

BRISBANE

YOUTH

SERVICE

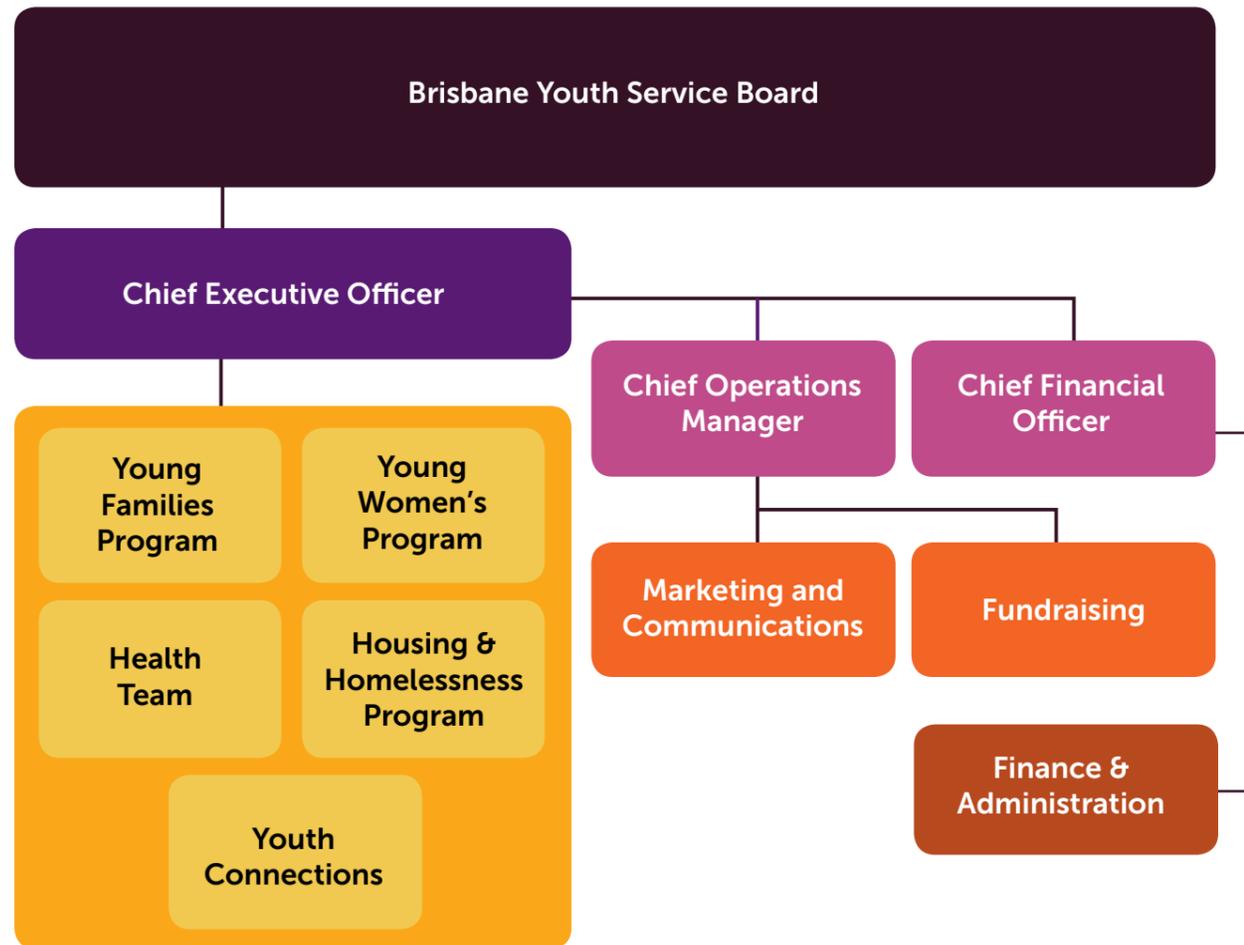
Annual Report 2014-2015



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# Our Structure



# Our Story

Brisbane Youth Service (BYS) has been addressing the problem of youth homelessness in Brisbane for 38 years. Across three locations, we provide a range of programs to assist homeless and vulnerable young people aged 12-25 years, and their accompanying children.

BYS offers a comprehensive range of support and services to help young people build positive futures. We provide young people with:

- information, assessment and referral
- crisis intervention
- advocacy
- emergency relief
- access to short and medium term housing
- support to assist young people to sustain their tenancies and develop independent living skills
- medical and psychological services
- assistance with establishing successful relationships and support networks
- parenting programs and group activities
- pathways to re-engage in education, training or employment.

At the Valley Hub in Fortitude Valley young people can access housing and tenancy support, a free medical clinic, mental health support from psychologists, assistance with dealing with substance use issues, and art, health, and day to day skill development programs.

The Centre for Young Families in Newstead provides responsive and professional child-centred services to parents and their children, and housing support to young families.

The Centre for Young Women in Stones Corner is a women's only service providing a safe space for young women who have experienced homelessness, sexual assault, family and domestic violence, or who face cultural barriers to accessing support.

With a vision of 'New Futures for Young People' at the core of our service delivery, we work tirelessly towards making a positive difference to every young person who accesses our services.

## Our Board

(pictured below clockwise from left to right) Helen Wood, President; Philip Vickery, Vice President; Brian Tucker, Treasurer; Shelly Sorrenson, Secretary; Anna Spencer; Matt Collins; Rachael Uhr; Rebecca Taumalolo.



# President's Report

It is once again time to reflect on "the year that was" at BYS. As the BYS President, I am pleased to say that all Board Members continue to be very committed to the strategic direction that has emerged this year.

During 2014-15, we have seen continued shifts in government priorities and we are working hard to position BYS as a well-respected and prominent provider of services for young people. There are many opportunities ahead to expand our services and achieve even greater outcomes for vulnerable young people and we all remain focussed on this. The amalgamation we commenced this year with Carina Youth Agency (CYA) and Youth Emergency Services (YES) is a clear example of this and much of our focus has been on the due diligence process and implementing the amalgamation. The work we conducted to apply for registration under the NRSCH was also an important step to ensure our positioning as a viable and effective housing provider in the sector.

I would like to acknowledge the hard work of our CEO, Annemaree Callander along with Jack Tong (CFO) and Jullie Johnson (COO). This year we established this group as the executive team for BYS, adding the additional position of COO, to ensure we can not only meet, but also capitalise on, the changes being experienced in our sector. Establishing the executive team was accompanied by the introduction of an executive management performance framework which is a first for the organisation and a sign of things to come as we mature our business model.

This year the Board also undertook a Board performance review conducted by an external firm and we were very pleased with the results. We have some areas to focus on but it was pleasing to see that these areas are already firmly on the Board's radar.

I would like to thank fellow members of the BYS Board - Brian, Shelley, Phil, Rebecca, Matt, Rachael and Anna for donating their time and expertise over the past year. We welcomed Rebecca onto the Board this year and her contribution has been invaluable.

We said goodbye to Rachael Uhr who joined the Board in 2008. We miss Rachael and in farewelling her I would like to acknowledge her great passion for this work and the contribution she has made with a strong understanding of the sector and a long relationship with BYS.

We also acknowledge the outstanding efforts of our staff and pay tribute to their dedication and commitment. The last year has been a period of change but staff from all three organisations involved in the amalgamation have put young people first and continue to offer them a great service. As we said goodbye to the highly respected previous CEO of CYA/YES, Chris Miller, staff came together and started the amalgamation journey.

We cannot do what we do without our funders, partners and supporters - thank you for supporting the work we do and understanding the value of our work with young people and the difference it makes to their lives.

To the young people we assist - each year we reflect on who we have provided support to and continue to challenge ourselves to be ever more effective in doing this. We will continue that support when it is needed but always look forward to the day when you are independent and no longer need us. This is our mission - to see you living independently and happy in the life of your choice.



**Helen Wood**  
President

# Treasurer's Report

*Jack was gloomy, Jack was glum*

*'These budgets make my brain go numb;*

*we're sure to have a loss this year'*

*No doubt that was his greatest fear*

*which gave him many sleepless nights*

*to think up plans to make things right.*

*'Our income's down, eight hundred grand*

*we need to save that much' he planned*

*and just like in the fairy tales*

*we weathered all the storms and gales*

*and Annemaree and gloomy Jack*

*got us ended in the black.*

It was, indeed, a difficult year, with income down by just under 20%, although there were large drops in some areas, they were compensated by increases in others. Corporate partnerships and donor income dropped again, a reflection of the economic times, and of the fact that as Government support tightens across the board, the philanthropic and sponsorship sector faces correspondingly larger demands from the not-for-profit sector to pick up the slack. This, we all know, is not going to happen. The consequence for BYS, and the NFP sector generally, is that we have to try harder and be smarter in raising funds from the wider private and business community. Not that this is a new thing; I've been a treasurer in the NFP environment for over twenty years and I think we were saying the same thing twenty years ago.

BYS was fortunate that with skilful attention to operating costs we were able to find savings in the same order as our revenue drop, and so finished the year with a small surplus or \$127,053, which might sound good but in the context of a \$4.1M turnover is only very marginal. Still, as Jack would say, a puddle of black is better than a sea of red. Savings were fairly consistent across all expense lines ('sharing the pain' as a politician might say) except for some notable exceptions: electricity up by 400%, rents and rates up by 32%, that is infrastructure costs up, service delivery costs down; seems a bit wrong to me...

The modest surplus meant that our balance sheet remained relatively static, with net assets increasing from \$2,366,308 to \$2,493,361, and working capital increasing to \$2,425,620, which puts BYS in a good place for the challenging and exciting times ahead.

**Brian Tucker**  
Treasurer

# CEO's Report

It has been another remarkable year at Brisbane Youth Service, with many great stories of success and positive change for young people.

Inevitably there have been shifts in funding and operations during the year, but by far the most significant development this year was the decision in February to amalgamate the work of Youth Emergency Services and Carina Youth Agency with BYS.

Like BYS, Youth Emergency Services (YES) and Carina Youth Agency (CYA) have long histories of providing vital services to young people experiencing homelessness and importantly the three organisations share common values and goals. The decision to amalgamate was carefully considered by the Boards and we believe it will ensure the sustainability of quality services to young people.

Implementing the amalgamation and preparing to wind up YES and CYA has been a complex and time-consuming task over the past months. To ensure the work stayed on track, we established a Transition Team comprising Jullie Johnson the BYS Chief Operations Officer and Chris Miller the outgoing CEO of YES. Chris departed at the end of May to take on new challenges but Jullie continues to guide the amalgamation and BYS is benefiting from her energy and many years of experience.

Obviously this amalgamation impacts on staff across the three organisations and we have endeavoured to make the process as transparent and consultative as possible, ensuring staff are regularly informed of progress and have opportunities to provide feedback and comments.

Another major activity during the year was the preparation and lodgement of an application for accreditation under the National Regulatory System for Community Housing (NRSCH). This was a significant piece of work within a tight timeframe, but registration will enable us to ensure current housing managed by BYS remains targeted specifically for young people and will potentially increase our housing portfolio in the future.

Building our capacity to measure the impact and effectiveness of our programs has been a focus of 2014-15. We have been fortunate to have Rhianon Vichta working with us to design and implement an evaluation strategy and assist in building capacity among staff to undertake evaluation activities. This work is informed by an Evaluation Champions Group with membership from the program areas within BYS, YES and CYA and has been enabled through a grant from the Queensland Community Foundation.

Sadly we farewelled two drug intervention staff in September 2014 when funding from Queensland Health ceased and a further six staff from the Youth Connections Program in December when this national initiative ended. These programs, and the talented staff who delivered them, made a tremendous difference in the lives of many young people and their discontinuation was a great disappointment.

The loss of staff has been keenly felt at the Valley Hub with less staff available to respond to the steady flow of young people seeking assistance on a daily basis. This has placed pressure on remaining staff at the Hub who have endeavoured to meet the high demand for crisis and brief interventions as well as longer-term support. I am grateful to the Department of Housing and Public Works which provided funding for an additional youth worker position which has partially alleviated the impact of reduced staff numbers at the Hub.

We continue to work in partnership with other agencies to provide effective responses to young people. Our membership of Under 1 Roof and the 500 Lives 500 Homes coalition has enabled us to achieve improved housing outcomes for young people this year and is testament to the fact that our impact is magnified when we work collaboratively.

My thanks to all of our colleagues in both community and government who continue to demonstrate their commitment to assisting young people to overcome the myriad of challenges which confront them and to find pathways out of homelessness.

I wish to thank all our funders, donors and volunteers for their continued commitment to, and belief in, the importance of the work of BYS.

As always, the BYS Board members have been generous with their time, expertise and support and we are fortunate to have such a dedicated group of community volunteers guiding the organisation forward.

Finally I want to acknowledge and thank the remarkable staff at BYS who work tirelessly to assist young people find positive pathways into adulthood. Your passion, skills and good humour are boundless and the positive changes we see in young people's lives are a reflection of this.

**Annemaree Callander**  
Chief Executive Officer

# Homelessness and Housing

The Homelessness and Housing Team in 2014-15 comprised of Specialist Homelessness Services funded by the Department of Housing and Public Works and the Youth Support Program funded by the Department of Communities, Child Safety and Disability Services. A shared vision and practice approach drew these programs and services together to provide holistic service delivery for young people who accessed the Valley Hub.

In 2014-15, the team supported a total of 623 young people. This support included crisis intervention, case management, off-site support, and housing and tenancy support. An additional component of our work was Street Outreach, which was provided on 207 occasions to young people in the Brisbane CBD.

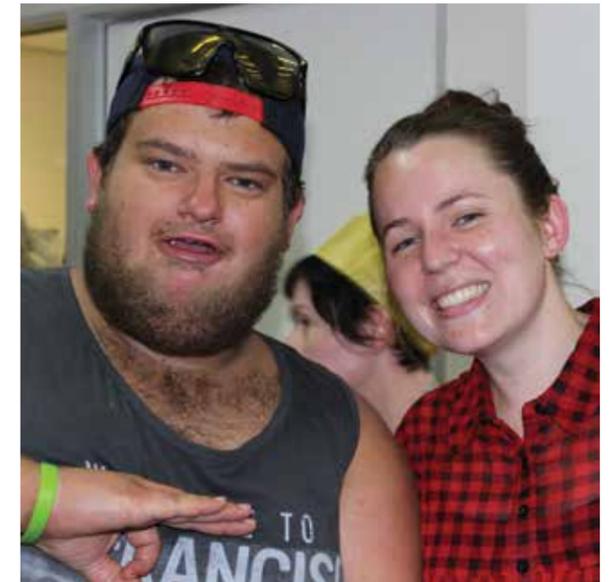
The Homelessness and Housing Team worked to achieve individual outcomes and goals identified by young people which included sustaining tenancies, transitioning to independent housing or returning to family or other support when appropriate.

The Pathways Home Program was initiated this year with a one-off grant of \$100,000 from the Department of Housing and Public Works. Pathways Home provided both brief and planned support with 96 young people in the five months up to June 30, 2015. More than half of these young people had experienced primary or secondary homelessness at first contact with the service and 70% achieved more than half of their planned goals with 52% transitioning to independent accommodation.

By considering the whole 'field of view' of each young person in context, outcomes were not simply access to housing, but supporting young people to connect with their community and to successfully transition to adulthood.

Staff prioritised assessment and triage services to identify the most appropriate pathway for each person. These assessments considered each young person's circumstances, strengths, developmental capacity and their formal and informal supports.

The transitions approach continued to build the foundations of housing stability, individual capacity, relationships and wellbeing. These immediate outcomes laid the stepping stones for changing the



onward trajectory for young people and were quite literally an investment in 'New Futures for Young People'.

We are committed to our ongoing collaboration with our 500 Lives 500 Homes partners and as well as other partners within the service sector. This shared 'Housing First' approach challenges our community to house those individuals assessed as being most vulnerable. In addition we continued our involvement in Under 1 Roof and the Accommodation Coordinator Network meetings which provided opportunities for agencies to work together to problem solve and track support and housing outcomes for young people.

Achieving outcomes for young people would not have been possible without additional collaboration with our partners across Brisbane, in particular:

- Department of Housing and Public Works
- Department of Communities, Child Safety and Disability Services
- Red Cross Young Centre
- BRIC Housing
- Youth Emergency Services
- Carina Youth Agency
- Youth Housing Projects and
- 'Under 1 Roof' partner organisations

# Case Studies

Marni\* is a 22 year old woman who has been supported by us for approximately 8 years. Marni has experienced homelessness throughout her life, including couch surfing, crisis accommodation and lengthy periods of sleeping rough. Marni's most recent period of rough sleeping, in the beginning of 2015, led her to once again seek housing support from Brisbane Youth Service. We helped Marni to eventually secure supported transitional housing in a one bedroom unit in the outer suburbs of Brisbane.

As a result of obtaining this housing, Marni allowed herself an opportunity to focus on her goals, including removing herself from the 'Valley life', focusing on managing her drug use and applying for jobs. Marni maintained her housing and was doing well in the first couple of months, however began to realise the difficulty in cutting ties with the Valley. Her formal and informal support networks, her dosing clinic (which she needed to attend daily) and doctor were all located in the Valley.

Marni began spending nights in the Valley, to avoid the expensive train trip back home, or invited her family and friends back to her house so they wouldn't have to sleep on the streets. She began to lose contact with her formal supports and as she did not have a phone, her property managers were unable to contact her. Marni began to spend more time sleeping on the streets and her drug use spiralled as she started to think her accommodation was 'too far gone.' Marni said that she began to feel a sense of guilt as we had assisted her to obtain this accommodation, and this led to her withdraw from our support. Upon re-engaging with BYS, Marni identified that the difficulties in removing herself from the Valley were too great to sustain at this point and more appropriate accommodation needed to be explored. We are supporting Marni to explore these options.

Beth\* is 20 years old. She has an extensive history of family violence and became homeless because of the violence she was subjected to while living with her family. When we first began working with Beth she was in a volatile domestic violence relationship and sleeping on the streets between the CBD and Fortitude Valley.

Originally support involved safety planning and access to different crisis accommodation options to keep her safe from her partner; at times we paid for motels when no other options were available and when she was in immediate danger. Beth was supported to make her first statement about the violence she was experiencing to the police and to attend her first domestic violence specific counselling session.

At the same time we worked with Beth on more sustainable housing options. Beth moved into a studio apartment around nine months ago and at first struggled with moving on from a life on the streets into a situation with stable housing. Our support involved budgeting, cleaning, cooking meals, paying bills on time and dealing appropriately with disputes with neighbours.

Around three months ago Beth moved out of her transitional community housing and into an apartment managed by the Department of Housing and Public Works. This was the first time Beth had ever had stable long term accommodation in her life and since then she has commenced studying a Certificate in Youth Work as she wants to help young people who find themselves in similar situations to those she had experienced.

\*names have been changed to protect people's privacy.

## BYS Accommodation Overview

During 2014-15, BYS managed a portfolio of 15 transitional supported accommodation properties in Brisbane. These properties housed young people who had accessed our organisation for housing support. Our transitional housing accommodation supported young people while they learnt to live independently.

Transitional housing is semi-independent living where young people learn to live in their own home and manage a tenancy in the same way they would be expected to manage if they were renting in social housing or the private rental market. Throughout 2014-15 Housing Support Workers visited young tenants and assisted them to develop and maintain day to day living skills such as budgeting, shopping, paying the rent, looking after their home and being good neighbours. Seven of these properties were dedicated homes for young women. Properties ranged from one bedroom units for single young people through to two and three bedroom houses for young families or young people living with extended family.

## Why young people need our housing

The majority of young people reported that they were in a state of housing crisis when they accessed BYS. This meant that they were evicted from, or asked to leave, their previous accommodation. The reasons young people were asked to leave were wide ranging but most commonly were due to overcrowding and relationship breakdown.

Domestic and family violence was the second most common reason young people, in particular young women, stated they needed housing support. This reflected national data around domestic violence being the leading cause of homelessness for women. A significant proportion of young people cited that housing affordability was an issue, this issue was indicative of the national data on the youth allowance, the very low Newstart payments and the high unemployment rates of Australian youth.

During 2014-15, BYS accommodated 59 individuals in 15 transitional supported accommodation properties. This consisted of 29 young women, 7 young men and 23 accompanying children. Sixty-three per cent of our tenants exited into safe, sustainable and affordable housing and 30 per cent remain in our accommodation. The remaining 7 per cent were unsuccessful tenancies with us and the young people were offered additional support which was declined. The average tenancy duration in 2014-15 was four months with some tenancies of six months or longer depending on individual circumstances.



## How we achieve good housing outcomes for young people

Young people accommodated with Brisbane Youth Service have a support worker allocated to them to identify and overcome personal barriers and support them to live independently. Some of the personal barriers that young people experience include low self-esteem, safety and confidence worries, mental health issues and substance use concerns or social isolation.

Support workers assisted young people throughout the year to learn life skills and supported them to meet their personal goals while working towards finding safe, stable and sustainable accommodation. Life skills included building coping and resilience strategies, cooking and housekeeping, budgeting and money handling, and how to navigate systems such as banks, schools and Centrelink.

All tenants were supported by a dedicated Tenancy Worker to maintain successful tenancies, by teaching them about their rights and responsibilities as tenants and how to be good neighbours. Young tenants learnt about the Residential Tenancy Authority and what is expected of them as tenants and what they can expect in return from their landlords. Young people had a greater chance of maintaining a tenancy when they were supported to keep their homes safe and secure, clean and tidy, pay their rent on time, and maintain their home to a suitable standard.

Young people were supported to learn from any mistakes they made during their tenancy. Our goal is to support young people for as long as they need to be able to successfully transition to independent living. This is in accord with the 'Duration of Need' principle, implemented by the Department of Housing and Public Works, which acknowledges financial and other barriers to young people moving into independent housing.

# Health

During 2014-15, the Health Team provided multi-disciplinary health and well-being support for 860 young people with physical and mental health needs and substance use issues.

While the majority of young people coming to BYS identified housing and financial needs as the main reasons for contact, many subsequently took up opportunities to address other important and sometimes complex areas of their lives. Through our targeted programs and our partnerships with other services, we were well-placed to assist young people in most areas of their lives.

## BYS Medical Clinic

The on-site clinic at McLachlan Street provided free, non-judgemental, youth friendly medical care to young people through a total of 1,297 clinic visits, this was an 4 per cent decrease on the previous year, and was partly due to the Registered Nurse position being vacant during late December and January.

Young people who accessed the clinic received a complete physical and mental health check-up.

The most frequent clinic presentations were for general health checks, Sexually Transmitted Infections (STI) screening and contraception. The clinic also saw high numbers of young people seeking support for mental health issues (25 per cent of all young people who accessed the clinic).

We funded the medical expenses for those unable to pay by meeting the cost of prescription medications and other treatments and care.

This year we farewelled our Registered Nurse, Elizabeth Bennett, who worked with enthusiasm and compassion for the young people she supported. In June, Dr Andrew Gunn, who had worked as a sessional General Practitioner in the clinic for 21 years, commenced an extended period of leave. Both are missed by young people and colleagues. In early 2015 we welcomed Mary Ann Reynolds as the Clinic Nurse and Dr Cang Van joined Dr Helen Dettori as our second sessional General Practitioner.



## Drug Intervention

The Drug Intervention Workers delivered intensive alcohol and drug treatment and support to 253 young people in 2014-15 through case management, group work and health education. Treatment was tailored to different substance use and the young person's readiness to begin positive changes.

Support provided to young people also addressed other important aspects of their lives, including their need for stable housing, education, access to training and employment, support for better mental health, and addressing legal issues. Drug Intervention Workers also provided referrals to other specialised alcohol and drug treatments such as residential detox and rehabilitation programs.

In 2014-15, the 253 individual young people supported by Drug Intervention Workers generated 1,477 client contacts. This number, which is lower than the previous year, reflected the loss of funding from the Queensland Department of Health's Alcohol, Tobacco and Other Drugs funding which resulted in the loss of two full time positions in September 2014.

Throughout the year, workers provided information and education on harm reduction to 98 young people, supported six to enter residential detox, provided relapse prevention support to 56, and supported 11 while receiving opiate replacement therapy, among other interventions. Of the 253 young people supported, 43 accessed housing with support from Drug Intervention Workers.

Drug Intervention Workers managed a youth specific Needle and Syringe Program (NSP) giving vital harm reduction education and health advice to young people. Through 2014-15, the number of people collecting from the NSP had fallen by approximately 15 per cent compared to the preceding year. The most frequently identified drug being used by NSP clients is buprenorphine (a semisynthetic opiate derivative), making up 70 per cent of all visits, while amphetamines (identified as speed or ice) were nominated in 30% of dispensing visits.

## Improved Services (Dual Diagnosis Project)

Throughout the year, 90 young people accessed free, professional and confidential counselling provided by intern psychologists. Young people were supported to identify what they would like to discuss with the psychologists and find a goal they wanted to work towards – called a 'recovery goal.'

The counselling dual diagnosis project has been developed in partnership with Queensland University of Technology and hosts Masters or Doctorate psychology students as intern psychologists. Young people who received support from the intern psychologists have provided very positive feedback:

*"I could come in; I could make an appointment – no fuss, no drama. If I missed one, they didn't get all stupid about it. I was just able to make another one. They understood me."*

*"Helped me get over my problems and provided me with someone I could talk to."*

*"The psychologists here have been really understanding. (Elsewhere) I got turned away, got told I was too hard. I came in here with my stuff and nothing seemed to faze them ... And they were nice!"*

*"I have a better understanding of when I am feeling troubled and how to manage and deal with these issues. I am not bottling my thoughts and problems up anymore ... and am more willing to discuss my issues."*

This year, the Improved Services Coordinator delivered a poster presentation at the Australian Psychology Society Conference in Sydney. The presentation highlighted the outcomes of this project, including the innovations of the intern psychology program titled "Flexible counselling options for homeless young people: increasing access and building capacity."

The Improved Services Coordinator also provided case conferencing for staff and maintained a directory of mental health and dual diagnosis resources and training opportunities. The program evaluation revealed that staff across the organisation gained an increased confidence in working with young people with a dual diagnosis.

## Day To Day Living

The Day-to-Day Living Program (D2DL) supported 164 young people with significant mental health issues who had experienced social isolation, and aimed to increase

their quality of life and living skills through structured individual support and group work activities. Of the 164 young people supported, 88 were male and 76 were female, with over half of all young people being between 21 – 25 years of age.

D2DL delivered a variety of social and educational activities with a small team of part time and casual workers offering three different weekly activities and a day trip each month.

This year activities included a variety of healthy and relaxing social activities such as bowling, bushwalking, indoor rock-climbing, movies, and visits to the Gallery of Modern Art and the Museum.

Art Workshops were conducted throughout the year in conjunction with the Arts Health Educator, at onsite and offsite at venues such as the Brisbane Powerhouse and New Farm Park. The workshops encouraged creativity and self-expression through various media. Artworks created were either taken home by participants or hung in the youth space at BYS.

We also continued the popular weekly cooking classes and delivered a succession of monthly women's and men's groups which met at local cafes to provide casual peer support. The men's group progressed into meeting at Visible Ink, the Brisbane City Council's youth space, to develop and print their own zine called "Street Life" filled with personal artworks and anonymous stories of experiences of homelessness, mental health issues, and challenging notions of being a modern man.

Monthly day trips such as beach trips, rainforest walks, and op-shop tours on a budget were popular and provided young people with informal emotional support from workers and peers, and provided opportunities to have fun and participate actively in community life.

In 2014-15 we piloted a five-week support group, called *Take the Power Back*, which focused on creative coping skills, communication skills and creating positive change. The initial group had seven participants, and based on this success it was delivered as a women's group in June 2015 with five women being involved. We look forward to the evaluation of this group as early feedback is promising.

The D2DL Program also offered intensive individual case planned support to enhance life skills including self-care, positive coping strategies, interpersonal skills, budgeting, cooking, meal planning, and nutrition. One young person who received individual support experienced significant grief and loss within their support period and that young person expressed gratitude for the support of their youth worker, and how that support made them 'feel normal' for the first time.

# Education and Training

## Youth Support Program – Arts Health Educator

A change in government policy implemented in January 2015 meant that the age group of eligible participants changed from 12 – 25 year olds to 12 – 18 year olds. As a result the Arts Health Educator, worked with 10 young people aged 12-18 who had disengaged or were at risk of disengaging from formal and informal support networks. With the refocus on a younger age group, stronger networks and links were established with schools, government departments including Youth Justice and Child Safety Services, and employment and training providers.

The role continued to use arts practice and the provision of creative outlets for young people, including visual art and music, as a key engagement strategy, with weekly art workshops conducted at the Valley Hub and other venues.

As part of the G20 cultural celebrations we were asked to contribute to a large public art project that celebrated diversity in the community. The 'BRISBANE' sign was displayed prominently in front of the Brisbane River at Southbank. Young people involved in our arts program contributed to the design of the letter 'R' and painted the three metre high letter. Due to the popularity of the installation, it remained on-site well past the G20 cultural celebrations and provided a great sense of pride for all involved. Young people also contributed to the painting of a public mural in Milton as a collaborative project with Brisbane City Council

and Queensland Rail. One young participant is now working full time as a painter and decorator. Young people also contributed to a collaborative painting project with 'Crop Design' making high end bags out of recycled inner tubes.



In 2014, the Training and Education team at BYS received the news that funding for the Youth Connections Program would not be renewed, and that the Program would wind-up at the end of 2014. This highly successful national program had assisted young people who had disengaged from education, and often from their families and community.

Despite this news, the team at BYS maintained a business-as-usual approach with the young people they supported until the Program ceased in December 2014. During this period, the team supported young people to overcome barriers and re-engage with education and training with a view to securing permanent employment and to build a new future.

During July, Case Managers were still working at capacity focusing on immediate case management, with a view to reducing their work with young people and close the assistance before the Program end date. New incoming referrals were assessed and accepted based on the individual's requirements and the Team's capacity to provide support within the timeframe. Case Managers were working with a full caseload with active enrolments at 110 at mid-October 2014.

The focus of the Youth Connections National Network was three pronged: advocacy was carried out with national stakeholders; work was undertaken to create a legacy by documenting the Youth Connections story into a published report; and support was given to other providers around the Program closure.

We acknowledge the great work of the Youth Connections Team through 2014-15 and their commitment and dedication right up until the end of the Program. We thank Program Manager, Alice Thompson, whose leadership and diligence ensured that the team remained focused and celebrated their successes along the way. Thank you to team members, Kerri Ryder, Angela Willock, Thomas Day, Justine Grbavac and Harriet Horsfall. You have been missed by staff and young people alike.

## Case study

A young man was supported through the program after a referral from the free legal service called Basic Rights Queensland. This young man and his family moved to Australia as refugees. He had disengaged from school and was experiencing interpersonal issues within his family. The Youth Support Worker visited him at his family home and introduced him to the services available at BYS. He was supported in his application to attend another school which was accepted and now he is back on track to completing year eleven. While this young man will continue to face challenges in his life, re-engaging with school has represented a significant step towards his goal of gaining independence and being in the workforce.



# Centre for Young Women

In October 2014, Program Manager, Jill McKay left the Centre for Young Women after three years with BYS and many more years as the manager of Othila's Young Women's Housing and Support Service prior to it becoming part of BYS in 2011. We thank Jill for her commitment and dedication to improving the lives of young women and their children who were experiencing homelessness; we know that she is missed by staff and the young women she supported. In November 2014, Erin Field was appointed as the Program Manager and together with the CFYW's team has continued the provision of targeted housing and tenancy support to young women and their accompanying children.

In 2014-15, the Centre for Young Women (CFYW) assisted 185 young women and 55 accompanying children experiencing homelessness to be safely housed and supported to build their skills to create new futures. Young women and their accompanying children were supported by a team of dedicated women's workers based at a women's only service in Stones Corner. Many of the young women supported had experienced disadvantage simply because they were women, and each young woman's experience of homelessness was unique.

## Young women from African countries\*

During the year, 51 young women, approximately 20 per cent of all women supported, identified as being from African countries. Many had arrived in Australia with refugee status with experiences of trauma and torture; they were forced to migrate to ensure their safety or that of their children. We worked with these young women as they struggled to find their independence and their place in a new community, and to manage the societal expectations and differences in the Australian way of life.

*After arriving in Australia from Egypt nine years earlier, 25 year old Julie presented at the Centre for Young Women.*

*Julie had experienced ongoing homelessness as a result of being asked to leave her family home at a time when she was struggling to live by the strict cultural expectations of her family. This resulted in her being marginalised from her family and community. Julie had been staying in short-term crisis accommodation, however with her strong desire for stability she attempted to navigate systems and services to find suitable, secure accommodation.*

*We supported Julie to understand her options and choices and make informed decisions about housing offers. Julie received advocacy support which led to her accessing suitable, safe and affordable transitional housing in a studio unit. Julie is now well on her way to building her new future.*

## Young women who were couch-surfing and sleeping rough\*

Of the 185 young women seeking support, 54 per cent reported that they had been couch-surfing. Young people are much more likely to couch-surf between family and friends, often for long periods of time and this form of youth homelessness is hidden from public view. An additional two per cent of young women reported as sleeping rough and for these young women, safety concerns were paramount.

*Deidre was 18 years old. She became homeless unexpectedly when she arrived home one afternoon from TAFE and discovered that her household had been evicted due to the criminal behaviour of her flat mates. Deidre had no family or friends able to support her and her income was too low to rent privately. Deidre's only option was to live out of her car and ask her community for support. Deidre was constantly worried about her safety and experienced physical assault and sexual harassment while rough sleeping.*

*When Deidre approached Centre for Young Women for assistance, we provided her with food, financial and emotional support and access to showers while she was supported to find crisis accommodation. Deidre was struggling to keep up with her study and assignments and often spoke about the stress she was experiencing.*

*Deidre moved into our transitional supported accommodation and during her stay, Deidre shared her history of violence, as well as her recent experiences while rough sleeping. Deidre shared with her Support Worker how she worried about her health and wellbeing as a result of the violence she had experienced, which had remained unresolved. With support, Deidre began working through her experiences of violence, to renew her hope for a bright new future. Deidre moved into a long term studio unit and was supported to meet her goals and maintain her future focus.*

## Young women with mental health worries\*

During the 2014-15, 105 young women (45 per cent) reported that they had received a mental health diagnosis. An additional 37 women reported having self-identified mental health concerns. Most young women were not receiving adequate support to cope with their mental health worries. We supported these young women to access professional mental health services and treatment, develop healthy coping strategies and address how their mental health worries were impacting on their experiences of homelessness.



*Joan had been supported by BYS for four years. She was 21 years old and had a life-long disability; neglect and abuse as a child meant that Joan never received appropriate medical treatment which created the fusing of her vertebrae resulting in significant chronic pain. Throughout her life she witnessed, and was the victim of, sexual physical and emotional abuse.*

*Joan's first experience of homelessness was following the death of her father when she was seven years old. Her mother began using drugs to cope with her grief and Joan entered the child protection system. Joan developed an extremely high level of anxiety due to these experiences and later in life Joan witnessed a police shooting which increased her anxiety further and she found herself fearful of the police.*

*Joan moved into long term accommodation however she found that despite having stable accommodation her anxiety continued to increase and had become debilitating. Most days she struggled to leave the house and tasks like grocery shopping were impossible.*

*We supported Joan to locate specific mental health support services to help her address her anxiety. She is learning an array of coping strategies and mindfulness skills that she uses regularly while working on her past trauma. Joan has started to challenge herself to cope with her anxiety by going for short walks and grocery shopping on her own. While Joan still experiences high levels of anxiety most of the time, with on-going support, she is hopeful about her future and is confident that she will gain control over her anxiety.*

## Young women experiencing domestic violence\*

Australia-wide data shows that domestic violence is the leading cause of homelessness for young women. Of the total number of young women accessing CFYW in 2014-15, 60 per cent had experienced domestic violence. Of these, 22 per cent identified this as the main reason they needed support.

*Jay was a 16 year old Aboriginal woman from rural Queensland. Jay had grown up witnessing domestic violence and became a survivor after leaving her partner of two years when she gave birth to their daughter. Jay and her new born child were living in overcrowded, unsafe conditions and were at risk of homelessness. Jay had made the move to Brisbane so that she and her daughter would be safe and have opportunities that were not available in her home town. With our support, Jay and her daughter were housed in our transitional supported accommodation.*

*During her stay, Jay began to reconnect with her daughter's father. We offered her support to establish boundaries and parenting expectations to keep her and her daughter safe. The father was offered housing and personal support from the Valley Hub, so that he was able to be closer to Jay and his daughter and work on being a safe parent.*

*One Friday afternoon CFYW were contacted by the police and informed that there had been a significant incident of domestic violence and that the property had been trashed and that the father had been taken into custody; they weren't able to say how long he would remain in custody. Jay had declined being taken to hospital, and fortunately her daughter was not physically injured. When workers arrived at the house, Jay was extremely shaken and frightened. She was terrified that he would return and that the violence would escalate. Jay was gently encouraged to nurture her daughter and herself, while considering the trauma they had just experienced. Jay and her daughter were supported to seek refuge with DV Connect. Support workers transported Jay and her daughter to a secure and safe house and handed support over to their new support workers.*

\*names have been changed to protect people's privacy.



# Centre for Young Families

During 2014-15, the Centre for Young Families (CFYF) supported 102 families which included 78 children. As a result of this support 85 per cent of the families sustained their housing in social housing and the private rental market; and 42 per cent of the families were able to navigate through the housing system.

The CFYF provided young families with case managed support through strengths-based interventions and through trauma informed practice, and all interventions with young families were child focused. Young families accessed support provided at the Centre, through group work and home visits.

Supporting young parents to transition into independence enabled the parents to provide safe environments for their children in which to grow and develop. Furthermore, the relationships between young parents and their children were enhanced through teaching and nurturing attachment and bonding between parent and child. In order to provide holistic and appropriate support to young families, the CFYF continued its collaborative partnerships with government and non-government agencies to provide better pathways for young parents and their children.

Housing support provided to young families included support and advocacy to access housing and maintain tenancies, information and referral, and opportunities to develop independent living skills.

In addition to housing support, young families received parenting support which focused on:

- Parent and child interactions
- Working with young parents to gain an understanding of child development
- Highlighting the experiences of infants and children, including their potential and difficulties
- Offering additional or specialised support to families to benefit their children as required
- Working with young parents in the Understanding of Self
- Advocacy support with Child Safety Services; and
- Enhancing day to day practical parenting skills

## Targeted Family Support Worker

The Targeted Family Support Program funded by the Department of Communities, Child Safety and Disability Services employed one part-time family support worker. In 2014-15, 54 families including 47 accompanying children were supported. The primary role of the Targeted Family Support Worker focused on providing support to young families who were experiencing homelessness or at risk of intervention from Child Safety

Services. Support ranged from practical support to one-on-one parenting skills development and positive child-parent attachment interventions, with the main aim to support young parents to keep their children safe and in their care. The Targeted Family Support Worker provided brief crisis support, long term parenting support and outreach to young parents and children who attended the Albert Park Flexible Learning Centre.

## Parents' YES Program

The Parents' Young, Equal and Supported (Parent's YES) Program, funded by the Department of Housing and Public Works, was staffed by two full-time and two part-time Family Support Workers and one part-time Child Care Worker to support group activities.

In 2014-15, the Parents' YES Program supported 81 young families with 65 accompanying children. It was common for families who initially requested housing support to also seek support with parenting and their relationships with their children as they became more familiar with our work and staff. Through providing housing assistance, support and advocacy the Family Support Workers built trusting and open relationships with the young parents. These relationships encouraged young families to feel comfortable about sharing other issues which led to them accessing other forms of support. Many of the issues included struggles with parenting and attachment; histories of trauma, domestic and family violence; social isolation; and family breakdown. These issues often challenged their ability to manage everyday tasks and sustain their tenancies. Families received individual multi-faceted case management to identify and address their needs.

A valuable component of the Parents' YES Program, which developed during the year, was to base a Family Support Worker at the Valley Hub on a fortnightly basis. This had a positive effect as it assisted in providing support to families who accessed the Valley Hub as their first point of contact.

## Parenting Groups

The CFYF offered two group programs during 2014-15, the weekly Tuesday Parenting Group and the *You Make the Difference* Parent Child Interactive Group. The Parenting Group offered families four terms of group work which allowed them to gain parenting and life skills and provided opportunities for young parents to make connections with each other in a safe and supportive environment.

Families involved in the Parenting Group attended the annual family holiday at Coolum Beach which was funded by the Milton Corporation Foundation under their Intensive Parental Development Program.



At the *You Make the Difference* (10 week interactive therapeutic group), six young families and their six children learned about being TUNED-IN parents, using three mediums - listening, visual and practice. The skills learnt were then practiced by parents with their own children through play. This was a skills-based program which aimed to enhance parent child relationships.

A new initiative introduced during the year was the *Joining Hands Give Back Clinic* facilitated by Kylie Lowe. The clinics offered a range of health and wellbeing services and provided complementary monthly two-hour health and wellness clinics. Treatments received by mums, dads and their children included Bowen Therapy and Reiki, and Kylie taught parents simple techniques they could use with their children at home.

## Feedback from Young Families

*"It is great to know that once a week not only do I get support around my parenting but I am able to de-brief with my family worker about all my stresses and anxieties and it feels like a load has been lifted from my shoulders."*

Young mum with two daughters.

*"When I go to group on Tuesdays it always feels a bit like going home after being away. There is someone who is interested in me, my partner and my child."*

Young mum and dad with their 12 month old son.

*"I feel so grateful to the Centre for Young Families. No one had ever bothered to talk to me about the importance of playing with my child. Growing up, no-one ever played with me so I had no idea how to play. Doing "You Make the Difference" really enabled me to play with my son and to enhance my relationship with him."*

Young mum with a two year old son.

## Case Study

A young family consisting of a 23 year old dad, 21 year old mum, and baby boy aged 2 months were referred to the CFYF by a Department of Health community nurse. The young parents each had a minor learning disability and at the time were experiencing social isolation and living in a local caravan park with their son. Both parents had a history of trauma, family breakdown, drug abuse, extensive periods of homelessness, sleeping rough, limited schooling, and mental and physical health issues.

The family started attending the Parenting Group and with our support they secured a private rental in August 2014 with another couple known to them. The family was supported through the transition of sharing a house with others including establishing and maintaining household routines, and were assisted in gaining essential household items to make their house a home. The young dad was successful in gaining employment which relieved some of their financial pressures.

Unfortunately this private rental was sold and the family was forced to move in with other family members, which caused overcrowding. We continued to support the family during this period, providing them with coping strategies and assisting them to find alternative housing.

Sharing a home with others was an extremely difficult time for the young family and resulted in the parents' relationship breaking down, and a decline in the mum's mental health. With the support of their Family Support Worker, the young family was able to obtain a property under the National Rental Affordability Scheme (NRAS) in May 2015. The parents were able to reconnect with each other and concentrate on their own wellbeing, their family and their future. The support provided to them helped improve their strained relationship with their family, provided a stable place to live, and enhanced the parent-child relationship which was previously not possible.

# Data Overview

## Data 2014-15

During 2014-15, BYS assisted 1,170 individual young people and accompanying children and had 14,786 contacts with those young people throughout the year. The demographic profile of these young people is outlined in more detail below. This data was collected through initial intake and our ongoing contact with young people. Data is incomplete in some instances which is often a result of a limited number of contacts with a young person.

## Demographics

### Age

Young people aged 18 - 21 years were the highest group of service users (37.4%), followed by young people aged 22-25 years (27.9%). Young people aged 12 -17 years represented 15.9% of service users. During the year BYS worked with 152 children aged 0-11 years who were accompanying their parents.

**Table 1: Number of Distinct Young People by Age Range and Gender**

	Male	Female	Total	Percentage
0 - 1 years	29	16	45	3.8%
2 - 3 years	23	32	55	4.7%
4 - 5 years	16	11	27	2.3%
6 - 9 years	9	14	23	2.0%
10 - 11 years	1	1	2	0.2%
12 - 15 years	21	20	41	3.5%
16 - 17 years	55	90	145	12.4%
18 - 21 years	178	259	437	37.4%
22 - 25 years	122	204	326	27.9%
26 + years	24	32	56	4.8%
Not recorded	7	6	13	1.1%
Total	485	685	1170	100%

### Gender and Sexuality

A total of 605 (60%) of young people accessing support in 2014-15 were young women (aged 12 and over). This represented an increase of 5% from last financial year. Fifty (50) young people identified as gay, lesbian, bisexual, queer or intersex. (Based on data for 962 young people)

## Cultural Background

Twenty-one per cent of young people receiving assistance identified as either Aboriginal or Torres Strait Islander or both.

**Table 2: Number of Distinct Young People by Indigenous Status**

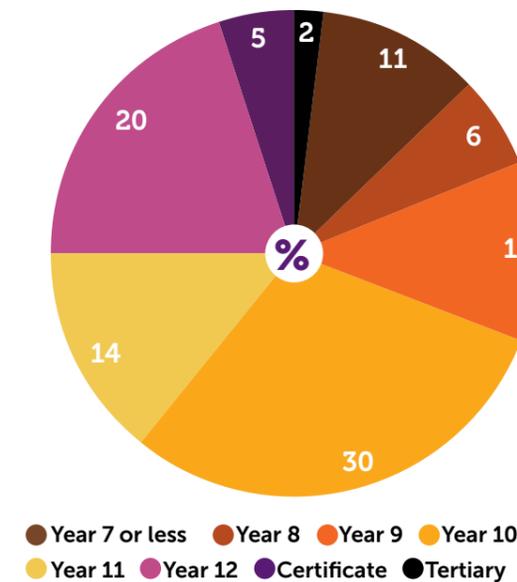
	Frequency	Percentage
Aboriginal but not Torres Strait Islander origin	213	18.2%
Torres Strait Islander but not Aboriginal origin	11	0.9%
Both Aboriginal and Torres Strait Islander	25	2.1%
Neither Aboriginal or Torres Strait Islander	796	68.0%
Missing data	125	10.7%
Total	1170	100%

A total of 176 young people (15%) identified as coming from a culturally and linguistically diverse background with 48 countries of birth other than Australia identified.

## Education

It is well documented that experiences of homelessness and housing instability impede a young person's ability to remain in education. Of the 1,170 young people in contact with BYS last year, 73% had not completed Year 12 and more than a quarter of the young people reported that their highest level of academic achievement was Year 9 or below. (Data available for 731 young people)

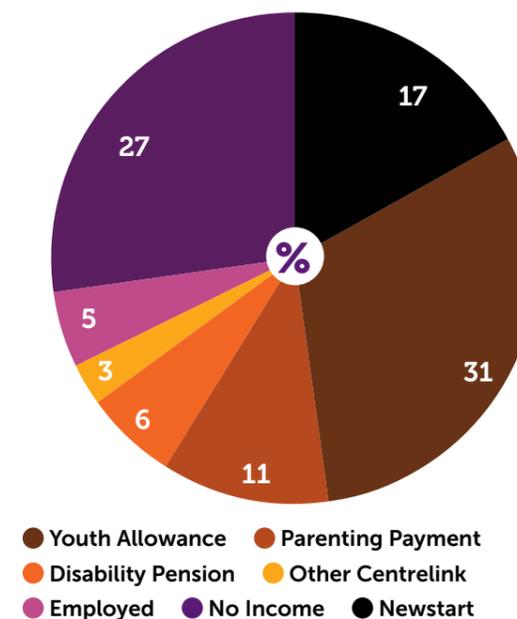
**Chart 1: Educational Attainment**



## Income

The most common source of income for young people accessing BYS during the year was income support through Centrelink (68%). Thirty-eight (38) young people were in some form of employment (5%) and 225 young people (19%) had no income at their initial presentation. (Data available for 939 young people)

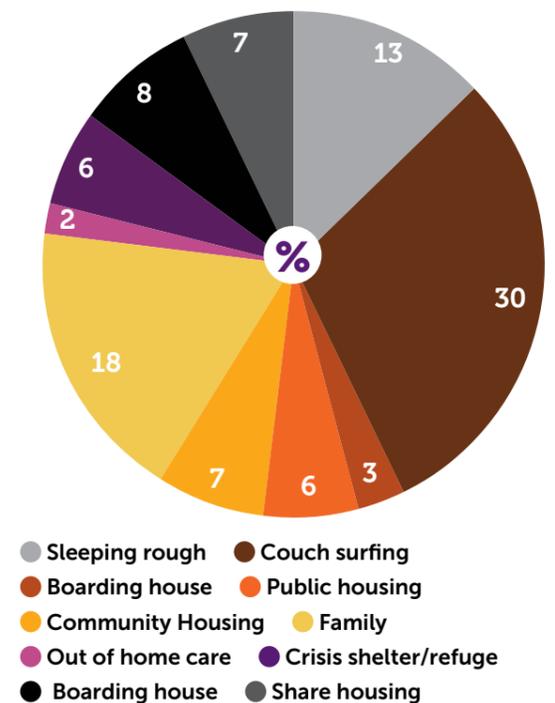
**Chart 2: Income Source**



## Housing Status

Of the young people presenting to BYS throughout the year, 49% were experiencing primary or secondary homelessness and were sleeping rough, couch surfing, or in temporary crisis accommodation. This was an increase of 8% on the previous year. Eighteen per cent (18%) of young people assisted were living with family. (Based on data for 885 young people)

**Chart 3: Housing status at intake**

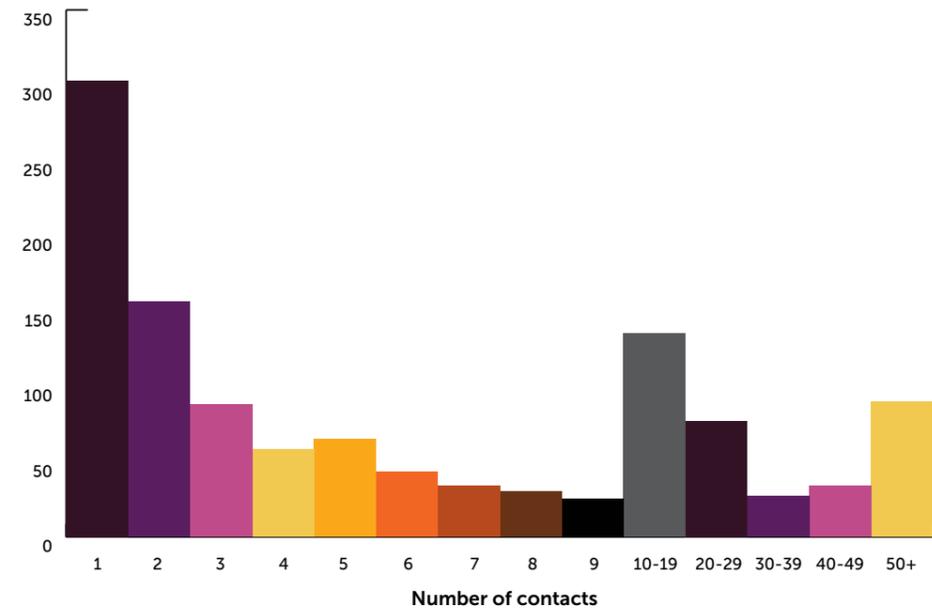


## Service Usage

### Contact with Young People

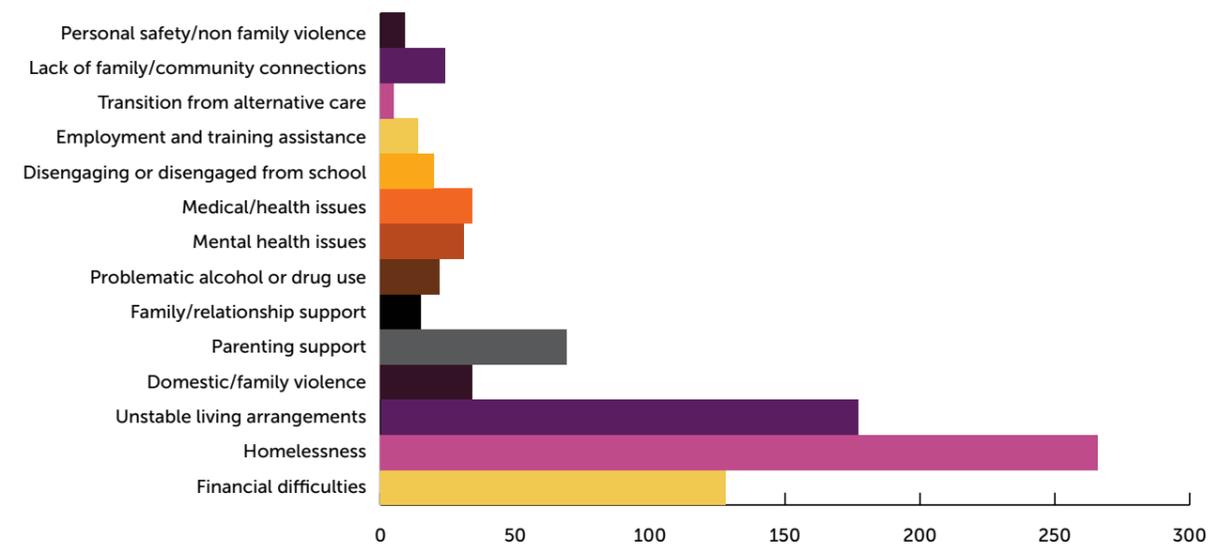
Crisis and brief intervention was a significant component of our work and this was reflected in the data which indicated that 547 young people (47%) had three or less contacts with the organisation. A significant number of young people (363) required ongoing planned support and had ten or more contacts with the service during the past year.

Chart 4: Number of contacts per young person presenting Issues



Consistent with previous years, homelessness, unstable living arrangements and financial difficulties were the most common reasons young people gave for seeking assistance. Many young people accessing BYS presented with multiple complex issues which were identified through intake and assessment processes.

Chart 5: Primary reason for contact



## BYS Data Summary of Client Locations

Data was collected on all persons (1,164 clients) with a recorded contact for the 2014-15 financial year.

### Statistical Division

Clients' suburbs were located in the following Statistical Divisions:

Statistical Division	Number of Clients	Suburbs
Brisbane	715	See further breakdown below
Gold Coast	8	Broadbeach Waters, Chevron Island, Gold Coast, Eagleby, Eden's Landing
Sunshine Coast	4	Buderim, Cooroy, Mooloolah Valley, Nambour
West Moreton	3	Flagstone Creek, Gatton, Lowood
Mackay	2	Cannonvale, Sarina
Wide Bay-Burnett	1	Gympie
Interstate	5	Claymore, Coffs Harbour, One Mile, Melbourne, Darwin
Not Recorded	426	
Total	1,164	

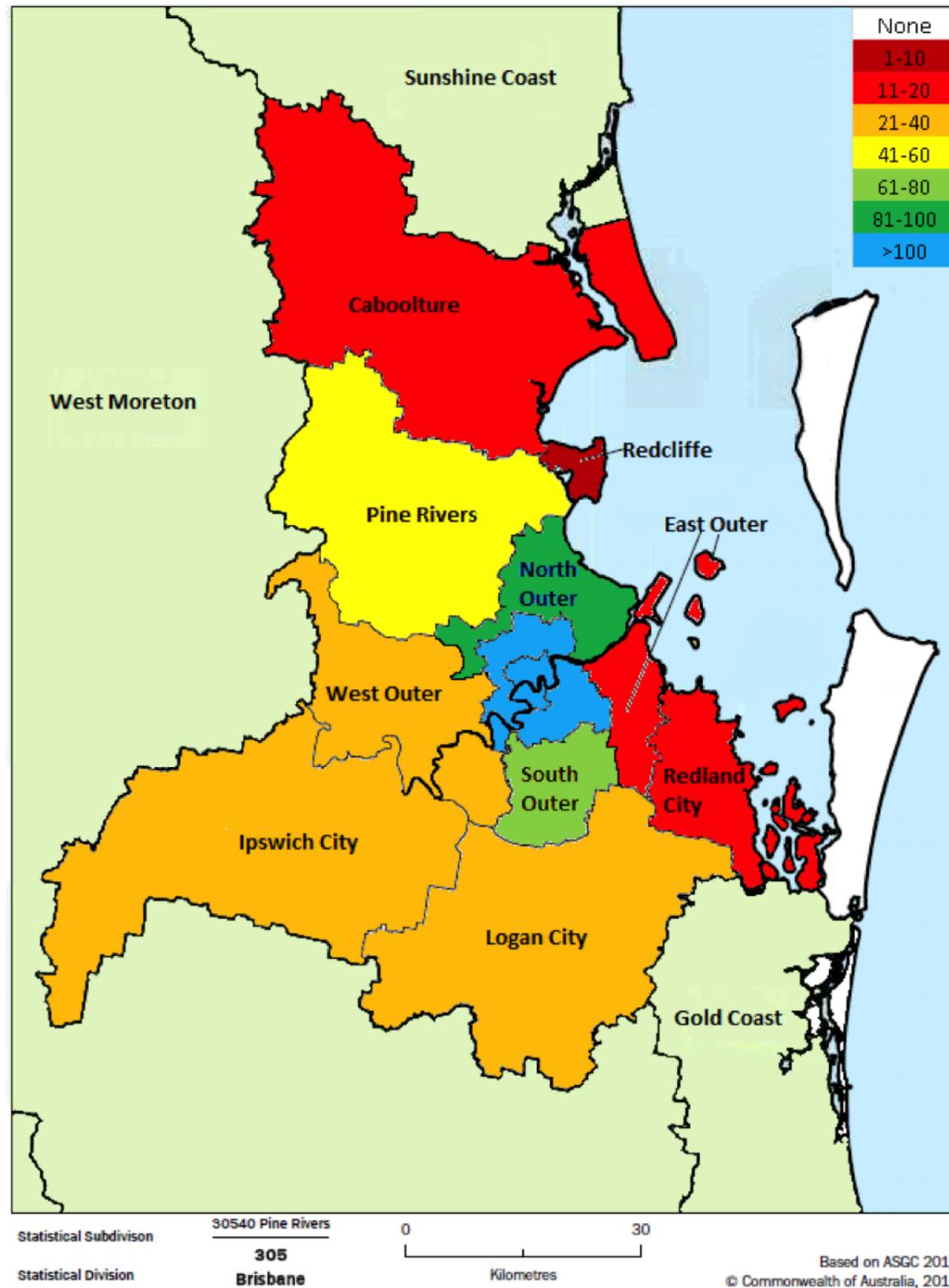
### Brisbane Statistical Subdivisions

Data was collected on 715 clients within the Brisbane Statistical Division with a recorded contact during 2014-15. Clients' suburbs were located in the following Statistical Subdivisions (see map on next page):

Statistical Subdivision	Number of Clients 2014	%	Number of Clients 2015	%
Inner Brisbane	145	19.8%	154	21.5%
Southeast Inner Brisbane	94	12.9%	115	16.1%
Northwest Inner Brisbane	111	15.3%	112	15.7%
North Outer Brisbane	126	17.2%	96	13.4%
South Outer Brisbane	53	7.3%	64	9.0%
Pine Rivers	30	4.1%	42	5.9%
Logan City	36	4.9%	33	4.6%
West Outer Brisbane	31	4.2%	28	3.9%
Ipswich City	36	4.9%	20	2.8%
Caboolture	23	3.1%	17	2.4%
East Outer Brisbane	20	2.7%	15	2.1%
Redland City	19	2.6%	15	2.1%
Redcliffe	7	1.0%	4	0.5%
Total	731	100%	715	100%

# Staff Directory as at 30 June 2015

**Number of BYS Clients by Brisbane Statistical Subdivisions**  
(01.07.2014 to 30.06.2015)



## Board

Helen Wood, President  
Philip Vickery, Vice President  
Brian Tucker, Treasurer  
Shelley Sorrenson, Secretary  
Matt Collins  
Anna Spencer  
Rebecca Taumalolo  
Rachael Uhr

## Executive Management

Annemaree Callander, CEO  
Jack Tong, CFO  
Jullie Johnson, COO

## Administration and IT

Coral-Lee Bamford  
Greg Banach  
Jenny Brock  
Awhina Faulkner  
Amanda Jones  
Syani Linarto

## Fundraising and Marketing

Lisa Rayner  
Sabina Head  
Robin Black  
Laura Watson

## Homelessness and Housing

Shannon Faulkner  
Jesse Nolan  
Kaytlin Warner  
Danielle Price  
Erin Field  
Adam Barnes, Program Manager

## Health Team

Laura Christie  
Ashleigh Husband  
Thomas Atkin  
Deeanne Everson-Jennings  
Jacqui De La Rue  
Debra Parker  
Ashleigh Husband  
Jordan Bruce  
Mary Anne Reynolds  
Dr Andrew Gunn  
Dr Helen Dettori  
Philip Smith, Program Manager

## Intern Psychologists

Sam Robertson  
Leah Aspinall  
Suzie Drake  
Hilary Lindberg

## Education and Training

Kerri Ryder  
Angela Willock  
Thomas Day  
Harriet Horsfall  
Alice Thompson, Program Manager

## Centre For Young Women

Kelly Paten  
Luka Janes-Doherty  
Amanda Bell  
Christel Palmer  
Sonja Mcdowell  
Catherine Lane  
Erin Field, Program Manager  
Justine Grbavac  
Julie Messenger

## Centre For Young Families

Kal Kaphle, Program Manager  
Bettina McFadyen  
Renee Head  
Laura Pollard  
Hannah Gierke  
Catherine Van Der Vegte  
Andrea Edwards

## Casual employees

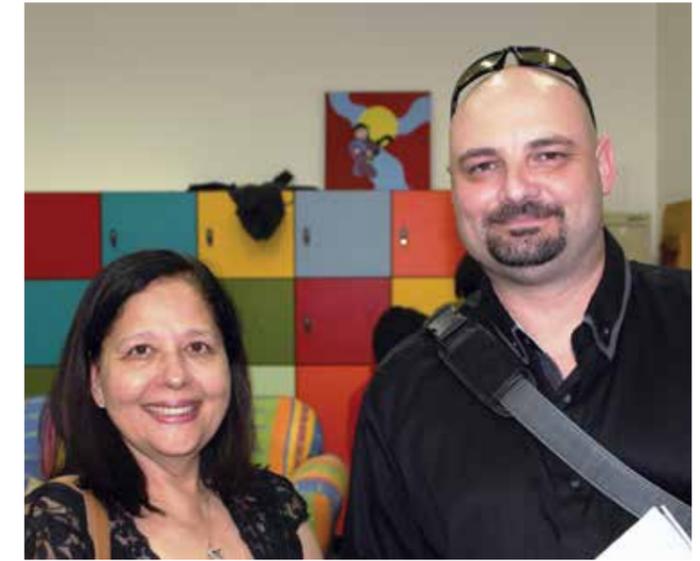
Jordan Ayers  
Sharon Kellett  
Josie Lennie  
Kaytlin Warner  
Ashleigh Husband  
Danielle Price  
Holly Sims

## Students

Eden Willie  
Jordan Ayres  
Tamika Kuhn  
Julie Goldsmith  
Stacey Llewellyn

## Volunteers

Holly Sims  
Linda Head  
Ben Scott  
Gabrielle Redmond  
Rosie Littlewood  
Courtney O'Donnell  
Tuscany Marchese  
Deon Ellis  
Rebecca Corless  
Tan Nguyen



# Fundraising

In the past year, we received strong support and donations from loyal, long-term donors and sponsors, and gained new supporters along the way. We appreciate the ongoing commitment from the corporate sector, local businesses, individual donors, service clubs, trusts and grant providers towards the work we do with young people experiencing homelessness.

In 2014-15, funds raised helped young people to access emergency accommodation and emergency relief, meet their travel costs to attend training and appointments, assisted with rental bonds and paid for prescriptions and essential pharmaceuticals, medical supplies and equipment. Other services we were able to fund included parenting workshops, a camp for young families, and scholarships to assist young people to continue with education and training.

Annual fundraising events included the spring ball of the year "Gala on the Green", Melbourne Cup sweeps and raffles, our Christmas/Summer and Winter Tax Appeals for financial donations and the launch of our Daggy Jumper Day Campaign. These events grow each year and are a crucial source of untied funds.

We received an unprecedented quantity of donated goods through specific campaigns and random donations. This provided toiletries and personal items, non-perishable food, and Christmas food, gifts and gift cards for young people and their children.

The previous *Get Schmick* Campaign during National Youth Week was altered to become *Get Schmick & Go!* which included a request for donations of topped up *gocards* to assist young people with transport. Thank you to those who supported this campaign, especially Grant Thornton Australia, for the large contribution of *gocards*. In winter we received donations from knitting and crocheting groups such as Kogo and Knitting for the Needy, and generous wholesalers provided us with swags, jumpers, rugs, beanies and gloves to help young people through winter. Donations of food were also gratefully accepted for *Do the Can Can* during Anti-Poverty Week in October 2014.

Thank you to the business and arts community, sporting and service clubs and generous individuals for choosing BYS and organising separate fundraising activities including sponsored runs in the Bridge to Brisbane and Gold Coast Marathon, raffles, events of many kinds, and gold coin days.

Schools have been great contributors to BYS and this year we were grateful for support from Carina State School, Loreto Convent, Whitsunday Anglican School, and Nudgee College. A special thank you to the students of Reidy House at St Joseph's College, Gregory Terrace who have been our biggest and most loyal school supporters.

Volunteers make our fundraising activities possible. Thank you to the volunteers who helped with fundraising administration, preparing promotional material, promoting events, selling raffle tickets, and sorting, packing and storing donated goods.

## Gala on the Green

The annual *Gala on the Green* is a glamorous gala ball on the Brisbane social calendar. It is organised by a dedicated committee of eight young professionals who make a real difference to the lives of so many young people at BYS. Tickets for the 4<sup>th</sup> Gala on the Green, sponsored by BOQ sold out within 76 hours. This event has gone from strength to strength and this year 650 revellers contributed to raising \$31,000 for BYS. Thanks Gala on the Green!

## Melbourne Cup

We were very grateful to fine dining restaurant WATT at Brisbane Powerhouse for again inviting us to host the sweeps and a raffle for their Melbourne Cup lunch. A great time was had by all, we increased the funds raised from the previous year, and judging from the feedback freely offered by guests our presence enhanced their experience.

## Christmas and Summer Campaigns

Our Summer Appeal for cash donations was launched in December 2014. It focused on the journey of Jenna, who was experiencing homelessness, and with our support was able to work through many challenges to find permanent accommodation and ongoing stable employment. Support for our financial appeals is more important than ever and we thank all contributors. We would like to thank everyone who donated items for Christmas hampers, Christmas gifts and gift cards, especially Grant Thornton Australia, Shane Leigh, JACOBS and the staff and patrons of the Bonnyview Tavern at Bald Hills. This gave hundreds of young people and their children the chance to experience the true spirit of Christmas.

## MLC Advice North Lakes Family Fun Day

In February 2015, MLC Advice North Lakes held a Family Fun Day in support of BYS and to raise awareness of youth homelessness. The outdoor event included food and drink stalls, a zoo, jumping castle, and information stalls by local businesses and sponsors.



## Cirque du Soleil

In March 2015, Cirque du Soleil donated a generous allocation of tickets to take young people and their children to their show 'Totem'. Thank you Cirque du Soleil.

## Wicked Sings

The Australia and New Zealand cast and crew of the stage show *Wicked* gave back to the local community during their Brisbane season, and produced and performed a cabaret style production called "*Wicked Sings*". The show was wonderful, and the subsequent eBay auction of a framed, autographed *Wicked* poster added to the funds raised. Thank you to the cast, crew and producers especially Emily Cascarino, Edward Grey, John O'Hara and Mitchell Fistrovic for raising funds for us, and the Brisbane Powerhouse and Priority Framing at New Farm for helping make this possible.

## Virgin Australia Flights & Raffles

This year we received generous support from Virgin Australia through the donation of flights. We conducted a raffle for a Melbourne Trip which included accommodation donated by Yarra Gables Luxury Accommodation in the Yarra Valley. More flights were used as prizes for various raffles and events.

## Grants

We are very grateful to the Australian and Queensland Community Foundations, the Holding Redlich Social Justice Fund, Tupicoffs, The Frangipani Foundation, and The Milton Foundation for their generous support this year. Thank you also to The Honda Foundation for funding the purchase of an autoclave steriliser for our medical clinic, allowing us to reduce the cost of disposable instruments.



## Event Sponsors

NAB  
DA'Burger New Farm  
Virgin Australia  
Quest Community Newspapers  
Wicked Australia & New Zealand  
96.5FM Family  
eat South Bank  
River Quay South Bank

## Other supporters & donors:

Private donors  
Gala on the Green  
Property Industry Foundation Queensland  
Minter Ellison  
HATCH  
Pacific Aluminium  
Grant Thornton Australia  
Brisbane Broncos  
Jacobs  
Australian Communities Foundation  
Queensland Community Foundation  
Milton Corporation Foundation  
Holding Redlich Lawyers Social Justice Fund  
The Michael King Trust  
The Honda Foundation  
Austral Honda Newstead



#### Other supporters & donors (continued):

- |  |  |
|--|--|
| Rotary Club of Brisbane                              | Dyno Nobel                                     |
| Watt Restaurant + Bar                                | Cirque du Soleil                               |
| AgentMail  | KoGo   |
| Tupicoffs  | The Nappy Collective                           |
| The Frangipani Foundation                            | Street Swags                                   |
| Yarra Gables Luxury Accommodation                    | Joining Hands                                  |
| MLC Advice North Lakes                               | National Dental Foundation                     |
| Bonny View Hotel                                     | Friends in Faith – Italian Catholic Federation |
| Residential Tenancies Authority (RTA)                | Living Faith Uniting Church                    |
| Vincents Chartered Accountants                       | Inner Wheel Club of Wishart                    |
| ReMax North Lakes                                    | Priority Framing                               |
| Zande Law  | COEV Haircutters                               |
| Grasshopper Soccer                                   | Bear Bones Espresso                            |
| Breathe Health Club North Lakes                      | StreetSmart Australia                          |
| St Joseph's College Gregory Terrace<br>(Reidy House) | Knitting for the Needy                         |
| Kimberley Hegedus                                    | Queensland Treasury                            |
| QUT Creative Industries Faculty                      | Thann Sanctuary                                |
| Whitsunday Anglican School                           | AMF Bowling                                    |
| St Augustine's College, Augustine Heights            | AKA togninis                                   |
| TMS Consulting Pty Ltd                               | Adorne   |
| Carter Newell Lawyers                                | DISSH BOUTIQUES                                |
| United Way Australia                                 | City Beach Australia                           |

## Finance and Administration

The forecasted change as anticipated in the last two years has eventuated, but from an unexpected direction. In late October 2014, BYS was approached with a proposal to take over Carina Youth Agency (CYA) and Youth Emergency Services (YES).

A comprehensive due diligence process commenced in November 2014 and since the decision in February 2015 to take on the two organisations, BYS has been progressing an implementation plan to transition the business operations, service delivery and employees into BYS.

As BYS will retain its identity, work around transitioning the finance and administration level has focused on reviewing and enhancing functions such as accounting, banking, ICT, payroll, back office support, records management, filing and retrieval systems to ensure BYS has the capability to manage the additional workload.

It has been a pleasure to work with the finance and administration teams across the three organisations to identify roles and responsibilities and this work will be ongoing as we get closer to winding up CYA and YES.

We are mindful of the external stakeholders who will be affected by the take-over, including auditors, banks, funding bodies, insurers, information technology providers, telecommunication providers and other suppliers and contractors. We have commenced working with them to affect the take-over and streamline our commercial transactions.

Regretfully, the significant gain in operational size arising from the new business being taken on is tempered by the conclusion of three highly effective service programs, being the two Alcohol, Tobacco & Other Drugs Strategy programs funded by Queensland Health which ended on 30 September 2014 and the Youth Connections Program funded by the Commonwealth Department of Education which ended on 31 December 2014. The combined loss in annual revenue totalled approximately \$1.6M.

As a result of taking on CYA and YES, the funding value of the two Specialist Homelessness Service's funding is approximately \$1.9M.

In the medium term, it is reassuring to be able to forecast that, at the minimum, the monetary value of the total government program funding to BYS is likely to remain intact for a further two to three years.

The highlights of the operational results in 2014-15 were as follows:

**Operating surplus: \$127,053**

**Liquidity: \$3,087,420**

**Fixed assets: \$67,731**

**Total liabilities: \$837,673**

**Accumulated reserves: \$2,493,361**

The financial data presented above does not reveal the human story, which is about the significant achievements made throughout the year. These include commendable collaborative teamwork by all staff to reduce staff on-costs and operating costs, the cross-agency support and connectedness from project partners and the unexpected windfall of receiving a one-off grant back-adjustment, all of which significantly contributed towards realising the operating surplus this year.

My closing note goes to the exceptional teamwork in finance and administration which garners much appreciation from our colleagues. To the team we all say thank you.

**Jack Tong**  
CFO

# AGM Minutes

## Welcome:

Annemaree Callander, Chief Executive Officer opened the Annual General Meeting and welcomed all. Special acknowledgment was given to the Hon. Tim Mander MP, Minister for Housing and Public Works.

## Acknowledgement of Traditional Custodians:

Acknowledgement was given to the Jagera and Turrbal peoples, past and present, as the Traditional Custodians of the land where the meeting was held.

## Attendance:

Alice Thompson	BYS Member	Matt Collins	BYS Member
Annemaree Callander	BYS Member	Myf Porter (by proxy)	BYS Member
Brian Tucker	BYS Member	Philip Vickery	BYS Member
Frank Forrest	BYS Member	Shelley Sorrenson	BYS Member
Greg Banach (by proxy)	BYS Member	Wayne Weaver	BYS Member
Greg Tait	YOS – Salvation Army	Rebecca Taumalolo	BYS Member
Helen Wood	BYS Member	Jack Tong	BYS Member
Christine Roney	Magistrate, Brisbane	Carol Bunt	Returning Officer
Cecilia Lanzarone	DCCSDS	Christine Shepherd	Representing Katherine Saffioti - DHPW
Damien Hoffman	National Australia Bank	Mark Hamilton	National Australia Bank
Melanie Anderson	DHPW	Anastasia Blake	
Wendy Howard		Kurtis Tupangaia	Bear Bones Espresso
Janelle Salmon	DHPW	Dan O'Connor	Qld Police Service
Adam Barnes	BYS employee	Angela Willock	BYS employee
Amanda Jones	BYS employee	Awhina Faulkner	BYS employee
Bettina McFadyen	BYS employee	Catherine Lane	BYS employee
Debra Parker	BYS employee	Erin Field	BYS employee
Jacqui de la Rue	BYS employee	Jesse Nolan	BYS employee
Jullie Johnson	BYS employee	Kerri Ryder	BYS employee
Laura Christie	BYS employee	Lisa Rayner	BYS employee
Phil Smith	BYS employee	Sonja McDowell	BYS employee
Thomas Atkin	BYS employee	Thomas Day	BYS employee
Jordan Bruce	BYS employee	Hannah Gierke	BYS employee
Lucy	BYS employee	Laura Pollard	BYS employee
Jenna	BYS client	Kevin	BYS client
Jessica	BYS client		

The AGM was declared quorate by the Returning Officer.

## Apologies:

Jan Nunan	DCCSDS	Senator Larissa Waters	Australian Greens
Lady Mayoress Quirk	Brisbane City Council	Cr Helen Abrahams	Brisbane Ward, BCC
Cr Vicki Howard	Central Ward, BCC	Cory Allen	Qld Police Service
Adam Davies	BYS Member	Angela Barnes	BYS Member
Anna Spencer	BYS Member	Brian Chladil	BYS Member
Janice Hughes	BYS Member	Jenny Brock	BYS Member
Carmen Seaby	BYS Member	Jody Wright	BYS Member
Clint Ferndale	BYS Member	Michelle Wiersma	BYS Member
Leona Berrie	BYS Member	Alison Hando	BYS Member
Bess Douglas	BYS Member	Greg Banach	BYS Member
Jim Fouras	BYS supporter	Inspector Ray Brownhill	Qld Police Service
Mary Philip	BYS supporter	Hon. Teresa Gambaro	Federal Member for Brisbane
Robert Reed	Minter Ellison	Brad Harbourne	Haywards Chartered Accountants

## Apologies (continued):

Mitch Ryderm	Mission Australia
Katherine Saffioti	DHPW
Porsia White	DHPW
Senator Claire Moore	Shadow Minister for Women Shadow Minister for Carers and Communities Manager of Opposition Business in the Senate

Rachel Watson	Red Cross
Sabina Head	BYS Employee
Megan Huppert	Queensland Health

## Video presentation

Ms Callander introduced the video produced by BYS called "The Real Cost of a Few Drinks". This video highlighted the issues faced by one young woman who had been a long-time client of BYS. With support from BYS, she made positive changes to her alcohol use and established a new life for herself.

## Guest Speaker 1:

Ms Callander introduced the first guest speaker, a young woman called Jenna who had been supported by BYS to find long term accommodation after couch surfing and sleeping rough for a number of years.

## Guest Speaker 2:

Annemaree Callander introduced Lucy, aged 18 who was homeless and not attending school when she came to BYS for support. With support Lucy re-enrolled in school and completed her Year 12 and was housed in transitional accommodation.

## Performance by a young person

Jessica a former BYS Client entertained the audience with a song that she rehearsed especially for the AGM.

## Guest Speaker 3:

Annemaree Callander introduced The Hon. Tim Mander MP, Minister for Housing and Public Works. The Minister said he was moved by the stories of the two young women and how BYS had supported them to work through their struggles and move forward in their lives and create better futures. The Minister was pleased to hear first-hand how funding to organisations such as BYS can assist young people to access the support they need and move into transitional and then independent housing.

The Minister thanked the young people for their stories and thanked BYS for the ongoing work it does with the young people experiencing homelessness and with the broader community. He expressed his commitment to youth and the importance of housing in helping create better futures

## Minutes:

Motion: That the minutes of the 2013 Annual General Meeting be accepted as a true and accurate record.

**Moved:** Philip Vickery **Seconded:** Matt Collins

*Motion carried.*

## President's Report:

Ms Wood spoke to her Report and thanked everyone for attending and noted the important work BYS does as evidenced by the examples of our young people today. Ms Wood, on behalf of the Board, thanked everyone in the organisation for their work during the year noting the commitment the Board in supporting staff and the organisation to continue to develop and optimise service delivery. Some key points included:

- The Board have continued their focus on the strategic direction of BYS and how it can respond to changes in the sector
- Government priorities are changing and we must be able to understand and respond accordingly
- The organisation must continue to work on its performance measurement approach and be able to confidently substantiate the difference that it makes
- There are opportunities in the sector and we must support the senior team to explore these opportunities while continuing to deliver for young people
- It is a high priority to maintain the values of BYS and the core connection to what we do while also maturing our business model.

Ms Wood closed by thanking her fellow Board members for their continued service expressing her confidence in the coming year.

**Motion:** That the President's Report be accepted.

**Moved:** Matt Collins **Seconded:** Rebecca Taumalolo

*Motion carried.*

**Treasurer's Report:**

Mr Tucker spoke to his report and noted that the CFO's report for 2013-14 and his own report contained all the relevant financial information concerning BYs for the 2013-14 Financial Year. Mr Tucker noted that the year finished with a surplus of \$73,023. The full financial reports were tabled and available in the BYs 2014 Annual Report.

**Motion:** That the Treasurer's Report be accepted.

**Moved:** Rebecca Taumalolo **Seconded:** Jack Tong

*Motion carried.*

**Chief Executive Officer's Report:**

Ms Callander spoke to her Report. Ms Callander made the following points:

1,298 young people and accompanying children were supported by BYs throughout the year; this equated to more than 17,000 individual contacts with those clients throughout 2013-14.

There was a focus on reviewing the BYs practice framework and exploring implications of using a trauma informed approach to working with young people.

Systems and processes had been strengthened to ensure BYs was positioned to meet future challenges and opportunities.

Referral pathways had been strengthened through our partnership with Under 1 Roof and a case coordination approach to working with young people was effective.

Working closely with the Queensland Police Service in the CBD and Fortitude Valley areas assisted BYs to provide effective outreach services and support to young people on the streets.

A two year qualitative evaluation of BYs's work with young parents was commenced in collaboration with QUT.

The Australian Government had discontinued the highly effective Youth Connections Program and it would cease at the end of December 2014.

Ms Callander expressed her thanks to the Board for their ongoing commitment and support throughout the year, and the invaluable knowledge, skills and energy that the new Board President had made to the governance and strategic leadership of BYs. Ms Callander congratulated all BYs employees for another year of helping young people achieve amazing things.

**Motion:** That the Chief Executive's Report be accepted.

**Moved:** Rebecca Taumalolo **Seconded:** Jack Tong

*Motion carried.*

**Outgoing Board:**

Ms Carol Bunt, Returning Officer, declared the five Board Member positions vacant and being eligible for renomination.

**Nomination of Board Members:**

Ms Bunt conducted the nomination of the five Board Members. As there were no unfilled positions, there was no need to call for nominations from the floor. (Please refer to the Board Member Nominations List.) All positions were declared filled.

**Motion:** That the nominations of new Board Members be accepted.

**Moved:** Carol Bunt **Seconded:** Jack Tong

*Motion carried.*

**Amendment to Constitution**

Ms Wood, spoke to the proposed amendment to the BYs Constitution as per the notice of the special resolution distributed to members prior to the AGM. Members indicated that they had read the proposed constitution and the comparative table containing the explanation for the rationale for each of the proposed amendments to the rules.

**Motion:** Ms Wood asked for a show of hands from the attending members to approve the proposed amendments to the BYs Constitution, which was given unanimously. Ms Wood then announced that the special resolution had been passed and the new BYs Constitution had been adopted by the members.

**Moved:** Philip Vickery **Seconded:** Matt Collins

*Motion carried.*

**Appointment of Auditor for 2014-2015:**

**Motion:** That the Auditor for the financial year 2014-2015 be Haywards & Associates.

**Moved:** Brian Tucker **Seconded:** Shelley Sorrenson

*Motion carried.*

Ms Callander thanked everyone for their attendance and the BYs team for their hard work throughout the year. There being no further business, Ms Callander declared the meeting closed at 4.45pm.

Certified by:   
.....

**Helen Wood** PRESIDENT

Date: 30/6/2015

**BRISBANE YOUTH SERVICE BOARD  
MEMBER NOMINATION LIST  
ANNUAL GENERAL MEETING 2014**

	Nominee	Proposer	Secunder
1	Brian Tucker	Matt Collins	Rebecca Taumalolo
2	Rachael Uhr	Brian Tucker	Helen Wood
3	Helen Wood	Rachael Uhr	Brian Tucker
4	Rebecca Taumalolo	Shelley Sorrenson	Matt Collins
5	Shelley Sorrenson	Rebecca Taumalolo	Brian Tucker
Continuing Board Members			
6	Matt Collins	N/A	N/A
7	Philip Vickery	N/A	N/A

**BOARD EXECUTIVE POSITIONS – Ratified in Board Meeting immediately following the AGM**

Nominee	Position	Proposer	Secunder
Shelley Sorrenson	Secretary	Helen Wood	Rebecca Taumalolo
Brian Tucker	Treasurer	Shelley Sorrenson	Matt Collins
Phillip Vickery	Vice President	Helen Wood	Matt Collins
Helen Wood	President	Matt Collins	Phillip Vickery

**BRISBANE YOUTH SERVICE INC.**

**BRISBANE YOUTH SERVICE INC.**  
**INCOME AND EXPENDITURE STATEMENT**  
**FOR THE YEAR ENDED 30 JUNE 2015**

**FINANCIAL REPORT**  
**FOR THE YEAR ENDED**  
**30 JUNE 2015**

	<u>2015</u>	<u>2014</u>
<b><u>INCOME</u></b>		
Brisbane City Council	8,091	14,422
Commonwealth Department of Family & Community Services	-	56,678
Corporate Partnership, Donations & Subscriptions	115,143	291,526
Department of Communities	673,238	2,011,098
Department of Housing & Public Works	1,640,624	57,332
Department of Social Services	73,724	-
Department of Health & Ageing	593,738	570,156
Department of Education, Employment & Workplace Relations	665,865	1,346,759
Queensland Health	67,546	270,181
Other Grants	43,580	-
Rent Received	86,333	73,400
Interest Received	123,385	117,839
Medicare	55,403	43,867
Sundry Income	6,952	1,986
Paul Newman Fund	4,476	65,540
Feb Fast	-	24,126
Disposal of Assets	-	15,746
Lord Mayor's Community Trust	-	1,500
	<hr/>	<hr/>
	4,158,098	4,962,156
<b><u>LESS EXPENDITURE</u></b>		
Total Expenditure (Schedule Attached)	4,031,045	4,889,133
	<hr/>	<hr/>
<b><u>NET SURPLUS/(DEFICIT) FOR YEAR</u></b>	<b>\$127,053</b>	<b>\$73,023</b>

The accompanying notes form part of these financial statements.

**BRISBANE YOUTH SERVICE INC.  
INCOME AND EXPENDITURE STATEMENT  
FOR THE YEAR ENDED 30 JUNE 2015**

	<u>2015</u>	<u>2014</u>
<b><u>EXPENDITURE</u></b>		
Advertising & Promotion	33,449	89,822
Audit & Accountancy	12,900	12,900
Bank Charges	3,926	5,421
Childminding	913	1,821
Computer Expenses	26,520	52,672
Conference & Seminars	12,035	24,380
Consortium Payments	338,889	667,564
Consulting Fees	30,478	38,981
Depreciation	49,854	66,926
Electricity & Gas	74,782	17,413
Emergency Relief Expenses	89,432	120,648
Field Expenses	12,144	52,367
Insurance	55,571	55,224
Medical & Hygiene Consumables	17,295	20,410
Minor Equipment	15,305	12,790
Motor Vehicle & Travel Expense	104,450	119,707
Office Cleaning & Supplies	45,025	42,248
Postage, Printing, Stationery & Office Supplies	45,014	47,619
Production & Project Materials	5,701	18,293
Project Expenses	6,590	12,981
Publications, Subscriptions & Memberships	9,194	10,276
Rent & Rates	173,594	132,494
Repairs & Maintenance	37,978	33,111
Security	16,353	17,264
Staff Costs	11,407	23,878
Staff Training & Supervision	23,523	30,268
Storage	8,075	6,493
Sundry Expenses	3,806	2,361
Superannuation	219,846	246,687
Telephone & Internet	55,791	59,836
Wages & Salaries	2,415,438	2,763,672
Workers Compensation	64,437	64,817
Workshop Expenses	11,330	17,789
<b><u>TOTAL EXPENDITURE</u></b>	<u>\$4,031,045</u>	<u>\$4,889,133</u>

The accompanying notes form part of these financial statements.

**BRISBANE YOUTH SERVICE INC.  
ASSETS AND LIABILITIES STATEMENT  
AS AT 30 JUNE 2015**

	<u>2015</u>	<u>2014</u>
<b><u>ASSETS</u></b>		
<b><u>CURRENT ASSETS</u></b>		
Cash on Hand	3,621	2,000
Cash at Bank (Note 2)	34,320	45,574
Debtors, Prepayments & Deposits (Note 3)	175,883	97,042
<b><u>TOTAL CURRENT ASSETS</u></b>	<u>213,824</u>	<u>144,616</u>
<b><u>INVESTMENTS</u></b> (Note 4)	3,049,479	2,944,973
<b><u>FIXED ASSETS</u></b> (Note 5)	67,731	117,585
<b><u>TOTAL ASSETS</u></b>	<u>3,331,034</u>	<u>3,207,174</u>
<b><u>LIABILITIES</u></b>		
<b><u>CURRENT LIABILITIES</u></b>		
Creditors & Accruals (Note 6)	228,297	143,851
Grant Income Received & Unexpended (Note 7)	45,090	59,197
Provisions (Note 8)	564,286	637,818
<b><u>TOTAL CURRENT LIABILITIES</u></b>	<u>837,673</u>	<u>840,866</u>
<b><u>TOTAL LIABILITIES</u></b>	<u>837,673</u>	<u>840,866</u>
<b><u>NET ASSETS</u></b>	<u>\$2,493,361</u>	<u>\$2,366,308</u>
<b><u>ACCUMULATED FUNDS</u></b>		
Balance at 1 July 2014	2,366,308	2,293,285
Net Surplus/(Deficit) for Year	127,053	73,023
<b><u>TOTAL ACCUMULATED FUNDS</u></b>	<u>\$2,493,361</u>	<u>\$2,366,308</u>

The accompanying notes form part of these financial statements.

**BRISBANE YOUTH SERVICE INC.**  
**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2015**

**1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES**

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirement of the Associations Incorporated Act (Qld). The committee has determined that the association is not a reporting entity.

The report is also prepared on an accruals basis and is based on historical costs and does not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

The following significant accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial report.

**(a) Fixed Assets - Depreciation**

Depreciation is charged on all Fixed Assets on the Diminishing Value Method and is brought to account over the estimated economic lives of all Assets.

**(b) Comparative Figures**

Comparative figures, where necessary, have been reclassified in order to comply with the presentation adopted in the figures reported for the current financial year.

**(c) Employee Entitlements**

Liabilities for Wages & Salaries and Annual Leave are recognised and are measured as the amount unpaid at the reporting date at current pay rates in respect of employees' services up to that date. Other employee entitlements payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those entitlements.

Contributions are made by the association to an employee superannuation fund and are charged as expenses when incurred.

**(d) Income Tax**

The Association is exempted from tax under section 50-10 of the Income Tax Assessment Act 1997.

**(e) Economic Dependence**

The Brisbane Youth Service Inc. is dependant on government funding to operate. As at the date of the report the committee has no reason to believe the government will not continue to support the organisation.

**BRISBANE YOUTH SERVICE INC.**  
**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2015**

	<u>2015</u>	<u>2014</u>
<b>2. CASH AT BANK</b>		
Operating Account	32,019	26,797
Donation Account	1,718	17,864
Rental Account - 1	583	847
Rental Account - 2	-	66
	\$34,320	\$45,574
<b>3. DEBTORS, PREPAYMENTS &amp; DEPOSITS</b>		
Deposits & Bonds	17,133	18,213
Debtors & Prepayments	158,750	78,829
	\$175,883	\$97,042
<b>4. INVESTMENTS</b>		
Term Deposit	2,200,000	2,200,000
Cash Management Account	965	1,348
Business Cash Maximiser	246,937	743,625
Business Websaving	601,577	-
	\$3,049,479	\$2,944,973

The accompanying notes form part of these financial statements.

**BRISBANE YOUTH SERVICE INC.**  
**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2015**

	<u>2015</u>	<u>2014</u>
<b>5. FIXED ASSETS</b>		
Motor Vehicles	354,088	354,088
Less Accumulated Depreciation	290,892	247,793
	<hr/>	<hr/>
	63,196	106,295
Office Furniture	31,050	31,050
Less Accumulated Depreciation	31,050	31,050
	<hr/>	<hr/>
	NIL	NIL
Office Equipment	382,376	382,376
Less Accumulated Depreciation	377,841	371,086
	<hr/>	<hr/>
	4,535	11,290
Leasehold Improvements	106,142	106,142
Less Accumulated Depreciation	106,142	106,142
	<hr/>	<hr/>
	NIL	NIL
	<hr/>	<hr/>
	\$67,731	\$117,585
	<hr/>	<hr/>
<b>6. CREDITORS &amp; ACCRUALS</b>		
Trade Creditors	138,601	37,719
PAYG Withholding	27,241	42,050
Salary Sacrifice Liabilities	14,079	13,058
GST Liabilities	48,376	50,830
Superannuation Payable	-	194
	<hr/>	<hr/>
	\$228,297	\$143,851
	<hr/>	<hr/>

The accompanying notes form part of these financial statements.

**BRISBANE YOUTH SERVICE INC.**  
**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2015**

	<u>2015</u>	<u>2014</u>
<b>7. GRANT INCOME RECEIVED &amp; UNEXPENDED</b>		
Brisbane City Council	7,500	5,591
Department of Housing & Public Works	8,333	-
Department of Health	6,141	-
Queensland Community Foundation	23,116	-
Department of Communities	-	36,327
Department of Education, Employment & Workplace Relations	-	12,803
Paul Newman Fund	-	4,476
	<hr/>	<hr/>
	\$45,090	\$59,197
	<hr/>	<hr/>
<b>8. PROVISION FOR LEAVE ENTITLEMENTS</b>		
Provision for Annual Leave	234,663	224,978
Provision for Long Service Leave	223,859	262,618
Provision for Sick Leave	82,664	96,581
Provision for On Costs	23,100	53,641
	<hr/>	<hr/>
	\$564,286	\$637,818
	<hr/>	<hr/>
<b>9. AUDITOR'S REMUNERATION</b>		
Apart from the remuneration disclosed the auditors received no other benefits.		

The accompanying notes form part of these financial statements.

**BRISBANE YOUTH SERVICE INC.**  
**STATEMENT BY MEMBERS OF THE COMMITTEE**

The committee has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the committee the financial report as set out on pages 1 to 7:

1. Presents a true and fair view of the financial position of Brisbane Youth Service Inc. as at 30 June 2015 and its performance for the year ended of that date.
2. At the date of this statement, there are reasonable grounds to believe that Brisbane Youth Service Inc. will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Committee and is signed for and on behalf of the Committee by:

President   
Treasurer 

Dated this 14<sup>TH</sup> day of September 2015.



LEVEL 1 488 LUTWYCHE ROAD  
LUTWYCHE QLD 4030  
PO Box 198  
LUTWYCHE QLD 4030  
TELEPHONE: (07) 3357 8322  
FACSIMILE: (07) 3357 9909  
EMAIL: admin@haywards.net.au  
PARTNERS: GREG DORGE  
PETER GESCH  
PHIL ROBINSON

9.

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF**  
**BRISBANE YOUTH SERVICE INC.**

**Report on the Financial Report**

We have audited the accompanying financial report, being a special purpose financial report, of Brisbane Youth Service Inc. which comprises the assets and liabilities statement as at 30 June 2015, and the income and expenditure statement, a summary of significant accounting policies, other explanatory notes and the statement by members of the committee.

*Committee's Responsibility for the Financial Report*

The committee of the association is responsible for the preparation and fair presentation of the financial report and has determined that the accounting policies described in Note 1 to the financial statements, which form part of the financial report, are consistent with the financial reporting requirements of the Associations Incorporation Act (Qld) and are appropriate to meet the needs of the members. The committee's responsibilities also includes such internal control as the committee determines is necessary to enable the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error.

*Auditor's Responsibility*

Our responsibility is to express an opinion on the financial report based on our audit. No opinion is expressed as to whether the accounting policies used, as described in Note 1, are appropriate to meet the needs of the members. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

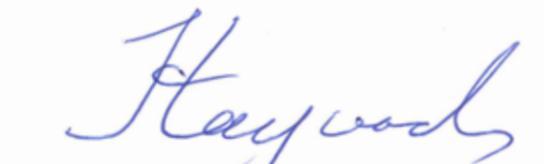
An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

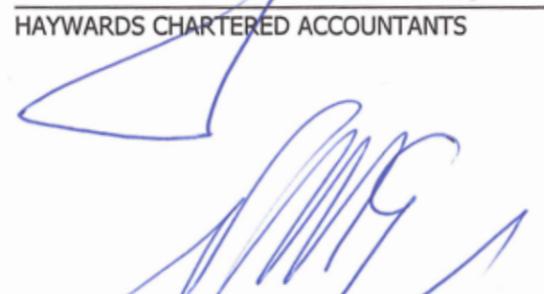
The financial report has been prepared for distribution to members for the purpose of fulfilling the committee's financial reporting under the Associations Incorporation Act. We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

#### *Opinion*

In our opinion, the financial report of Brisbane Youth Service Inc. presents fairly, in all material respects the financial position of Brisbane Youth Service Inc. as of 30 June 2015 and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements and the requirements of the Associations Incorporation Act.

  
HAYWARDS CHARTERED ACCOUNTANTS

  
PETER GESCH – PARTNER

14 SEPTEMBER 2015  
BRISBANE

## Donate and help change lives

Brisbane Youth Service (BYS) is a non-profit organisation that relies on the generous support of the community to help provide crucial services to young people and their accompanying children who are experiencing homelessness and disadvantage.

Your donations really make a difference to the lives of vulnerable young people. You can make a financial contribution by:

- Individual donation - cheque or credit card
- Regular Giving - sign up online for monthly direct debit
- Becoming a corporate partner and contributing in ways which suit your company
- Payroll giving and matched giving schemes through your company
- Company sponsorship of an event or campaign
- Attending our events and supporting our raffles and campaigns
- Organising a fundraising activity at work or through your personal networks
- Leaving a Bequest in your Will – we can provide details and relevant clauses

We would love to hear from you and discuss your ideas or provide more information - just phone (07) 3620 2423 or email [fundraising@brisyouth.org](mailto:fundraising@brisyouth.org)

## Donation Methods

- Online donation form at [www.brisyouth.org](http://www.brisyouth.org) – for individual donations and regular giving
- Phone 07 3620 2423 and make a donation by credit card over the phone
- Forward a cheque or money order payable to Brisbane Youth Service Inc., to PO Box 1389 Fortitude Valley Qld 4006. (Donations of \$2 and over are tax deductible)



**Brisbane Youth Service Inc.**

Phone: **07 3620 2400** Fax: **07 3252 2166**

42 McLachlan Street Fortitude Valley QLD 4006

PO Box 1389 Fortitude Valley QLD 4006

**[admin@brisyouth.org](mailto:admin@brisyouth.org)**

[www.brisyouth.org](http://www.brisyouth.org)

ABN: **83 967 756 338**