



Youth Worker Hannah Gierke (2nd from left) who supported Abigail and daughters to find housing. Hannah is pictured here with Centre for Young Families Manager Kal Kaphle and clients Meg, Mackenzie and Charmie at the *BYS Cirque du Soleil* pre-show event.



WHEN YOUNG MOTHER ABIGAIL CAME TO OUR CENTRE FOR YOUNG FAMILIES, she and her two daughters had been couch surfing between family and friends after losing her private rental due to financial difficulties. Hannah, one of our family support workers met with Abigail and began the task of finding suitable housing. It was a crucial time for Abigail and her daughters to find stable and safe accommodation, as the eldest little girl had just started school.

Initially, referrals were made on behalf of the family for housing in one of seven properties. These were rejected, as other applicants were seen as having a greater need. Further work was done and applications submitted for a number of other social housing properties and private rentals but these were also rejected, as other applicants were seen to be in greater need or in a better financial position.

Hannah spent many hours transporting Abigail and her daughters to housing interviews and apartment viewings, and advocating on her behalf to multiple government and community organisations.

After eight weeks and many referrals, support letters and advocacy Abigail and her little girls were offered a property through a community housing organisation.

PROVIDING ADDITIONAL SUPPORT

During this time Hannah was also able to build a positive relationship with Abigail, and is providing additional support to help her sustain her housing tenancy. The task seemed impossible, but the persistence and hard work of Hannah and the determination of young mother Abigail to do the best for her family paid off.

FINDING A HOME

COMMITMENT AND SUPPORT PAY OFF FOR A YOUNG FAMILY

Your support also plays a part in successful outcomes like these. Donated funds help pay for transport, food and necessities, and furniture and household items, all of which contribute to young people and families on low incomes being able to obtain and sustain tenancies.

NEW FUTURES FOR YOUNG PEOPLE

A TOTEM FOR INFINITE POTENTIAL

CIRQUE DU SOLEIL EVENT TOUCHES HEARTS

WHEN CIRQUE DU SOLEIL PRESENTED THEIR SHOW 'TOTEM' IN Brisbane they generously donated tickets for our clients plus a small allocation for key donors and supporters. We created a pre-show event to give young people and their children a meal, and donors a chance to meet, chat and accompany them to the show along with *BYS* staff. This was rewarding for all concerned, giving our donors inspiration and our clients a magical experience.

The young people and their children watched the show in awe and for some it was the first time they had ever attended a major live event. The looks on the faces of the children said it all and the supporters we invited were touched.

Regular giver Camilla Gautam said "Having the opportunity to meet some of the outstanding young people who have benefitted



from *BYS* was an absolute pleasure. They were inspiring people who truly demonstrated resilience, positivity and a drive to make life successful. It was very humbling and motivating. I know one of the most important factors for this was *BYS* and the support they provide — another tick in the box of why to support such an important charity."

It was wonderful to hear such positive feedback from donors. We know our young clients are amazing but it was gratifying to know that supporters were able to see this first hand. Thank you *Cirque du Soleil*, the words used in your description of *Totem* "the journey of mankind", "the infinite potential of the human species" and "the ultimate desire to fly" certainly resonated with us.

Thanks to all our individual and corporate givers for their regular donations. You can sign up to regular giving using our online donation form at www.brisyouth.org or on the enclosed form in this Newsletter. If you would like to discuss payroll/workplace giving for your company call our Fundraising Manager on 3620 2423.



Regular givers Camilla Gautam and Briellen Juracic at the event. Camilla and Briellen have both signed up for monthly regular giving.

"The *BYS* young clients I met were inspiring people who demonstrated resilience and a drive to make life successful"

CAMILLA GAUTAM

YOUTH HOMELESSNESS MATTERS

Youth Homelessness Matters Day earlier this year highlighted the importance of increased early identification and intervention, and better access to supportive and well-resourced services which provide young people experiencing homelessness with the help they need to get back on their feet, and for youth homelessness to be seen as an experience and not an identity. *Brisbane Youth Service* is committed to these principles in our own work with young people, and to increasing awareness in the community and the Government sector. We can all make a difference and your support is an important part of successful outcomes for young people!

*Australian Bureau of Statistics 2012

26,238
YOUNG AUSTRALIANS
AGED 12-24 ARE HOMELESS*



15,325
AGED 19-24



10,913
AGED 12-18

SUSTAINABILITY IN A CHALLENGING ENVIRONMENT

BYS AMALGAMATION A POSITIVE STEP

I AM PRIVILEGED TO LEAD AN ORGANISATION such as Brisbane Youth Service which has been operating in the Brisbane area since the late 1970s. Every day we see young people walk through our doors who know that, no matter what, they will be accepted as they are and where they are in their particular journey; whether they are experiencing homelessness and are couch surfing or sleeping rough, require medical care, need to chat with a psychologist or youth worker, or need a bus fare to get back to their family. I know that the support we provide to young people makes a difference to them and changes their lives.

Over the coming months we are expanding our service reach and will be assisting more young people who are currently supported by Youth Emergency Services and Carina Youth Agency. We are amalgamating the three organisations, each of which has a long standing association with providing quality services and we are very excited

about the future. Within an increasingly challenging operating environment for the not-for-profit sector, I believe this amalgamation is a positive step towards ensuring the sustainability and continuity of services that are vital to young people and young families who are experiencing homelessness.

This issue of Brisbane Youth Service Donor Newsletter showcases some of the work that we do, but more importantly it demonstrates what can be achieved for young people with the support of donors and sponsors like you, and we never take that support for granted. Thank you for your ongoing contributions and the important role you play in creating better futures for young people.



ANNEMAREE CALLANDER, CEO



“The amalgamation is a positive step to ensuring sustainability and continuity of services vital to young people and families experiencing homelessness.”

8,084

YOUNG QUEENSLANDERS ARE HOMELESS



4,652

AGED 12-24



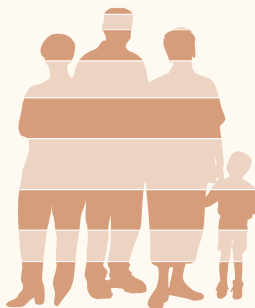
3,432

UNDER 12

HOMELESSNESS IN QUEENSLAND

19,832 PEOPLE ARE EXPERIENCING HOMELESSNESS IN QUEENSLAND.

HOW OLD ARE THEY?



	PEOPLE	PERCENT
OVER 75	434	2.2
65-74	994	5
55-64	2014	10.2
45-54	2370	12
35-44	2646	13.3
25-34	3290	16.6
19-24	2627	13.2
12-18	2025	10.2
UNDER 12	3432	17.3

WHY ARE THEY HOMELESS?

	PERCENT
FINANCIAL DIFFICULTIES, HOUSING STRESS, UNEMPLOYMENT	25
ACCOMMODATION ISSUES, HOUSING CRISIS, INADEQUATE OR INAPPROPRIATE DWELLINGS	34
DOMESTIC VIOLENCE AND RELATIONSHIP ISSUES, FAMILY BREAKDOWN, TIME OUT FROM FAMILY, VIOLENCE AND ASSAULT	24
HEALTH REASONS, MENTAL HEALTH ISSUES, SUBSTANCE ABUSE ISSUES	3
OTHER TRANSITION FROM CARE/ CUSTODY, LACK OF SUPPORT, DISCRIMINATION	13

Excerpts of infographic “Homelessness in Queensland” from Homelessness Australia www.homelessnessaustralia.org.au Australian Bureau of Statistics 2012

TRUSTED GIVING MEANS SO MUCH

THE HOLDING REDLICH SOCIAL JUSTICE FUND PROMOTES social justice in the community at a grass roots level through a structured program of philanthropic giving. The firm matches donations from staff and partners and since 2006 has supported initiatives aimed at addressing the needs of the most marginalised young people — particularly those who are homeless and/or at risk of leaving school.

The Holding Redlich fund, through the Australian Community Foundation, has been partnering with BYS for a number of years and their contributions have been invaluable, providing for a wide range of needs including transport, training and education, medical treatment and prescriptions for some of the most vulnerable young people in our community. This untied support means that we are able to choose how we use the money on the basis of need at the time, allowing us to provide more tailored and individual support



to young people so they have the best chance possible to meet their challenges. Thank you Holding Redlich and the staff and partners for your generosity and the trust you have placed in us — it really makes a difference.

Some of the generous people at Holding Redlich who contribute to the Social Justice Fund.



This winter our tax appeal focussed on our free medical clinic to help cope with the higher demand for health support during the colder months. The medical clinic provides a comprehensive service with onsite doctors and a nurse committed to working with vulnerable young people.

BETTER HEALTH IN WINTER THANKS TO YOU

YOUNG PEOPLE EXPERIENCING HOMELESSNESS WHO ARE NOT USED to seeing a doctor, who have poor health, low energy and little or no funds for transport find it difficult to access medical services. Some may also have a fear of invasive treatments.

Our medical clinic is easily accessible to young people while they are already onsite at BYS, and the trust we build with them makes it easier to accept treatment with minimal anxiety.

Your donations help to keep our medical clinic going, funding the cost of consumables such as bandages, dressings, creams and first aid treatments. You have also helped fund the cost of prescriptions and essential pharmaceuticals for young people with little or no income.

Your financial support for the winter appeal made an immediate and tangible difference to the health of vulnerable young people, and helped prevent more serious bronchial conditions.

One such young person was Gabriel, who experienced a prolonged period of multiple respiratory infections while sleeping rough in the cold.

Gabriel accessed the medical clinic, and we provided him with medications such as antibiotics, inhaler, nasal spray and antihistamines, along with dedicated care from our medical

staff, warm blankets and hot drinks. Your donations funded the medications and Gabriel is now totally clear of his respiratory infections after being sick for so long. The positive impact on his health has made it so much easier for him to focus on other goals including finding housing.

It's so important that young people experiencing homelessness and disadvantage have the physical health, energy and wellbeing they need to tackle the many challenges they face and move forward in life. Thanks to your generosity Gabriel and others like him are achieving better health — this means so much.

(We are also very grateful for the recent donation by the Honda Foundation for a new steriliser for the clinic — more on this in our next edition!)

Thanks to you, Gabriel, pictured here with our clinic nurse Mary Ann, is feeling so much stronger and healthier and able to focus on his goals, including obtaining housing



“Your donations paid for prescriptions which helped Gabriel and others like him recover from respiratory infections.”

HOMELESSNESS FACT

Young people who grow up in poverty are more likely to experience homelessness. ABS data shows that one in six Australians aged 15-24 are living in poverty.

HOMELESSNESS FACT

Intergenerational unemployment and the high rate of youth unemployment significantly affects young people. Many young people have grown up in households where they have never experienced a parent being employed.



DAGGY JUMPER DAY BIGGER AND BETTER THAN EVER

We launched Daggy Jumper Day 2015 on 10 June with a daggy morning tea and fashion parade and generous support pledged by sponsors NAB, QUEST, Virgin Australia, DA'Burger and River Quay Restaurant Precinct South Bank. Over 60 teams and individuals registered to get sponsored for wearing a daggy jumper, held events including Dag'n'Snags, daggy morning teas and fashion shows, raffles, a head shave challenge, and daggy free dress days at schools. Our corporate partners, the Department of Housing & Public Works, Housing Minister Leeanne Enoch, various trade organisations, and many old and new supporters gave it their all.

We are now wrapping up the campaign and ensuring all funds are in. Thank you to everyone who got involved, we would still love to see your event photos on the Daggy Jumper Day Facebook page, and we promise a huge wrap-up in our next Newsletter!

MLC ADVICE NORTH LAKES SHARE THE LOVE!

THIRD PARTY FUNDRAISERS MAKE A DIFFERENCE IN YOUNG LIVES

Earlier this year Lee Bowden from MLC Advice North Lakes and his team organised a Family Fun Day in support of young people experiencing homelessness, with funds raised going to BYS.

The event featured an animal nursery, face-painting, jumping castle, sausage sizzle, soft drinks, cakes and coffee, and information stalls hosted by REMAX Connected North Lakes, Breathe Health Club North Lakes, Grasshopper Soccer, Seasons Private Aged Care, Vincents Chartered Accountants, and Zande Law.

The day was a great success and had the added benefit of attracting other supporters. In addition to cash donations from local residents, there was interest from others in the community who wanted to organise fundraisers in support of BYS.

Like Lee Bowden, there are many people in the community who are passionate about supporting young people who are doing it tough,

and who hold fundraisers which help — including counter collections at their businesses, street parties, gala balls, high teas, participation in fun runs, raffles and corporate events. Others donate quality raffle prizes or catering and event space. The possibilities are endless, and funds raised make such a difference.

Phone Fundraising Manager Lisa Rayner on 3620 2423 if you would like to discuss your fundraising idea or email fundraising@bris youth.org.



Lee Bowden of MLC Advice North Lakes showed his passion for supporting young people experiencing homelessness by organising a Family Fun Day in his local community. Thank you Lee and team and MLC Advice National Office for your support.

STRONGER THAN THEY KNEW

STAFF PROFILE — PHIL SMITH, HEALTH TEAM PROGRAM MANAGER

Phil Smith has been with BYS for 4 years and is Program Manager of our Health Team. Phil spoke to us about the work of his team, his career in the homelessness and mental health sector, and the inspiration he finds in the resilience of young people doing it tough.

Where did you work before BYS?

I was with the English Churches Housing Group working with some of the most marginalised people in the community, helping them to make changes in their lives. They were all people who were rough sleepers, out on the street and experiencing some pretty challenging health issues.

In England I also worked for other NGO's including "Second Step", in the housing and homelessness and mental health area. I worked with people with serious long term mental health problems, providing intensive support to those who were housed so they could sustain their tenancies.

Prior to my time in England I worked in mental health for "Stepping Stone" focussing on psycho-social rehabilitation.

Why do you like this kind of work?

In the early 90's while volunteering for the Schizophrenia Fellowship in Brisbane I was fascinated to hear people's stories first hand, and touched by the way they trusted me and opened up.

Many had experienced long-term institutionalisation, but despite the traumas in their lives I had a strong sense of their incredible resilience and hopefulness. I discovered that their needs and desires were the same as most of us —based around home and family. That's the commonality where we can all connect.

Tell us about your work for BYS?

I have a fantastic team of twelve who have a great mix of skills, education and backgrounds. Jordan, Debra, Laura, Ashleigh, Kerri and Josie are our youth workers, with some specialising in particular areas such as drug and alcohol intervention and mental health. Jacqui co-ordinates mental health programs and supervises two intern psychologists, Mary Ann is our clinic nurse and Dr Cang

Vann and Dr Helen Dettori are our doctors. To improve the social determinants of health we understand that people need support around housing and finances, and need to be socially connected and part of the community. We do person-centred work around these things, responding to each person about the changes and needs that mean the most to them.

The steps on this journey are different for everyone, but we aim to challenge their mindset and help spark change and growth and a belief in greater possibilities. For so many young people they start to realise what they can do. There are many challenges and ups and downs, but we stick with them. This really makes a difference as so many of them are used to being let down by adults in their lives.

What are some of the obstacles and challenges in doing this work?

There are always challenges in resources and funding, which is why community support is so important. We always need more financial support as the demand is there, and we could always do more. That said, we work with what we've got and achieve great outcomes.

The obstacles for young people mostly relate to the deeper causes of mental health conditions and substance abuse. We find ourselves working with young people who have experienced different kinds of trauma such as violence or neglect in their family of origin, who have been in care or had to live away from their family of origin, who have had interrupted schooling, been living in severe poverty, and who have experienced sexual abuse, sometimes at a very young age.

We recognise that whatever their experience has been, they have resilience and strengths that they don't even realise.

What do you find the most rewarding?

Working with a great team and seeing wonderful outcomes for young people. I love being part of their journey, working alongside them to help create a better future.



Phil Smith, Health Team Program Manager

"Their needs and desires were the same as most of us —based around home and family."



CALLING ALL CYCLISTS!

TO RIDE THE NIGHT

Australia's biggest mass participation night time cycling event is coming to Brisbane on 30 January 2016. The event raises funds to help break the cycle of disadvantage, and we are thrilled they've chosen to support BYS! To Register or find out more visit www.ridethenight.org.au. More info to come next edition, and check out our Facebook, Twitter and website for updates.

GIFT FOOD AND PERSONAL ITEMS

DO THE CAN CAN

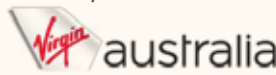
Each year we have drives for food, personal items, and Christmas goodies. Our "Get Schmick & Go" campaign for toiletries and topped up gocards earlier this year was a great success. Thanks to each of you who gave items then and during the year, and to the Grant Thornton team for the large gift of gocards. This has helped so much.

Next up is "Do the Can Can" for Anti-Poverty Week from 11-17 October. Deliveries of non-perishable food and toiletries would be very helpful - go to www.brisyouth.org for a wishlist and other details. Cash donations are also welcome using our online donation form.



EVENTS AND RAFFLES ON NOW!

Visit www.brisyouth.org for info about upcoming Events and Raffles. You'll find info in the 'Events' section on the right of the Home page, and in the Fundraising Events dropdown of the 'Get Involved' tab. We have regular raffles and currently have a fantastic raffle of **Virgin Flights** and a stay at Yarra Gables in the Yarra Valley. Purchase your tickets online now!



DONATE TODAY AND CHANGE A LIFE

Phone: 07 3620 2423 to donate by credit card

Online: Go to www.brisyouth.org and click on Donate Now for our secure online donation form

Mail: Credit Card or Cheque, complete the donation slip and post in the enclosed Reply Paid Envelope.

Brisbane Youth Service, PO Box 1389 Fortitude Valley Q 4006 ABN 83 967 756 338

CUT HERE

CHANGE THE LIVES OF YOUNG PEOPLE EXPERIENCING HOMELESSNESS — DONATE NOW!

Full name _____

Organisation/Position _____

Address _____

Postcode _____

Phone home () _____ Mobile _____

Phone work () _____ Email _____

Please find attached my cheque or money order payable to Brisbane Youth Service

OR please debit my Mastercard Visa

Credit Card Number _____

Name on card _____

Expiry Date _____ Signature _____

Amount Options are:
 \$30 \$60 \$120 \$500 \$1500 \$5,000
 Or other amount \$ _____

YES I would like to become a regular giver to BYS.
 Please debit my credit card each fortnight / month for \$ _____
 Circle applicable period.
 Monthly payments will be debited on approximately the 1st of each month and fortnightly payments on the 1st and 15th

Please send me information on leaving BYS a bequest in my Will.

BYS understands the importance of protecting your privacy and will not provide your details to any outside entity. Should you wish to opt out of receiving information from us, or to opt out of appeals and just receive our Newsletter, please call 3620 2423 and let us know your requirements.

Donations of \$2 or more are tax deductible.

