment, mental illness, broken families, domestic violence and/or substance misuse, to name a few.

Finding solutions to reduce and in time, end homelessness means responding to the unique needs of each person – rather than forcing them into a system that may not be suitable for their individual needs.

This is particularly important, at pivotal junctures in their lives – such as and not limited to, when people become unemployed, decouple, leave care or prison, experience trauma, etc.

Starting in WA, i24s' approach to outreach and advocacy has been and remains, firmly focussed on steadily reducing the disproportionate representation of Aboriginal people within the homelessness population.





Return to Country (RTC) Program

i24s manages the RTC applications in a culturally appropriate and sensitive manner, including ensuring timeframes are suited to each Applicant.

This process is undertaken in accordance with the respective government agency' Standards. Our team have also developed supporting Guidelines around RTC processes (i.e. how many times it can be accessed, and other appropriate terms and exclusions, etc.).

i24s is passionate about the preservation cultural heritage and sustaining First Nations communities, therefore we provide additional support, including and not limited to:

- liaising with Elders in the respective regions;
- understanding anti-social matters that may need to be shared with government agencies; and
- working with the respective State and Territory Police and Departments of Justice to transfer Court appearances back to the Country on which the Applicant is returning.





Indigenous Development Program

Community begins with a sense of belonging. At i24s, our people make positive impacts on society by contributing to initiatives at a grassroots level.

Co-Founders/Executive Directors, Angela and Justin, reflected on the lessons learned from their Indigenous ancestors and their sense of community, and established the i24s Indigenous Development Program (Program).

The Program is designed to support disadvantaged and/or marginalised youth, by charting a course of support, learning, development and employment.

We engage youth via a multi-faceted approach which inspires self-motivation and job readiness.

We achieve this through the implementation of conventional and contemporary education, training and wellbeing initiatives, which improve self-esteem and proactivity.

Program participants learn skills relating to fitness for work, workplace health and safety, administration skills, among others.

Tangible, enduring, positive change begins with empathy and employment.

Key Program Deliverables

- Upskilling youth via workplace training and employment opportunities, including securing traineeships and/or cadetships, at i24s or within a client's company.
- Providing work and life mentoring, including providing 24/7 support when/if required.
- Deploying cultural heritage awareness training.
- Undertaking literacy and numeracy assessments.
- Leveraging champions and/or buddies to coach or serve as role models to other youth.
- Recognising and rewarding youth at regular milestones, including six-month and 12-month employment service anniversaries or upon completion of traineeships and/or cadetships.
- Providing support for homeless youth to access shelter, healthcare and other essential services.
- Providing Aboriginal youth with 'Return to Country' support.
- Engaging support networks for youth, which could include fostering relationships with family, friends and others.
- Encouraging Program participants to grow and confidently 'pay forward' their experience via mentoring other youth.





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