

# BRISBANE YOUTH SERVICE

ANNUAL REPORT  
2016-17



**NEW FUTURES  
FOR YOUNG PEOPLE**



**NEW FUTURES  
FOR YOUNG  
PEOPLE**

**40**

1977-2017

CELEBRATING 40 YEARS  
OF SUPPORTING YOUNG  
PEOPLE IN BRISBANE

# CONTENTS

Our Story	3	Youth Support Program	25
Practice Approach	3	Health	26
President's Report	4	Young Families	30
Treasurer's Report	5	Young Women	34
CEO's Report	6	Fundraising	36
The Young People we Support	8	Volunteers	40
Growing Demand for Casual Support	13	Board and Staff Directory	41
Data Summary of Client Locations	14	AGM Minutes 2016	43
Our Focus on Research and Evaluation	15	Financial Report	47
Our Outcomes	16	How You Can Support Us to Create New Futures for Young People	60
Housing Young People	20		
Fully Supported Housing	20		
Windsor, Sandgate and Phoenix Houses	20		
Transitional Housing	21		
Homelessness and Housing Team	22		
Sustaining Young Tenancies	23		

## YOUNG PEOPLE'S STORIES

Katara	20
Brandon	21
Elizabeth	22
Courtney	23
Joey	24
Kelsha	29
Clayton and Indi Rose	33
Sineh	35



# OUR STORY

With a vision to provide *New Futures for Young People*, BYS has been operating in Brisbane since 1977. In 2017 BYS was proud to celebrate our 40th anniversary of supporting young people experiencing homelessness and disadvantage in Brisbane.

We assist young people (aged 12-25 years) and their children to find and maintain appropriate housing, address physical and mental health issues, establish successful relationships and support networks and provide them with pathways to education and 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 Clinic
- Street outreach program

## PRACTICE APPROACH

Each team at Brisbane Youth Service uses a client-focussed, strengths-based approach when working with young people. 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. Importantly, this enables us to take a holistic approach when we work with individual young people – dealing with the entire range of issues which might be troubling them. These may include homelessness; financial, legal or relationship problems; or medical, psychological and substance use issues.

# PRESIDENT'S REPORT



AFTER 40 YEARS, THE CHANGES CONTINUE TO MAKE US AND DEFINE US, ALL THE WHILE REINFORCING OUR ETHOS!

## This year is a momentous one for Brisbane Youth Service – 40 years since our establishment.

Throughout 2017 the Board has been actively involved in reflecting on and commemorating our 40 year anniversary. Looking back through historical records has been a fascinating exercise which has helped put our work at BYS today in context. BYS has come a very long way since our days as a single worker, street-work agency in 1977. At the same time, little has changed by way of the commitment of our staff and how they work with the young people we assist. It is also worth reflecting that so many of the issues remain the same for young people albeit we have seen many success stories along the way.

The young people we work with still struggle with loss, grief, family breakdown, homelessness, isolation, mental health and substance use, but they shine bright with their passion, energy and honesty. Working with them is our privilege and everyone in the organisation values the way they let us into their lives.

Our workforce – much larger now, is still working enthusiastically and with the dedication they have always shown, whilst striving to meet the increasing demands and complexity of young people. We are still reliant on good working relationships with a small army of services and supporters – government and non-government – who support what we do. Forty years ago, a handful of dedicated people were struggling with how to best serve all the young people in Brisbane in need. Brisbane Youth Service is kicking many goals but in essence we are still combating this challenge every day and will continue to do so for the sake of the young people who need us.

Advances that have occurred over the last 40 years however mean we are much better placed to serve those young people. What has changed is that our workforce is now highly trained, we have matured our systems and processes to guide what we do and ensure professionalism and consistency in our approach. Importantly, we can now measure and report on the great outcomes we achieve. We have matured our business model and while this continues to be an ongoing priority for us it is in the context of making our

organisation even stronger and more effective and to support us doing even more for young people. We also have a very involved and active Board that continues to be appreciative of the opportunity to work with our Executive Management Team in supporting the future growth of the organisation.

After 40 years, the changes continue to make us and define us, all the while reinforcing our ethos! Forty years later BYS remains, very proudly, a group of dedicated staff and volunteers with different abilities and roles whose passion and focus is helping create new futures for young people.

# TREASURER'S REPORT



WE NEED TO BE EFFICIENT, FOCUSED ON SERVICE DELIVERY AND OUTCOMES, AND DEMONSTRATE AN ABILITY TO PROVIDE VALUE FOR MONEY; AND THAT DOESN'T HAPPEN WITHOUT MUCH WORK AND DEDICATION.

2016/17 was another year of challenge and change, consolidation and coffee, long black please. Sorry, I just couldn't think of a word that started with 'c' and would be appropriate; a challenge for one of the readers [I might even donate a Chokito bar for the best answer]...community??

Gross income increased 23% to \$6,729,408 with a significant increase in funds from the Department of Housing and Public Works accounting for that. This increase was principally due to the effects of the move into the provision of housing and accommodation services following the absorption of Carina Youth Agency and Youth Emergency Services. This expansion to our service provision has been a huge success, due entirely to the very comprehensive planning and implementation process undertaken by the Executive Management Team and all the staff of BYS, CYA and YES. Everyone was so positive and totally committed to making this work. Other income was

consistent with the previous year and this in times when organisations in the not-for-profit sector are finding it more difficult to maintain income levels, from government and philanthropic entities, to income from service provision. We need to be efficient, focussed on service delivery and outcomes, and demonstrate an ability to provide value for money; and that doesn't happen without much work and dedication, from management and staff, and the young people who pass through BYS and prove that, with support, they are perfectly capable of changing their lives and contributing to a better society.

Expenses increased, as they do, and which was due mostly to the increased level of activity. Wages, salaries and on-costs increased by 15% and represented 75% of total expenditure. If we add to that client related outlays those direct service provision costs accounted for 80% of total expenses, leaving 20% to cover things like rent, vehicle expenses, infrastructure costs and office expenses. In the not-for-profit sector, 80% of costs going into service delivery is an excellent statistic. I could go through the expense items line by line but I'll leave that to you, dear reader. But just in case anyone was wondering, yes, there was a big jump in computer expenses but

that was a result of implementing more comprehensive reporting and evaluation systems, and getting rid of the ageing Commodore 64 and Tandy computers – which we did try to sell to some museums, without success!

The surplus for the year was \$323,946 compared to a surplus of \$59,769 in 2016. While this year's result was extremely good, it was less than 5% of gross income, and when compared to the 2016 result, does show the need for surpluses because there will be years when the result will not be so buoyant. The cash generated in good years allows us to carry on providing support to our young people when the years are not so good.

The balance sheet position grew from \$4,585,909 to \$5,037,855 with working capital increasing by \$500,163 to \$2,369,651, which represented almost 40% of our annual budget, meaning that, financially, BYS' position is solid, solvent, stable, satisfactory and...er... sugar?, yes, two please.

# CEO REPORT



## DEMAND FOR CRISIS AND BRIEF INTERVENTION ASSISTANCE REMAINED HIGH THROUGHOUT THE YEAR.

### The year has, as always, been busy, challenging and productive at BYS.

Consolidation was a key focus following the amalgamation with Carina Youth Agency (CYA) and Youth Emergency Services (YES) and a significant amount of work has been undertaken to streamline practice, procedures and systems across the larger BYS.

We have successfully aligned the industrial arrangements for the former YES and CYA staff and my thanks to Minter Ellison for their tremendous support throughout this process. Our administrative systems have been streamlined creating new efficiencies and an ICT Strategic Roadmap developed and implemented. Our new branding that rolled out in 2016 has been positively received and our new, improved website was launched.

A major highlight of the year was securing funding from the Department of Housing and Public Works for our Sustaining Young Tenancies (SYT) pilot project, offering BYS an opportunity to work in partnership with housing providers and stop the revolving door of young people falling back into homelessness. The project has achieved excellent outcomes with 95% of tenants sustaining their tenancy, bringing innumerable benefits to

those young people and relieving pressure on frontline homelessness services. The Australian Housing and Urban Research Institute are evaluating the project and it is our hope the work will continue beyond the pilot phase and most importantly that the learnings inform future investment in the housing and homelessness service system across Queensland.

The establishment of the SYT project resulted in significant staff movements across the organisation. Whilst initially disruptive it has delivered benefits by creating opportunities for staff to move into new roles, broaden their skills and gain a deeper understanding of the organisation.

During the year we were delighted to be selected from 187 applicants around Australia to receive an Optus Future Makers Grant in partnership with yourtown (Kids Help Line) for research and consultation with young people regarding innovative technology solutions to promote youth wellbeing and strengthen the effectiveness of support processes. The research component has been completed and BYS is partnering with Infochange to move into prototype and development phases.

Demand for crisis and brief intervention assistance remained high throughout the year, most notably at the Valley

Hub site. We commenced a phone triage trial in the afternoons at the Hub in response to a 350% increase in young people assisted from that site in the preceding year. The phone triage has proved efficient, with 60% of callers provided with crisis and brief intervention assistance without the need to attend a face-to-face appointment. More importantly it has also been effective with 70% of callers able to have their immediate support needs resolved during the phone call. The challenge now is how to resource it as an ongoing option for young people seeking assistance.

We have continued to receive great support from the Property Industry Foundation (PIF) and in partnership with them have had a proposal to develop housing for young people approved under the Government Land for Accommodation and Support Services (GLASS) program. A dedicated group of PIF volunteers with a range of expertise have commenced planning for the project which we anticipate will see additional units of housing available in 2019.

This year we were also fortunate to receive a generous grant from Virgin Unite to assist young people overcome barriers to participating in education and training. Through the purchase of laptops, and payment of course fees 29 young people have been able to

# BYS IS CELEBRATING ITS 40TH BIRTHDAY THIS YEAR WHICH IS A SIGNIFICANT MILESTONE. CONGRATULATIONS TO EVERYONE WHO HAS BEEN PART OF THE STORY.

engage in school and tertiary education including university which builds their skills, confidence, and creates pathways to independence.

To all our volunteers, donors and supporters I say thank you. Your hard work, generosity and desire to play your part in addressing youth homelessness and disadvantage is both heartwarming and humbling for us at BYS.

BYS is fortunate to have a diverse, committed and active Board and their guidance and support keeps the organisation moving forward. I thank them for their time, commitment and wise counsel.

The BYS staff are our most valuable resource. I know this not just because I like and value them as colleagues, but because young people tell us so. As you will read in this report, they have achieved amazing things throughout the year and I applaud their skills, dedication, hard work and good humour.

BYS is celebrating its 40th birthday this year which is a significant milestone. Congratulations to everyone who has been part of the story. I know I speak for us all when I say that what inspires our endeavors is the courage, resilience and optimism of the young people we have had the privilege to meet and walk alongside.

REPORT OF A MEETING TO INITIATE THE "BRISBANE YOUTH SERVICE", held at City Congregational Church on Tuesday, November 30, (1976)

OPENING: The meeting was convened by Rev. Bob Griffiths at 7.30 p.m. and Rev. Lin Reilly was elected to the chair.

APOLOGIES: Were noted from Judge Alan Deneck, Mr. H. Sargeant, Mr. D. Amant, the Revs. R. Hunt, S. McPheat, T. Fees Thomas.

THE PROJECT: This was introduced by the Rev. Bob Griffiths. After extensive discussion, the proposal was formally adopted that the Brisbane Youth Service should be established. Representatives from the following City Churches indicated that they would be willing to sponsor the project: St. Andrews Presbyterian, City Congregational, St. Stephens Cathedral and Wesley Central Mission.

INTERIM BOARD The following were appointed to be the interim Board of Management;

Mr. W. Hamilton  
Mr. J. Weatherhead  
Mr. P. Hall  
Deaconess K. Crossman  
Rev. Fr. W. Dethlefs  
Rev. E.L. Reilly  
Rev. G.R. Griffiths (Convenor)

PATRON: It was resolved unanimously that Judge Alan Deneck be appointed the first Patron of the Brisbane Youth Service. Those present are to forward other nominations of Patrons to the Interim Board.

PROFESSIONAL SUPPORT PANEL: Rev. E. L. Reilly agreed to convene this panel.

A meeting of the Interim Board will be held at City Congregational Church on Monday, December 13 at 7.30 p.m.

R. Griffiths  
(Convenor)

BYS' first meeting minute



THE YOUNG PEOPLE  
WE SUPPORT

BYS supports young people who are dealing with a wide range of complex and challenging life issues. More than half are currently homeless and almost all (80%) are in unsuitable or unsafe living conditions. Most have very poor levels of support in their lives.

Many are disengaged from education or unable to get a job. Almost one third of young people have legal issues, and 40% have accrued debts while having low or no income.

The majority of young people report experiences of violence, assault or abuse and almost half have a diagnosed mental illness.

## 54% HAD POOR FAMILY SUPPORT

54% of young people had very poor/poor family support and 41% rated the lack of support in their lives at a crisis/serious level.

### Family makes a difference

While more than half of young people told us that they had little or no family support in their lives, the strongest influence on whether or not a young person will have positive housing outcomes is the level of family support that they are able to turn to. For young people who were sleeping rough or couch surfing when we met them, the most commonly recorded housing outcome was moving in with family (30%).

## 53% WERE HOMELESS

53% of young people who came to BYS were homeless (sleeping rough, couch surfing, or in crisis/short term accommodation).

### A safe place to call home

Young people who came to BYS were predominantly seeking support with housing (64%) or immediate financial difficulties (12%). Eighty percent of young people described their accommodation as unsafe, unsuitable, unstable or unaffordable and wanted help from BYS with housing issues. Only 10% of young people described their housing as good, and 70% were in a crisis/serious living situation.

## 48% HAD A DIAGNOSED MENTAL ILLNESS

48% had a diagnosed mental illness and 35% rated their mental health as very poor or poor.

### Mental health issues underpin homelessness and disadvantage

Half of the young people who came to BYS had already been diagnosed with a mental illness, most commonly Depression (36%), Anxiety (30%) and Post Traumatic Stress Disorder (9%). Fifty three percent of those young people who presented with a diagnosed mental illness were homeless. One third of young people we saw reported suicide risks and one in five young people told us that they self-harmed. Most mental health issues were associated with severe life stress and psychologist assessments showed that while young people could be supported to manage the impact of anxiety and depression in their lives, stress levels did not reduce until their life circumstances were able to be stabilised and improved.

## 80% 14%

were in unstable, unaffordable or unsafe living situations.

were enrolled but not regularly attending education/training.

# 17%

of young people had no current income and 40% had already accrued personal debts.

### **Financial stress creates cycles of disadvantage**

Almost one in five young people who came to BYS had no source of income when we met them. With only 4% employed, those who did have an income were predominantly receiving a Youth Allowance (35%) or Newstart (19%) payment of approximately \$219 to \$269 a week. Forty percent of young people we saw had already accrued personal debts and more than half of those young people who had debts were homeless. Forty one percent of young people we saw described their financial situation as being in crisis or serious/concerning and 57% asked for help with improving their income.

# 38%

were underemployed or unemployed and looking for work.

### **Earning and Learning**

Sixteen percent of young people coming to BYS were regularly attending school or training when we meet them, and 4% were employed. Most young people we saw however, were unemployed (54% in total) and many (14%) were enrolled in education and training but their life circumstances were preventing them from being able to attend.

# 68%

had experienced family violence (21% reported current family violence).

# 28%

had current legal issues.

# 41%

of young people reported use of drugs other than alcohol, largely Cannabis (53%) and Methamphetamines (20%).

## AGE, SEX AND GENDER

The majority of young people accessing support from BYS were between 18 and 25 years old.

Overall, females made up the majority of young people accessing support. In the older age range (18-25), 56% of young people identified as female. In the age range 12-17 however, 75% of young people accessing services were female. Three percent of young people coming to BYS identified as a gender other than male or female (transgender, intersex, non-binary, gender fluid or other gender identities). Eight percent identified as gender non-conforming.

### Age and sex of young People Accessing BYS 2016-2017

• 22+ YEARS\*



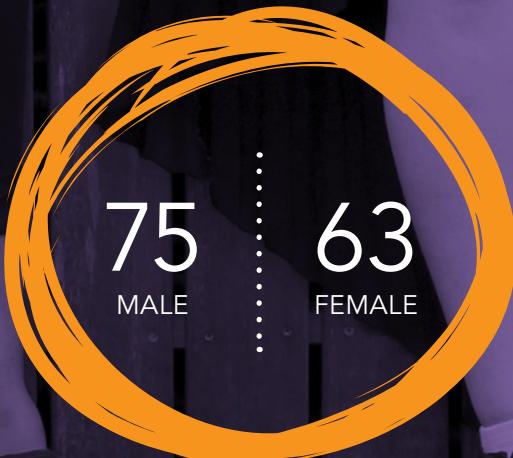
19-21 YEARS



12-18 YEARS



0-11 YEARS



\* Five percent of young people supported during the 2016/17 year had reached the age limit of 26 and were supported to transition to adult services.

# Age and gender data was unavailable for 11 young people.

# CULTURE

## One in four young people coming to BYS identified as Aboriginal and/or Torres Strait Islander

One in ten of the young people coming to BYS spoke a language other than English at home. The most common languages spoken were from the African continent including Somali, Swahili, Liberian, Igpo, Mandinka, Kirundi, Amharic, Krio, Kunama, and Dinka. The most common countries of birth outside Australia were New Zealand, Sudan and Liberia.



BYS' Reconciliation Action Plan Committee

# OCCASIONS OF SUPPORT

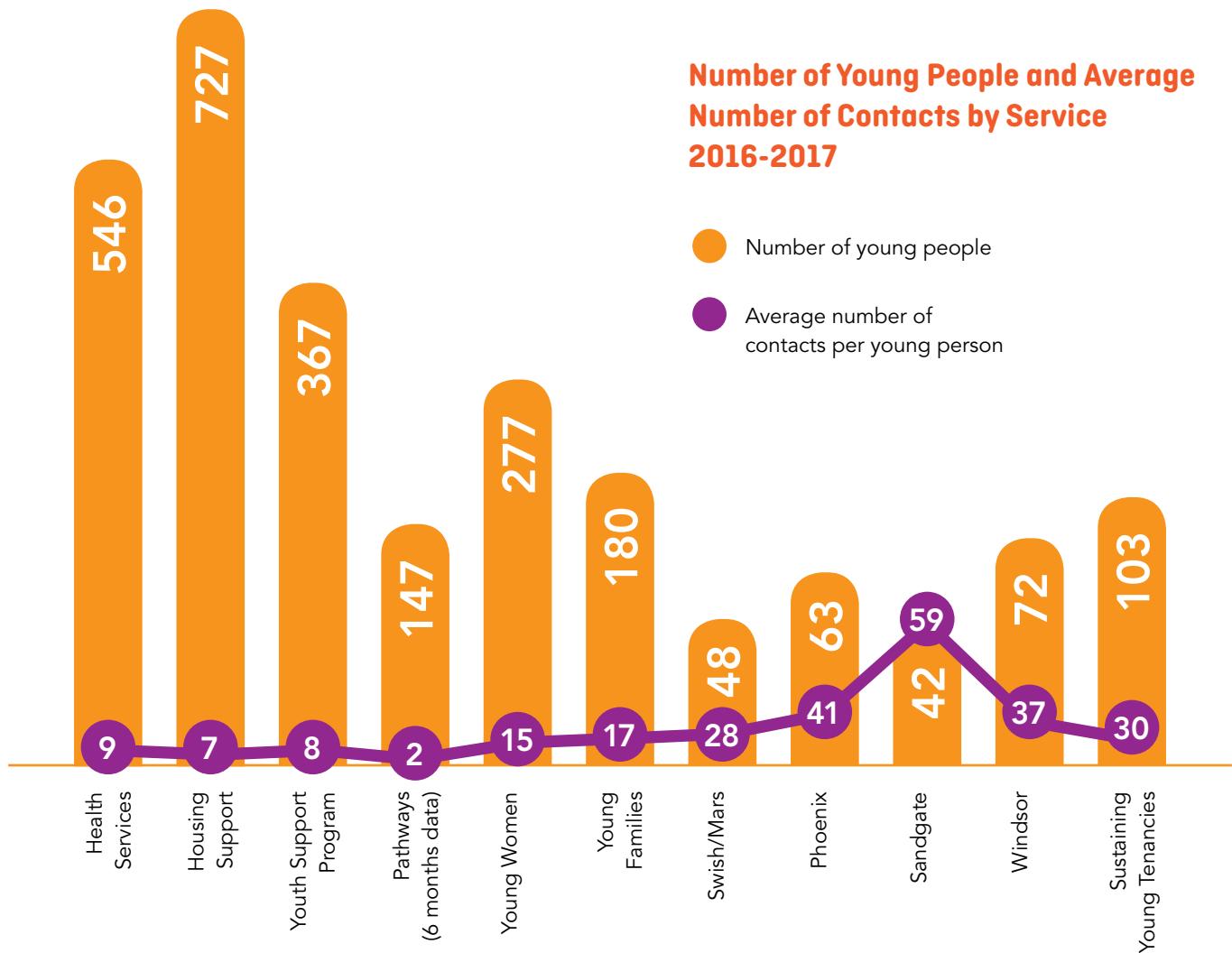
**In the 2016-17 year, BYS supported 1,264 young people, providing 26,278 occasions of support across our service delivery sites.**

BYS services provided a balance of both brief crisis-intervention support and medium to longer term casework. While large numbers of young people came to BYS sporadically and on a

needs-basis only; with 41% recording 1-3 contacts in the 2016-17 year, intensive ongoing case work saw 12% coming more than 50 times in the year.

The services based at the Valley Hub (Homelessness and Health Programs) supported high numbers of young people for brief, crisis-focussed interventions, alongside the provision of medium and long term case management support to address complex, co-existing issues including

ongoing mental and physical health issues and substance use. The Centre for Young Women; Centre for Young Families; Sustaining Young Tenancies and the BYS housing programs tended to see fewer young people and focused on planned support and case management to build capacity for sustainable positive life changes.



## GROWING DEMAND FOR CASUAL SUPPORT

In addition to our ongoing client work, we provided one off casual support to people who called or dropped in to our services. In the 2016/17 year we provided one off causal support to people who called or dropped in to our services for one-off occasions of support. In the 2016-2017 year BYS provided 994 occasions of casual support to 1093 young people and accompanying children. Casual support was predominantly by phone (72%) and the majority of in-person contact was at the Valley Hub. Most casual support was provided to young women (71%). Half of the casual support provided was directly to the young person seeking support, and 36% was to a worker from another service seeking support in relation to a young person. Eleven per cent of casual support was provided to family and friends of a young person.

Eighty one percent of casual support was to provide information, advice and referral, with 11% for personal support. Just over half of the referrals made were to internal BYS services, with 47% referred to external service providers. Five percent of young people who accessed one-off casual support were provided with emergency relief funds, mostly Coles cards or travel vouchers.

### Innovating to Meet Demand

In 2016 we implemented a trial dedicated phone triage service, allowing young people to access support and referral immediately and remotely, rather than attending in person and waiting for an appointment with a worker. Almost 1,000 triage calls were logged over 8 months. Sixty-one percent of callers were seeking

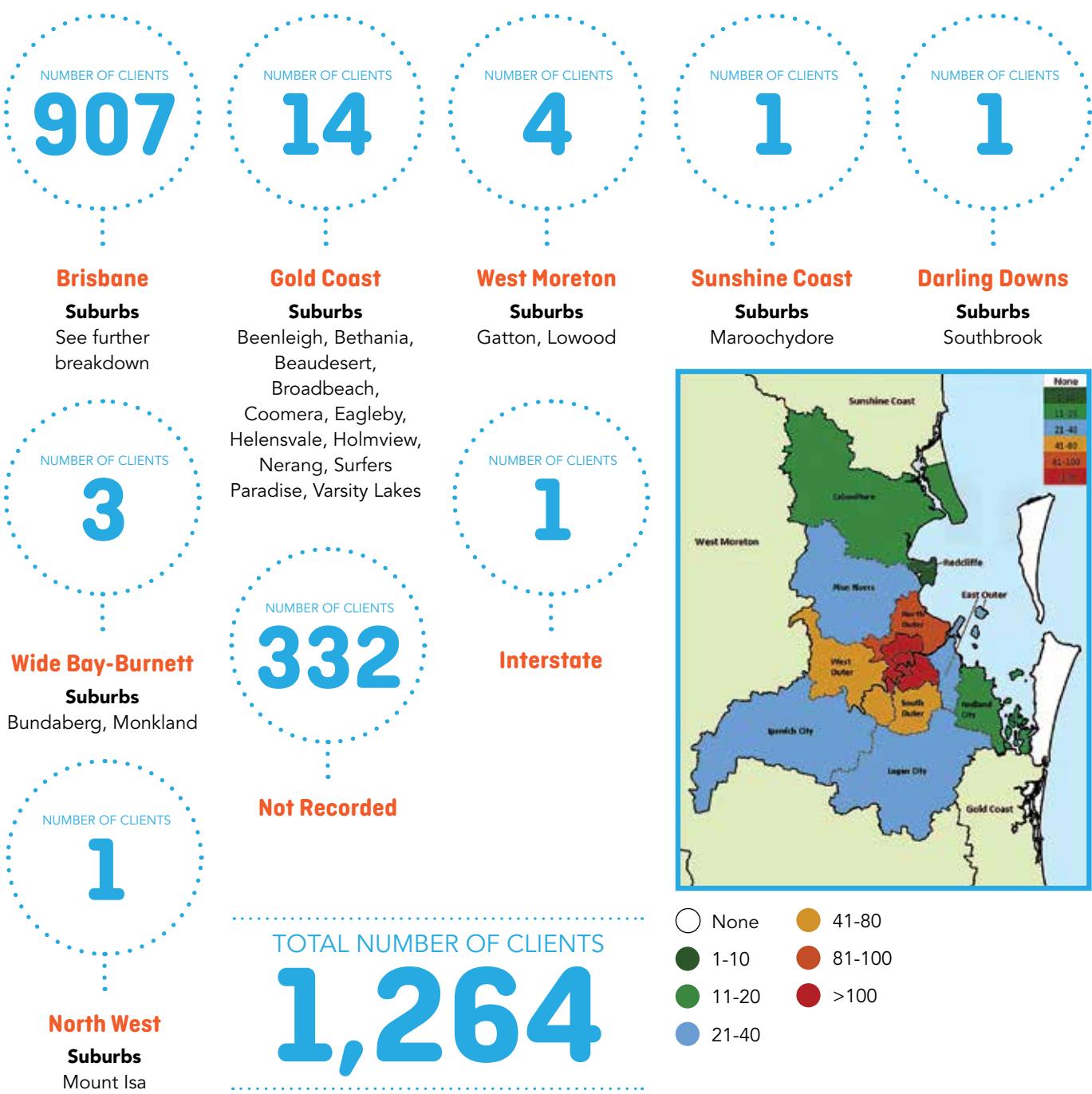
assistance with an immediate housing need and the majority of callers were able to be referred to an appropriate housing provider or where issues were complex or no suitable housing was available, callers were booked in to see a housing assessment and referral worker at BYS. Other callers were largely seeking mental health support, assistance with financial or legal issues or general information about available services. As well as direct calls from young people (51%), the service was well used by service providers supporting young people (40%) and family/partners of young people in need (8%). Sixty percent of callers were able to be supported without the need to come in to BYS, and 70% were able to have their immediate support requests resolved during the phone call.

# DATA SUMMARY OF CLIENT LOCATIONS

Location data was collected on all persons with a recorded contact for the 2016/17 financial year (excluding casual contacts).

## Statistical Division

Clients' suburbs were located in the following Statistical Divisions:



# OUR FOCUS ON RESEARCH AND EVALUATION

**BYS has continued to expand and embed our commitment to, and investment in, effectively measuring outcomes for young people. The aim of this research is to demonstrate the value of our services and to continually improve our practice, systems and processes to optimise outcomes for young people.**

As we concluded the second year of comprehensive evaluation of our programs, we have collected organisational baseline and outcomes data from over 2,000 young people, and have expanded program specific evaluation strategies to collect detailed progress data across a range of wellbeing domains from young people who were participating in case management programs.

Our annual satisfaction and outcomes surveys produced a representative snapshot of more than 10% of the young people we see each year. Project specific evaluations of initiatives such as the Virgin Unite Educational Support funds have clearly demonstrated

the direct benefits achieved from corporate giving. Evaluative learning was directed into ongoing internal education and program improvement, with this process formalised through the implementation of an internal Continual Quality Improvement Group.

We continued to expand with our proactive research activities to identify and promote understanding of the complexity of youth homelessness. In 2016/17 there was a particular focus on researching the intersectionality of intimate partner violence and homelessness; on understanding the differences in young people's experiences of couch surfing compared to sleeping rough; and on using art-making to facilitate child voice in program evaluation.

This year also saw us undertake an innovative research project, funded by Optus, to do youth consultation and co-design online technology solutions that will build stronger more consistent support engagement with vulnerable and transient young people as well as promote and measure wellbeing over time.

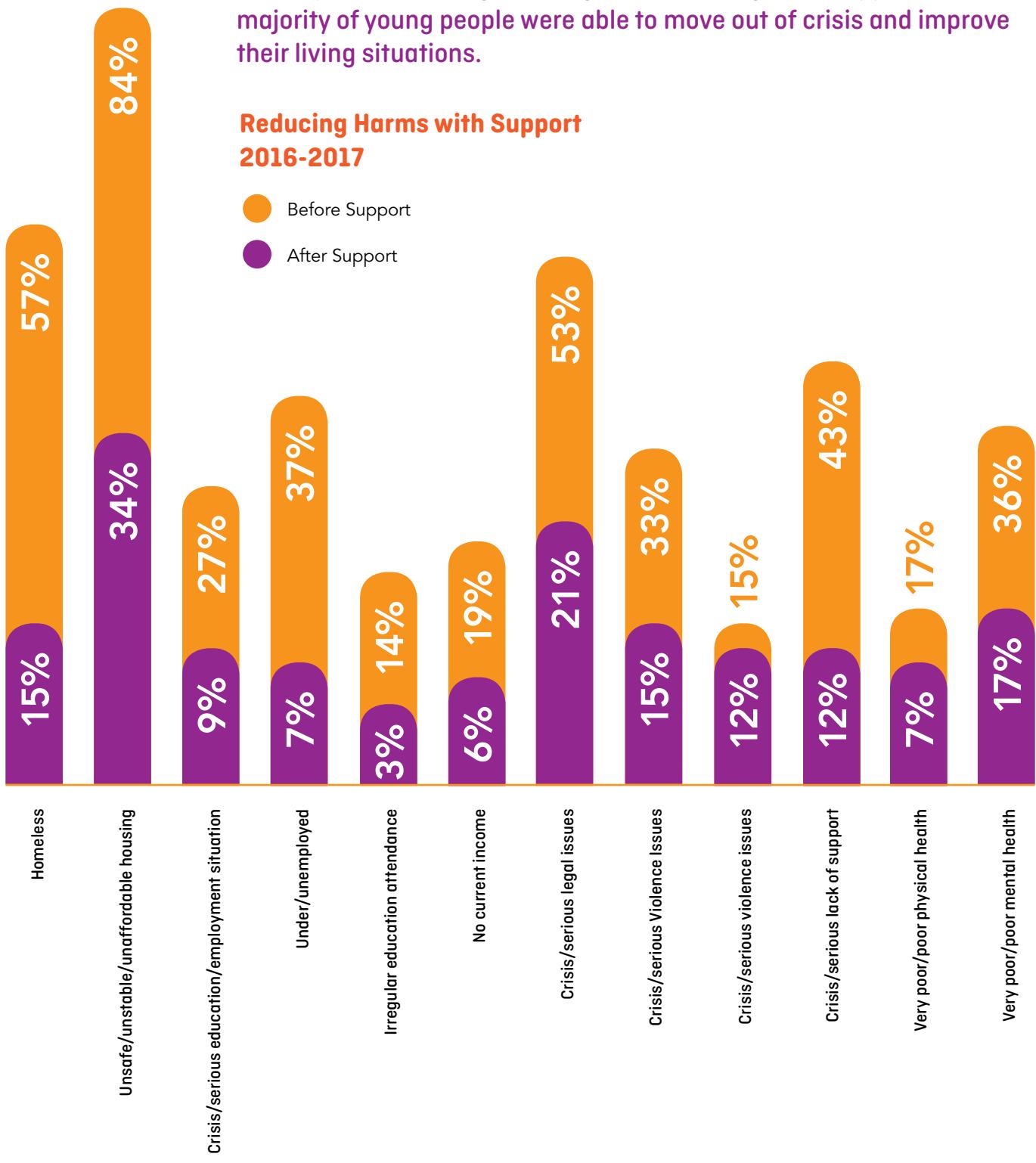
BYS is building its contribution to evidence-informed practice and sector knowledge through publications in Parity Magazine as well as presentations at a range of state, national and international conferences. These included the 2017 QShelter conference; the 2016 QCOSS conference; the 2017 Australia and New Zealand Mental Health Services Learning Network Conference; the 2017 Stop Domestic Violence Conference; the 12th Biennial Asia Pacific International Mental Health Conference; and the 2017 Australasian Evaluation Conference. We also participated in consultation groups including the QShelter Social Outcomes Forum and the QNADA AOD Social Outcomes Reference Group.



Tara Harriden, Brandon and Kristin Penhaligon

# OUR OUTCOMES

Young people coming to BYS were typically experiencing a range of complex interacting challenges to wellbeing. With support, the majority of young people were able to move out of crisis and improve their living situations.





**↓ 74%**

Rates of homelessness reduced by 74%.

**↓ 60%**

Rates of young people experiencing crisis or serious legal issues reduced by 60%.

**81%**

81% fewer young people were under employed or unemployed.

**↓ 60%**

The proportion of young people living in unstable, unsuitable or unaffordable accommodation reduced by 60%.

After support one in four young people were engaged in, and regularly attending education and training.

Despite a challenging job market, after BYS support the percentage of young people who said that they were unemployed and looking for work dropped by half (20%) and the percentage of young people who were employed quadrupled to 16%.

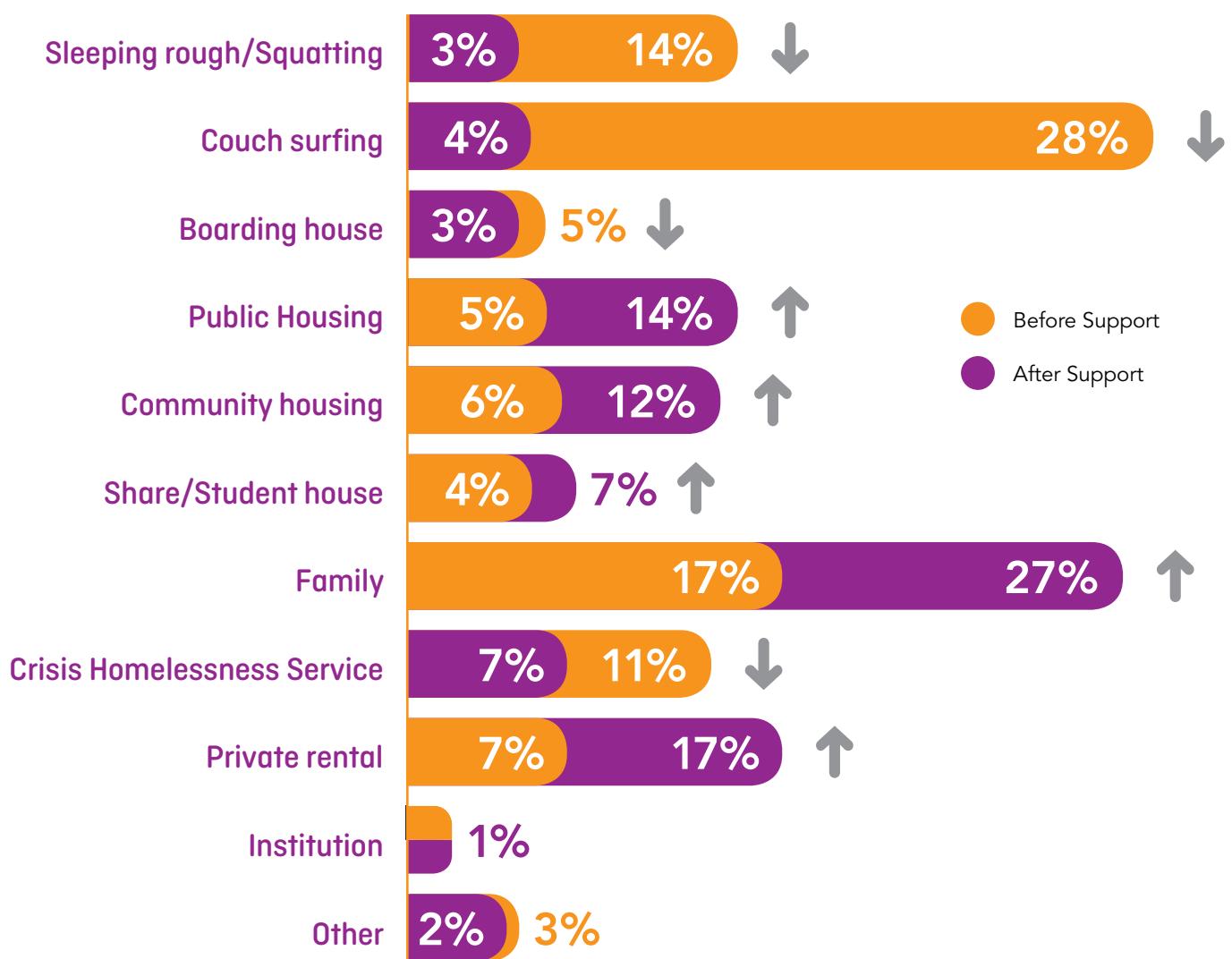
After support the number of young people who did not have a current income reduced by two thirds and those earning income from employment trebled.

After accessing BYS for support, even briefly, the majority of young people whose outcomes were able to be assessed said that they had achieved stable suitable housing (66%), and the proportion remaining in a serious or crisis situation reduced from 70% to 17%. While some continued to live in transitional (16%) or temporary housing (10%) whilst seeking longer term solutions, the proportion of young people who identified their housing as unaffordable, uncomfortable or unsafe, reduced by three quarters.

# OUR HOUSING OUTCOMES

Proportions of young people sleeping rough, couch surfing, living in boarding houses and in crisis homelessness accommodation all reduced substantially after accessing housing support from BYS. After support, a higher percentage of young people assessed were living in public or community housing (11% increased to 26%), in private rental or share housing (11% increased to 24%) and those living with family increased from 17% to 27%. Being able to access and sustain safe housing also enabled improvements in physical and mental health, income, engagement in education and employment and reduced exposure to violence.

## Housing Before and After Support 2016-2017



When outcomes were assessed, young people were asked to identify statements that reflected the changes that happened in their lives. Young people most commonly said that their lives were more stable and they were safer; that they felt more supported; and that they felt more confident about making positive choices in life.

Young people also told us that they had better access to necessary resources like food, housing and money and that they had made progress in dealing with problems in their lives.

Young people often said that they felt happier and more in control of life.

Since starting with BYS I have gained more than just self-confidence. I now feel as if I'm an adult and fit in my community and actually belong. I was always second guessing myself. Now I don't have that problem. I learned to stand my ground against the issues that were causing me extreme anxiety. All my neighbours like and accept me. This is really important to me as I've had issues with them in the past. My house is my home.

My life has changed a lot - I have been a lot happier, I have been coping better than I was before BYS. BYS has taught me to become a stronger person on the inside. It has taught me to be independent and learn how to look after myself.

It's my first time I've had a connection with a worker, I spent my life pushing people away. I've walked some dark roads with little guidance. BYS straight up didn't give up on me.

## "LIFE GETS BETTER"

Before I came to BYS I was on the streets and my safety was at risk, I experienced violence. It's so good to have a safe place to sleep and come back to, to have food to eat and not have to worry about not having any money.

BYS helped me through my struggles when I couldn't do it myself. If it wasn't for them I wouldn't be where I am now.

I used to go to hospital daily, admit myself for mental health as I was self-harming regularly. During my time working with BYS, I was able to avoid hospital for 6 weeks. I did this by using coping strategies like going for a walk, having a shower, dancing, calling other services, swimming and painting. I now have a plan to respond to my suicidal thoughts. I have now reduced my admissions to once or twice a week. I also feel safer in my housing.

# HOUSING YOUNG PEOPLE

Young people coming to BYS were predominantly seeking support with housing.

## Fully Supported Housing

BYS has three housing programs working with young people from the ages of 15 to 19. In these 24/7 supervised models, youth workers provided case management and emotional support to meet the most essential and immediate needs of young people.

## Windsor, Sandgate and Phoenix Houses

Windsor House is an immediate/crisis response program and was frequently the first refuge for 43 high risk and vulnerable young people requiring accommodation. Young people accessed this service when they were unable to remain at home due to concerns for their safety or were rough sleeping/couch surfing. Young people at Windsor House were provided intensive case management for up to three months, to help them to achieve

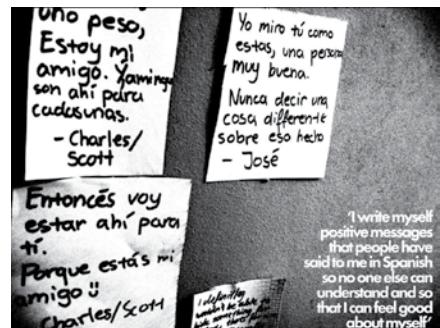


Photo voice work by young person living at Windsor House

## KATARA

I spent just under a year couch-surfing around Brisbane, finding a new place every 3-6 weeks. Reluctant to go Brisbane Youth Service (due to past experiences with not-so-helpful-services) I finally accepted help from them and, to my surprise, was welcomed almost instantly into a safe and nurturing, though somewhat eclectic, environment

at Windsor House. It was there that I started receiving support in my daily life skills such as cooking and cleaning. Very soon after I was transferred to a more permanent placement at Phoenix House and began the transitional program there. Since then I have gained experience in more complex life skills such as budgeting, resource

management and conflict resolution, - merits that build upon the achievement I felt having disconnected from my prior addictions (also made possible via assistance and inspiration from support workers within the program).

Coming from abusive households, going into a program with around-the-clock workers was rather difficult and I was concerned it would feel too regimented or restricted. I had my doubts. I was anxious, expecting a regrettable ordeal. Fortunately, I can undoubtedly say that this program is not what I imagined and is the best thing that has happened to me so far. The youth workers really provided this sense of care and commitment to respecting my needs and helping me move on and have truly filled me with trust in the people around me once more. The only regret I have is not going to them sooner.

For the first time in my life, I feel stable and capable of holding a long term living situation with little to no support, thanks to Brisbane Youth Service.

THE ONLY  
REGRET I HAVE IS  
NOT GOING TO  
THEM SOONER.

stability in their lives. The program assisted young people out of crisis, assessed their living skills and support needs, and helped them transition to longer term housing.

Sandgate and Phoenix House are transitional programs which supported young people to develop the life skills and capacity to live independently, by providing ongoing living skills education and creating opportunities to use these learnings. BYS staff mentored young people in goal setting, problem solving, time management, conflict resolution,

interpersonal communication and personal responsibility. On a practical level, young people built their skills in a shared living environment which holistically addressed issues such as hygiene, health, cleaning, cooking, shopping, and budgeting. As young people in this age demographic have significant emotional support needs, 24/7 supported housing provided a safe environment where they could work through personal challenges, adversity and trauma. Our programs actively facilitated change, acknowledging change takes time, commitment, patience and insight.

## Transitional Housing

We managed 29 units of transitional housing for young people and young families across Brisbane. This housing is externally supported by staff from multiple programs including Swish/Mars, Centre for Young Women, Housing and Homelessness Team, Sandgate House, and Centre for Young Families. This housing provided an opportunity for young people to create stability in their lives, build their independent living skills and plan for their future. Once stable, young people were assisted to move to longer term housing options.

### Young People Housed in 2016-17

Program	Number of Young People	Number of Accompanying Children	Total Number Housed
Housing Support Program	12	7	19
Centre for Young Women	17	17	34
Swish/Mars	28	2	30
Windsor House	43	n/a	43
Sandgate & Nundah House	22	n/a	22
Phoenix House	21	n/a	21
Centre for Young Families	1	2	3
	<b>144</b>	<b>28</b>	<b>172</b>

# BRANDON

### Life with BYS

Before I came to BYS there were fights with family and friends which meant my life was unstable. I never had anywhere safe to be.

Now I don't have to worry about the roof over my head. I can think about other things which I might do later like what kind of work I might do, or will I go back to study. Things to do to have a fun time instead of a bad time.

Through BYS I made a lot more friends and they helped me find a place to stay. BYS provides good housing and I like the way the workers have supported me. I think of the workers as my friends. I feel more confident now with things like cooking and talking to people.



I THINK OF THE WORKERS AS MY FRIENDS.

## Homelessness and Housing Team

The Housing Support Program offers targeted support to young people who are at risk of homelessness or who are experiencing homelessness aged 12-25 years old. The Fortitude Valley Hub Site is very accessible for young people with excellent transport links and within walking distance from Centrelink and the Valley Housing Service centre.

In 2016/17 we saw a significant rise in young people requiring assistance –21% more than the previous year. The number of Aboriginal and Torres Strait Islander young people we saw also increased by over 20% to 185 young people.

The Housing Support Program provided a holistic responsive service from assessment, crisis and brief intervention, referral and ongoing case management. The Program's assessment and referral workers responded to young people who accessed the service in crisis and carried out brief, solution focussed interventions to address the client's needs. The Housing Support Program also provided a mobile support service. In 2016/17 the team supported 727 young people.

In the afternoons, we provided a daily service for young people via appointment or walk in contact. These Rostered on Worker (ROW) sessions provided housing advice and support, emergency relief financial aid as well providing referrals to external programs

and agencies. ROW sessions were provided Monday to Friday 9-12pm and 1-4pm. Morning sessions were by appointment only and covered by the Homeless Assessment and Referral Workers. To manage the high level of demand, afternoon sessions were staffed with workers from teams across BYS as well as casual relief youth support workers.

The provision of emergency relief is an important component of our program. Emergency relief funding supported young people experiencing financial distress or hardship and assisted with food, transport, part payment for utility bills, clothing, and emergency accommodation through backpackers, motels and private boarding houses. During the last

## ELIZABETH

I was couch-surfing between family and friends while pregnant with two young children. I didn't know what my next step would be, where I would be going. It was a struggle having no support to try and find a place of my own. Being a single mum with three kids it is hard to do things on my own. Just those everyday things were hard - even to find time on my own when living between houses. We were packing up every few weeks, sometimes every few days and moving to the next place.

Sometimes I felt like just giving up. Every time I made one step forward, I got knocked back ten.

Then I found BYS and things turned around. Now we have our own home and the girls are in school, and doing really well. It feels good to have a home that's just for us, after trying for so long. The area is good for the girls; it is a good start for us. From here, I want to find a permanent, stable home for myself and the three kids. I feel

stronger and more independent since I have been connected with BYS. Now I feel mentally and physically better than when I was homeless. Right now we are focused on paperwork and getting life into order, to prepare for our future. From here I'm hoping to get out of the city, and move to a smaller place. I miss the trees, the greenery and the fresh air. Once the kids are a bit bigger, I plan to go back to school and finish years 11 and 12. I want to be able to help my kids with their homework and look for a job. If I could give a message to other young people it would be: keep moving forward, if you put your mind to it you can succeed.



KEEP MOVING  
FORWARD, IF YOU PUT  
YOUR MIND TO IT YOU  
CAN SUCCEED

financial year we saw a 100% increase in the number of young people accessing emergency relief support.

## Sustaining Young Tenancies

The Sustaining Young Tenancies project is funded by the Department of Housing and Public Works to trial new approaches to supporting young tenants in social housing. The team supports young people through a difficult but incredibly important time of transition, between homelessness and independent housing.

The program commenced in August 2016. As at 30 June 2017, 74 tenants and their children were supported by the Sustaining Young Tenancies team.

Ninety five percent of these young tenants were supported to sustain their tenancy. Notably, 47% of tenancies assessed by housing providers were described as "could be a lot better", at the time of referral. Integration was key to the program's success. Tenants were supported in partnership with the housing provider who managed the tenancy.

Support from the Sustaining Young Tenancies Program was effective because it focuses on young people's broader transition to independence rather responding solely to their immediate needs. Their ability to navigate those relationships with people and systems that are important to them built their confidence and their capability as tenants.

Young people who participated in the Sustaining Young Tenancies Program were asked to say what they found most useful about the program in the previous three months. Overall, those aspects of the program found to be valuable for all or most young people were developing a stronger connection to support; help to negotiate the system to get their needs met (eg Centrelink and housing agencies); and the mobile nature of the support in that workers were able to see young people in their own homes and communities rather than requiring them to come to an office to access support. Also strongly rated was the positive relationship developed with workers as well as access to financial and material support.

# COURTNEY

Reflecting back from where I came from; sleeping on a single mattress on the floor at a friend's place with my son with all my belongings in garbage bags. To where I am now; I have my own home, I know I can provide for my son. I know that I can go to bed peacefully knowing that my son and I are safe. Housing has given me the opportunity to start a new chapter in my life.

It's empowered me to make a big step towards my future by getting to know myself on another level and what I really want in life for me and my son. I've finished a certificate in aged care. I've made friends. I've avoided toxic relationships and for once in my life, I'm not afraid to be alone and not afraid to explore my past wounds.

I've also met some amazing people who have made me believe this. Zoe (Sustaining Young Tenancies Program) was my mentor in these difficult times in my life and she has given me the confidence and help that I needed. Financial support was extremely helpful in times that I was struggling. Assistance with moving in and setting up my house with furniture and a fridge and microwave was so helpful.



WHEN I ASKED FOR HELP, THE UNIVERSE BROUGHT PEOPLE INTO MY LIFE.

When I asked for help, the universe brought people into my life. I'm amazed by the help I've received. I've questioned why I went through these things in my life and now I understand why; because it's made me so strong.

I have more stability in my life. I'm about to start a Diploma in Nursing and my plan is to go to Uni to do my Bachelor in Nursing. My goal is to own

my own house before I'm 30 and also to get a car by the end of this year so that I have more freedom.

BYS' Sustaining Young Tenancies Program has helped me tremendously. The moment I got those keys was a relief. I'm so blessed to have my own little place.



Kirstin at the BYS stand at the Youth Housing Coalition

I FEEL AS IF I'VE REALLY HIT ADULTHOOD AND CAN MOVE FORWARD IN LIFE AND BE A GREAT MUM, SISTER AND MEMBER OF THE COMMUNITY.

YOUNG WOMAN, 22.

THIS SUPPORT HAS CHANGED MY LIFE.

YOUNG MAN, 20.

I'M HAPPY AGAIN, FORCING MYSELF TO GET HELP. I HAVE SOME THINGS TO LOOK FORWARD TO. HAVE MY CAT. I'VE COME A LONG WAY AND HAVE A LOT OF SUPPORT.

YOUNG WOMAN, 21.

## JOEY

My family had to escape from Thailand due to financial problems when I was 11 years old. We came to Australia to hopefully start a new life. My parents got back on their feet but I didn't because I came to realise I am not what my father imagined me to be. I had an abusive relationship with my father because he doesn't accept who I am as a person. I was bullied in Thailand and again bullied in Australia, bullied my whole life all because I am transgender. School was really bad - I barely received any support. It was so bad at one point that I was put into hospital due to being assaulted by other young people. It was not great at home or outside of home. At the end of 2016 I came out publicly as a transgender female, which caused the mental abuse from my father to get worse so I left home – I preferred to be homeless than to be at home. I think it is important to note that my mother is my angel and stands by my side but unfortunately it wasn't enough to stop what was happening with my father. Not being able to stay at home broke my mother's heart and still affects her every day.

I was told by someone about BYS and I called them and they were so helpful from day dot. I waited about

FIRST TIME IN MY LIFE I FEEL HOPEFUL AND THANKFUL TO BE ALIVE

two weeks then got accepted into Windsor House where I spent one week before moving to Sandgate House. Before I came to Sandgate, I had no clothes that matched my transgender status and that is when Cheryl made the observation and asked why I still dressed as a male. I explained that my father forbade me to wear female clothes and punished me if he caught me with female clothes. Cheryl immediately took me shopping and bought me clothes that matched who

I was. My lifestyle has improved since being at Sandgate House. Makeup has always been a passion and escape for me and I am now about to enrol in a beauty course at TAFE. My mental health is at its best. I can be free and I feel really supported and respected. Before coming to Sandgate I thought my life was going to be a complete disaster; now the workers have shown me my life is full of opportunities and potential and for the first time in my life I feel hopeful and thankful to be alive.

# YOUTH SUPPORT PROGRAM

**The Youth Support Program supports young people aged 12 – 18 who at risk of disconnecting from their family, communities, school training and employment, including young people at risk of homelessness and those who may display high risk behaviours.**

The Youth Support Program supports young people in re-building connections with their families, community and education, supporting young people to improve their health and wellbeing as well as developing independent living skills.

Over the past year the Youth Support Program supported 367 vulnerable young people. Twenty one percent of young people supported were from an Aboriginal and Torres Strait Islander background.

The Youth Support Program has continued with their school based workshops within two of Brisbane's Flexible Learning Schools, Arethusa College in Spring Hill and Albert Park Flexi School in Milton. The planned school based workshops assisted in engaging and supporting young people who were disengaged from education and other forms of support.

The Youth Support Program has continued to support some of Brisbane's most vulnerable young people, those who sleep rough in the CBD and Fortitude Valley through providing street based outreach. The majority of homeless young people identified in Brisbane's CBD, specifically those rough sleeping, have chaotic lifestyles and a history of poor relationships with family, the community and support organisations and services.

The Youth Support Program provided assertive outreach, support, advocacy and referral to young people aged 12-18 years old who were living on the streets or at risk of or experiencing primary homelessness.

Our youth workers identified a group of around thirty young people, the majority of whom were under eighteen, sleeping rough in central Brisbane. They worked with the young people, sometimes from

as early as 5am, moving them on from where they were sleeping, providing breakfast and emergency relief vouchers, bringing them to the BYS jobs club with Access Community Services, supporting them through the Children's Court and helping them re-engage with their families. BYS understands that the reasons that lead someone to sleeping out or sleeping rough can be varied and complex. The Youth Support workers tailored their assistance to the unique needs of these young people in order to provide them with the right support to make positive changes in their lives.

# Health

The BYS Health Team provides a range of programs which assist young people to address their physical and mental health needs. Young people can see a doctor, dentist, nurse or counsellor for brief or longer term, individualised support.

In 2016/17 BYS had 1,8979 contacts with 270 individuals in the free Medical Clinic.

This included a range of services such as:

- Basic health checks and tests.
- A range of immunisations including flu, hepatitis and HPV.
- Sexual health and pregnancy tests, support and referral.
- Mental health care plans and referral to counselling.
- Oral and dental health services.
- Assistance obtaining Medicare and Healthcare Concession details where cards have been lost or are unavailable.
- Referrals to other medical services, including hospital.

## Alcohol and Other Drugs

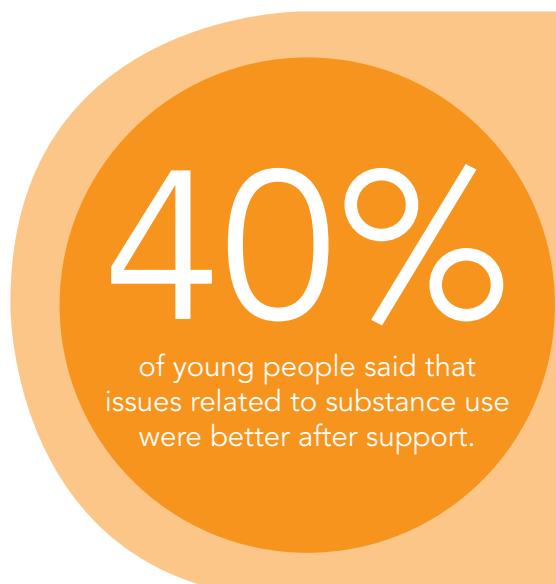
Our drug intervention programs offered assistance to young people to manage alcohol and other drug concerns. In 2016/17 the programs had 1,328 contacts with 282 individuals.

The programs supported young people to make positive changes to their substance use, through reducing harm, education for better health and wellbeing, rehabilitation and case management, relapse prevention support, advocacy, information in individual and group sessions and referral to specialised services.

Our drug intervention program provided support when young people were ready to acknowledge and start to make positive changes in substance use.

Since BYS's data collection only draws on the point of first assessment, we note that the actual rates of substance use issues are typically higher than the reported use of alcohol (58%), tobacco (63%) and other drugs (41%). However, as a result of common experiences of stigmatisation and judgement, drug use was considered to be very much under-reported at the first point of assessment and when young people were seeking housing and financial assistance.

The most commonly reported drugs were cannabis (53% of reported drug used); methamphetamines (20%), with ecstasy, cocaine and a range of opioids, hallucinogens, sedatives and inhalants also identified.



40%

of young people said that issues related to substance use were better after support.

Those who reported changes in their substance use after accessing support predominantly described reducing the amount of AOD use (23%) or stopping the use of a problem substance (25%). Almost 40% of young people whose outcomes were assessed recorded that issues related to substance use were "a bit better" or "much better" after support.

ALMOST HALF OF THE YOUNG PEOPLE AT BYS REPORT A DIAGNOSED MENTAL ILLNESS. THE RATE IS ALMOST DOUBLE FOR THOSE YOUNG PEOPLE WHO IDENTIFY AS A GENDER OTHER THAN MALE OR FEMALE.

### Our Day-To-Day Living Program

The Day-to-Day Living Program provided planned one-to-one casework and a range of activities to reduce social isolation for young people requiring mental health support. Activities included weekly art workshops, cooking classes, and excursions. In 2016/17, the Program supported 128 individuals over a total of 1,513 contacts.



Hip Hop Dance Workshop at the HUB

## The Dual Diagnosis Program

In 2016/17 the Dual Diagnosis Program supported 156 young people with a free and confidential counselling service with registered psychologists. The service was particularly useful to young people experiencing trauma or disadvantage as they could access a psychologist free of charge, on-site, and attend as many sessions as they needed without having a Medicare referral. During the year, 922 sessions were conducted.

## Onsite Dental Clinic

In 2016/17, 95 patients attended a total of 120 appointments over 3 free 'pop-up' dental clinics held in October, February and May.

The clinic provided services including check-ups and cleans, oral hygiene advice, fillings, referrals and treatment advice.

Over the three weeks, eight dentists, nine oral health therapists, one hygienist, and 14 dental assistants volunteered a combined time of 204

hours. Using ADA scheduled item codes, a total of 525 services were delivered; the total estimated value of services equalled \$40,300, or an average of \$399 per appointment, which far exceeds the set-up cost for the service.

The clinic would not be possible without the support and generosity of the Ian Potter Foundation, Nicole Cockburn at the School of Dentistry, University of Queensland, Colgate and the many volunteers and practitioners who provide their time and expertise.

"NOW I CAN SMILE  
WITHOUT FEELING  
EMBARRASSED!"

"VERY HELPFUL AND  
DEFINITELY NEEDED"

"WAS SUPER HAPPY HOW  
THEY TREATED  
ME AND THE HEALTH  
OF MY TEETH."



Nicole Cockburn and young patient



# KELSHA

Growing up I moved from school to school and never really settled in. After a family breakdown I found myself homeless for the first time at 12 and since then I have slept on the street, in parks, with friends, at shelters and lived on and off with my father over the past five years. I am now nearly 18 years old.

Being so young and sleeping on the streets and in parks means you never knew when something bad could happen. I have had my belongings stolen; I have been threatened and on many occasions have seen violence. I was always at risk of being unsafe. This is how I and many other young people have to live. Thankfully I was able to create my own family on the streets, people who looked out for me, provided me food and kept me safe.

After losing most of my connections with my community, friends and education I found myself trying marijuana at the age of 13 and then moved on to stronger substances.

In January 2017 while on the streets in Brisbane I met another young person and he linked me into Brisbane Youth Service. At the time I wasn't well physically and mentally. I felt like my body had been in the wars and I was ready to make some changes.

Brisbane Youth Service has supported me with my mental health, housing, physical health, harm reduction, education and so many other things in the seven months I have been linked in here.

They gave me a chance in Windsor House, I stayed there for around two months and I loved it. It felt like I had a home again and this is a feeling I hadn't felt in such a long time. It felt so good. I had somewhere to go, I had food to eat, a shower and a bed which was for me. After a short time at Windsor House I made amazing friends and wanted to start sorting my education. Brisbane Youth Service helped me enrol into school and since then I have been going well and am looking to graduate this year.

Since January I have come a long way. I have recently secured a one bedroom apartment and I am working on becoming fully independent. I am determined to stay focused on my goals and completing my education which will lead me into creating a stable, strong career for myself.

# Young Families

In 2016/2017 BYS supported more than 250 young parents and their children, with young parents making up one third of all BYS assessments completed. While 40% of these families were experiencing homelessness related issues, the majority presented with concerns related to parenting. Particular parenting concerns included social isolation (76%), feeling like they were not coping as a parent/not good enough (75%); lack of parenting-related support networks (41%) and low or no partner support (60%). Forty percent of young parents reported experiences of severe or post-natal depression and 43% reported domestic violence experiences.

The majority of young people (59%) referred to the Centre for Young Families identified parenting support as their primary reason for contact.

Almost half (47%) of the young parents assessed at BYS were homeless (sleeping rough, couch surfing or staying in temporary or crisis accommodation).

The Centre for Young Families is a specialised service that works with at risk young families, parents aged up to 25 years and their accompanying children. The two main areas of intervention are providing housing support in order to assist families to obtain and sustain their tenancies and enhancing the parent-child relationship to enable child(ren) to remain safe in their home. The Centre for Young Families uses the overarching BYS strengths based and harm minimisation practice framework alongside a specialised framework which includes attachment based, relationship based, infant mental health and trauma informed practice.

During 2016/17, intervention was provided through one-on-one support and group work. Parents and children were provided with individual tailored, multi-faceted support to meet their needs. The Centre for Young Families 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.

In 2016-17, the Parents YES Program supported 111 families via both centre based and mobile support.

## Group Work

The Centre for Young Families offered two group programs, the weekly Tuesday Parenting Group and a one off, nine week parent/child Interactive Group entitled "You Make the Difference". Young parents who attended Tuesday Parenting Group also attended the Annual Family Holiday at Coolum Beach which provided an opportunity to experience the excitement of a family holiday as well as building important and enduring memories of the child/parent relationship.



William celebrates his birthday at the Centre for Young Families

## Partnership and Collaborative work

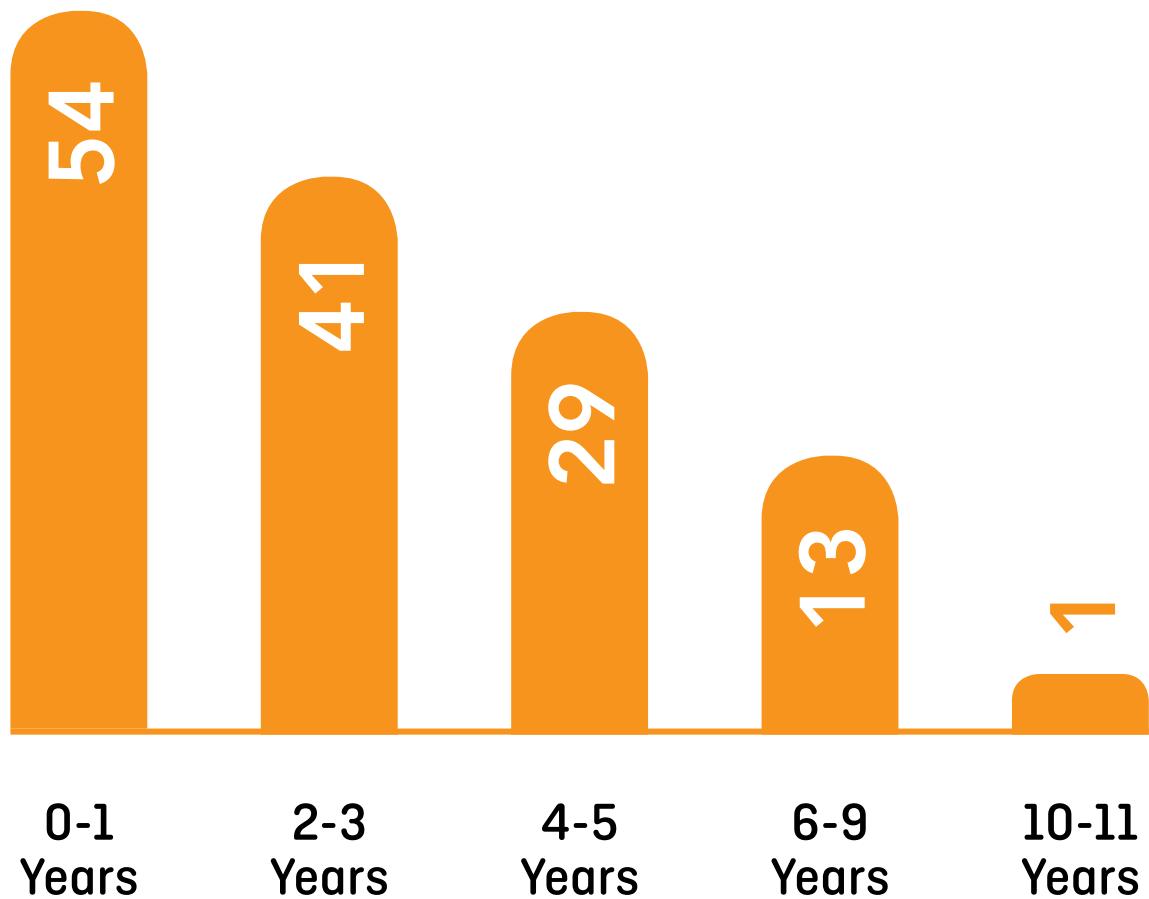
Over the year, the Centre for Young Families team shared knowledge and skills with the senior Practitioner Andrea Murry (Queensland Centre for Perinatal & Infant Mental Health Queensland Health) as a part of ongoing learning circle. In December 2016, the Queensland Centre for Perinatal and Infant Mental Health Queensland Health also gave \$600 raised from their staff Christmas appeal to purchase therapeutic play equipment for our new play-ground.

Joining Hands provided free Bowen Therapy and Reiki to families attending Parenting Group every month. Young parents from the Tuesday Parenting Group received monthly treatments as part of Joining Hands Wellness Give Back Clinic.

The Centre for Young Families is represented on the Brisbane Northside Community Connections (BNCC) Group and has also been has been actively involved with Local Level Alliance (LLA)

South and North from the early stage of its establishment. The team has participated in and chaired a number of Working Group Meetings. These LLA meetings focus on partnerships with the Department of Child Safety and with other agencies that work with young people and families in Brisbane Region.

## AGES OF ACCOMPANYING CHILDREN 2016-2017



Caring for a new child can be a powerful trigger for young people to seek help to address life issues and find a stable home. The majority of children we see with their parents are under one year old.

BYS works closely with young parents to support their children's healthy and happy development in the early years of life.

At assessment, 45% of children seen at the Centre for Young Families are assessed as having developmental delays. After support the majority of children showed age appropriate development in speech and language (75%); motor skills (95%); and emotional (84%), social (80%), cognitive (95%) and behavioural (78%) functioning.

# CLAYTON AND INDI ROSE

Hi my name is Clayton and I am an Indigenous young man. I was going through the Family Court, and also looking for housing and to do a parenting course to learn more about my child. I was talking to someone at the court and they gave me Brisbane Youth Service's card.

One day I decided to come to BYS and check it out. I came to BYS in the Valley and met workers. They were friendly, I liked them and they referred me to their Centre for Young Families for housing and parenting support.

The workers helped me to fill in the housing application form. My housing application been approved. At the moment I am waiting to move to a "same house different land-lord" property with my daughter Indi. I have been couch surfing and been homeless for more than a year. I have been jumping from one place to another.

At present I see my Family Support Worker weekly with my daughter. Because of the consistent support I have had with the worker, I feel supported. I feel that I have been able to cope better with being a parent and now have a better understanding of what my child needs from me.

My daughter is the world to me - "my princess" - and I would do anything for her. I am looking forward to my daughter and I having our own place and a stable life.

Once I move to my home I will look for work. I am planning to work for couple of days a week and enrol my daughter in kindy. I am also thinking about getting back into fitness and start boxing training. Boxing keeps me relaxed and it's always been my favourite hobby.



MY DAUGHTER IS THE  
WORLD TO ME  
— "MY PRINCESS"



# YOUNG WOMEN

Throughout 2016/17, the Centre for Young Women provided specialised and tailored support for young women through the provision of a transitional housing program, individualised one-on-one support and a group work program run from the Zillah Street service site. The Centre for Young Women works towards addressing the systemic gender inequality young women experience and understands that issues such as domestic and family violence are leading causes of homelessness for women.

IN 2016/17 THE CENTRE  
FOR YOUNG WOMEN  
WORKED WITH 277  
YOUNG WOMEN WITH  
4,251 CONTACTS.

Young women's experiences of homelessness differ to those of young men. A significantly higher proportion of young women who were homeless at assessment were couch-surfing rather than sleeping rough (64% of those couch surfing were young women). Young women were also more likely to be living with family (57%).

Young women were significantly more likely to have experienced intimate partner violence and crisis levels of violence.

## Domestic and Family Violence Prevention Month

The Centre for Young Women received funding from the Department of Communities, Child Safety and Disability Services to run a project as part of Domestic and Family Violence Prevention Month in May 2017. This funding supported a series of creative photography workshops for young women who worked together to create their own Avant Postcards. These cards contained powerful images reflecting the young women's knowledge, wisdom and experiences surrounding domestic, family and sexual violence and contained key service information on the back. In total, 17,200 cards were produced and distributed across Brisbane venues such as cafes, cinemas and theatres.



## National Youth Week

Brisbane City Council kindly funded a Pamper Day for young women to celebrate National Youth Week. This event saw 13 young women engage in a range of self-care activities such as tie-dying, make-your-own natural skin care products, Yoga and Mindfulness sessions guided by Joining Hands. Participants enjoyed a healthy barbecue lunch.

## Weekly Group Work: Connect, Create and Celebrate

2016/17 saw a re-focusing on the importance of providing safe and inclusive spaces for young women to build their social networks and confidence, and share skills and knowledge. Weekly workshops were held each Friday at the Zillah Street site allowing young women a safe and collaborative space to engage in activities that focussed on empowerment, rights and inclusivity.



International Women's Day morning tea

BYS workers reported concerns that young people experiencing violence at the same time as homelessness were particularly vulnerable and face significant barriers to accessing support. The work undertaken with young women identified that many homelessness accommodation services are not adequately resourced to deal with current violence risks, and many violence-response services are not resourced to respond effectively to homelessness. This can result in highly vulnerable young women falling through gaps in service networks.

## SIENEH

I needed to come to BYS for help because, I couldn't live at home and I was sleeping in a friend's sitting room chair. Before that I was staying with my aunty and ten other family members in a four bedroom house, where I had to share a room and bed with two other cousins and a niece. When I found out that I was pregnant my aunty wasn't happy about it because my family believe in finishing higher study, getting a full-time job and get married before having a child. So, they weren't happy about it and I didn't have space for myself or the baby and then I was told that they would be moving out. When I was six month's pregnant, someone gave me BYS's number and I got an appointment the next day.

BYS helped me in so many ways – I can't even tell you them all! BYS gave me place to stay for up to ten months. They helped me will food and Coles vouchers, with lots of Centrelink stuff,



e.g. applying for parental leave pay. They helped me get a washing machine and a microwave, gave me some baby clothes and stuff and most importantly they invited me to a very lovely group that encouraged and supported me. I made lots of friends from the group and had lots of fun.

Now I have a six month old child that I love very much. I live in a rental house with my son, with the help, support and

encouragement of BYS. I am studying a diploma in event planning. I have almost finished it. My son just started childcare and I am back at work. I am looking forward to getting my own business in event planning.

My biggest goal now is to make sure that I apply for a refugee visa for my family in Africa. I have my mum, my stepdad, stepsister and stepbrother in Liberia.

# FUNDRAISING

Brisbane Youth Service acknowledges the invaluable support received from long term and new partners and supporters who join us in our commitment in addressing the needs of an increasing number of young people. We are inspired by the creative ways individuals, organisations and supporters decide to assist us. We understand that together we can do more to ensure our sustainability and to continue creating new futures for young people.

## CORPORATE PARTNERS

Brisbane Youth Service is very grateful for the valuable support received from all of our corporate partners and supporters. Their contributions have been vital in enabling us to support even more homeless and at-risk young people, as well as ensuring that a much broader audience is aware and can benefit from our programs and services. Here are some highlights from our 2016-2017 supporters.

## Gala on the Green

A determined group of young professionals, who understand the value of investing in young people, established Gala on the Green in 2011 as a way to raise funds to support Brisbane's homeless and at-risk youth. The event has grown annually with a significant amount of dollars raised by an amazing team. In 2016, its sixth year, a circus themed gala was held at Riverlife Naval stores and sponsored by Time Home Loans, Virgin Airlines and Infiniti Centre.

## Property Industry Foundation

With a shared vision to address youth homelessness PIF provided significant support through engaging in activities with young people, collecting and gifting personal items right through to planning the redevelopment of a BYS housing site. Longer term plans include building housing to increase our capacity to provide emergency and transitional housing for young people and young families.



Young people out for a day of sailing at the PIF Sailing Regatta in May 2017.



## MinterEllison

MinterEllison contributions throughout the year included probono legal advice, raising funds, and sponsoring and hosting the Elevation event. Over 70 supporters attended an evening function to network, hear about the work of BYS and participate in a lively auction of donated artworks.



Ashleigh Smyth & Pia Murray (Minter Ellison) with Paul Adams

## CORPORATE SPONSORS

A big thank you goes to National Australian Bank for getting behind Daggy Jumper Day again, sponsoring the campaign for the fourth year in a row. The fourth BYS Daggy Jumper Day provided businesses, schools and community members the opportunity to get down and daggy while helping vulnerable young people stay warm during winter and the hope of a brighter future. Competitions, parades and challenges brought out the inner dag at many fundraising events while providing participants with the opportunity to understand what it means to be homeless. Thanks also to QUEST Newspapers for joining us in spreading the word.

## WORKPLACE AND REGULAR GIVING

Workplace giving and regular, monthly donations are vitally important as they allow us to budget, plan ahead, and commit with confidence to delivering various services and programs supporting young people on their journey to discovering new futures.

### Regular Giving

We were delighted that Sam chose to become a BYS monthly donor and were grateful for his and all our regular

donors' support. Sam conducted extensive research ensuring that his chosen organisation matched his values and met specific criteria which included partnering with a youth service that:

- addressed a major societal challenge and delivered outcomes for young people;
- valued data to demonstrate achievements of young people and young families; and
- helped those who have come to a fork in the road to make positive decisions.

*"BYS can be a beacon of support being the difference between which way someone's life can go."*

*I am confident that BYS provides critical services that are needed."*



*In addition to his monthly cash donations, Sam also delivered goodies to help fill Christmas Hampers for BYS young people*



BYS Board Members get into the daggy spirit for Daggy Jumper Day.

## Workplace Giving

Holding Redlich Social Justice Fund, Ernst and Young, Carter Newell Lawyers and Suncorp Metway demonstrated the value of workplace giving and the difference it makes on the ground to vulnerable young people. In addition to adding value to their corporate social responsibility programs, increasing employee engagement and building support from their stakeholders, workplace giving provided an opportunity for their employees to make a difference to the lives of young people – and double their impact with workplaces matching donations.

## APPEALS, CAMPAIGNS AND GENERAL DONATIONS

Our annual appeals, campaigns and general donations ensured we were able to fill the gaps between government funding and delivering on our promise to support new futures for young people experiencing homelessness and disadvantage and their accompanying children. In 2016-17 funds raised through appeals and campaigns provided young people with food hampers, toiletries, home set ups and household items as well as vital medical and health support. These funds were also used to support young people re-engaging with education and training.

## Christmas Campaign

The Christmas spirit was alive at BYS with an amazing array of donated goods and volunteers giving their time to fill more than 400 hampers bringing Christmas cheer to many young people and families at what can be a challenging and lonely time.



JACOBS donated a truck load of food items to help fill Christmas hampers for young people

## COMMUNITY FUNDRAISING

### Sweating it out for a good cause

Outdoor Overhaul's Dave Kramer put his body on the line in a personal challenge that would test even the fittest—completing 3,000 burpees in 8 hours! Through his Burpees for BYS and 30 Day Fitness challenges, Dave raised funds while bringing people's attention to the issues faced by young people who are experiencing homelessness or other forms of disadvantage.



Dave Kramer from Outdoor Overhaul's Burpees for BYS fundraising challenge

### Homelessness and Poverty Awareness in Schools

The students of Reidy House at St Joseph's College, Gregory Terrace have been loyal supporters of BYS for many years. Their annual Rice Lunch Day raised funds while contributing to greater social awareness of the challenges faced by those who are young and homeless.



Reidy House Rice Lunch Day at St Joseph's College, Gregory Terrace

**Frangipani Foundation** - allowed us to purchase home setup kits including essential furniture, appliances and bedding for seven young people transitioning from homelessness into their own homes.

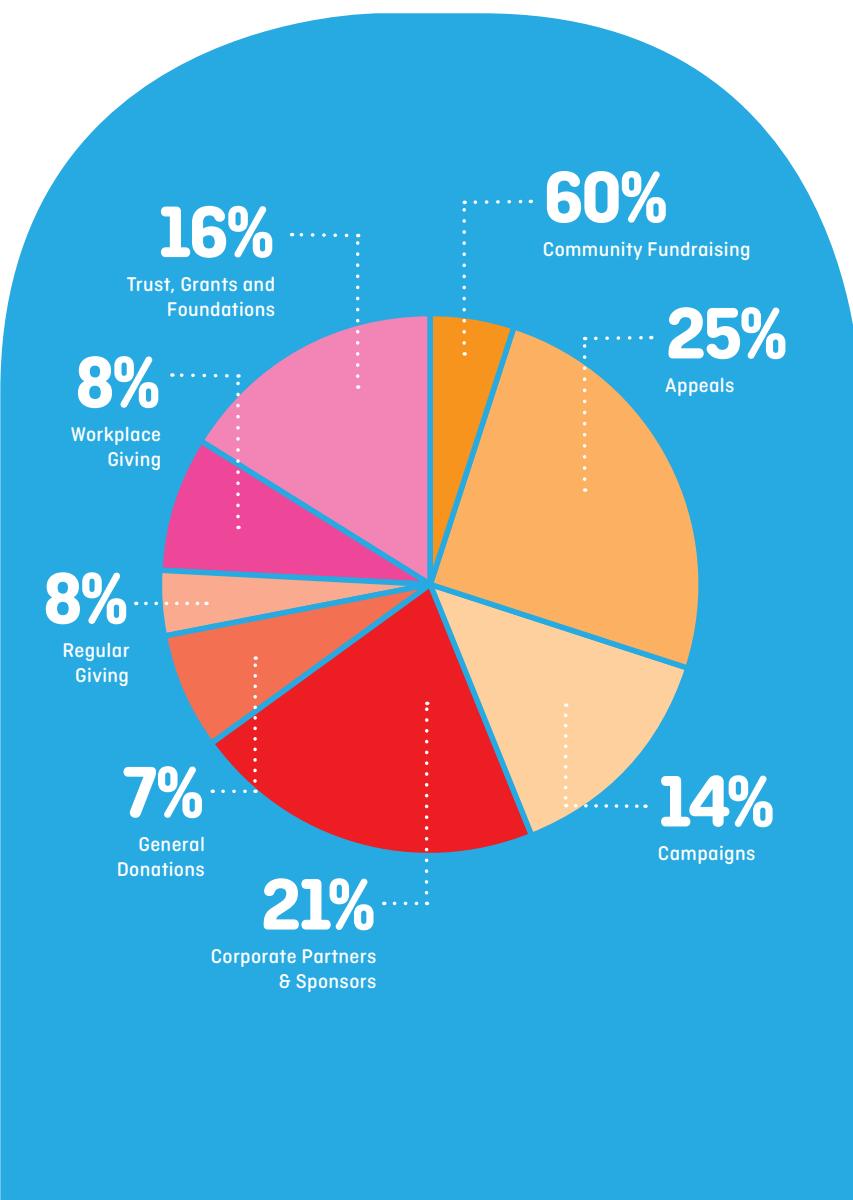
**Lord Mayor's Charitable Trust** – allowed us to facilitate Xmas activities and groceries for Sandgate, Windsor and Nundah Houses.

To create new futures for young people, we rely on the generosity of our supporters to help provide crucial services to homeless and vulnerable young people and their children. There are many different ways in which Brisbane Youth Service receives support from businesses, organisations and community groups, schools and individual members of the community.

## TRUSTS, GRANTS AND FOUNDATIONS

**Ian Potter Foundation** - funding to commence our first 'pop-up' dental clinic at our Valley Hub.

**Cecelia Kilkeary Foundation** - funding to provide essential medical treatment, boost medical clinic supplies, cover costs of prescription and non-prescription pharmaceuticals, flu vaccines, wound care aids, crutches, spectacles and a small basic wheelchair.



## **Partners**

- Gala on the Green
- MinterEllison
- Property Industry Foundation

## **Sponsors**

- National Australia Bank

## **Grants, Trusts & Foundations**

- Australian Communities Foundation
- Cecelia Kilkeary Foundation
- Grant Thornton Foundation
- Lord Mayor's Charitable Trust
- The Frangipani Foundation

## **Workplace Giving**

- Carter Newell Lawyers
- Ernst & Young Australia
- Holding Redlich Lawyers Social Justice Fund
- Suncorp Metway Ltd

## **Other Supporters & Donors**

- 97.3FM
- Australian Institute of Creative Design

- Avanti
- Blackwater State School
- Brisbane Adventist College
- Bupa Wellness - Medical Claim & Member Services
- Cannon Hill Anglican College
- Child and Youth Mental Health Service, Qld Centre for Perinatal & Infant Mental Health
- Citipointe Church Mansfield
- Church of Jesus Christ & the Latter Day Saints, Kangaroo Point
- DA' Burger New Farm
- Exclusive Tyre Distributors
- Forever Dreaming Clothing Co.
- Future of Property & Tenancy Systems Program
- Gala on the Green Committee
- Golden Circle
- Grill'd
- Hendra Junior Youth Group
- Indooroopilly State High School
- JACOBS
- Kenmore Ranger Girl Guides
- Kenmore State High School
- Infiniti Centre
- Kennedy McLaughlin & Associates
- Living Faith Uniting Church
- Malaysia's Got Talent 2.0 Organising Team
- Media Rare Pty Ltd
- Pacific Aluminium
- PCYC Mt Gravatt
- Petrie Terrace State School
- Property Industry Foundation Queensland
- QUEST News
- Reidy House, St Joseph's College Gregory Terrace
- Remy's Cafe
- Residential Tenancies Authority
- Revelian
- Rotary Club of Stones Corner
- Sanofi-Aventis Consumer Healthcare
- Stamford Plaza Brisbane
- Sunkids Children Centre, Boondall
- The Lazy Dog Café
- TMS Consulting
- Youth Support and Advocacy Service

# VOLUNTEERS

At BYS we greatly value the work and skills that volunteers bring to the organisation and have been very fortunate to have some amazing people working with us this year. We would particularly like to thank the outstanding contributions of Tracey Webster who helped us organise our 40th Anniversary event, Ben Ashmole the talented videographer who worked on our BYS video and Luke Archer who ran a weekly health and fitness workshop for young people.

Luke runs health and fitness programs for young people at BYS and Ben Ashmole videographer on location filming BYS video.

## VOLUNTEER PROFILE

Rhian Thomas has been volunteering with BYS for two years, commencing by providing administrative support to our fundraising efforts and since January 2016, cooking the Tuesday family lunch for young parents and their children at the Centre for Young Families.

Rhian plans the meal and cooks for six to eight families each week. She coordinates with staff in advance so

that they can shop for what is needed. Some of the fresh produce is also delivered by Second Bite, a wonderful organisation which provides fresh food, which might otherwise go to waste, to people in need.

"I generally prepare something simple and nutritious like lasagne, potato bake and chicken or chicken schnitzels and there is generally enough for the young families to take something home," said Rhian.

"Shepherd's pie goes down a treat!"

Rhian had a senior administrative role at QUT before she retired but now enjoys her part-time volunteer role at the Centre for Young Families.

"I just enjoy making a useful contribution, and particularly love seeing the children and young parents doing their best."

Rhian said that the secret to volunteering was not having preconceived ideas about how you might be able to help.

"You need to go with the flow!"



Rhian has been volunteering on a regular basis for two years



# BOARD AND STAFF DIRECTORY

## PATRON

Steve Renouf

## BOARD

Helen Wood – President  
Philip Vickery – Vice President  
Brian Tucker – Treasurer  
Shelley Sorrenson – Secretary  
Kirsty Augustine  
Matt Collins  
Dr Alexander Robinson  
Anna Spencer  
Rebecca Taumalolo

## EXECUTIVE MANAGEMENT TEAM

Annemaree Callander – Chief Executive Officer  
Jack Tong – Chief Financial Officer  
Alastair Cranswick – A/Chief Financial Officer  
Jullie Johnson – Chief Operations Officer

## RESEARCH AND EVALUATION

Rhianon Vichta

## COMMUNICATIONS

Jane Willis – Manager

## FUNDRAISING

Lisa Rayner – Manager  
Erin Kiely  
Laura Watson

## HUMAN RESOURCES

Susan Carson

## ADMINISTRATION/IT/FINANCE

Coral-Lee Bamford  
Gregory Banach  
Andrea Cronin  
Awhina Faulkner  
Julie Geraghty  
Amanda Jones  
Syani Linarto  
Jian Ma  
Bernadette Rodney

## HOMELESSNESS AND HOUSING TEAM

Adam Barnes – Manager  
Kirstin Cooper – A/Manager  
Shannon Donaldson-Faulkner  
Savina Gavrilova  
Connie Reed  
Erin Riddell  
Kerri Ryder

## HEALTH TEAM

Philip Smith – Manager  
Jordan Ayres  
Kathy Bingham  
Jacqui de la Rue  
Ashleigh Husband  
Jesse Nolan  
Debra Parker  
Mary Ann Reynolds  
Dr Andrew Gunn  
Dr Helen Dettori

## SUSTAINING YOUNG TENANCIES

Adam Barnes – Manager  
Zoe Mitchell  
Troy Roberts  
Naomi Soiland

# BOARD AND STAFF DIRECTORY

## FULLY SUPPORTED AND TRANSITIONAL ACCOMMODATION

Michael Johnson – Operations Manager

## SWISH/MARS

Cassie Bell – Manager  
Kirsty Doherty  
Brent Walters

## PHOENIX HOUSE

Kristin Penhaligon – Manager  
Alastair Gibson  
Tara Harriden  
Sharon Harrison  
Simon Purchase

## WINDSOR HOUSE

Janine Langdon – A/Manager  
Kelly Keating  
Ann McIntosh  
David Slater  
Gary Triggs

## SANDGATE HOUSE

Cheryl Meister – Manager  
Kate Burton  
Kayleigh Smith  
Pita Taufatofua  
Stephanie Theodorakis  
Matthew Young

## CENTRE FOR YOUNG WOMEN

Erin Field – Manager  
Laura Christie – A/Manager  
Amanda Bell  
Deanne Everson-Jennings  
Justine Grbavac  
Luka Janes-Doherty  
Sonja McDowell  
Julie Messenger  
Danieka Montague  
Jemima Priede

## CENTRE FOR YOUNG FAMILIES

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

## CASUAL STAFF

Louise Chambers  
Laura Crowe  
Shaun D'souza  
Farrah Evans  
Amy Gibbons  
Cameron Hancock  
Slamet Irawan  
Emily Keller  
Scott Landers  
Natasha Lewis  
Amanda McKay  
Erin Picone  
Lindsay Roser  
Jamileh Sabiri  
Tarquin Ward  
Angela Willock  
Chris Woolley

# AGM MINUTES 2016

## MINUTES OF THE ANNUAL GENERAL MEETING OF BRISBANE YOUTH SERVICE HELD AT BRISBANE YOUTH SERVICE, 42 MCLACHLAN STREET, FORTITUDE VALLEY, TUESDAY 22 NOVEMBER 2016 AT 3.30PM

### OPENING

Ms Wood, opened the meeting at 3.30pm and thanked everyone for attending. Ms Wood passed on the apologies for those who were unable to attend.

Mr Renouf conducted the Acknowledgement of Country and recognised the Jagera and Turrbal people as the Traditional Custodians of the land.

### ATTENDEES

Name	Organisation	Name	Organisation
Adelaide Smith	BYS Student	Helen Wood	BYS Board Chair
Adreinne Diaz	Australian Red Cross	Jade Cronin-Thompson	Footprints
Alastair Cranswick	BYS Chief Financial Officer	Jane Willis	BYS staff
Amanda Jones	BYS staff	Jesse Nolan	BYS staff
Andrea Cronin	BYS staff	Jody Wright	Executive Officer, Drug Arm Australasia
Andrea Murray	Child and Youth Mental Health Service (CYMHS)	Julie Geraghty	BYS member / staff
Anna Spencer	BYS Board Member	Jullie Johnson	BYS member / staff
Anne Jones	Toadshow Pty Ltd	Kal Kaphle	BYS staff
Annemaree Callander	Hub-Fortitude Valley	Kathrine Saffioti	Department of Housing and Public Works
Ashleigh Husband	Hub-Fortitude Valley	Kathy Bingham	BYS staff
Awhina Faulkner	Hub-Fortitude Valley	Kerri Ryder	BYS staff
Bernie Rodney	Hub-Fortitude Valley	Kirstin Cooper	BYS staff
Bettina McFayden	Centre for Young Families	Kirsty Doherty	BYS staff
Brian McGuckin	Property Industry Foundation	Kristin Penhaligon	BYS staff
Brian Tucker	BYS Treasurer	Laura Christie	BYS staff
Cassie Bell	BYS staff	Lawrence Dey	Housing and Homelessness Services, DHPW
Cheryl Meister	BYS staff	Mark Hamilton	NAB Education & Community Business
Connie Reed	BYS staff	Mary Ann Reynolds	BYS staff
Coral-Lee Bamford	BYS staff	Michael Johnson	BYS staff
Damien Hoffman	Director, Education & Community Business - NAB	Michael Tansky	BYS Life Member
Dan O'Connor	Senior Sergeant, OIC Stafford Police Station, QPS	Naomi Soiland	BYS staff

Name	Organisation	Name	Organisation
Dani Montague	BY S staff	Narita Silby	Guest
Deb McConnell	Department of Housing and Public Works	Natalie Mengel	Former BYS client
Debra Parker	BY S staff	Pauline Coffey	Brisbane North PHN
Erin Field	BY S staff	Penny Williams	Office of Trevor Evans
Hannah Richards	BY S staff	Phil Smith	BY S staff
		Philip Vickery	BY S Board Vice-Chair
Rachel Watson	Wesley Mission QLD / AGM Returning Officer	Sonja McDowell	BY S staff
Rebecca Taumalolo	BY S Board Member	Steve Renouf	BY S Patron
Renee Head	BY S staff	Syani Linarto	BY S staff
Rhianon Vichta	BY S staff	Troy Roberts	BY S staff
Robert Topping	Albert Park Flexible Learning Centre	Usha Sherwell	Manager, Child Family and Community Services
Savina Gav railova	BY S staff	Wayne Weaver	BY S Life Member
Shelley Sorrenson	BY S Board Secretary	Zoe Mitchell	BY S staff

## APOLOGIES

Name	Organisation	Name	Organisation
Adam Barnes	BY S staff	Matt Bell	Partner - Grant Thornton
Angela Barnes	BY S Member	Michelle Wiersma	Toowoomba Youth Service
Brian Chladil	BY S Member	Nicole Cockburn	UQ School Of Dentistry
Cherylee Treloar	Footprints	Raymond Brownhill	Queensland Police Service
Clint Ferndale	BY S Member Hepatitis Queensland	Rob Reed	Minter Ellison
Corey Allen	Queensland Police Service	Senator Clair Moore	Senator for Queensland
Cr Vicki Howard	Councillor for Central Ward	Senator Larissa Waters	Senator for Queensland Australian Greens
Darren McGhee	Salvation Army	Simon Clowes	Albert Park Flexible Learning Centre
Keir Leigh	Australian	Fr Wally Dethlefs	BY S Life Member
Libby Morton	Child and youth Mental Health Service	Majella Ryan	Department Child Family and Community Services
Mary Philip	BY S Life Member	Tracey Harris	Executive Director Amovita

The AGM was declared quorate by Ms Watson.

## RESEARCH AND EVALUATION

Ms Wood introduced Ms Vichta who provided an overview of the insights gained from her research into client data over the past year.

## GUEST SPEAKER 1

Ms Mengel presented her story explaining the support she had received from BYS had contributed to her positive life achievements to date. Ms Mengel shared how her mental health issues had impacted her during her early teenage years and discussed how she had left school and her home at the age of 15 years.

Ms Mengel thanked Ms Bell and other staff of BYS for their support and understanding during her support period with BYS. She discussed how her mental illness had made her feel and how her life had changed as a result of entering the Swish/Mars Transitional Housing Program. Ms Mengel explained how BYS had provided much more than a place to stay and how the support she received had helped her through difficult and challenging times during her teenage years. Ms Mengel noted she now works in childcare and is about to graduate with a Diploma of Child Care.

## GUEST SPEAKER 2

Ms Wood introduced the Honourable Shannon Fentiman MP, Minister for Communities, Women and Youth, Minister for Child Safety and Minister for Prevention of Domestic and Family Violence. Minister Fentiman thanked BYS for her invitation and the presenters for their time and acknowledged the Traditional Custodians of the land.

Minister Fentiman thanked Ms Mengel for her story and everyone involved with BYS for their hard work, vision and commitment in supporting so many young people of Brisbane. Minister Fentiman noted that the Palaszczuk Government was committed to continuing to support the work of BYS and looked forward to strengthening the relationship with BYS into the future. She noted her main priority was

to ensure vulnerable young people thrive and find a connection to the community.

Minister Fenitman discussed the government's various investments in youth services including multiple youth support programs and housing strategies. She acknowledged the BYS Sustaining Young Tenancies Project established to assist young people to retain their tenancies.

## ADOPTION OF 2015 MINUTES

**Motion:** That the minutes of the Brisbane Youth Service 2015 Annual General Meeting held on 24 November 2015, as amended, be approved and signed by the Chair.

**Moved:** Philip Vickery

**Seconded:** Jullie Johnson

**Motion carried.**

## SPECIAL RESOLUTION

Mr Vickery spoke to the special resolution and provided an overview of the proposed changes.

### Resolution 1

Brisbane Youth Service Incorporated is proposing to amend rule 45(7) of the Constitution in relation to the authorisation of electronic funds transfers to facilitate more efficient processing. The relevant subsection of the existing funds and accounts clause is as follows:

#### 45. Funds and accounts

- (7) Electronic funds transfer shall be authorised and effected by one of the President, Treasurer or Secretary.

That the Funds and accounts Clause 45 (7) of the Constitution be replaced as follows:

#### 45. Funds and accounts

- (7) If a payment is made by electronic funds transfer, the transfer must be authorised by:
- the President; or
  - the Secretary; or
  - the Treasurer; or

d) any [1] of 3 other Members of the Association who have been authorised by the Board to authorise the transfer.

**Motion:** That the Funds and Accounts Clause 45(7) as amended be accepted.

**Moved:** Julie Geraghty

**Seconded:** Anna Spencer

**Motion carried.**

## CHAIR'S REPORT

Ms Wood spoke to her report and thanked everyone for attending, noting it had another been a big year for BYS. Ms Wood noted that BYS continue to acknowledge the tradition and history from Carina Youth Service (CYA) and Youth Emergency Services (YES) as a joint organisation. Ms Wood thanked and acknowledged the hard work of BYS staff and the dedication of the Executive Management Team. Ms Wood also thanked the contribution of the Board members who volunteered their time to the organisation.

Ms Wood spoke to the tremendous results achieved in the satisfaction survey indicating that young people were happy with BYS's service offerings. Ms Woods closed by acknowledging the young people of BYS and recognising the upcoming 40th anniversary next year.

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

**Moved:** Shelley Sorrenson

**Seconded:** Julie Geraghty

**Motion carried.**

## TREASURER'S REPORT

Mr Tucker spoke to his report and noted that all relevant financial information for Financial Year 2016/2017 and were tabled and available in the 2016 Annual Report.

Mr Tucker noted it had been a busy and big year for BYS following the amalgamation with CYA and YES. He noted the amalgamation had resulted in almost the doubling of the size of the organisation. Mr Tucker spoke to various financial metrics including income and expenses for the financial year.

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:** Rebecca Taumalolo

**Seconded:** Coral-Lee Bamford

**Motion carried.**

## CHIEF EXECUTIVE OFFICER'S REPORT

Ms Callander spoke to her report and noted that it had been another extremely busy year for BYS particularly as a result of the amalgamation of CYA and YES and there were many achievements of which to be proud. Ms Callander thanked the service delivery and corporate staff who worked tirelessly on the amalgamation, and thanked Ms Johnson for leading the amalgamation transition. Ms Callander welcomed Alastair Cranswick as the interim Chief Financial Officer who would fill Mr Jack Tong's role while he was on extended leave. Ms Callander also thanked Ms Vichta for her work setting up the research and evaluation framework and Ms Willis for the new brand launch at this year's AGM.

She noted during the last year BYS had completed a number of initiatives including:

- Establishing staff working groups on particular projects such as the pilot Sustaining Young Tenancies Project;
- Strengthening BYS's research and evaluation framework;
- Upgrading BYS's ICT Infrastructure; and
- Formalising a partnership with the Property Industry Foundation to develop new housing for BYS clients.

Ms Callander acknowledged the great work of BYS since it commenced in 1977 and looked forward to celebrating the great milestone of 40 years with an anniversary celebration in 2017.

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

**Moved:** Jullie Johnson

**Seconded:** Julie Geraghty

**Motion carried.**

## LAUNCH OF THE NEW BYS BRAND

Ms Woods spoke to the strategy and rationale behind the development of BYS's new brand, noting that the design had been a consultative and collaborative effort by young people and the BYS staff and Board. She noted the former house logo had served BYS well for the past 12 years and it was timely for a refresh following the amalgamations with Othila's Young Women's Service, YES and CYA. She spoke to the new brand reflecting BYS's expanded work and most importantly how BYS places young people at the centre of everything it does. Ms Wood spoke to the fresh look the new branding had and noted that it had already been incorporated into the BYS website, the 2016 Annual Report and other collateral. Ms Wood thanked Ms Willis for her efforts in leading the project and thanked all those involved with the development of the new brand.

## NOMINATION OF BOARD MEMBERS

Ms Watson, declared the three Board Member positions vacant and being eligible for renomination. Ms Watson conducted the nomination of the three Board Members and advised that there was no need to

call for nominations from the floor as there were no unfilled positions. All positions were declared filled.

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

**Moved:** Philip Vickery

**Seconded:** Shelley Sorrenson

**Motion carried.**

## APPOINTMENT OF AUDITOR

**Motion:** That the Auditor for the financial year 2016/2017 be Haywards and Associates.

**Moved:** Brian Tucker

**Seconded:** Shelley Sorrenson

**Motion carried.**

## CLOSURE

There being no further business, Ms Woods declared the meeting closed at 4.45pm.

## CONFIRMED



**Helen Wood**

Chair

Date: 20 September 2017

## BOARD MEMBER NOMINATION LIST - ANNUAL GENERAL MEETING 2016

Board Members Renominating			
	NOMINEE	PROPOSER	SECONDER
1	Rebecca Taumalolo	Philip Vickery	Helen Wood
2	Brian Tucker	Philip Vickery	Rebecca Taumalolo
3	Helen Wood	Philip Vickery	Rebecca Taumalolo

# **BRISBANE YOUTH SERVICE INC.**

**FINANCIAL REPORT  
FOR THE YEAR ENDED  
30 JUNE 2017**

**BRISBANE YOUTH SERVICE INC.**  
**INCOME AND EXPENDITURE STATEMENT**  
**FOR THE YEAR ENDED 30 JUNE 2017**

	<u>2017</u>	<u>2016</u>
<b><u>INCOME</u></b>		
Brisbane City Council	9,392	13,714
Corporate Partnership, Donations & Subscriptions	132,193	139,496
Department of Communities	675,688	660,616
Department of Housing & Public Works	4,592,131	3,353,347
Department of Social Services	71,666	72,936
Department of Health & Ageing	633,166	617,715
Queensland Health	178,828	182,591
Gambling Community Benefit Fund	-	25,313
Other Grants	53,207	42,318
Rent Received	185,851	154,481
Interest Received	124,943	126,453
Medicare	46,713	57,464
Sundry Income	11,375	6,394
Feb Fast	5,912	7,108
Disposal of Assets	-	469
Lord Mayor's Community Trust	1,946	2,000
Cecilia Kilkeary Foundation	6,397	-
	<hr/>	<hr/>
	6,729,408	5,462,415
<b><u>LESS EXPENDITURE</u></b>		
Total Expenditure (Schedule Attached)	6,405,462	5,402,646
<b><u>NET SURPLUS/(DEFICIT) FOR YEAR</u></b>		
	<hr/>	<hr/>
	\$323,946	\$59,769

The accompanying notes form part of these financial statements.

**BRISBANE YOUTH SERVICE INC.**  
**INCOME AND EXPENDITURE STATEMENT**  
**FOR THE YEAR ENDED 30 JUNE 2017**

	<u>2017</u>	<u>2016</u>
<b><u>EXPENDITURE</u></b>		
Advertising & Promotion	64,077	70,643
Audit & Accountancy	18,000	21,600
Bank Charges	4,320	3,631
Client Costs	239,885	115,955
Computer Expenses	257,749	88,678
Consulting Fees	6,000	47,381
Depreciation	67,705	62,272
Electricity & Gas	62,768	57,474
Emergency Relief Expenses	60,708	61,130
Fringe Benefits Tax	7,002	2,116
Insurance	59,201	54,493
Legal Fees	5,088	-
Meeting Expenses	3,413	1,982
Minor Equipment	55,782	42,650
Motor Vehicle & Travel Expense	149,982	129,378
Office Cleaning & Supplies	55,826	50,551
Postage, Printing, Stationery & Office Supplies	43,265	61,844
Project Expenses	16,379	6,287
Publications, Subscriptions & Memberships	10,891	13,187
Rent & Rates	187,635	182,394
Repairs & Maintenance	133,073	81,798
Security	23,172	22,682
Staff Costs	4,508	1,333
Staff Training & Supervision	68,749	55,646
Storage	9,990	10,538
Sundry Expenses	3,254	5,696
Superannuation	393,064	330,005
Telephone & Internet	87,048	77,886
Wages & Salaries	4,232,305	3,650,204
Workers Compensation	74,623	93,212
<b><u>TOTAL EXPENDITURE</u></b>	<b><u>\$6,405,462</u></b>	<b><u>\$5,402,646</u></b>

The accompanying notes form part of these financial statements.

**BRISBANE YOUTH SERVICE INC.**  
**ASSETS AND LIABILITIES STATEMENT**  
**AS AT 30 JUNE 2017**

	<u>2017</u>	<u>2016</u>
<b><u>ASSETS</u></b>		
<b><u>CURRENT ASSETS</u></b>		
Cash on Hand	2,009	3,079
Cash at Bank (Note 2)	720,737	56,110
Debtors, Prepayments & Deposits (Note 3)	135,792	187,312
<b><u>TOTAL CURRENT ASSETS</u></b>	<b>\$858,538</b>	<b>\$246,501</b>
<b><u>INVESTMENTS</u></b> (Note 4)	<b>3,718,866</b>	<b>3,793,995</b>
<b><u>FIXED ASSETS</u></b> (Note 5)	<b>2,668,204</b>	<b>2,716,421</b>
<b><u>TOTAL ASSETS</u></b>	<b>\$7,245,608</b>	<b>\$6,756,917</b>
<b><u>LIABILITIES</u></b>		
<b><u>CURRENT LIABILITIES</u></b>		
Creditors & Accruals (Note 6)	646,428	537,142
Grant Income Received & Unexpended (Note 7)	199,277	62,799
Provisions (Note 8)	840,048	921,067
<b><u>TOTAL CURRENT LIABILITIES</u></b>	<b>\$1,685,753</b>	<b>\$1,521,008</b>
<b><u>NON-CURRENT LIABILITIES</u></b>		
Borrowings (Note 9)	522,000	650,000
<b><u>TOTAL NON-CURRENT LIABILITIES</u></b>	<b>522,000</b>	<b>650,000</b>
<b><u>TOTAL LIABILITIES</u></b>	<b>2,207,753</b>	<b>2,171,008</b>
<b><u>NET ASSETS</u></b>	<b>\$5,037,855</b>	<b>\$4,585,909</b>
<b><u>ACCUMULATED FUNDS</u></b>		
Balance at 1 July 2016	4,585,909	2,493,361
Net Surplus/(Deficit) for Year	323,946	59,769
Transfer from other organisations	-	2,032,779
Adjustment to Borrowings (Note 1(g))	128,000	-
<b><u>TOTAL ACCUMULATED FUNDS</u></b>	<b>\$5,037,855</b>	<b>\$4,585,909</b>

The accompanying notes form part of these financial statements.

**BRISBANE YOUTH SERVICE INC.**  
**STATEMENT OF CASH FLOWS**  
**FOR THE YEAR ENDED 30 JUNE 2017**

	<u>2017</u>	<u>2016</u>
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
<b>Receipts</b>		
Grant Funding	6,320,425	4,903,517
Interest	124,943	126,453
Other Income	472,038	438,256
<b>Payments</b>		
Wages & Salaries & Other Supplies	6,309,490	4,674,748
<b>Net cash provided by (used in) operating activities</b>	<hr/> \$607,916	<hr/> \$793,478
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
Payment for purchase of plant & equipment	(19,488)	(75,261)
Receipt for sale of plant & equipment	-	7,273
Receipt from merged organisation	-	40,274
<b>Net cash provided by (used in) investing activities</b>	<hr/> (\$19,488)	<hr/> (\$27,714)
<b>CASH FLOWS FROM FINANCIAL ACTIVITIES</b>		
Net increase/(decrease) in cash held	588,428	765,764
Cash at beginning of the reporting period	3,853,184	3,087,420
<b>Cash at end of the reporting period</b>	<hr/> \$4,441,612	<hr/> \$3,853,184
<b>Reconciliation of Net Surplus/Deficit to Net Cash Provided by (Used in) Operating Activities</b>		
Operating Result	323,946	59,769
- Depreciation	67,705	62,272
- Profit/Loss on sale of Asset	-	(469)
- Increase/(Decrease) in Payables	109,286	308,845
- Increase/(Decrease) in Provisions	(81,019)	356,781
- (Increase)/Decrease in Deposits & Debtors	51,520	(11,429)
- Increase/(Decrease) in Grants Unexpended	136,478	17,709
<b>Net cash provided by (used in) operating activities</b>	<hr/> \$607,916	<hr/> \$793,478

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 2017**

**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.

**6.**

**BRISBANE YOUTH SERVICE INC.**  
**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2017**

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

**(f) Land & Buildings**

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.

**(g) Borrowings**

The organisation signed a new Mortgage Agreement during the year.

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

**BRISBANE YOUTH SERVICE INC.**  
**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2017**

	<u>2017</u>	<u>2016</u>
<b>2. CASH AT BANK</b>		
Operating Account	512,821	39,551
Donation Account	78,071	3,450
Rental Account - 1	129,481	12,670
Rental Account - 2	-	439
Other Accounts	364	-
	\$720,737	\$56,110
<b>3. DEBTORS, PREPAYMENTS &amp; DEPOSITS</b>		
Deposits & Bonds	5,710	5,060
Debtors & Prepayments	130,082	182,252
	\$135,792	\$187,312
<b>4. INVESTMENTS</b>		
Term Deposit	2,200,000	2,200,000
Cash Management Account	32,460	7,138
Business Cash Maximiser	632,593	770,951
Business Websaving	415,622	410,190
Premier Investment Account	416,643	405,716
Premier Cecilia Kilkeary	21,548	-
	\$3,718,866	\$3,793,995

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 2017**

	<u>2017</u>	<u>2016</u>
<b>5. FIXED ASSETS</b>		
Land & Buildings - at Committee Valuation	2,550,000	2,550,000
Motor Vehicles	479,753	460,265
Less Accumulated Depreciation	396,089	342,852
	<hr/>	<hr/>
	83,664	117,413
Office Furniture	31,050	31,050
Less Accumulated Depreciation	31,050	31,050
	<hr/>	<hr/>
	NIL	NIL
Office Equipment	403,257	403,257
Less Accumulated Depreciation	390,729	384,732
	<hr/>	<hr/>
	12,528	18,525
Leasehold Improvements	140,027	140,027
Less Accumulated Depreciation	118,015	109,544
	<hr/>	<hr/>
	22,012	30,483
	<hr/>	<hr/>
	\$2,668,204	\$2,716,421
	<hr/>	<hr/>
<b>6. CREDITORS &amp; ACCRUALS</b>		
Trade Creditors & Accruals	403,426	365,053
PAYG Withholding	86,917	48,072
Salary Sacrifice Liabilities	1,258	4,338
GST Liabilities	103,310	86,422
Superannuation Payable	51,517	33,257
	<hr/>	<hr/>
	\$646,428	\$537,142
	<hr/>	<hr/>

The accompanying notes form part of these financial statements.

**BRISBANE YOUTH SERVICE INC.**  
**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2017**

	<b><u>2017</u></b>	<b><u>2016</u></b>
<b>7. GRANT INCOME RECEIVED &amp; UNEXPENDED</b>		
Brisbane City Council	11,775	20,668
Department of Housing & Public Works	13,997	-
Department of Health	23,599	-
Cecilia Kilkeary Foundation	15,151	-
Department of Communities	6,092	3,904
Ian Potter Foundation	-	10,000
Virgin Unite Australia	-	28,227
Queensland Health	128,663	-
	<hr/>	<hr/>
	\$199,277	\$62,799
	<hr/>	<hr/>

**8. PROVISION FOR LEAVE ENTITLEMENTS**

Provision for Annual Leave	310,906	385,154
Provision for Long Service Leave	374,195	367,670
Provision for Sick Leave	154,494	146,331
Provision for On Costs	453	21,912
	<hr/>	<hr/>
	\$840,048	\$921,067
	<hr/>	<hr/>

**9. BORROWINGS**

Mortgage - Department of Public Works and Housing	522,000	650,000
	<hr/>	<hr/>
	\$522,000	\$650,000
	<hr/>	<hr/>

The accompanying notes form part of these financial statements.

**10.**

**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 9:

1. Presents a true and fair view of the financial position of Brisbane Youth Service Inc. as at 30 June 2017 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 25<sup>th</sup> day of September 2017.

11.

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

**Report on the Audit of the Financial Report**

***Opinion***

We have audited the financial report of Brisbane Youth Service Inc., which comprises the assets and liabilities statement as at 30 June 2017, the income and expenditure statement and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the certification by members of the committee on the annual statements giving a true and fair view of the financial position and performance of the association.

In our opinion, the accompanying financial report presents fairly, in all material respects the financial position of Brisbane Youth Service Inc. as of 30 June 2017 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 (QLD).

***Basis for Opinion***

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the association in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES110: code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

***Emphasis of Matter – Basis of Accounting***

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist the association to meet the requirements of the Associations Incorporation Act (QLD). As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

***Responsibilities of the Committee for the Financial Report***

The committee is responsible for the preparation and fair presentation of the financial report in accordance with the financial reporting requirements of the Associations Incorporation Act (QLD) and for such internal control as the committee determines is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the committee is responsible for assessing the association's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the committee either intends to liquidate the association or to cease operations, or has no realistic alternative but to do so.

## 12.

### ***Auditor's Responsibilities for the Audit of the Financial Report***

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit 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 association's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the committee.
- Conclude on the appropriateness of the committee's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the association to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the committee regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



PETER GESCH  
HAYWARDS CHARTERED ACCOUNTANTS  
Level 1 / 488 Lutwyche Road  
LUTWYCHE QLD 4030

Dated this 25<sup>th</sup> day of September 2017

# HOW YOU CAN SUPPORT US TO CREATE NEW FUTURES FOR YOUNG PEOPLE

**Brisbane Youth Service (BYS) is a non-profit organisation that relies on government grants and 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.
- Become a regular giver by setting up a regular donation.

- 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.

## Enquiries

**Email:** [fundraising@brisyouth.org](mailto:fundraising@brisyouth.org)  
**Phone:** 07 3620 2427  
**Web:** [www.brisyouth.org](http://www.brisyouth.org)  
**Post:** PO Box 1389  
Fortitude Valley Qld 4006





# BRISBANE YOUTH SERVICE

Brisbane Youth Service Inc | ABN 83 967 756 338

Telephone 07 3620 2400 | [admin@brisyouth.org](mailto:admin@brisyouth.org)

42 McLachlan Street Fortitude Valley

PO Box 1389 Fortitude Valley Q 4006

[www.brisyouth.org](http://www.brisyouth.org) | [www.facebook.com/brisyouth](https://www.facebook.com/brisyouth)