



NEW  
FUTURES  
FOR  
YOUNG  
PEOPLE

BRISBANE  
YOUTH  
SERVICE

ANNUAL REPORT 2015-16

# STRATEGY ON A PAGE

## BRISBANE YOUTH SERVICE

**OUR VISION:** New futures for young people

**OUR PURPOSE:** To enable vulnerable young people and families to navigate life challenges and thrive in the community

THEME	GOAL
OUTCOMES	We will measure outcomes for young people and demonstrate the value of our services
SUSTAINABILITY	We will continuously improve our practice, systems and processes to optimise outcomes for clients
GROWTH	We will adapt, diversify our funding and grow to respond to the emerging needs of young people and families
PARTNERING	We will be a trusted and respected partner for all stakeholders
CAPABILITY	We will invest in our people to build a learning organisation that values and creates knowledge
REPUTATION	We will grow our profile and be recognised in the community as a provider of choice

**OUR COMMITMENT:** To promote a just society for young people

**OUR TEAM:** BYS values our staff and volunteers who are core to our ability to support young people and families



**Evidence informed practice**



**Responsive services**



**Strategic partnerships**



**Employer of choice**

**OUR VALUES:** Respect • Optimism • Accountability • Resilience

# NEW FUTURES FOR YOUNG PEOPLE

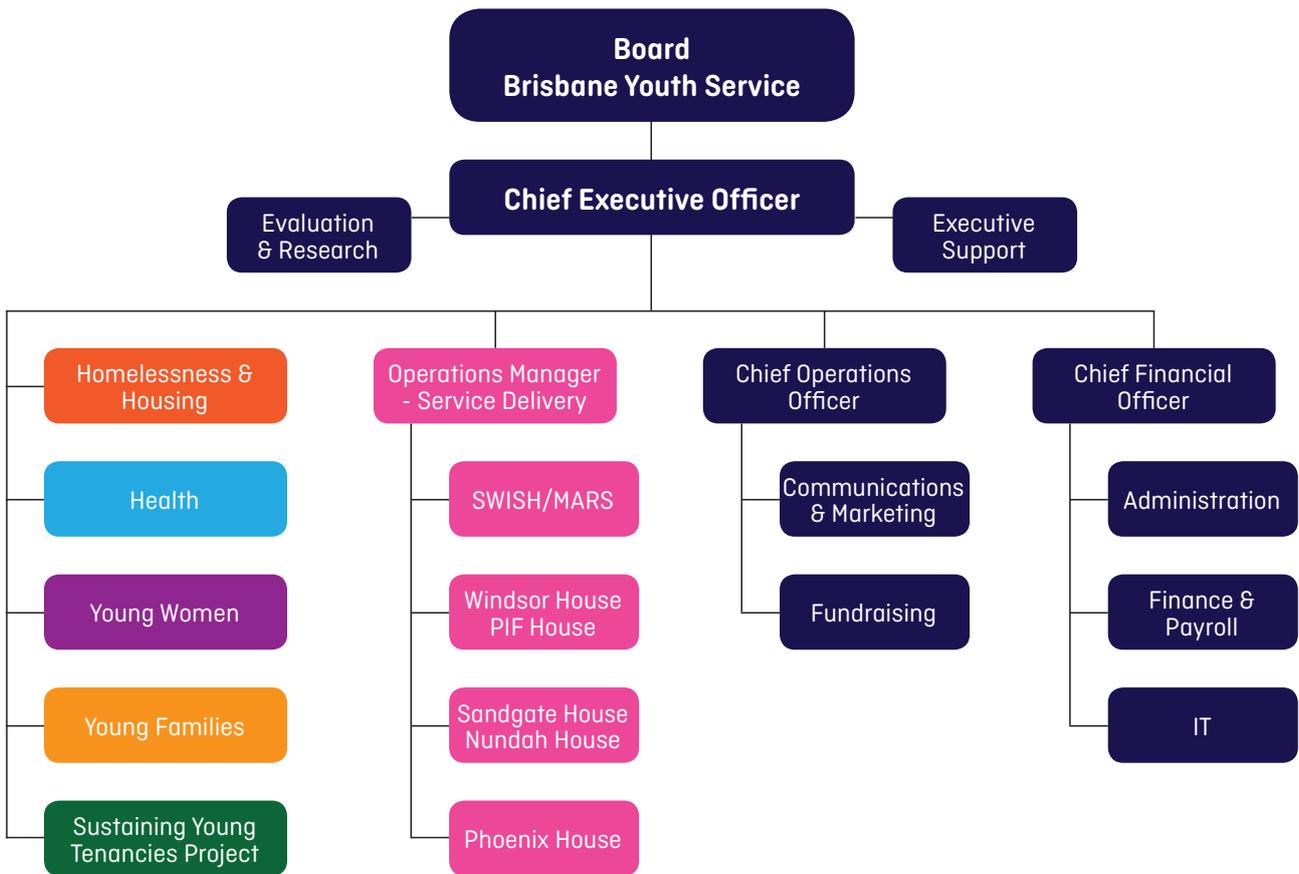
## CONTENTS

Strategy on a page	2
Organisational Structure	4
Our Story	5
Practice Approach	5
President's Report	6
Rebranding	8
BYS Patron	8
Amalgamation	10
Homelessness and Housing	12
Outreach Program	13
Health	16
Centre for Young Families	19
Centre for Young Women	21
Fully supported and transitional housing	24
Sustaining Young Tenancies Project	25
Managing demand with limited resources	26
Young people we support	27
Measuring our outcomes	30
Fundraising	33
Board & Staff Directory 2015-16	38
AGM Minutes 2015	39
Financial Report	43
How you can support us	55

## YOUNG PEOPLE'S STORIES

JB	11
Chris	14
Simon	15
Mackapilly and Marcus	18
Alanaa	20
Michaela	22
Juliette	23

# ORGANISATIONAL STRUCTURE



## Brisbane Youth Service Board 2015-16



Helen Wood  
President



Philip Vickery  
Vice President



Brian Tucker  
Treasurer



Shelley Sorrenson  
Secretary



Matt Collins



Anna Spencer



Rebecca Taumalolo

# OUR STORY

With a vision to provide *New Futures for Young People*, BYS has been operating in Brisbane since 1977. In that time we have helped tens of thousands of disadvantaged and homeless young people and their children.

We assist young people (aged 12-25 years) to find and maintain appropriate housing, maintain their tenancies, address physical and mental health issues, establish successful relationships and support networks, and provide them with pathways to education and long-term employment.

Our services include:

- Crisis and transitional housing
- Tenancy support
- Parenting and family support
- Specialist young women's services
- Health services – including a free medical clinic
- Mental health support including access to psychologists
- Drug and alcohol support
- Information and referral
- Emergency relief
- Visiting services – including Centrelink and the Homeless Persons Legal Service
- Street outreach

# PRACTICE APPROACH

We use a relationship and strengths based, client-focussed approach.

This means we place the young person at the centre of our work. Each response is tailored to the young person who directs the pace, scope and extent of their support plan.

We help each young person to identify and achieve their goals, and access necessary services, information and resources which might be helpful to them.

This approach enables us to take a holistic view in our work with individual young people when dealing with issues which are troubling them.

These may include homelessness; financial, legal or relationship problems; or medical, psychological and substance use issues.

# PRESIDENT'S REPORT

**During 2015-16, we have seen a lot of change for BYS as the amalgamation with Carina Youth Agency (CYA) and Youth Emergency Services (YES) comes to a close.**

This was a very well managed process and thank you to the Executive Management Team for this important work and to the staff who have worked with us to ensure a smooth transition with limited interruption to service delivery.

We have continued to work on positioning BYS as a well-respected and prominent provider of services for young people. We are working with our funders and stakeholders to ensure we continue to remain relevant and indeed grow so that we can better meet the needs of vulnerable young people and families.

I would like to acknowledge the hard work of our Executive Management Team as they continue to position BYS as a mature and responsive organisation. The work of our CEO and other staff has gone a long way to increasing the recognition of BYS as a serious provider in the youth space and this is vital to our sustainability moving forward.

The Board takes time out twice a year to undertake a strategic review and planning process and this year the focus was very much on the need to consider our future direction and in coming months there will be a strong focus on the investment strategy, corporate partnerships and business case development for expanding our services.

I would like to thank fellow members of the BYS Board – Phil, Brian, Shelley, Rebecca, Matt and Anna for donating their time and expertise over the past year. They all make a very valuable and professional contribution to BYS.

The Board and I would like to again acknowledge the outstanding efforts of our staff and pay tribute to their dedication and commitment. I have attended several staff meetings throughout the year and again and again staff show their ability to make a real difference in the lives of young people. As we progressively mature as an organisation they are also embracing concepts that will see us operate more effectively including evaluation, planning and organisational development. Well done team!



In regards to our funding sources, it is a goal of the organisation in the coming years to diversify our funding base while valuing the important support from our current funders, partners and supporters – thank you for understanding the important work our staff do to support young people and the difference that your contributions make to their young lives.

In regards to the young people we assist, we have achieved an overall reduction in the rates of young people living in unsuitable or unsafe housing from 74% to 19%. The rates of primary homelessness reduced from 53% of young people to only 16.4% and unemployment rates reduced by two-thirds, from 30%-11%. The young people reporting exposure to family, relationship and other experience of violence has reduced from 31% to 6% and the number of young people reporting crisis or serious physical health issues reduced significantly, from 28% to 7%.

We also put a focus on understanding how young people experience the service and the results show that overall 97% of young people were “Very Happy” with the services that they received at BYS. That is an exceptionally high rating by any standards and again this is a credit to all the staff, both in direct service delivery and more broadly at BYS.

To the young people we support, we 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. In the meantime, you have indicated that the areas you are happiest about are those related to the flexible, holistic and person-centred approach BYS offers. This we will continue to do and work with you to help you create new futures for yourselves.

As we look forward to our 40-year celebration next year we are collectively very optimistic about the future of BYS and more importantly the young people we support.

A handwritten signature in blue ink, which appears to read 'Helen Wood'. The signature is stylized and fluid.

**Helen Wood**

# TREASURER'S REPORT

**Brisbane Youth Service ended the last financial year with a surplus of \$59,769 (\$127,053 in 2015) after taking account of depreciation at \$62,272.**

Considering the substantial change in the scale of our operations, and the potential that had to upset the applecart (e.g. a 3 per cent increase in expenses would have resulted in a \$100,000 loss) we did well to finish the year in the black.

To give you a sense of the extent to which BYB has grown in the last year – the first full year in which the former CYA and YES have operated as a part of BYB – overall income increased by just over 30 per cent, while income from the Department of Housing and Public Works increased by 100 per cent, which more than offset the 20 per cent reduction in other grant income. Non-grant income increased by 30 per cent, from \$270,250 to \$354,369, representing a \$84,119 increase including an increase in rental income of \$68,148.

Expenses increased from \$4,031,045 to \$5,402,646, an increase of 34 per cent, and largely in line with the increased income. Many of the increases reflected the additional activities undertaken, with staffing costs increasing by 50 per cent, with all other expenses increasing by 8 per cent.

What this shows is that while BYB is in a very sound position financially, we do have a high level of relatively fixed and somewhat inflexible costs, all of which are essential in 'keeping the doors open' to meet our primary objective of supporting vulnerable young people. The increased cost of providing such services was subsidised by income from other sources including fundraising and philanthropy. Our challenge is to find and develop other income streams, either from commercial activities or investments, or both.

In the long run we need to maintain the strength of our balance sheet in order to accommodate property maintenance costs, increasing employment costs, and possibly our own accommodation costs. The increases we are seeing are manageable but unexpected substantial increases will require dipping into our reserves.



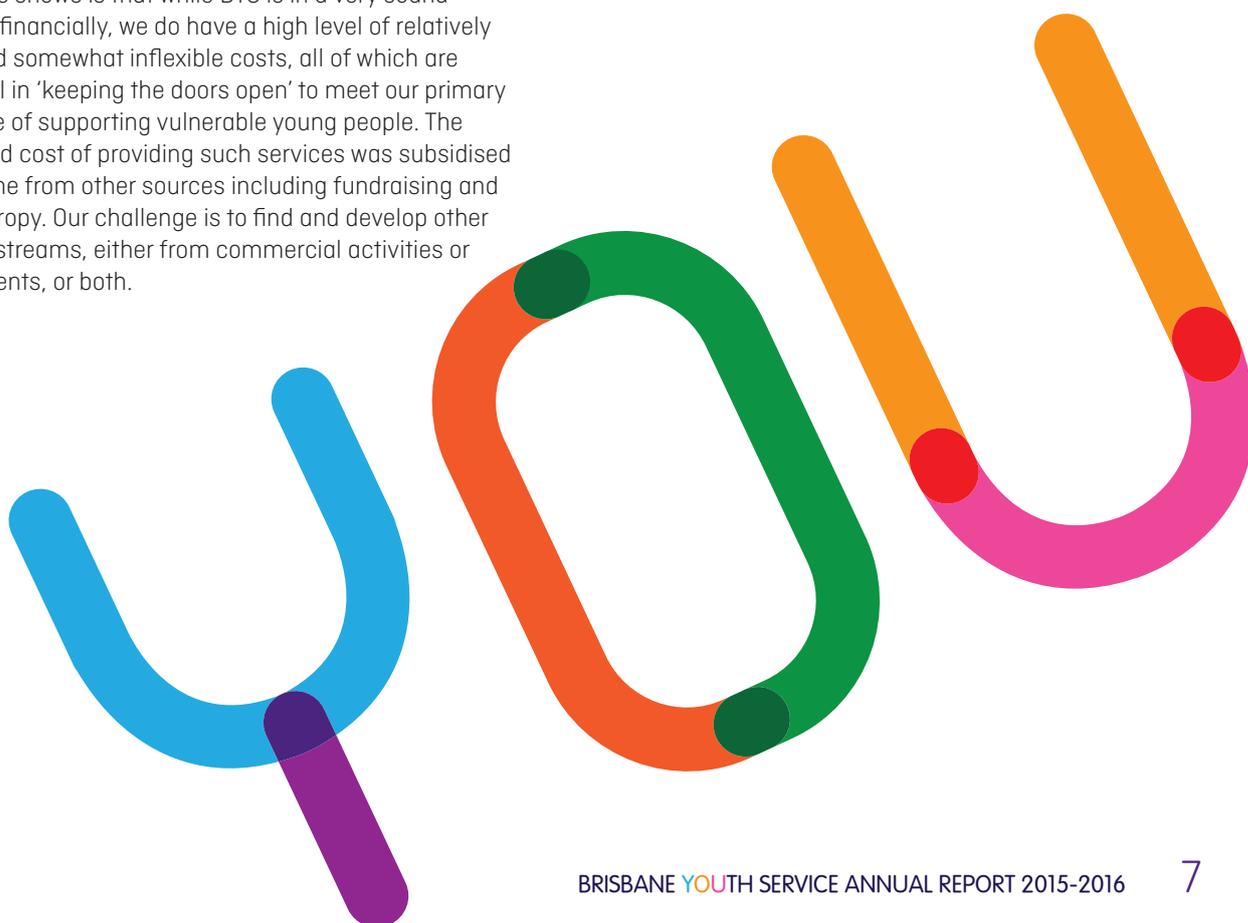
On the positive side, the profile of BYB is respected and continues to grow which places us in a good position to seek diversified income, and to seek out projects and opportunities that provide a positive return, and avoid those that don't – unless we consciously decide to commit some of our reserves to that project or opportunity.

It has been an interesting and challenging year, and we look forward to the next, with undimmed enthusiasm.

Thanks to Annemaree, Jack, Jullie and the rest of the fabulous BYB team.



**Brian Tucker**





BYS Patron Steve Renouf with CEO Annemaree Callander

## BYS PATRON

Most people know Steve Renouf for his outstanding career with the Brisbane Broncos, or from when he represented Queensland in Rugby League or was named in Australia's Indigenous team of the century (1908–2007), but he has also worked as an Ambassador for the Deadly Choices program and as a Youth Week Ambassador.

He is a great role model for young Queenslanders, has an outstanding public profile in Queensland and Brisbane Youth Service is very proud to have him on board as our new Patron.

Steve commenced his role as Brisbane Youth Service Patron in May 2016. He will be involved in a range of Brisbane Youth Service events and activities, and act as a spokesperson for Brisbane Youth Service on issues impacting young people and youth homelessness.

## REBRANDING

### New look and feel for Brisbane Youth Service

In this edition of our Annual Report we are very proud to unveil our new logo and look and feel.

With the amalgamation of Othilla's Young Women's Housing and Support Service in 2011 and, Youth Emergency Services and Carina Youth Agency in 2015, it was timely to think about a new brand for our larger, stronger organisation. It was also a great opportunity to get our staff, Board and young people to come together to determine what our new brand would look like.

Importantly there was very consistent and very strong support for retaining our name – Brisbane Youth Service and our by-line – new futures for young people. Almost unanimously, staff and the Board considered that both of these elements were well recognised and reflective of the work we do.

Our proposed new brand once developed was once more tested with staff, and then with young people and other stakeholders to ensure it was meaningful to them too.

So, while it was a little sad to say goodbye to our old brand which had served us well since 2002, it has been very exciting to launch a new look and feel - but one which retains some continuity with the retention of our name and by-line.

Brisbane Youth Service is happy to present our new brand. This concept emphasises the "YOU" in Youth Service to represent the empowerment and positivity Brisbane Youth Service brings to young people's lives.

BRISBANE  
YOUTH SERVICE

NEW FUTURES FOR YOUNG PEOPLE

# CEO'S REPORT

## Building a sustainable organisation better placed to create "new futures for young people"



**Writing this report each year provides me with a timely opportunity to reflect on what has been achieved at BYS – something which isn't always easy to do when you are caught up in the day-to-day running of a frontline organisation. This year has been a very busy one with new initiatives and activities focused on improving our capacity to effectively meet the needs of young people and young families.**

The amalgamation with Carina Youth Agency (CYA) and Youth Emergency Service (YES) has been a focus of much of our energy this year. It is a testament to everyone's hard work that we have been able to achieve the amalgamation with no disruption to services for young people. In February we held a celebration and farewell event for CYA and YES which was attended by many past and present supporters, staff and Board members. We all enjoyed the humorous and moving stories about the origins and achievements of the two organisations.

At BYS we are committed to evaluating the effectiveness of our work, and to this end we established a part time Research and Evaluation role. This has allowed us to build the evaluation capacity of the whole organisation through staff training and engagement and embed new quantitative and qualitative data collection systems. Developing a culture of reflective practice and consistently measuring outcomes for young people is central to understanding and improving our performance, as well as providing an evidence base which can inform discussions with policy makers and funders.

This year our Young Families team relocated to the Centre for Young Women at Zillah St, Stones Corner. The co-location was a great opportunity to achieve efficiencies for the organisation and strengthen the integration of these programs. As with all our programs, the Families team continues to work with young people from across the Brisbane Metropolitan area.

Thanks to the hard work of our staff and Nicole Cockburn, an oral health therapist and researcher at UQ volunteering her time and expertise, we secured a grant from the Ian Potter Foundation to establish pop up dental clinics which will improve both the dental and general health of young people.

A group of committed staff from across all programs has revised and renewed our Reconciliation Action Plan (RAP) during the past year. The new RAP will ensure BYS is transparent and accountable about our contribution to Reconciliation and Closing the Gap for Aboriginal and Torres Strait Islander people.

Another highlight of the year was gaining our accreditation under the new National Regulatory System for Community Housing. This positions us well to expand our housing portfolio when future opportunities arise and ensures we remain focused on delivering quality housing services for young people and young families.

I am delighted that we have a new Patron, Steve Renouf. Steve's interest and commitment to young people, Indigenous young people in particular, and his high public profile will make him a real asset to BYS.

Each year we are very grateful for the assistance of a steady stream of hard working volunteers. This year we developed and implemented a new Volunteer Management Framework to help ensure our volunteers' work is meaningful and rewarding for them as well as benefiting the organisation.

Grassroots and corporate support makes a significant difference to BYS. As always, I would like to thank our funders, donors and supporters for their commitment to our work and young people.

I would particularly like to acknowledge the ongoing and significant support BYS receives from the Property Industry Foundation.

I offer my gratitude to our Board for their ongoing support, commitment and expertise and to the amazing staff who demonstrate daily their passion, skills and respect for young people.

Our Annual Report features profiles of some of the young people we have had the pleasure to work alongside. The young people's stories are a testament to their strength, resilience and determination, as well as the work we do here. I am sure you will find them inspiring.

It is vital that young people are at the heart of everything we do – in this document, in our new corporate identity and in our day-to-day service delivery and values. With the release of this Annual Report we are launching our new BYS corporate identity. This logo is an important symbol of our recently amalgamated organisation, and our unchanging commitment to creating "new futures for young people".

A handwritten signature in blue ink that reads "A. Callander".

**Annemaree Callander**

# AMALGAMATION

## When 3 is better than 1

**The decision by the Board to amalgamate with Carina Youth Agency (CYA) and Youth Emergency Services (YES) created one of the busiest years that BYS has had in a long time.**

While the decision was made in the previous financial year, much of the work associated with the amalgamation occurred in 2015-16.

In addition to our usual schedule of works at a business and operational level, we undertook the massive task of bringing two other organisations into our business. The 2015-16 year has been a flurry of activity, meetings, checklists, and plans! Anyone who has been through a similar exercise understands just how much work is involved. Weekly communication and regular face-to-face meetings with staff were key components underpinning the amalgamation.

By always putting people first we have been able to transition programs and services seamlessly from YES and CYA into BYS. We have been mindful of keeping staff informed of progress, giving as much information as possible about the transition activities and any impact on people or service delivery. During the year, all staff, programs, contracts and assets were successfully transitioned.

In recognition of the valuable contribution YES and CYA made to enhancing the lives of thousands of young people over many decades, we held a celebration event in February this year. We brought together many former Board members, staff and volunteers to celebrate the achievements of these great organisations. The event was attended by ninety people, many of whom were instrumental in setting up these services at a time when there was no government funding and they relied on donations and the generosity of their local communities to survive. BYS is now a stronger organisation as a result of their vision and hard work, and we thank them for handing over their organisations to us with faith and confidence that we will continue their great work.

### Quotes from the celebration book

*"Many memories. Many laughs and tears but all good in the end."*

– Aunty Margaret Lawton

*"The past is one thing; the future is another – may the inspiration continue."*

– Garth and Floranne Everson



In February 2016 a celebration event was held to say thank you and commemorate the amalgamation of Carina Youth Agency and Youth Emergency Services with BYS

*"Well, we at BYS have huge shoes to fill, with a fantastic history to continue. Rest assured, all who passed through YES and CYA, we won't let you down"*

– Brian Tucker, BYS Treasurer

# JB's journey to independent living

***Before BYS I was living on friends' couches and feeling like a burden on them and their families. I couldn't return home as my mother was emotionally abusive towards me and I never felt I had a voice or was listened to. I ran out of friends' couches to sleep on and I decided I needed more help so I searched the internet and found BYS.***

*I attended BYS scared, down and pretty depressed. The staff were great. They spoke to me with respect and understood me. I felt like I had a voice for the first time and I was being heard. I felt respected and in a short time they were able to house me at PIF house. This is a transitional independent house which I share with two other young people.*

*I had very few independent living skills but my housing support worker at BYS was so helpful. I remember calling him every day at the beginning of my tenancy and he always listened and helped me when I needed it the most.*

*BYS advocated for me, taught me how to research and find my own resources, and even communicated with my house mates when we disagreed with each other. The support BYS provided me to talk with my family again was really useful. I had felt I was not going to be able to see my family again but always felt a big piece of me was missing because of this separation.*

*I have now completed the original goals I set with my BYS worker and I feel so empowered and accomplished as now I am independent, my life has stability and my mental health is consistent. It's amazing how powerful my voice is now as I can ask questions and go anywhere, and feel recognised when I visit my family home.*

*I am now looking into studying real estate as I have been working part time as a receptionist at a real-estate firm. I have support from my family now and my partner's family. This has been such a journey and I feel a sense of accomplishment.*

JB





Shannon Faulkner and  
Jesse Nolan from the  
Homelessness and Housing  
Team

## HOMELESSNESS AND HOUSING

The Valley Hub Homelessness and Housing Team comprises 3 separate but integrated programs. The Youth Support, Pathways Home and Housing Support programs each play a different role, but all work toward improved outcomes and new futures for young people.

The Youth Support Program funded by the Department of Communities, Child Safety and Disability Services supported 328 vulnerable young people across a range of areas in their lives. The program worked alongside young people to build or re-build connections with family and community, and worked toward education, training, employment, housing and health goals.

Innovation has been key to the success of the Youth Support Program during this past year. Youth workers have employed street based outreach and school based workshops to engage and support young people who were otherwise disengaged from education and other forms of support.

The Queensland Department of Housing and Public Works funded the Housing Support and Pathways Home Programs which targeted support to young people who were experiencing, or who are at risk of homelessness. These programs assisted a combined total of 947 young people.

In addition to problem solving young people's presenting experiences of homelessness, the team supported young people to sustain their housing and transition to independent living. This support varied in intensity and duration according to need and available resources.

Along with a high incidence of homelessness, young people were often facing additional complex life issues when presenting to BYS. The Homelessness and Housing team provided both a specialist homelessness response in addition to collaborating with other BYS programs on a range of community, health and wellbeing interventions.

During the year, Housing Support at the Valley Hub accommodated 15 young people and 3 accompanying children across our transitional and long-term housing properties.



# OUTREACH PROGRAM

## The complex challenges faced by young people sleeping rough

Young people who were sleeping rough continue to be some of the most vulnerable in Brisbane. During 2015-16, there was a marked increase in the numbers of young people sleeping rough in the CBD.

More concerning still, has been the increased vulnerability of this group due to their age and circumstances. The majority of this new group of young people were under 16 years of age. Additionally, they were also largely isolated from any support services and many were not Australian residents, resulting in exclusion from Centrelink benefits and access to social housing.

In short, something needed to change quickly but the barriers were significant. BYS was determined to prevent this group becoming entrenched in homelessness, more traumatised or criminalised as a result of their experience.

The Youth Support Program prioritised engaging and responding to this client group in 2016. Innovation and partnerships were important to undertaking this complex work. Outreach based practice was vital to building trust and identifying individual pathways out of homelessness. To work effectively with young people who were otherwise completely marginalised, staff worked with young people under bridges, in parks and other public spaces from 5am.

We learned that young people came to the Brisbane CBD from across Brisbane, Ipswich and Logan. We learned from them about individual struggles and strengths and the importance to them of keeping the focus on their cultures and community.

BYS provided holistic support by responding to legal matters, facilitating family and community connections and helping the young people source safe accommodation. A partnership with Access Community Services helped the young people with the delivery of targeted education and employment preparation training, from the Valley Hub site.

There continues to be structural barriers for some of these young people, especially due to their inability to access any income. Being aged 14 – 16 years means that few crisis accommodation services will house them. This means that some of the most vulnerable continue to fall through the gaps.

There remains urgent work to be done by politicians and policy makers to establish safe and appropriate pathways for young people in this age group. In the meantime homelessness services such as BYS will do what we can to ensure that these young people are not sleeping rough and start to feel safe and connected with family and communities.

Our outreach team works with young people who are sleeping rough





Chris

## Chris: changing and evolving

**Chris had his first solo exhibition, *Out of Paper*, at Artrageous during February 2016. His works were created within the previous months as he discovered himself and what he liked to draw in the Day-to-Day Living art workshops at Brisbane Youth Service.**

*I heard about Brisbane Youth Service through a friend who suggested I see them for support around housing. I had been living in my car and couch surfing for three to four years and I couldn't get a house or job and it was stressful.*

*I went into a boarding house after receiving housing support from BYS. I was living in New Farm and had a lot of time to myself. That's how I started coming into BYS's Day-to-Day Living art workshops. I was later transferred into a BYS one bedroom unit.*

*My art kept changing and evolving. There was a sense of belonging in the art workshops. And escape. It was a big escape from life and everything. It was homely.*

*I knew I changed but I didn't know I was changing. I didn't feel like I had achieved anything in my life. Having an art show made me feel like I had. It made me move faster. The achievement made me feel*

*pride, and the pride makes you want to achieve more and work harder. When I saw it [the art] all up on the wall I discovered I had a colour and style. The opening night just made me feel in place, gave me a sense of self-worth.*

*Visible Ink\* has helped me too. They helped me build my community group which links artists with other artists and services, and a place to socialize. We meet weekly and are doing an art show together at the end of the year.*

*I've become patient and I'm responsible for myself now. Believing in myself helped. Right now I believe I can do something, whereas before I had self-doubt and no confidence. The mindfulness workshops facilitated by Footprints\* in partnership with the Day-to-Day Living Program were really handy. You've got to practice them, not just walk away. I've also learnt to be grateful. Gratefulness is a huge one. I'm grateful for all the help I have had and that I have a roof over my head that I can afford. It has allowed me to move forward.*

\*Visible Ink located in Fortitude Valley is a youth space run by the Brisbane City Council

\*Footprints is a not-for-profit provider of community based services in Brisbane

# Simon: they took me seriously

**Hi there. My name is Simon and I am 19 years old. I came to Brisbane Youth Service in January 2016 and I was looking for a fresh start with a new service that I thought could help me. I'm a transgendered male, and I have been involved with the mental health and hospital sector since I was really young. I've been hospitalised over 40 times. I can't really say it was very helpful at all.**

*When I came to BYS, I met the youth worker who was rostered on for that day, and I thought she was friendly and helpful. She told me about the Day-to-Day Living program, and also about the psychologists on site. I signed up for both.*

*I got a case manager, and frequent appointments with the on-site psychologist, and at a pace that I was happy with. I also got to see the nurse and the doctor in the clinic. I got help with housing, and the guys at BYS spoke up for me with the hospital. It was all for free. For me, I felt heard. I felt like my issues were important and they took me seriously. They looked past my diagnosis and looked at me as a person. I got to be involved in every decision about my life. They treated me as an equal. Would I tell others to come here? You bet.*

Simon



# HEALTH

The Health Team works with young people who have a variety of health and social needs, from needing to see a doctor, nurse, or counsellor, to individualised and intensive planned support.

Our Medical Clinic is funded by the Department of Communities, Child Safety and Disability Services. In 2015-16 this funding enabled 331 young people over a total of 1,830 contacts to access a free medical clinic, appointments with a GP, and nursing support for a range of services such as:

- Basic health checks and tests
- Referrals to other medical services including hospital
- A range of immunisations including Flu, Hepatitis and HPV
- Full sexual health checks, pregnancy testing, support and referral
- Mental Health Care Plans and referral to counselling

- Assistance to obtain Medicare and Healthcare Concession details where cards have been lost or are unavailable

The Improved Services (Dual Diagnosis) Program is funded by the Commonwealth Department of Health. In 2015-16, we supported 158 young people with a free and confidential counselling service with registered psychologists over a total of 924 contacts. Since 2012, BYS has hosted QUT clinical psychology post graduate students who provide counselling to young people. For young people, it means they can access a psychologist free of charge, on-site, and attend as many sessions as they need without having a Medicare referral (which would only allow them up to 10 sessions per year). It also means that we help train the next generation of psychologists to develop additional skills to work with young people, and have a better understanding of their issues (including substance misuse).

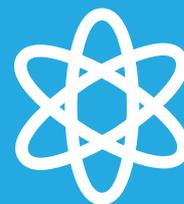


Spin 4 ya Health - part of our Day to Day Living Program

The Day to Day Living Program (D2DL) is funded by the Commonwealth Department of Health. It provides young people in need of mental health support and activities to reduce social isolation. In 2015-16 D2DL supported 197 young people. Activities included: Healthy Body Healthy Mind (8 week course); weekly art workshops with a health promotion activity held at a variety of locations (including New Farm Park, Institute of Modern Art); weekly cooking onsite where young people prepared the meal plans and food; and social trips to Dayboro, Mt Glorious, Enoggera Reservoir, and Maleny. The various activities provided opportunities for young people to engage informally in the local community and culture, as well as with other young people. Young people built positive relationships, learnt new skills such as cooking and budgeting, and received intensive mental health support.

Drug Intervention Support activities are funded by the Queensland Department of Health and the Commonwealth Department of Health. In 2015-16, 273 young people received help to make positive changes to their substance use, including harm reduction, education for better health, rehabilitation and case management, relapse prevention support, advocacy, information in individual and group sessions, and referral to other specialised services. This support generated 1,444 client contacts.

Drug Intervention workers also collaborated with QNADA (Qld Network of Alcohol and other Drug Agencies) and Partners In Recovery on a project to deliver a series of harm reduction workshop sessions with community mental health and alcohol and drug services and developed an online service finder and information resource for the Brisbane North Primary Health Network area.

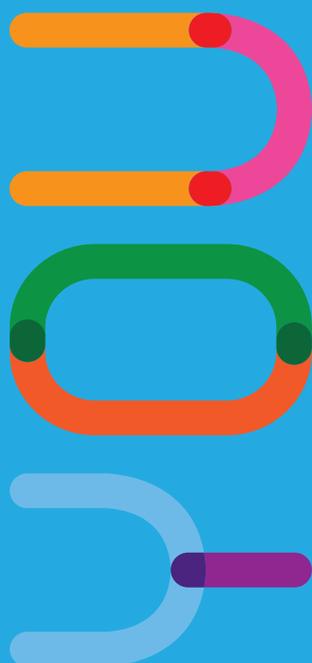


## Dental Clinic

One of our most exciting developments in 2015-16 was working with Nicole Cockburn from the University of Queensland which resulted in being awarded a grant from the Ian Potter Foundation. This \$10,000 grant will enable us to establish a Dental Clinic to improve overall dental health and alleviate the ongoing discomfort and pain of untreated chronic oral health conditions experienced by homeless and disadvantaged young people. The dental clinics at the Fortitude Valley Hub will commence in October 2016 and will operate for a week each quarter. They will be staffed by volunteer dentists and other dental health professionals. Young people will be able to attend an appointment and receive a check-up and clean, oral hygiene advice, fillings, and a report on any additional treatment or referrals required.



Nicole Cockburn from UQ with Health Team Program Manager Phil Smith



# Mackapilly and Marcus

with Melanie-Ann  
and Seini



## Macka and Marcus: confident parenting skills

***Living in a small unit that we could only stay in for three months, two children not living at home, a two year old daughter and a little one on the way all we knew was that we wanted our family together. We didn't want our children to have the same childhood as we did.***

*We started seeing Renee from the Centre for Young Families at the beginning of this year. During this time we have moved from our short term unit to a house that we can stay in for two years and will suit our growing family. We have also learnt so much about our children's needs and our parenting skills.*

*Completing the Circle of Security Parenting Course for the last couple of months has been great; Renee and the course explained so much of what was going on in our children's lives. Doing this course has*

*made our parenting skills better in so many ways. We didn't always understand our daughter's needs – we just saw the behaviour. We thought she was just looking for attention and being naughty. But as the course went on we realised she could have been frustrated because she couldn't explain how she was feeling, what she wanted or was feeling scared or overwhelmed. We also learnt that when she would come to us and want our attention, she wasn't looking for attention, she was coming back in from exploring to refill her cup.*

*Now that we have completed the parenting course we have a better understanding on what she needs and wants and what is going on for us as parents. We have not only improved our parenting skills for our two year old but now have a better understanding of our two older children as well. We are hoping to have them move home with us next year.*

# CENTRE FOR YOUNG FAMILIES

The Centre for Young Families relocated to Zillah Street, Stones Corner in January 2016 after operating from Newstead for the last nine years.

The Centre for Young Families runs two programs - the Parents YES Program which is funded by the Department of Housing and the Targeted Family Support Program which is funded by the Department of Communities, Child Safety and Disability Services.

Over the course of 2015-16 the Families Team offered a wide range of services and activities to rebuild connections, develop living skills, parent-child relationship and life opportunities through home visits, group work and centre based support. We worked with 153 young families to secure and maintain stable housing. Both the Parents YES Program and the Targeted Family Support Program worked in partnership to offer a range of services to young parents and children who accessed the Centre for Young Families. In total, we worked with 228 young families. YES Program supported 158 families and Targeted Family Support Program supported 70 families.

## Highlights

The Young Families Team facilitated an intensive parent child interaction group called You Make the Difference. The program was developed by the Hanen Centre in Toronto, Canada to enhance the child parent relationship through structured play. Six young parents and their children completed the nine week program.

## Annual Camp

Ten families and their children attended the Annual Camp.

Young parents and children who participated in our Tuesday Parenting Group attended the Annual Camp at Coolum in December 2015. The camp ran for three days and was a great chance for the young families to experience the excitement of a holiday and enjoy a break from their everyday lives.

They spent time with their children and the group developed friendships in a supported and understanding environment. One of the key aims of the camp was to provide the young families with an opportunity to build a bank of positive, joyful experiences and memories with their children and peers. In addition, the camp also provided staff with a unique opportunity to shape case plans based on observations of how the young parents interacted with their children over a period of three days and during potentially stressful situations with their children. We were fortunate to receive a \$500 grant from Street Smart to support our camp activities.

## Partnership work Joining Hands

The founder of Joining Hands, Kylie Lowe has provided Bowen Therapy and Reiki to families attending Parenting Group. Young parents shared in two and a half hours of monthly treatments as part of the Joining Hands Wellness Give Back Clinic.

## Multicultural Information Sessions

In January 2016, CFYF was successful in receiving a \$5,000 grant from Department of Communities, Child Safety and Disability Services to run eight sessions of multicultural information sessions for groups of young women. Five multicultural group sessions were delivered in partnership with Refugee and Immigration Legal Service (RAILS) at CFYF. Twelve young women and their five children participated in the program.

## New Playground

The makeover of our garden and installation of a new playground thanks to the generosity of the Rotary Club of Stones Corner and the Grant Thornton Foundation and hard work of the volunteers of the Property Industry Foundation will provide a wonderful environment for young parents and their children for many years to come.

PIF Volunteers after a hard day's work on the new garden at the Centre for Young Families



Second Bite delivering fresh produce to the Centre for Young Families



# Alanaa: motivated and empowered

***Imagine yourself at the age of 17. You and your five month old son have fled from an unhealthy relationship, you have no social or family support to help you, and are left with no home. This was the start of my journey.***

*Although this time was stressful, I was aware that my son needed safety, security and stability. I didn't lose motivation and was determined to provide him a home. I worked with Brisbane Youth Service's Centre for Young Families and secured housing.*

*Like many of the parents working with Centre for Young Families, once I felt stable and secure, I was able to identify other areas of my life that I needed support with such as mental health, socialisation, attachment and parenting skills and education. I engaged in one-on-one case managed support to work through these difficulties. Working one-on-one has given me the support that I never really had. I feel comfortable to freely speak my mind.*

*My son and I began attending the weekly parenting group. Being part of this group made my situation seem more normal. I got to meet other mums and see other people's situations. I no longer felt like the black sheep. Through this group, I have been able to get advice around parenting and my son has thoroughly enjoyed getting up to mischief with the other children at group.*

*I look forward to continuing this journey and planning for my future. I am now in a healthy relationship and my partner and I are expecting a child together in the new year. I would like to spend the next couple of years enjoying being a mum and I now feel empowered to get back into beauty therapy and hairdressing.*



Alanaa

# CENTRE FOR YOUNG WOMEN

The Centre for Young Women is funded by Department of Housing and Public Works and provides support and housing to young women to address their needs.

Young women frequently experience societal disadvantage due to systemic gender inequality. For example, domestic and family violence is the leading cause of homelessness amongst young women. These issues require a specialised response which helps young women recognise and respond to the gender based issues which impact their lives. The Centre for Young Women provides a safe and inclusive environment for young women.

The Centre for Young Women provides tailored support responses to each young woman and any accompanying children, allowing them to direct the pace and scope of their support plan. We supported 335 young women in 2015-16 to address a range of needs and we accommodated 19 young women and 17 accompanying children in our 7 properties.

## International Women's Day

A morning tea was coordinated at the Valley Hub celebrating the wonderful achievements of women both historically and recently. The key message was the importance of achieving global gender parity.

## Wonder Woman Workshops

A series of workshops focussed on wellbeing and connectedness were conducted.

Thirteen young women and four children attended the seven groups and all participants provided positive feedback. The Brisbane City Council supported the workshops by providing \$2,000.

## Centre for Young Families moved in

In January 2016 we welcomed our colleagues from the Centre for Young Families to our premises at Stones Corner. It has been wonderful sharing an office and co-location has provided many shared learning opportunities. The recent renovations and the installation of a fabulous playground (kindly supported by our generous donors, sponsors and volunteers) have greatly enhanced our shared spaces.

NEW  
FUTURES  
FOR  
YOUNG  
PEOPLE



# Michaela

## Michaela: learning how to live alone

***“Free accommodation for work” read an advert I saw online. My partner at the time had become abusive and violent and so I got kicked out. At 17 with no family and friends to rely on I thought why not, sounds like a great opportunity. It was too good to be true, the room was with an older man, a predator and it was extremely unsafe. I needed to escape - and quickly.***

*Another youth organisation helped me to access BYS. I was nervous and not hopeful at the time but to my surprise BYS had a one bedroom unit available and they accepted me for that. I was over the moon.*

*I packed my things with the help of BYS while it was safe to do so and moved. BYS helped me buy all the things I really needed at the time but wouldn't have been able to purchase on my own.*

*My new home came with other challenges, like nosy, nasty neighbours and learning how to live alone for the first time. Living alone was difficult to begin with, learning to enjoy your own company can be scary. I have learnt a lot about who I am as a person because*

*of this. Luckily I didn't fall into bad habits such as alcohol abuse or drugs as I had a support worker to guide me with coping strategies. Living alone gave me the freedom to be 17 and with a safe place and clear pathways. I was able to start coping with the situations that had happened to me and start to plan my future.*

*I was a good tenant and because of this BYS offered me long term housing in the Same House Different Landlord Program. That was honestly the best thing to ever happen to me, I don't say that lightly. Having your own permanent place to call home in my situation is the one guarantee I have, it makes me feel safe, secure and ready to accomplish anything. Now when I have bad days and I struggle with how things may be going, I look on the brighter side and count myself incredibly lucky.*

*In my near future I will continue my path of setting out goals and carrying on coping with past issues; hopefully starting study again and possibly full time employment.*

*Eventually I hope to be able to help someone else the way BYS helped me, to give that back to another struggling young person. That would be amazing.*

# Juliette: back on my feet

***I was kicked out of home and I was homeless for a good four months. I had no money and no food.***

*Through the suggestion of one of my family members I was able to join the Windsor House Program with Brisbane Youth Service. During my time there they helped me get back on my feet through their*

*support with Centrelink, schooling, fitness, further advancement in education and most importantly a roof over my head. I'm really thankful that I got the opportunity to go to Windsor House and have since moved on to the Sandgate House program where I look forward to continuing down a better path. BYS can change lives.*



Juliette

# FULLY SUPPORTED AND TRANSITIONAL HOUSING

It's best practice and makes perfect sense that when working with an adolescent population from as young as 15 years of age you would provide fully supported accommodation as one of the housing options.

Brisbane Youth Service has three programs working with young people from the ages of 15 to 19. In these 24-7 supervised housing models, youth workers provide accommodation, case management and emotional support to meet the most essential and immediate needs of the young people in their care.

## Windsor, Sandgate and Phoenix Houses

Windsor House is an Immediate Response program and is frequently the first refuge for those homeless teenagers fleeing violent or unviable living situations. The goal in this three month program is to start to move them out of crisis, assess their living skills and support needs, and refer them to essential services.

In 2015-16 Windsor House accommodated 32 individual young people and assisted them in accessing longer term housing, education, employment, health and mental health services. The average duration of stay was 53 days. By providing regular activities and outings, Windsor House began the process of reconnecting young people to their community.

Sandgate and Phoenix House are transitional programs designed to build a young person's life skills and capacity to live in more independent accommodation. Through an individually tailored learning or case management plan, BYS staff mentor young people in goal setting, problem solving, time management, interpersonal communication and taking responsibility for their choices and actions. On a practical level, young people build their skills in hygiene, cleaning, cooking, shopping, budgeting and finance. There is a significant need for emotional support as young people are working through personal challenges and trauma. Facilitating change takes time, patience and insight.

In 2015-16 BYS assisted 23 young people at Phoenix House and 14 young people at Sandgate House. We walked alongside them as they achieved many milestones – enrolling in school, shopping for clothes and groceries, developing a budget and sticking to it, and most importantly discovering how to find stable accommodation. The average duration of stay was 69 days for Phoenix House and 121 days for Sandgate House.

BYS also provides transitional accommodation through the Valley Hub and Centre for Young Women.

## SWISH/MARS, Nundah and PIF House

The SWISH/MARS Program, Nundah House and PIF House are transitional housing programs for young people and young families aged 16-25 years.

Young people within the programs are provided with mobile support and approximately half of the housing units operate on a share model.

Shared accommodation is a common experience for many young people. It is more viable to live independent of family if costs and expenses are shared and young people can also benefit from having the company of peers.

However the skills required to live successfully with others don't come naturally to many and need to be developed.

BYS staff work closely with young people in these programs to develop living skills, enhance their interpersonal and communication skills and set and achieve goals. Ultimately young people are helped to exit to more permanent housing options.

In 2015-16 43 young people were housed and supported by the SWISH/MARS Program, nine young people were accommodated in Nundah House and eight in PIF House.

SWISH/MARS and Nundah House are funded by the Department of Housing and Public Works.

Young people from one of our transitional programs enjoying the Property Industry Foundation Sailing Day



# SUSTAINING YOUNG TENANCIES PROJECT

Young people in Queensland face particular challenges when it comes to housing. There is often insufficient affordable housing and landlords can be reluctant to let properties to young, inexperienced tenants.

Young people may also be vulnerable due to their age and circumstances. For example, young people may be unemployed, have no rental history and be isolated from any support services and family or be inexperienced at managing a tenancy.

Even those young people who are fortunate enough to find accommodation, will often find it difficult to maintain their tenancy.

In late 2015, BYS began working alongside social housing providers to address concerns and problem solve solutions regarding young people's access to, and capability to sustain, appropriate social housing tenancies.

A working group was established, comprising of:

- Bric housing
- BHC
- Australian Red Cross
- Department of Housing and Public Works (Housing Service Centre and Market Development and Programs)
- Department of Communities, Child Safety and Disability Services
- Queensland University of Technology
- Brisbane Youth Service



LEFT: Matthew lived on the streets from age 14 but is now living in Nundah House



This collaborative work resulted in a proposal being submitted to the Department of Housing and Public Works in January 2016. Key to the proposed model was true integration of housing and support, and mechanisms to intervene early before tenancies are at risk.

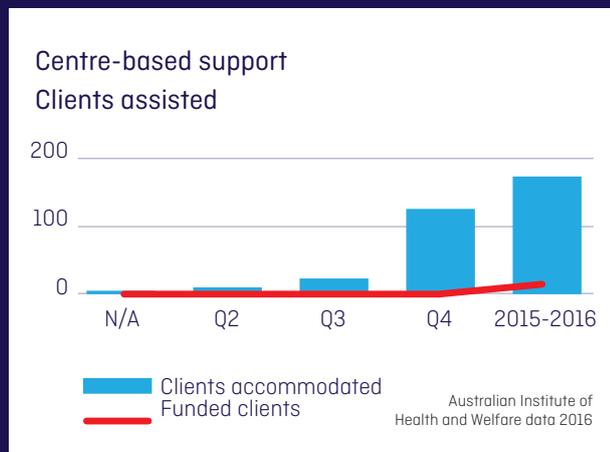
In late June 2016, the Department of Housing and Public Works confirmed that funding would be provided for an 18 month pilot project commencing in August 2016.

# MANAGING DEMAND WITH LIMITED RESOURCES

The Valley Hub continues to remain the very busy centre of our operations at Brisbane Youth Service. It provides a one-stop-shop for young people, and its position in the Valley, close to public transport and the inner city means it is accessible and our services are sought after.

The vulnerability of the client group and the transient nature of their homelessness means that the demand for both planned and unplanned appointments continues to increase. For example, in our 2013-14 Annual Report we reported that the Homelessness and Housing Team at the Hub assisted 270 young people. In 2015-16 this had increased to 947 young people – a 350% increase in service provision.

The graph below is provided by way of illustration. It shows the actual number of clients receiving centre based support from the Hub Homelessness and Housing Team (blue column) against the target number of clients for which BYS receives funding (red line).



Australian Institute of Health and Welfare data 2016

The reality for many young people who are sleeping rough or couch surfing is that they have nowhere safe to leave their personal belongings and no address for their mail. The provision of lockers for the storage of young people's personal items, access to emergency relief and mail is therefore an essential service for many young people. Access to these basic services also serves as an entry point to a broader range of services which support the long term health and well-being of young people.

At the Hub, young people can access:

- Our free medical clinic
- Counselling from in-house psychologists
- Support from trained youth workers
- Referral and access to other BYS programs and external services
- Lockers
- Mail
- Emergency relief
- Needle exchange program
- Visiting services such as the Young Person's legal service or Centrelink.

A very large component of the work undertaken at the Hub is intake and assessment and brief intervention. This is critical to providing effective responses to young people in crisis and identifying ongoing case management needs, to ensure the best long-term outcomes for each young person.

In order to respond to the high numbers of young people presenting at the Hub, staff from a range of BYS programs are rostered onto afternoon shifts to provide intake, assessment and brief intervention. We also explored additional strategies to manage increasing unmet need with limited resources.

In May 2016, the Hub commenced a phone triage service between 1pm and 4pm, Monday to Friday. At the end of the first month, the phone triage trial was proving effective. A total of 108 calls were recorded. Of those 108 calls, 82 would have previously resulted in a physical appointment at the Hub however 79% were able to be managed without a physical appointment being necessary. The trial is looking very promising with 68% of calls to the new triage service fully resolving the presenting issue over the phone.

BYS has committed to self-funding the phone triage initiative in the short term. While the cost of the program will need to be evaluated, the benefits will also need to be considered over time. The ability to provide successful, immediate interventions that divert young people who don't need to physically access a specialist homelessness service, benefits young people and results in the Hub being able to target resources to the most vulnerable, who walk through our doors.

The growing demand for services is mirrored across all the BYS programs and we will continue to innovate and explore opportunities to improve our systems in order to respond.

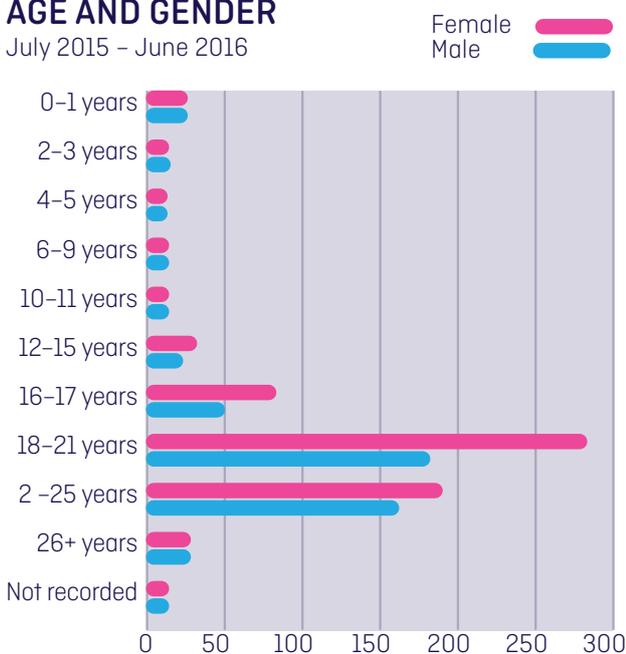
# YOUNG PEOPLE WE SUPPORT

In 2015-16 we provided 22,700 occasions of support to 1,260 young people.

The majority of young people supported were aged 18-25 years, with 16% [200] aged between 12 and 17 years. The strongest representation were young people aged 18-21 years. Of all young people accessing our services, 58% identified as female and 2% identified as non-binary, genderfluid or transgender. During the year 140 children under the age of 12 were supported within family-focussed work, and a small number of people [66] over the age of 26 received support either to access referrals to other services or were involved in family/couple work or were supported to exit BYS.

## AGE AND GENDER

July 2015 – June 2016

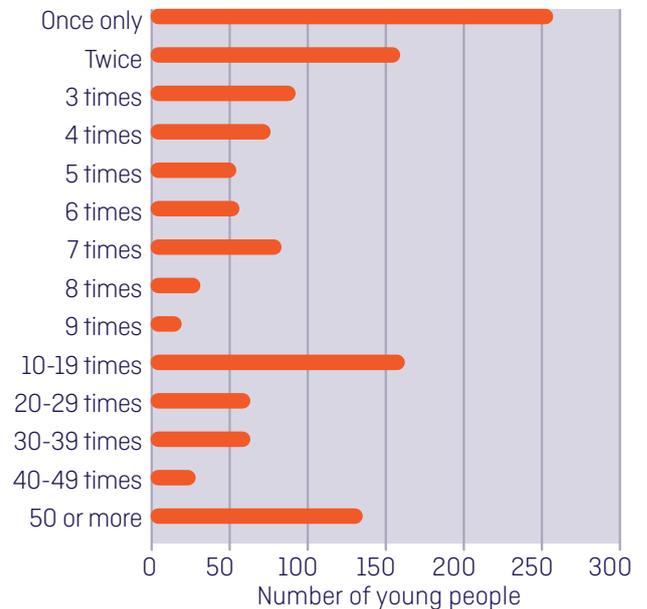


BYS services were accessed by young people from a wide range of cultural backgrounds, with 23.3% identifying as Aboriginal or Torres Strait Islander and 15% identifying as culturally and linguistically diverse, with 34 different languages spoken at home.

Many young people accessed services for one-off support (21%), with 43% engaging between 2 and 9 times for brief intervention support; 18% engaging for medium term support (10-29 contacts) and 18% having more than 30 occasions of support (11% have more than 50 occasions of support).

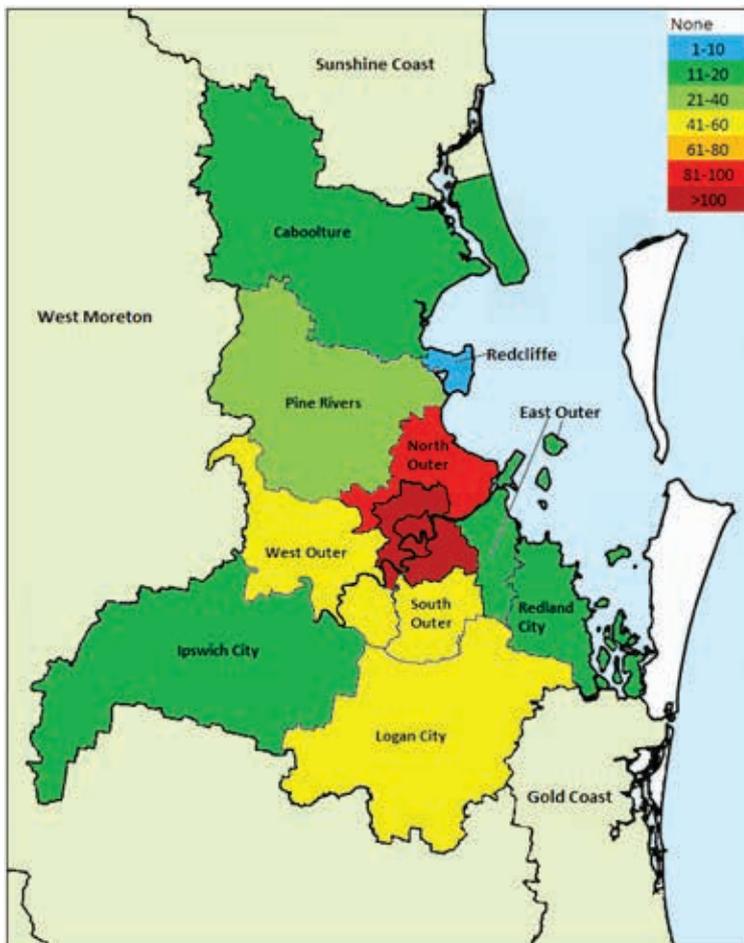
## PATTERNS OF CONTACT

July 2015 – June 2016



The majority of young people came to BYS by self-referral/walk in (34%) or because BYS was recommended by a friend/family member (20%) or another community agency (13%).

# NEW FUTURES FOR YOUNG PEOPLE



## BYS Data Summary of Client Locations (2016)

Data has been collected by BYs on all persons (1,247 clients) with a recorded contact for the 2015-16 financial year. Client location data is based on the 811 young people who were able to provide an address (436 young people were unable to provide a current address).

The majority of BYs clients came from the Brisbane area, with most of these coming from inner city (21%) northern suburbs (30%) and South East Inner Brisbane (16%). The scope of client suburbs however included all areas across the greater Brisbane area including Redcliffe, Logan, Caboolture and Ipswich. Young people also came from as far away as the Gold Coast, Sunshine Coast, Toowoomba and even interstate.

## Multiple and complex issues

BYS conducts a holistic assessment with all young people accessing services, and works with young people to address a wide range of issues affecting their lives. At first assessment the majority of young people stated that their primary reason for making contact with BYs was for support with **housing issues** (55%), however young people present with a wide range of other complex issues co-occurring with housing concerns or as a primary area of need.

Other issues commonly reported as the primary reason for contact included **immediate financial difficulties** (13%) not specific to homelessness but because of an immediate financial crisis in their lives. Fifteen per cent of young people accessing BYs reported having no current source of income.

**Mental health needs** are the primary reason for contact for 8% of young people, 44% of young people reported that they have a diagnosed mental illness.

While serious **physical health issues** were reported by 23% of young people and 24% were taking current medications; rates of **mental health issues** were particularly concerning, with 30% of young people describing their current mental health as "very poor" or "poor" and a third of young people rating their mental

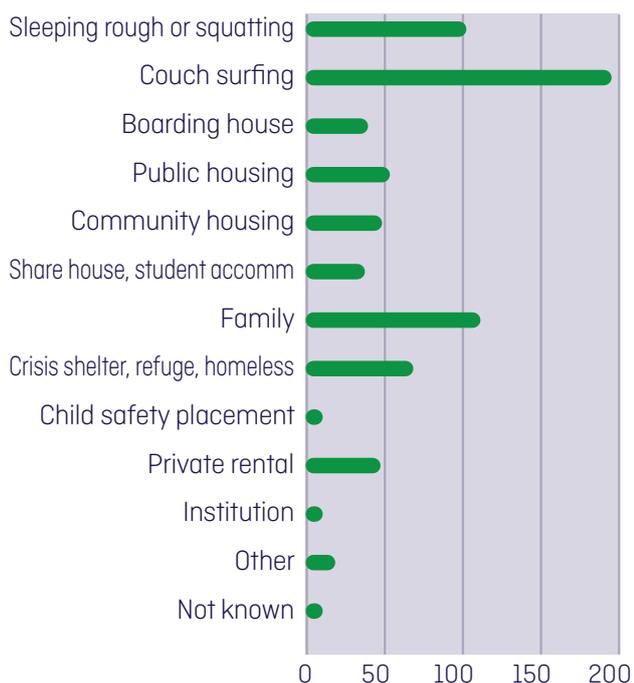
health situation as "crisis" or "serious". For 44% of young people who reported a diagnosed mental illness, the most common were depression (35.2%); anxiety (29.6%); post-traumatic stress disorder (10%) and 6% had a diagnosed personality disorder.

While young people did not often identify **substance use issues** as their primary reason for seeking support (3%), concerns related to substance use commonly co-existed with homelessness, mental health concerns, violence and other presenting issues. 40% of young people reported that they used drugs other than tobacco and alcohol; most commonly Cannabis (53%) and Meth/Amphetamines (18%); and 39% acknowledged substance use was a crisis or serious concern for them.

**Parenting.** Twenty-eight per cent of young people assessed at BYs were parents, with their most common concerns being the need for parenting skills support (18%); children not being in their care (20%); and struggling to provide care and safety for their children (10%).

## ACCOMMODATION AT ASSESSMENT

July 2015 – June 2016



Over half of the young people assessed by BYS this year were **currently homeless** (55%), they were sleeping rough, couch surfing, living in a boarding house or in a crisis homelessness service. Sixty-three per cent were assessed as living in unsafe, risky or unstable accommodation. Sixty-eight per cent of young people rated their current housing situation as "crisis/very serious" or "serious/concerning".

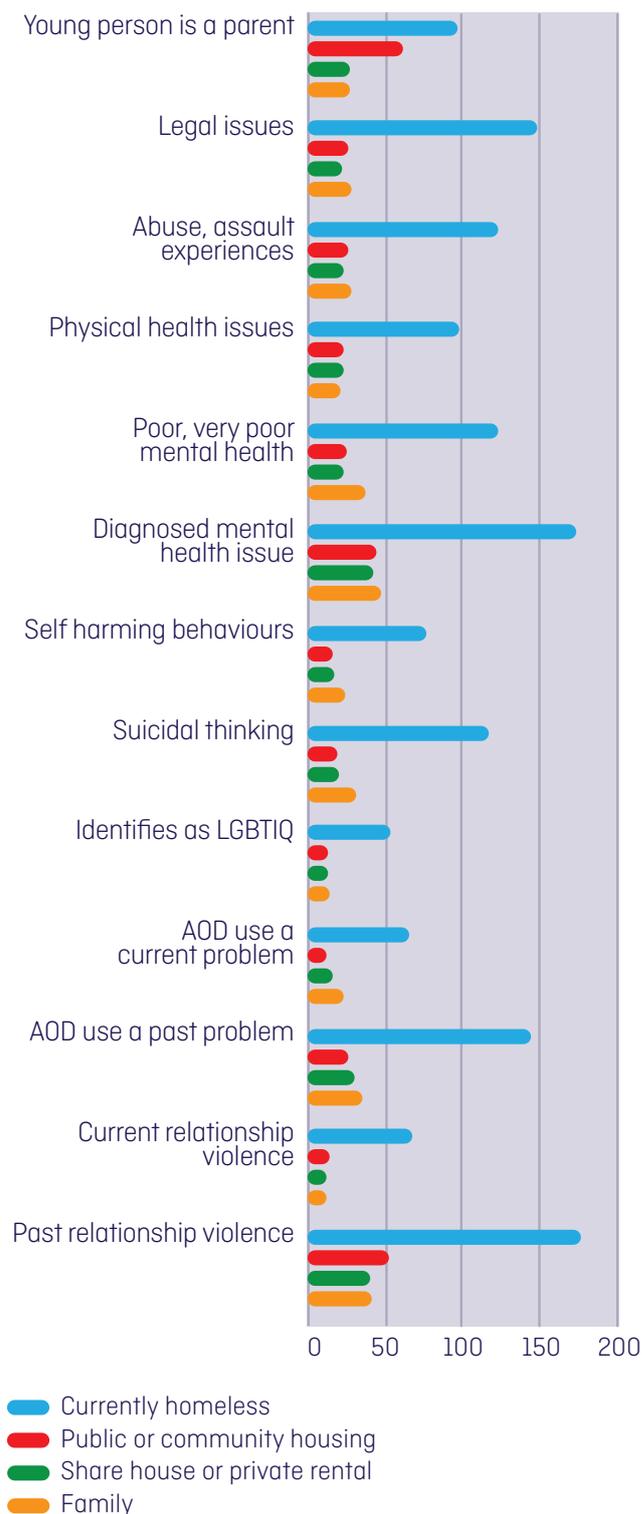
The majority of young people had disengaged from **education and employment**, with most unemployed and looking for work. Twenty per cent of young people were regularly attending school, training or tertiary education, with 12% enrolled but not attending for various reasons. Only 5% of young people were employed, and 46% described themselves as unemployed.

Experiences of **violence** were commonly reported by young people assessed at BYS. The majority of young people reported past violence in their family/childhood home (67.5%), with almost 20% currently experiencing this form of violence. Fifteen per cent reported that they were experiencing current relationship violence (likely to be under-reported at first point of assessment) and 44% reported past relationship violence.

Poor or very poor **support networks** were a consistent theme for young people presenting at BYS. More than half of young people had "no contact" or "very poor/poor" support from family (54%). More than half of young people were single/without a partner (54%). Thirty-eight per cent said that their social/friend support was "poor", and 36% said that they had "no contact" or "very poor/poor" support in place from professional services at the time of assessment. Forty-two per cent described their support networks as a "crisis" or "serious/concerning".

## HOMELESSNESS COMPOUNDS COMPLEXITY

for young people experiencing homelessness



There were clear patterns of multiple and complex challenges faced by young people accessing BYS for support. The table above demonstrates that young people who were homeless when assessed, reported much higher rates of other complex life issues.

# MEASURING OUR OUTCOMES

## Our approach

In July 2015 we implemented a cross-organisational, pre-post service assessment profile to collect baseline and outcomes information for all young people accessing substantial services at any of our sites (excluding casual or on-off occasions of support). This was a challenging process due to working with highly transient young people.

Relatively strong results have been achieved through progressive design and implementation of different quantitative and qualitative evaluation strategies; ongoing staff training and capacity development. We are committed to focussing resources on overcoming the challenges of working with a typically transient client population, with characteristically sporadic patterns of engagement, in order to increase the rates of planned exits and outcomes assessment. This learning has prompted team and cross-organisational review of practice models in terms of how we sustain service engagement with highly vulnerable and transient young people, as well as how we can support young people to disengage from support in positive planned ways.

## Positive life changes after support

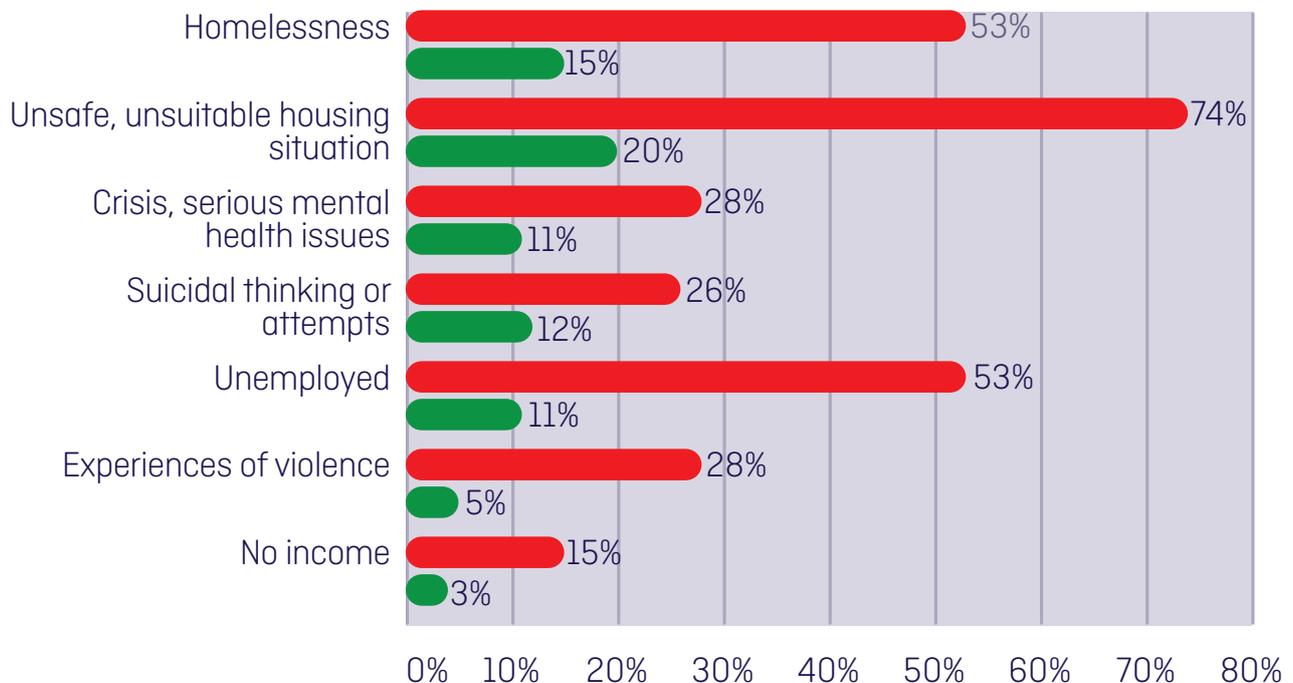
### HOUSING

- The number of young people who were **homeless** reduced from 53% to 16.4%
- Those who were **sleeping rough** at assessment most commonly returned home to family (16%) or moved into public housing (6%) or private rental (4%).
- Those who were **couch surfing** also predominantly moved to living with family (19%) or into share-housing (11%).
- Those who were in **crisis accommodation** moved to private rental (13%), community housing (13%) or share housing (10%).
- Overall, rates of young people living in **unsuitable or unsafe housing** decreased from 74% to 19%.

## POSITIVE CHANGES

for young people  
July 2015 – June 2016

■ Before support  
■ After support



\* This table presents changes for all young people who accessed support including those who only had 1-3 contacts.

# Homelessness reduced from 53% to 16.4%

## OTHER LIFE MEASURES

- Young people enrolled but not regularly **attending school/training** reduced from 10% to 3%
  - **Unemployment** decreased from 31% to 11%.
  - Young people were successfully connected with **sources of income**, with the number of young people who had no current income reducing from 18% to 4%.
  - The number young people with children who were in a serious or crisis parenting situations halved after support from BYS. Sixty-one per cent of young parents said their **parenting** had improved after support.
  - Forty-six percent of young people said that their **legal issues** were much or a bit better.
  - Young people reporting exposure to family, relationship and other experience of **violence** reduced from 31% to 6% after support.
  - The number of young people reporting crisis or serious **physical health issues** reduced significantly, from 28% to 7%.
- The number of young people with crisis or serious **mental health issues** reduced from 28% to 11%.
  - Young people who presented with a **crisis level lack of support** in their lives predominantly developed into a moderate to strong support network (71%).
  - Young people with “serious/concerning” **substance use issues** (67%) moved to a moderate, good, strong or no-issue substance use situation at the time of exit from BYS support.

Overall we can see that there were very clear patterns of benefit for young people who accessed support at BYS. These patterns extend across a wide range of issues addressed within the holistic model of service delivery practiced across all BYS program areas.

When we asked young people to tell us about the most significant changes that they experienced as a result of receiving support from BYS, they described a diverse range of personal changes that occurred alongside the concrete life improvements.

NEW  
FUTURES  
FOR YOUNG PEOPLE



Gala on the Green 2015 had a colourful Rio Carnivale theme. This glittering event sold out, and raised more than \$35,000.



Our CEO and BYS team member get ready to Ride the Night

# FUNDRAISING

**Throughout the year, community support allowed BYS to offer flexible services to young people and fund individual needs. In this way, our fundraising efforts made a real difference to young people's progress and ability to achieve their goals.**

Fundraising income provided young people with rental bond assistance, emergency accommodation and emergency relief, paid for medical supplies and equipment, prescriptions and essential pharmaceuticals and cost of travel to return home or attend training and appointments.

We have also been able to create a new garden and playground for the Centre for Young Women and Young Families, run our camp for young families, fund educational needs and course fees for young people returning to education, and we started preparations for our on-site dental clinic.

We are grateful for the generous donations by loyal, long-term individual donors, sponsors and grant providers, and to those who joined us in the past year. Regular monthly donors and workplace givers provided certainty and the ability for us to plan ahead. The ongoing support from our corporate and small business partners was invaluable, playing a major part in supporting the work we do.

Our annual fundraising events and campaigns included signature event "Daggy Jumper Day", held in June/July,

and our Christmas/Summer and Winter Tax Appeals for financial donations. Gala on the Green and Febfast were also key partner events and we hope that new event Ride the Night, a fundraising cycling event in January will continue and grow in future years.

## Gala on the Green

A devoted committee of eight young professionals with a passion for supporting vulnerable young people organised this gala ball, which was a raging success. Tickets to the fifth Gala on the Green in 2015 sold out in less than an hour, and raised more than \$35,000. The support of sponsors especially Platinum Sponsor TIME Home Loans, and prize and event sponsors Virgin Australia and Brisbane Riverview Hotel were an integral part of the Gala on the Green success story.

## Daggy Jumper Day

This was our third year for this quirky fundraiser and we succeeded in our goals to build the profile and income of the campaign, raising almost double the funds of the previous year. Thank you to the large number of companies, schools and individuals who were involved and raised money through daggy themed events and sponsorship challenges. Thank you also to our dedicated event sponsors NAB, QUEST Newspapers and Brisbane News and prize sponsors Virgin Australia, DA'Burger of New Farm, River Quay and eatSOUTH BANK, and AMF Bowling.



## Education Fund

We are very grateful to The Virgin Group for their continued support and this year Virgin Unite made a generous grant of \$31,500 to support education for homeless and disadvantaged young people. The program will run until February 2017 providing laptops and tuition fees for more than 20 young people on their journey to building a new future through education.

## Profit Share – Forever Dreaming Clothing Company

One of the most exciting initiatives this year was the decision of online clothing company Forever Dreaming to donate \$5 from the sale of every t-shirt sold to us. This new business, conceived by young entrepreneur Ryan Robinson really took off and is an example of how “for-profit” combined with philanthropy can benefit both the business and the charity recipient.



Ryan Robinson Forever Dreaming

## Divinus Fashion Parade

Students of the Australian Institute of Creative Design produced the “Divinus” Fashion Show, showcasing their work to luminaries of the fashion world, business leaders, fashion media and emerging designers.

## Purple Rain

Palace Centro James Street screened “Purple Rain” with a portion of ticket sales donated to BYS.

## Street Wear Meets Street Art

A creative fashion parade and art event coordinated by fashion blogger Natalie Rap of Interlaced Media was held at Kerbside Bar in conjunction with the Brisbane Street Art Festival.



Fashion blogger Natalie Rap at right

## MetroArts

Our wonderful arts partner held an exciting Christmas fundraising event and donated us a percentage of the proceeds.

## Medical Help and a New Playground through our Appeals

Our 2015 Winter Tax Appeal for cash donations raised funds for our medical centre including the cost of prescriptions for young people with respiratory conditions. The Christmas/Summer Appeal focused on funding the garden and playground for our newly co-located Centre for Young Families and Centre for Young Women. These appeals helped improve the health of vulnerable young people and created a fun outdoor environment for young children and families. Thank you to all individual donors and to The Grant Thornton Foundation and Rotary Club of Stones Corner through a District Grant, and to the Property Industry Foundation volunteers who did all the hard work clearing and landscaping the yard in preparation for the playground project.

## Matt Bell from Grant Thornton Foundation at the Ride The Night fundraiser



## Homelessness & Poverty Awareness in Schools

The students of Reidy House at St Joseph's College, Gregory Terrace conducted a rice lunch day and an evening sleepout to raise funds and awareness of poverty and youth homelessness. Students at the sleepout participated in a fun quiz conducted by one of our program managers. Thank you to Reidy House and the other schools that have supported us this year.



Terrace Reidy House Rice Lunch 2016

## The Home Sessions

A talented group of musicians and singers who coordinate "The Open Sessions" open mic nights at pubs around Brisbane put on a special night of entertainment and a multi-draw raffle at the Mill on Constance.

### The Home Sessions

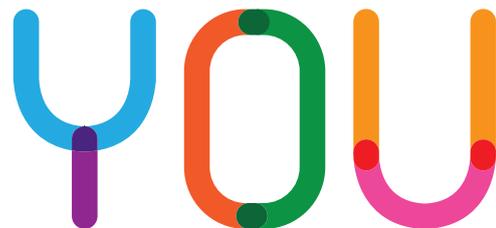


## Christmas Giving

Fundraising giving and events at Christmas included Grill'd burger restaurants running collections in multiple stores and providing a Christmas dinner for young people; Minter Ellison produced a cookbook which funded food for children at our Christmas camp; individual supporters and community groups ran small fundraisers and collections; and a variety of supporters donated clothes, toys and food to fill Christmas Hampers for 400 young people and families.

## Volunteers

The fundraising results achieved in the past year would not have been possible without the support of a large number of volunteers. Thank you to all of our volunteers for your incredible support to the fundraising team, with special mention going to Ben Scott for his dedication and commitment throughout the year.



## CORPORATE & BUSINESS PARTNERS

DA'Burger New Farm  
Ernst & Young  
Forever Dreaming Clothing Company  
Grant Thornton Foundation  
Minter Ellison  
Property Industry Foundation Queensland  
Virgin Australia  
Virgin Unite

## EVENT SPONSORS

Black Jacket Suiting  
Brisbane News  
Brisbane Riverview Hotel  
DA'Burger New Farm  
National Australia Bank  
Palace Centro James St  
QUEST News  
Rewardle  
TIME Home Loans

## OTHER SUPPORTERS & DONORS:

Adorne  
AKA togninis  
Austral Honda Newstead  
Australian Communities Foundation  
Basket Brigade  
Bunnings Camp Hill  
CityBeach Australia  
Cricks Auto  
DISSH BOUTIQUES  
Fashion Allied Agency  
Foodbank  
Gala on the Green Committee  
Givit  
Grill'd  
Holding Redlich Lawyers Social Justice Fund  
Ian Potter Foundation  
JACOBS  
KoGo Knitting  
Lady Bowen Trust  
Living Faith Uniting Church  
LUSH Indooroopilly  
NVision Ministries  
OzHarvest  
Pacific Aluminium  
Queensland Treasury and Trade  
Residential Tenancies Authority (RTA)  
Rotary Club of Stones Corner  
Sails at Bayside  
St Joseph's College Gregory Terrace (Reidy House)  
Street Swags  
StreetSmart Australia  
Temptations Baking  
The Calendar Club - Carindale  
The Honda Foundation  
The Nappy Collective  
Tupicoffs  
Virgin Australia  
Virgin Unite  
United Voice

## State & Commonwealth Governments fund BYS for its core service programs

DEPARTMENT OF HOUSING AND PUBLIC WORKS  
Specialist Homelessness Services Program  
Crisis Accommodation Program  
Same House Different Landlord Program  
Headlease Program

QUEENSLAND HEALTH  
Youth Alcohol and Other Drugs Outclient Treatment Service

DEPARTMENT OF COMMUNITIES, CHILD SAFETY & DISABILITY SERVICES

Youth Support Program  
Targeted Family Support Program  
Emergency Relief Program

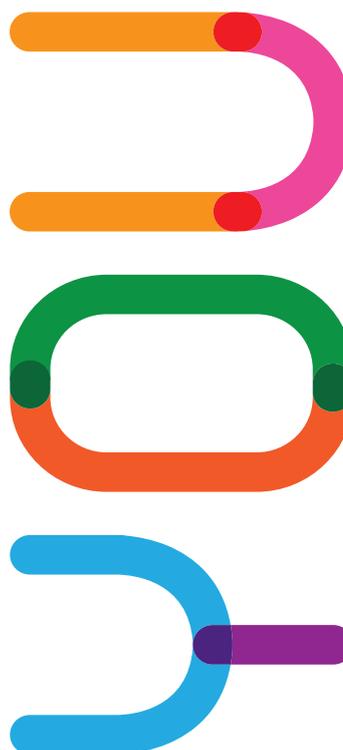
COMMONWEALTH DEPARTMENT OF HEALTH  
Non-Government Organisations Treatment Grants Program

Substance Misuse Service Delivery Grant Funding Program

Day-to-Day Living in the Community Program

COMMONWEALTH DEPARTMENT OF SOCIAL SERVICES

Emergency Relief Program



# Volunteering at BYS

**Volunteering brings benefits to all who are involved – the community, young people, the organisation, employees, and to the volunteers themselves.**

This year we were pleased to develop and launch a Volunteer Management Framework for volunteers and their supervisors within BYS. The Volunteer Management Framework provides a professional and structured approach to our work with volunteers. The framework is based on a lifecycle that takes volunteers and staff on a journey from recruitment, security checks, induction

and placement, support, reward and recognition, through to exiting when they are ready to move on. BYS has a strong commitment to ensuring volunteers are informed, safe and well managed and our volunteers have position descriptions, contracts and clear roles and responsibilities.

We are thankful for the invaluable and ongoing volunteer support we received last year with fundraising, events, administration, logistics, cooking and even the development of our Volunteer Management Framework which, appropriately enough, was drafted by a volunteer.



Kimberly Pullen who drafted our Volunteer Management Framework with CEO Annemaree Callander



Our volunteer Ben Scott and administration worker Jenny Brock packing donated bears into Christmas hampers for young people

# Workplace Employee Support Service

**Our strong commitment to the well-being of our employees saw us establish a dedicated employee assistance service during the year.**

With the amalgamation, our employee numbers grew from around 40 to 65 people, and as with all periods of great change, staff often feel anxious about how it is impacting them. The workplace employee support

service provides the opportunity for employees to access a range of support and counselling and services to discuss personal or work place issues. This is particularly important in an environment where the work undertaken is often stressful and demanding.

This service is an ongoing commitment by BYS to support the health and wellbeing of all employees.

# BOARD & STAFF DIRECTORY 2015-16

## PATRON

Steve Renouf

## BOARD

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

## EXECUTIVE MANAGEMENT TEAM

Annemaree Callander      Chief Executive Officer  
Jullie Johnson                Chief Operating Officer  
Jack Tong                      Chief Financial Officer

## RESEARCH AND EVALUATION

Rhianon Vichta

## ADMINISTRATION/IT/FINANCE

Coral-Lee Bamford  
Greg Banach  
Jenny Brock  
Andrea Cronin  
Awhina Faulkner  
Amanda Jones  
Syani Linarto  
Jian Ma  
Bernie Rodney

## HOMELESSNESS AND HOUSING TEAM

Adam Barnes                  Manager  
Shannon Donaldson-Faulkner  
Deanne Everson-Jennings  
Zoe Mitchell  
Danielle Price  
Troy Roberts  
Kerri Ryder  
Kaytlin Warner

## HEALTH TEAM

Phil Smith                      Manager  
Laura Christie  
Ashleigh Husband  
Jacqui de la Rue  
Debra Parker  
Jordan Bruce  
Jesse Nolan  
Mary Ann Reynolds  
Dr Andrew Gunn  
Dr Helen Dettori  
Dr Can Tan Van

## FULLY SUPPORTED AND TRANSITIONAL ACCOMMODATION

Michael Johnson              Operations Manager

## SWISH/MARS PROGRAM

Cassie Bell - Manager  
Kirsty Doherty  
Brent Walters

## PHOENIX HOUSE

Anna Grimstad                Manager  
Kirstin Penhaligon (Team Leader from March 16)  
Tara Harriden  
Sharon Harrison  
Slamet Hadi Irawan  
Simon Purchase  
Kayleigh Smith  
Stephanie Theodorakis  
Chris Woolley  
Matthew Young

## WINDSOR HOUSE

Kirstin Cooper                Manager  
David Howard  
Kelly Keating  
Scott Landers  
Janine Langdon  
Ann McIntosh  
David Slater  
Gary Triggs  
Shane Watson

## SANDGATE HOUSE

Cheryl Meister                Manager  
Kerri-Anne Farthing  
Ingrid Green  
Pita Taufatofua

## CENTRE FOR YOUNG WOMEN

Erin Field                      Manager  
Amanda Bell  
Luka Janes-Doherty  
Justine Grbavac  
Sonja Mcdowell  
Julie Messenger  
Naomi Soiland

## CENTRE FOR YOUNG FAMILIES

Kal Kaphle                      Manager  
Renee Head  
Bettina McFadyen  
Laura Pollard  
Hannah Richards  
Catherine Van Der Vegte

## FUNDRAISING AND MARKETING

Lisa Rayner                    Fundraising Manager  
Sabina Head                    Communications and Marketing  
Manager  
Jane Willis                      Communications Manager  
(from Nov 15)

Robin Black  
Erin Kiely  
Laura Watson

## CASUAL STAFF

Jordan Ayres  
Sharon Kellett  
Josie Lennie  
Rebekah McBride  
Connie Reed  
Erin Riddell  
Lindsay Roser  
Erin Picone

# AGM MINUTES 2015

**Minutes of the Annual General Meeting of Brisbane Youth Service held at Brisbane Youth Service, 42 McLachlan Street, Fortitude Valley, Tuesday 24 November 2015 at 3:30pm.**

## Opening

The President opened the meeting at 3:15pm and thanked for everyone for attending.

Aunty Margaret Lawson carried out a Welcome to Country and the Traditional Custodians of the land were acknowledged.

## Attendance

Briony	BYS Young Person
Susan	BYS Young Person
Coral-Lee Bamford	BYS Employee
Greg Banach	BYS Employee
Adam Barnes	BYS Employee
Jenny Brock	BYS Member
Jordan Bruce	BYS Employee
Carol Bunt	Returning Officer Uniting Care
Kiama Butterworth	BYS Young Person
Annemaree Callander	BYS Chief Executive Officer
Kirstin Cooper	BYS Employee
Andrea Cronin	BYS Employee
Jacqui de la Rue	BYS Employee
Lawrence Dey	Qld Dept of Housing & Public Works
Belinda Drew	CSIA
Awhina Faulkner	BYS Employee
Hon Shannon Fentiman	MP Minister for Communities, Women and Youth, Minister for Child Safety and Minister for Multicultural affairs
Kate Fenton	Micah Projects Inc
Erin Field	BYS Employee
Frank Forrest	BYS Life Member
Christine Gore	Red Cross
Mark Hamilton	National Australia Bank
Renee Head	BYS Employee
Damien Hoffman	National Australia Bank
Ashleigh Husband	BYS Employee
Michael Johnson	BYS Employee
Amanda Jones	BYS Employee
Tania Lawrie	Community Connections
Margaret Lawson	BYS Guest
Josie Lennie	BYS Employee
Bettina McFayden	BYS Life Member
Jesse Nolan	BYS Employee
Dan O'Connor	Qld Police Service
Debra Parker	BYS Employee
Mary Philip	BYS Member
Danielle Price	BYS Employee
Lisa Rayner	BYS Employee
Connie Reed	BYS Employee
Rob Reed	Minter Ellison
Mary Ann Reynolds	BYS Employee
Hannah Richards	BYS Employee
Christine Roney	Magistrate, Qld Magistrates Court
Phil Smith	BYS Employee

Shelley Sorrenson	BYS Board Member
Greg Tait	Salvation Army
Michael Tansky	BYS Life Member
Kel Timmons	Presenter
Jack Tong	BYS Chief Financial Officer
Brian Tucker	BYS Treasurer
Philip Vickery	BYS Vice-President
Wayne Weaver	BYS Life Member
Megan Weier	University of Qld
Sam White	Hepatitis Qld
Helen Wood	BYS President

## Apologies

Corey Allen	A/Inspector, City Central Patrol Group, QPS
Melanie Anderson	Executive Director, Market Development and Programs, Housing Services, DHPW
Angela Barnes	BYS Member
Jeff Cheverton	Brisbane North PHN
Brian Chladil	BYS Member
Matt Collins	BYS Board Member
Kerri-Ann Farthing	BYS Employee
Hon. Terese Gambaro MP	Federal Member for Brisbane
Barbara Graham	BYS Life Member
Mark Hamilton	Government, Education & Community Business
Brad Harbourne	Haywards Chartered Accountants
Daniel Hoffman	Associate Director, Government, Education & Community Business
Pip Hold	CEO, Office of the Lord Mayor
Cr Vicki Howard	Central Ward, Brisbane City Council
Jullie Johnson	BYS Chief Operations Officer and BYS Member
Sonja McDowell	BYS Staff – Centre for Young Women
Senator Claire Moore	Labor Senator for Queensland
Myf Porter	BYS Member
Lady Mayoress Quirk	Brisbane City Council
John Rigsby-Jones	CEO, Inala Youth Service
Hayley Roberts	Office for Youth
Bernie Rodney	BYS Employee
Katherine Saffioti	Director, Contract Management, Brisbane North Coast Region, DHPW
Alana Scott	Jacobs, ANZ Infrastructure & Environment
Peter Sheehan	BYS Member
Anna Spencer	BYS Board Member
Rebecca Taumulolo	BYS Board Member
Alice Thompson	BYS Member
Senator Larissa Waters	Co-Deputy Leader, Australian Greens
Laura Watson	BYS Employee
Michelle Wiersma	BYS Member
Tim Wilson	Director, Child Family & Community Services Commissioning, DoCs

The AGM was declared quorate by the Returning Officer.

## Chief Executive Officer's Report

Ms Callander spoke to her report and provided statistics on the number of young people and accompanying children that BYS had supported and provided a range of services to during 2015. Most notably 49% of the young people that presented to BYS in 2015 were homeless.

Ms Callander noted it had been another extremely busy year for BYS, particularly due to the amalgamation with Carina Youth Service (CYA) and Youth Emergency Services (YES).

Ms Callander acknowledged and thanked all the staff from across the three organisations and in particular Mrs Jullie Johnson, Mr Michael Johnson, Mr Jack Tong, and Mr Chris Miller (former CEO of YES and CYA) for all their hard work leading into and during the amalgamation of the three organisations. The amalgamation was successfully completed with constant involvement from staff and more importantly no interruptions to the provision of BYS's services. The amalgamation now means that BYS can provide more services to a wider population of young people in the greater Brisbane area.

BYS has now implemented an evaluation framework which measures key elements of BYS's programs, interventions and outcomes with young people. BYS is proud to continue to be voice for young people and raise awareness around the issues they face through various mediums such as radio, newspaper, television, journals and industry.

Other highlights for 2015 included BYS completing and lodging an application to be accredited to provide housing services under the National Regulatory System for Community Housing (NRSCH) and being invited to take part in creating the G20 Brisbane sign. Ms Callander noted BYS's accreditation under the NRSCH is an important strategic step for the organisation as it provides BYS with an opportunity to provide more housing to young people in the future.

BYS continues to partner with community and government organisations through involvement in a number of local and state alliances, projects, networks and working groups. There were also changes in funding from both the State and Federal Governments to a number of BYS programs which has seen some reduction in the provision of BYS services.

BYS is looking forward to building on the achievements of 2015, including aligning and improving the practice, policies and procedures of the expanded organisation. The organisation will continue to embed and work on the outcome and evaluation framework BYS has implemented.

This will provide BYS with rich data that will assist in BYS providing better programs and services to young people across Brisbane as well as identify systematic issues and collaborating with policy makers to address these.

Ms Callander noted a number of the upcoming projects for BYS in 2016 including BYS partnering with the Property

Industry Foundation (PIF) to build the first PIF house in Brisbane which will provide more housing for young people in Brisbane. In 2016, BYS will continue to engage with relevant Government departments on a number of programs and to hopefully secure a permanent home for BYS in the inner city. Further, BYS plans to undertake a number of fundraising events in 2016.

Ms Callander thanked all of BYS donors, volunteers and supporters for helping BYS to continue to provide the much needed services to young people. In particular, the Gala on the Green Committee for their hard work on raising over \$30,000 during the event.

Ms Callander thanked Holding Redlich and Minter Ellison for their pro bono legal advice during the amalgamation. Ms Callander thanked the various Government departments that have assisted during the amalgamation process including dealing with funding changes and continuing to be in open dialogue with BYS on a number of fronts.

Ms Callander thanked PIF for the opportunity to partner with them and provide additional housing support to young people. Ms Callander thanked the Board, the staff and young people whose resilience, opportunism and courage gives us all a reason to come to work and be part of such a wonderful organisation.

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

**Moved:** Helen Wood

**Seconded:** Phillip Vickery

**Motion carried.**

## Video Presentation

Ms Timmons and BYS young person Susan gave some background and presented a hiphop video presentation called "Family".

## Guest Speaker 1

BYS young person Briony presented her story and thanked the BYS Centre for Young Families for their on-going support during and after her pregnancy and time as a tenant of the BYS crisis housing accommodation program in 2014. Briony detailed how BYS's support has seen herself and her family transition into permanent housing and commence study with a view to completing a university degree.

## Guest Speaker 2

The President introduced Ms Shannon Fentiman MP, Minister for Communities, Women and Youth, Minister for Child Safety and Minister for Multicultural Affairs. Ms Fentiman thanked BYS for her invitation and thanked the presenters for their time.

Ms Fentiman noted that the Government want young people to reach their full potential and value the important role that organisations such as BYS play in enabling young people to achieve this.

Ms Fentiman recognised the tremendous and vital work BYS has carried out over the past 38 years in Brisbane to improve the lives of young people and their families. Ms Fentiman congratulated BYS on its recent amalgamation with CYA and YES noting the increased services and programs BYS will now be able to provide to young people. Initiatives such as these make the Government proud to work with organisations such as BYS.

Ms Fentiman noted it is great to see BYS involved in community networks and collaborating on a number of initiatives to make a difference to young people's lives. The month of November marks transition to independence month which sees more than 500 young people transition out of the Queensland Child Protection System to live independently. Help and support for these young people often comes from wonderful non-for profit organisations such as BYS.

As Minister for Youth, Ms Fentiman noted that one of her main priorities is to identify opportunities to enhance and maximise the young people of Queensland's social and economic participation. The Government is pleased to announce that for the first time ever they will be developing a strategy for young people in partnership with the real experts in the field - young people. Part of this project will document a young person's journey from care to independence. Over the next few months the Government will be co-designing the strategy with a number of youth organisations with shared vision across government to help our young people to participate in Queensland's social, cultural and economic life. The Government will be consulting with young people through various mediums such as workshops, pop stands at events, and social media. Ms Fentiman noted that she is looking forward to working on this with the sector.

Ms Fentiman thanked everyone involved with BYS for their hard work in supporting so many young people of Brisbane. BYS should be absolutely proud of their efforts in improving the lives of our most vulnerable people. The Government looks forward to strengthening our relationship with BYS in the future.

The President thanked Ms Fentiman for attending the AGM and noted how BYS was looking forward to working with the Government on their strategy and other initiatives.

## Minutes

**Motion:** That the minutes of the 2014 Annual General Meeting held on 18 November 2014, as amended, be approved and signed by the Chairman.

**Moved:** Philip Vickery

**Seconded:** Jenny Brock

**Motion carried.**

## President's Report

Ms Wood spoke to her report and thanked everyone for attending, noting it had been a big year for BYS with the amalgamation with CYA and YES.

Ms Wood noted the opportunities that continue to present themselves to BYS and recent changes to the government. The Minister has a strong interest in her youth portfolio and there has been an emphasis on human services and sustainable housing by the Government. BYS's amalgamation with CYA and YES is part of BYS responding to the Government's agenda and also give BYS the ability to grow its footprint as an organisation which in turn will mean servicing and assisting more young people in need.

Ms Wood thanked and acknowledged all the hard work and great leadership of the Executive Management Team and the staff throughout the year. In particular the tremendous work leading into and during the amalgamation of the three organisations. Ms Wood acknowledged the work of Mr Chris Miller (former CEO) and Mr Michael Johnson for their leadership during the transition stages.

This year the Board and Executive Management Team participated in two strategic workshops which saw the Board evaluate its own performance as well as continue to focus on the strategic objectives of the organisation. Ms Wood thanked her fellow Board members for their attendance and commitment throughout the year. Ms Wood acknowledged Mrs Jullie Johnson and Sabina Head for their fantastic work on the 2015 BYS Annual Report noting the improved look and layout.

Ms Wood thanked all the staff in the organisation for their great work and closed by acknowledging the young people of BYS including Briony and Susan.

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

**Moved:** Shelley Sorrenson

**Seconded:** Brian Tucker

**Motion carried.**

## Treasurer's Report

Mr Tucker spoke to his report and noted that both Mr Tong's report and his own report contained all the relevant financial information for the 2014-15 Financial Year and were tabled and available in the BYS 2015 Annual Report.

Mr Tucker noted that BYS finished the year better than expected however it was still a tough year even if it wasn't reflected in the figures.

Income was down by approximately 17% mainly due to a number of program funding cuts as mentioned earlier by Ms Callander. BYS's income reduced from approximately \$4.9 million to \$4.1 million from the last financial year. As a result, cost reductions were implemented to offset BYS's drop in income. Overall BYS finished this financial year with a surplus of \$127,053. Mr Tucker noted the on-going changes in expenses and funding arrangements

for the organisation over the financial year. Mr Tucker noted that next year's financial statements will look considerably different due to the amalgamation with YES and CYA.

Mr Tucker thanked the Executive Management Team, staff and young people for all their continued efforts.

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

**Moved:** Jenny Brock

**Seconded:** Jack Tong

**Motion carried.**

## Nomination of Board Members

Ms Bunt, Returning Officer, declared the four Board Member positions vacant and being eligible for renomination. Ms Bunt conducted the nomination of the four 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:** Brian Tucker

**Seconded:** Jack Tong

**Motion carried.**

## Appointment of Auditor

**Motion:** That the Auditor for the financial year 2015-16 be Haywards and Associates.

**Moved:** Jack Tong

**Seconded:** Philip Vickery

**Motion carried.**

## Closure

There being no further business, the President declared the meeting closed at 4.35pm.

## Confirmed

**Helen Wood**  
**President**

**Date** 1 December 2015

## Board Member Nomination List

Board Members Renominating			
	Nominee	Proposer	Seconded
1	Shelley Sorrenson	Rebecca Taumalolo	Anna Spencer
2	Matt Collins	Jenny Brock	Jullie Johnson
3	Philip Vickery	Rebecca Taumalolo	Helen Wood
4	Anna Spencer	Rebecca Taumalolo	Philip Vickery
Board Members Continuing			
6	Helen Wood	N/A	N/A
7	Rebecca Taumalolo	N/A	N/A
8	Brian Tucker	N/A	N/A

**BRISBANE YOUTH SERVICE INC.**

**FINANCIAL REPORT  
FOR THE YEAR ENDED  
30 JUNE 2016**

## 1.

**BRISBANE YOUTH SERVICE INC.**  
**INCOME AND EXPENDITURE STATEMENT**  
**FOR THE YEAR ENDED 30 JUNE 2016**

	<u>2016</u>	<u>2015</u>
<b><u>INCOME</u></b>		
Brisbane City Council	13,714	8,091
Corporate Partnership, Donations & Subscriptions	139,496	115,143
Department of Communities	660,616	673,238
Department of Housing & Public Works	3,353,347	1,640,624
Department of Social Services	72,936	73,724
Department of Health & Ageing	617,715	593,738
Department of Education, Employment & Workplace Relations	-	665,865
Queensland Health	182,591	67,546
Gambling Community Benefit Fund	25,313	-
Other Grants	42,318	43,580
Rent Received	154,481	86,333
Interest Received	126,453	123,385
Medicare	57,464	55,403
Sundry Income	6,394	6,952
Paul Newman Fund	-	4,476
Feb Fast	7,108	-
Disposal of Assets	469	-
Lord Mayor's Community Trust	2,000	-
	<hr/> 5,462,415	<hr/> 4,158,098
<b><u>LESS EXPENDITURE</u></b>		
Total Expenditure (Schedule Attached)	5,402,646	4,031,045
	<hr/>	<hr/>
<b><u>NET SURPLUS/(DEFICIT) FOR YEAR</u></b>	<b>\$59,769</b>	<b>\$127,053</b>
	<hr/>	<hr/>

The accompanying notes form part of these financial statements.

## 2.

**BRISBANE YOUTH SERVICE INC.**  
**INCOME AND EXPENDITURE STATEMENT**  
**FOR THE YEAR ENDED 30 JUNE 2016**

	<b><u>2016</u></b>	<b><u>2015</u></b>
<b><u>EXPENDITURE</u></b>		
Advertising & Promotion	70,643	33,449
Audit & Accountancy	21,600	12,900
Bank Charges	3,631	3,926
Childminding	-	913
Computer Expenses	88,678	26,520
Conference & Seminars	1,051	12,035
Consortium Payments	-	338,889
Consulting Fees	47,381	30,478
Depreciation	62,272	49,854
Electricity & Gas	57,474	74,782
Emergency Relief Expenses	104,481	89,432
Field Expenses	22,519	12,144
Fringe Benefits Tax	2,116	-
Insurance	54,493	55,571
Medical & Hygiene Consumables	18,201	17,295
Minor Equipment	42,650	15,305
Motor Vehicle & Travel Expense	129,378	104,450
Office Cleaning & Supplies	50,551	45,025
Postage, Printing, Stationery & Office Supplies	61,844	45,014
Production & Project Materials	6,610	5,701
Project Expenses	6,287	6,590
Publications, Subscriptions & Memberships	13,187	9,194
Rent & Rates	182,394	173,594
Repairs & Maintenance	81,798	37,978
Security	22,682	16,353
Staff Costs	1,333	11,407
Staff Training & Supervision	55,646	23,523
Storage	10,538	8,075
Sundry Expenses	6,627	3,806
Superannuation	330,005	219,846
Telephone & Internet	77,886	55,791
Wages & Salaries	3,650,204	2,415,438
Workers Compensation	93,212	64,437
Workshop Expenses	25,274	11,330
<b><u>TOTAL EXPENDITURE</u></b>	<b><u>\$5,402,646</u></b>	<b><u>\$4,031,045</u></b>

The accompanying notes form part of these financial statements.

## 3.

**BRISBANE YOUTH SERVICE INC.**  
**ASSETS AND LIABILITIES STATEMENT**  
**AS AT 30 JUNE 2016**

	<u>2016</u>	<u>2015</u>
<b><u>ASSETS</u></b>		
<b><u>CURRENT ASSETS</u></b>		
Cash on Hand	3,079	3,621
Cash at Bank (Note 2)	56,110	34,320
Debtors, Prepayments & Deposits (Note 3)	187,312	175,883
<b><u>TOTAL CURRENT ASSETS</u></b>	<b>246,501</b>	<b>213,824</b>
<b><u>INVESTMENTS</u></b> (Note 4)	3,793,995	3,049,479
<b><u>FIXED ASSETS</u></b> (Note 5)	2,716,421	67,731
<b><u>TOTAL ASSETS</u></b>	<b>6,756,917</b>	<b>3,331,034</b>
<b><u>LIABILITIES</u></b>		
<b><u>CURRENT LIABILITIES</u></b>		
Creditors & Accruals (Note 6)	537,142	228,297
Grant Income Received & Unexpended (Note 7)	62,799	45,090
Provisions (Note 8)	921,067	564,286
<b><u>TOTAL CURRENT LIABILITIES</u></b>	<b>1,521,008</b>	<b>837,673</b>
<b><u>NON-CURRENT LIABILITIES</u></b>		
Borrowings (Note 9)	650,000	-
<b><u>TOTAL NON-CURRENT LIABILITIES</u></b>	<b>650,000</b>	<b>NIL</b>
<b><u>TOTAL LIABILITIES</u></b>	<b>2,171,008</b>	<b>837,673</b>
<b><u>NET ASSETS</u></b>	<b>\$4,585,909</b>	<b>\$2,493,361</b>
<b><u>ACCUMULATED FUNDS</u></b>		
Balance at 1 July 2015	2,493,361	2,366,308
Net Surplus/(Deficit) for Year	59,769	127,053
Transfer from other organisations (Note 1(f))	2,032,779	-
<b><u>TOTAL ACCUMULATED FUNDS</u></b>	<b>\$4,585,909</b>	<b>\$2,493,361</b>

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 2016**

**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**

No depreciation is charged on land and buildings.

Depreciation is charged on all other Fixed Assets on the Prime Cost 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.

**(f) Transfer from Other Organisations**

As of 30 November, Brisbane Youth Service Inc. has agreed to take over all the Assets and Liabilities of Youth Emergency Services Incorporated and Carina Youth Agency Inc. As of this date, Brisbane Youth Service Inc. will continue all the services of the organisations.

**BRISBANE YOUTH SERVICE INC.**  
**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2016**

**1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (Cont'd)**

**(g) Land & Buildings**

Brisbane Youth Service Inc. has received four properties as a result of its merger with Youth Emergency Services Inc. and Carina Youth Agency Inc.

All properties have been included as assets of Brisbane Youth Service Inc. in the accounts at Note 5 and are valued at committee's valuation.

At the date of this report, the property title transfer to Brisbane Youth Service Inc. from Carina Youth Agency Inc. has not been finalised. The government is in the process of transferring title and registering the relevant mortgage.

**(h) Borrowings**

The borrowings amount reflects the non-interest loan as per Mortgage Agreement with The Department of Public Works and Housing.

## 6.

**BRISBANE YOUTH SERVICE INC.**  
**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2016**

	<u>2016</u>	<u>2015</u>
<b>2. CASH AT BANK</b>		
Operating Account	39,551	32,019
Donation Account	3,450	1,718
Rental Account - 1	12,670	583
Rental Account - 2	439	-
	<hr/> \$56,110	<hr/> \$34,320
<b>3. DEBTORS, PREPAYMENTS &amp; DEPOSITS</b>		
Deposits & Bonds	5,060	17,133
Debtors & Prepayments	182,252	158,750
	<hr/> \$187,312	<hr/> \$175,883
<b>4. INVESTMENTS</b>		
Term Deposit	2,200,000	2,200,000
Cash Management Account	7,138	965
Business Cash Maximiser	770,951	246,937
Business Websaving	410,190	601,577
Premier Investment Account	405,716	-
	<hr/> \$3,793,995	<hr/> \$3,049,479

The accompanying notes form part of these financial statements.

## 7.

**BRISBANE YOUTH SERVICE INC.**  
**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2016**

	<u>2016</u>	<u>2015</u>
<b>5. FIXED ASSETS</b>		
Land & Buildings - at Committee Valuation	2,550,000	-
Motor Vehicles	460,265	354,088
Less Accumulated Depreciation	342,852	290,892
	117,413	63,196
Office Furniture	31,050	31,050
Less Accumulated Depreciation	31,050	31,050
	NIL	NIL
Office Equipment	403,257	382,376
Less Accumulated Depreciation	384,732	377,841
	18,525	4,535
Leasehold Improvements	140,027	106,142
Less Accumulated Depreciation	109,544	106,142
	30,483	NIL
	\$2,716,421	\$67,731
<b>6. CREDITORS &amp; ACCRUALS</b>		
Trade Creditors & Accruals	365,053	138,601
PAYG Withholding	48,072	27,241
Salary Sacrifice Liabilities	4,338	14,079
GST Liabilities	86,422	48,376
Superannuation Payable	33,257	-
	\$537,142	\$228,297

The accompanying notes form part of these financial statements.

**BRISBANE YOUTH SERVICE INC.**  
**INCOME AND EXPENDITURE STATEMENT**  
**FOR THE YEAR ENDED 30 JUNE 2016**

	<u>2016</u>	<u>2015</u>
<b><u>EXPENDITURE</u></b>		
Advertising & Promotion	70,643	33,449
Audit & Accountancy	21,600	12,900
Bank Charges	3,631	3,926
Childminding	-	913
Computer Expenses	88,678	26,520
Conference & Seminars	1,051	12,035
Consortium Payments	-	338,889
Consulting Fees	47,381	30,478
Depreciation	62,272	49,854
Electricity & Gas	57,474	74,782
Emergency Relief Expenses	104,481	89,432
Field Expenses	22,519	12,144
Fringe Benefits Tax	2,116	-
Insurance	54,493	55,571
Medical & Hygiene Consumables	18,201	17,295
Minor Equipment	42,650	15,305
Motor Vehicle & Travel Expense	129,378	104,450
Office Cleaning & Supplies	50,551	45,025
Postage, Printing, Stationery & Office Supplies	61,844	45,014
Production & Project Materials	6,610	5,701
Project Expenses	6,287	6,590
Publications, Subscriptions & Memberships	13,187	9,194
Rent & Rates	182,394	173,594
Repairs & Maintenance	81,798	37,978
Security	22,682	16,353
Staff Costs	1,333	11,407
Staff Training & Supervision	55,646	23,523
Storage	10,538	8,075
Sundry Expenses	6,627	3,806
Superannuation	330,005	219,846
Telephone & Internet	77,886	55,791
Wages & Salaries	3,650,204	2,415,438
Workers Compensation	93,212	64,437
Workshop Expenses	25,274	11,330
	<hr/>	<hr/>
<b><u>TOTAL EXPENDITURE</u></b>	<b>\$5,402,646</b>	<b>\$4,031,045</b>

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 8:

1. Presents a true and fair view of the financial position of Brisbane Youth Service Inc. as at 30 June 2016 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 27<sup>th</sup> day of September 2016.

10.

**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 2016, 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.

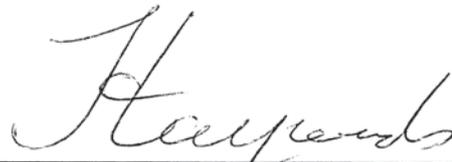
**11.**

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 2016 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

27 SEPTEMBER 2016  
BRISBANE

# HOW YOU CAN SUPPORT US

# YOU

To create new futures for young people

Brisbane Youth Service (BYS)

is a non-profit organisation that relies on the generous support of the community to help provide crucial services to homeless and vulnerable young people and their children.

You can make a difference in the lives of vulnerable young people in the following ways:

- Donating online at [www.brisyouth.org](http://www.brisyouth.org), or by credit card over the phone (07 3620 2423) or forward a cheque or money order to PO Box 1389 Fortitude Valley Qld 4006. Donations of \$2 and over are tax deductible.
- By participating in one or more of our annual fundraising events, or campaigns such as Daggy Jumper Day. Visit [www.brisyouth.org](http://www.brisyouth.org) or [www.daggy.com.au](http://www.daggy.com.au) for more information.
- Liking and following our social media accounts, sharing posts and inviting friends and colleagues to like us. Links can be found on the above websites.
- Organising a fundraising event for us or sponsoring an event or campaign.

If you or your workplace is interested in partnering with BYS please contact us. We would love to discuss how we can work together to create new futures for young people. A partnership with BYS provides opportunities to raise your business profile, develop staff and enhance your business's social responsibility.

Fundraising enquiries:

Email: [fundraising@brisyouth.org](mailto:fundraising@brisyouth.org)

Phone: 07 3620 2423

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

PO Box 1389 Fortitude Valley Qld 4006



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