



BRISBANE
YOUTH
SERVICE

ANNUAL REPORT
2018-19

GYPSY

“Check out my new kicks!” Gypsy has a thing for shoes. A Queenslander “through and through”, she loves being near the water, “really wants a dog” and is a Virgo, a quality she describes as “the superior star sign”.

The 18-year-old is now bright eyed, bubbly and up for a chat, but until recently, struggling with depression, anxiety and unable to see a future, Gypsy lived on the streets.

“I couch surfed for about 10 months and then ended up on the streets. I had a bad drinking problem... I eventually ran out of places to stay and literally had nowhere to go,” Gypsy said.

“I never got much sleep on the streets because it was terrifying... at night I would cry because I was just so scared.”

Gypsy was eventually connected with BYS’s Hub Intake and Intervention team, and after being supported with housing and a youth worker, she is now working towards her independence.

“BYS made me feel and believe that there is a future for me, I just have to work hard at it,” she said.

“Every single employee I’ve met at BYS is genuine about what they do... If homelessness has taught me one thing, it is seeing the worst and the absolute best in people... you learn a lot. BYS has been an absolute saviour, they are so good to me.

“The biggest change in me since I was connected with BYS is... happiness. I feel mentally and physically healthier, and everything has changed so much. It’s put so much hope in my life.

“I now have a future but when I was on the streets? No. I thought ‘this is going to be me for the rest of my life’”

Gypsy is making plans to eventually return to university and to find a job. “I think I would have a good life as a social worker,” she said.

“I feel like you would get a lot of fulfilment working with people, so I would love to do that. I would love to finish uni, get my own place, have a nice career, that would be pretty dope... and a dog; I really want a dog.”

Y O U N G P E O P L E ’ S S T O R I E S

Gypsy	01
David	21
Aiden	24
Jess & Annie	28
Scovia	31
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“ I now have a future but when I was on the streets? No. I thought 'this is going to be me for the rest of my life!' ”



NEW FUTURES FOR YOUNG PEOPLE

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The BYS team is central to the organisation's ability to support at-risk and vulnerable young people and young families. On the front cover are L-R: Youth Support Worker, Shaun, Family Connect Worker, Melissa and Housing Support Worker, Brenda.



Leadership



Quality



Partnering



People

GOALS

Advocate with and for young people to enable new futures

Provide services that enhance the safety, health and wellbeing of young people and their children

Enhance outcomes for young people and improve financial resilience

Build a capable, engaged and effective workforce

STRATEGIES

Increase knowledge in government and the community about issues impacting young people

Provide data and evidence regarding the need for systemic changes in policy and programs impacting young people

Ensure the voice of vulnerable young people is heard by influencers and stakeholders

Utilise evidence in the design, delivery and implementation of programs and services

Use the voice of young people as a key input to service design and delivery

Ensure services are accessible, inclusive and culturally sensitive

Ensure services are client centric and provide seamless, integrated pathways for all clients

Strengthen and expand our service delivery partnerships

Partner with corporates/philanthropists to attract investment and increase service capacity

Partner commercially for complementary products and services

Position BYS as an employer of choice

Encourage our people to develop the skills and knowledge to excel in their current and future roles

Support our people to maintain their personal health and well-being

Provide a physically and psychologically safe work environment

BYS STRATEGIC PLAN 2018–21

Sustainability

Meet current and emerging needs of young people

Invest in innovation to increase service capacity and improve outcomes

Develop a five-year Growth Strategy including infrastructure and resourcing needs

Build and maintain robust, scalable corporate services

Mature our financial and asset management

Our vision:

New futures for young people

Our purpose:

To enable vulnerable young people and families to navigate life challenges and thrive in the community

Our commitment:

To promote a just society for young people

Our values: ROAR

- Respect
- Optimism
- Accountability
- Resilience

RECONCILIATION ACTION PLAN 2019-21

BYS has increased its engagement with First Australians with 31.4 per cent of our clients identifying as being Aboriginal and/or Torres Strait Islanders in 2018-19. Of those who completed our annual client survey, 97 per cent were “happy or very happy” with our services. BYS is committed to ensuring its service delivery approach and workforce continue to effectively support young Aboriginal and/or Torres Strait Islander people.

In 2018-19, BYS offered regular yarning circles for young Aboriginal and/or Torres Strait Islanders. We also committed to our organisation having a minimum of two service delivery positions as Identified Positions – one in our busy Hub Intake and Intervention team, and another in our Housing and Tenancy Support team. Cultural Awareness Training was provided to all staff and the Board. We acknowledged National Sorry Day and other culturally important events during the year, including joining the community at Brisbane’s Musgrave Park for Family Fun Day to celebrate NAIDOC Week 2018.

These actions ensure BYS not only provides employment opportunities but also focuses on increasing its capacity to provide culturally appropriate support. We worked with our partners at the Aboriginal Employment Strategy (AES) to recruit for the new Identified Positions, and during the year employed a total of seven Aboriginal and/or Torres Strait Islander staff. We also started a Staff Cultural Support group to ensure our Aboriginal workers are valued and engaged at BYS.

Most importantly, we reconvened the Reconciliation Action Plan (RAP) Committee and worked hard to develop our second plan of action—an Innovate RAP approved by Reconciliation Australia. The BYS Reconciliation Action Plan 2019-21 was launched in September 2019 by BYS Patron, Steve Renouf.



BYS PATRON STEVE RENOUF

Steve Renouf commenced his role as BYS Patron in 2016 and is dedicated to raising awareness of Brisbane's vulnerable young people and the challenges they face. He has supported BYS through a range of events and activities in the past four years. A legendary Queensland footballer, Steve played for the Brisbane Broncos for more than 10 years and represented both Queensland and Australia in rugby league. He is a role model for young Queenslanders and a proud patron of BYS.



ABOUT BRISBANE YOUTH SERVICE

Brisbane Youth Service (BYS) has worked with homeless and vulnerable young people (aged 12 to 25 years) and young families in Brisbane and surrounding areas since 1977.

A leader in the community services industry, BYS provides housing, physical and mental health services and specialist programs for young women and young families, to assist them to overcome challenges and achieve life goals. BYS uses a client-centred, strengths-based practice approach when working with young people. BYS supports each young person to identify their goals and holistically address the range of challenges they face. Even with brief support from BYS, most young people can move out of crisis and towards a better future.

Through research and evaluation programs, BYS builds knowledge to improve outcomes for young people and to raise awareness of issues impacting vulnerable young people in our community.

BYS BOARD

BYS is governed by a board of community members who volunteer their time to provide strategic direction and oversight to ensure BYS continues to deliver high quality services to young people.



Dr Nikola Stepanov
PRESIDENT



Anna Spencer
VICE PRESIDENT



Shelley Sorrenson
SECRETARY



Kelly Moore
TREASURER



Alexander Robinson
BOARD MEMBER



Jake Arden
BOARD MEMBER



Ben Paris
BOARD MEMBER

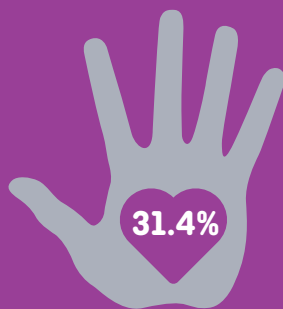


Michelle Wade
BOARD MEMBER

“ I would have been homeless but BYS has supported me in having stable, safe housing. ”

SNAPSHOT

2018-19



of young people seeking support at BYS identify as Aboriginal and/or Torres Strait Islander

1453

young people accessed support from BYS

Seven per cent more than the previous year

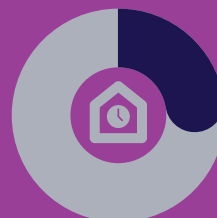
The number of young people seeking support from BYS has risen by **13%** over the last **3** years



1522 on-site counselling appointments



80% OF YOUNG PEOPLE LIVING IN UNSAFE, UNSUITABLE OR UNAFFORDABLE ACCOMMODATION



26% OF YOUNG PEOPLE WERE COUCH SURFING



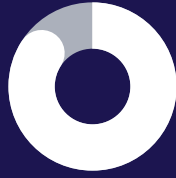
515 medical appointments

BYS provided support to

144

children of young parents

18.5 the average age of young people seeking support at BYS



90% OF YOUNG PEOPLE SAY THEY FEEL SAFE AND COMFORTABLE AT BYS.



84% of young people were happy or very happy with the coordinated care provided by BYS

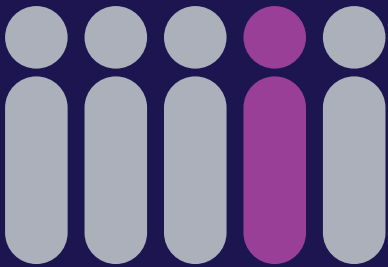


The number of occasions BYS provided support to young people increased by more than 17% over the last three years

12.4% culturally and linguistically diverse

32,030

occasions of support [up from 31,980]



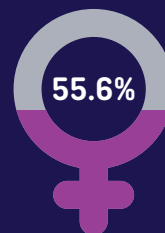
One in five young people identify as LGBTIQ+



26% OF YOUNG PEOPLE WE SUPPORTED THIS YEAR WERE YOUNG PARENTS

4454

people aged 12-24 homeless in Queensland on any given night



55.6% identify as female

PRESIDENT'S REPORT

2018–19 has been a wonderful first year for me as President of the BYS Board and for the other new members, Ben Paris, Jacob Arden and Michelle Wade.

We are fortunate to enjoy the support of a few 'old hands' on the Board with Shelley Sorrenson, Dr Alex Robinson and Vice President, Anna Spencer, bringing their skills and experience.

Sadly though, we farewelled some previous Board members in 2018; Brian Tucker, Kirsty Augustine and Philip Vickery, and of course, the wonderful former President, Helen Wood. They all made a huge contribution to BYS in previous years.

The performance of BYS and all its amazing staff in the last year has continued to be astonishing. We assisted more than 1400 young people during 2018–19 with 32,030 occasions of support. Each year we help more people, more often, and bring meaningful change to the lives of vulnerable young members of our community.

The Board is making sure BYS staff feel supported and encouraged to introduce new initiatives, challenge old ideas, harness the knowledge that comes with evidence-based research and bring about better practices. We've also worked with the Executive Management team to finalise a Strategic Plan and other necessary governance frameworks.

Some key highlights from the year include successfully increasing our workforce diversity, gaining national recognition for our research and evaluation activities and achieving a 90 per cent satisfaction rating from young people in our annual client survey.

The Board and I are looking forward to the year ahead, and assisting BYS to continue to grow its capacity to meet the needs of young people in our community.

Dr Nikola Stepanov
President



TREASURER'S REPORT

Brisbane Youth Service's results for the 2018-19 financial year reflect the organisation's proactive approach to creating efficiencies and controlling operating costs, while seeking innovative ways to create new and better futures for young people.

Our 2018-19 data indicated a reduction in the numbers of young people returning to live with family and a consistently high number of young people with current or former experiences of violence. In response, the BYS Board agreed to invest in two new temporary positions for two years from the organisation's reserves: A Safe and Connected Family Worker and a Safe Relationships Worker.

Revenue from government grants remained steady in 2019 compared to 2018. As part of BYS's strategy to diversify its income streams we have been targeting new fundraising models to enable us to increase our services for young people, resulting in significant growth over the last two years. We thank the community for their continued support.

In the past year, due to significant neighbourhood fatigue, the decision was made to sell a property in the inner north and the sale of this property incurred a \$165,000 loss due to the difference in the property's valuation in the accounts compared to the current property market. This, combined with the investment in two new roles within the organisation, meant a financial loss of \$219,200 for the 2018-19 financial year.

Despite the financial loss, BYS continues to maintain a strong balance sheet with a current ratio of 4.8:1 (current assets are 4.8 times higher than our current liabilities) meaning the organisation is liquid and able to pay its debts as and when they fall due. The cash position is also strong, creating security for BYS to be able to continue to invest in innovative responses to expand and enhance services for young people.

In 2020 the organisation will implement a financial investment strategy to obtain better returns on reserves while the cash at bank interest rates remain so low. The Board acknowledges the work of the Executive Management team in continuing to run a sustainable organisation focused on continual improvement and delivering strong outcomes for vulnerable young people experiencing homelessness in Brisbane.

Kelly Moore
Treasurer



CEO'S REPORT

In 2018–19 BYS continued to deliver quality and responsive services to young people through a focus on strong governance, continuous improvement and innovation. During the year we finalised the organisation's new three-year Strategic Plan, setting clear and measurable goals to help us achieve our vision, "New futures for young people". To inform the process, we underwent an external assessment of our capability using the Community Services Industry Alliance's business maturity scorecard. I am pleased to report the results demonstrated that BYS is performing well with strong scores across all the domains measured, meaning we are well positioned to grow our capacity to support young people in Brisbane.

This year there was a seven per cent increase in the number of young people assisted by BYS. This is no surprise given the shortage of safe and affordable housing and the number of young people on income support living in poverty; punitive compliance requirements resulting in an increase in payment suspensions, as well as continued high rates of violence and mental illness in our community.

Increased demand for support puts pressure on all areas of the organisation but most notably, on Housing Services and the Valley Hub, which has the highest numbers of contacts each year due to its location, accessibility and service mix. In order to manage the growing demand, we re-designed the Hub's intake processes and implemented a Solution Focused Brief Intervention model. It is a new approach that aims to proactively address the issues young people are most regularly experiencing and to ensure our services continue to meet their needs. During 2018–19, new or restructured service delivery teams settled into place and our annual data shows we are supporting more young people, more often who have ongoing complex needs.

BYS's Quality Practice and Knowledge team has made a tremendous contribution to the organisation during the year, gaining widespread national media attention for couch surfing research undertaken in partnership with Griffith University. We have built on this important work to secure three grants that will enable BYS to conduct qualitative research and establish and trial a Couch Surfing Hotline and mobile support service to assist couch surfers, their families and hosts. In addition, we have undertaken a significant amount of work to update our practice framework, which will be completed in the coming year.

Our ongoing commitment to working effectively with First Australians has driven several new initiatives in the past year, including the establishment and trial of two Identified Positions in service delivery teams, a cultural worker support group, the delivery of regular yarning circles for young people and training in cultural awareness for the Board. We also developed our second Reconciliation Action Plan 2019–21 to ensure BYS continues to work towards Closing the Gap. All these initiatives are important given more than 31 per cent of BYS clients this year identified as Aboriginal and/or Torres Strait Islander.

BYS has also been busy building its capacity to address key issues impacting young people, including mental health, violence, housing, poverty and family breakdown. Informed by data, this year we invested in a clinic review and allocated resources to trial two new roles to proactively address some of the key causes of homelessness— a Safe Relationships Worker, and a Safe and Connected Family Worker.

All our frontline work is made possible by BYS's skilled and ever-helpful Corporate Services team. Over the last year, Corporate Services has continued to streamline and improve business processes to ensure BYS operates as efficiently as possible, enabling us to redirect important resources to service delivery.

In 2018–19 BYS worked closely with the Property Industry Foundation (PIF) and BHC to progress options to increase housing supply for young people with plans for developments at Toombul and Woolloongabba. We look forward to these projects coming to fruition in 2020. We are also excited to have partnered with Community and Toowong Private Hospital to deliver a new Mental Health Hub as of July 2019. The Recovery and Discovery Centre will provide support for people with severe mental illness by integrating a range of clinical and non-clinical supports.



BYS received great community support this year and established new partnerships with Rochelle Painting, Student One, Holding Redlich and the Brisbane Bullets. I thank them and our ongoing partners, Gala on the Green and Property Industry Foundation, as well as all our supporters for helping BYS to extend and expand the services available to young people. A highlight of the past year was the Burpees for BYS campaign led by the wonderful Dave Kramer (Dave the Trainer). The awareness-raising campaign was hugely successful generating a total social media reach of 149,400 and attracting 24,000 website visits.

The last year was challenging but productive. You can read about our work, services, this year's events, highlights and achievements, and discover the personal and inspiring stories of young people in the following 2018–19 Annual Report. As always, my thanks to the BYS Board for their support and guidance, but above all to the talented and dedicated BYS staff who make a difference in the lives of vulnerable young people in Brisbane every day.

Annemaree Callander
Chief Executive Officer

“ This year there was a seven per cent increase in the number of young people assisted by BYS. This is no surprise given the shortage of safe and affordable housing and the number of young people on income support living in poverty. ”

YOUNG PEOPLE'S STORIES OF CHANGE

Jess, 18

I have attained work and start studying a diploma of community services next month.

I'm eating healthy food, prepping delicious meals and both me and my son are taking vitamins.

I feel I have the most amazing relationship with my son and I feel he is growing into a confident person, who is starting to slowly learn to deal with some emotions (he is only two by the way).

I feel I have a good relationship with myself and I'm taking time out for self-care and nourishment.

What helped? Survival instincts when I was at my lowest, as well as my determination and resilience when I need it the most... and of course my BYS worker who has helped me with services and transportation.



Clare, 19

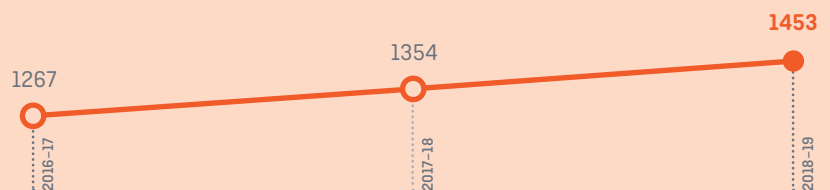
What helped? Help from BYS to have more confidence in myself. I recently signed up to TAFE; something I never thought I would be doing this year. I found out we are expecting another baby. I'm currently four months pregnant but I'm not sure whether it's a girl or boy. I'll hopefully find out at my next appointment and my four-year-old starts prep... I am getting emotional... I can't wait to start TAFE, this year should go smoothly.

WHO WE SUPPORT

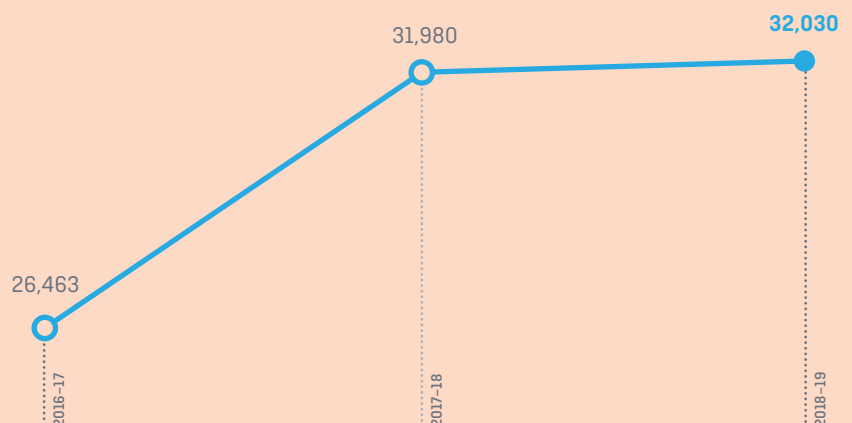
Brisbane Youth Service continues to see more young people each year, with 1453 young people assisted in 2018-19, a 13 per cent increase over the last three years.

BYS supports young people aged between 12 and 25 years and their accompanying children. In 2018-19 we supported 144 children under the age of 12.

1453 YOUNG PEOPLE ACCESSED SUPPORT FROM BYS IN 2018-19. SEVEN PER CENT MORE THAN THE PREVIOUS YEAR



32,030 RECORDED CONTACTS WITH YOUNG PEOPLE AND 1325 OCCASIONS OF CASUAL CONTACT, ADVISE AND INFORMATION PROVIDED



MORE ENGAGEMENT WITH VULNERABLE YOUNG PEOPLE

YOUNG PEOPLE

The average age of young people seeking support at BYS is **18.5**.

YOUNG PARENTS

26 per cent of the young people we support are young parents.

ABORIGINAL AND/OR TORRES STRAIT ISLANDER (ATSI)

31.4 per cent of all young people seeking support at BYS identify as Aboriginal and/or Torres Strait Islander.

CULTURE IDENTITY

Our engagement with culturally and linguistically diverse (CALD) young people steadily declined over the last four years but there was a moderate increase in 2018-19 with **12.4 per cent** identifying a diverse culture.

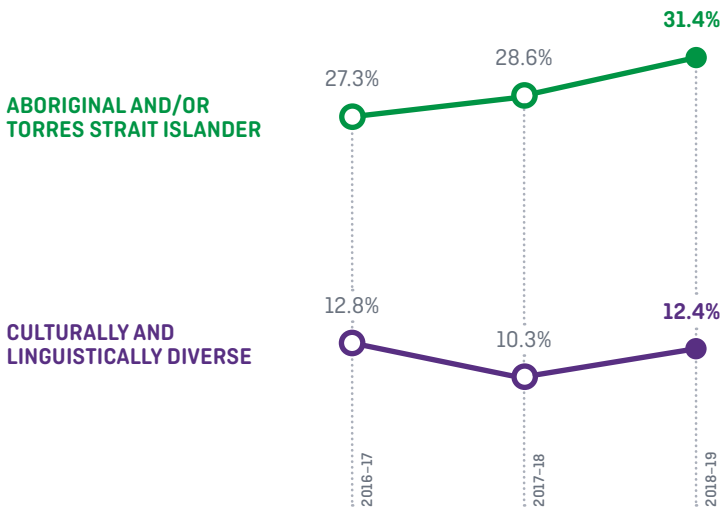
GENDER

55.6 per cent of young people seeking support at BYS identify as female, **39 per cent** identify as male and **5.6 per cent** as gender diverse.

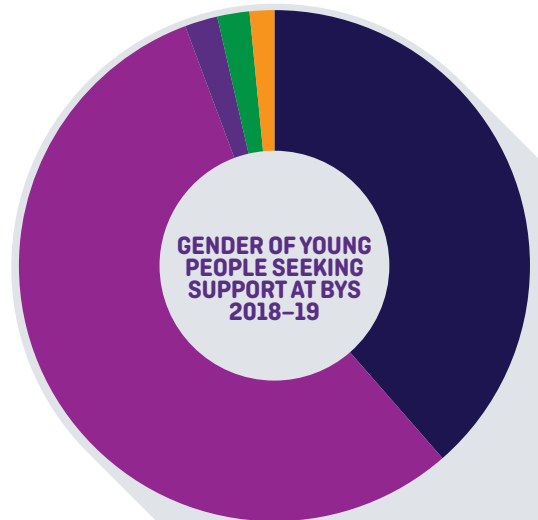
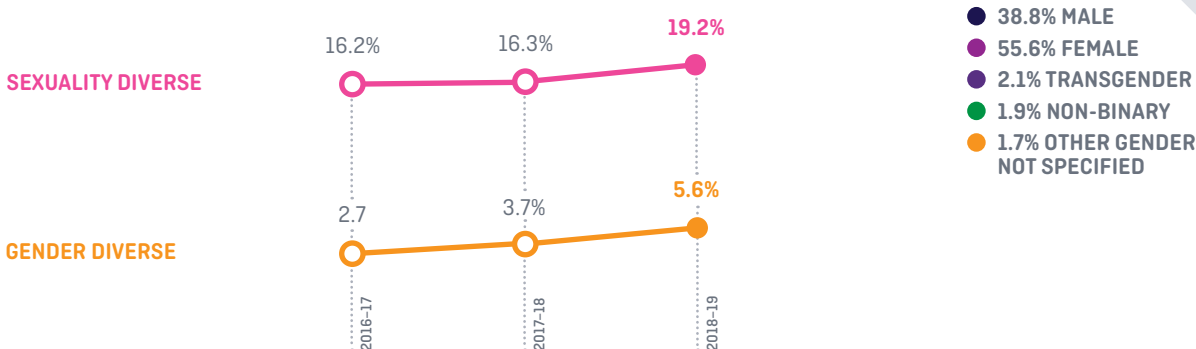
IDENTIFIED DISABILITIES

The number of young people presenting for support with identified disabilities increased by **16 per cent** this year.

CULTURAL IDENTITY OF YOUNG PEOPLE SEEKING SUPPORT AT BYS

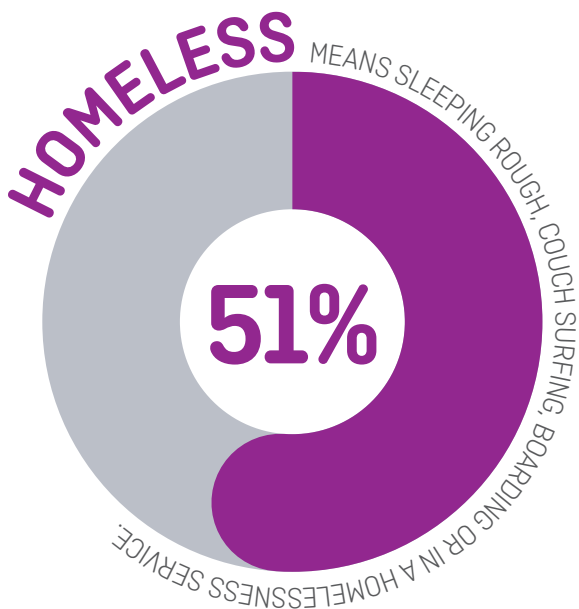


THE PERCENTAGE OF GENDER DIVERSE AND SEXUALITY DIVERSE YOUNG PEOPLE SEEKING SUPPORT AT BYS IS INCREASING



YOUNG PEOPLE'S HOUSING NEEDS

Just over half of young people who seek support at BYS are homeless at the time we meet them.



Couch surfing is the most common form of homelessness for young people, followed by sleeping rough and a smaller number are temporarily staying in a boarding house or homelessness accommodation service.

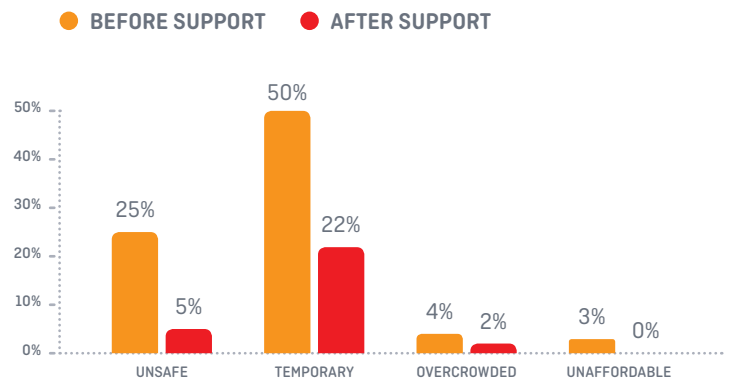
Levels of homelessness and types of housing young people are living in when seeking support at BYS have not changed significantly over the last few years, with 51 per cent homeless in 2018-19.

How suitable is their housing?

At intake, 80 per cent of young people described their living situations as unsafe, unsuitable, temporary, over-crowded or unaffordable. Most young people said that they were living in temporary or unstable accommodation arrangements (41 per cent) and one quarter (25 per cent) were in unsafe living environments. 83 per cent of young people said they were looking for support with housing issues and 66 per cent rated themselves as being in a crisis or serious/concerning housing situation.

SUITABILITY OF YOUNG PEOPLE'S HOUSING BEFORE AND AFTER SUPPORT

Excludes young people who were uncontactable after support.



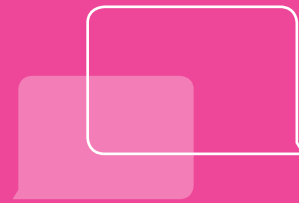
STABLE AND SUITABLE HOUSING FOR YOUNG PEOPLE



- BEFORE SUPPORT
- AFTER SUPPORT

BYS increased housing stability and suitability for **53 per cent** of young people seeking support in 2018–19.

YOUNG PEOPLE'S STORIES OF CHANGE



Katie, 16

I think the biggest change has been how I manage my current issues and deal with new problems. I am much more aware and can control triggers and can self-reflect and acknowledge what needs working on, but also on how far I've come. It's also helped me with relationships like... my mum, who I can now have over (to my place) with no fights! It's given me strength to keep going in my recovery and stay on the Suboxone program and has motivated me to join their monthly client advisory committee. I am the 'youth' voice of the group and have been asked to come up with the new quote for the brochure: *The high passes but the help doesn't.* This has given me confidence to do things I usually wouldn't, like going to group activities, days out and just doing things for myself. I have a new doctor which has helped change things for the better. I'm now allowed take-aways (which has helped me financially) and my dose has now been lowered. I still have a lot of health issues but am now looking after myself more and going to all appointments with doctors and at hospitals and seeing the dentist. What helped me was having regular appointments with BYS and having check-ins with my worker. Having access to transport to and from appointments has been helpful.



Callum, 16

Before BYS I was homeless in the Valley for three months. I got to BYS because a friend told the workers about me. In the first few months being here, BYS supported me with getting a birth certificate, Medicare card, medication, and enrolling in school. In October 2018, the worker sucked me into handing my resume into a cafe up the road, where I ended up getting work.

Sam, 18

Since living at a BYS house I have changed my life for the better; like staying out of trouble. What helped is having (BYS) youth workers and friends around.



Mitch, 15

Before I came to BYS I was out running the streets. I always had to find somewhere to sleep, almost every night, until I was sick of how it was not stable for me.



Luke, 17

Since living in a BYS House a lot has changed for me. I have gained heaps of weight, which is a good thing for me because when I was living on the streets, I was always hungry and bony. Now I look healthier and I have started to see myself differently; I have started to commit to things more. Being at BYS has made me realise how good it is to have a good lifestyle. I want to look after myself. I feel like I am worth more than I used to think I was. I have been going to a program for a couple of months now and I am committed to finishing it. I am looking forward to becoming a health worker and maybe getting to travel to interesting places to do my health work. I am moving into my own place and I feel ready to live independently.

Ryan, 16

I went from not being in a stable house to being in a house where I feel safe. When there was a problem in my life, I used to pick a bad decision but now I can make some good decisions for myself.

YOUNG PEOPLE'S STORIES OF CHANGE

Josh, 16

I have enrolled in school, I have a better mindset than I had last year because I received the support and encouragement to believe that I can achieve goals that I've set.



Craig, 17

I was homeless for around a year before I was arrested and taken into the watch house for 12 days. I went through two youth shelters and another two weeks of homelessness before coming to BYS. I was addicted to meth and still using when I first came (to BYS). I have not touched meth for over three and a half months and am leaving BYS almost 20 kilos heavier than when I arrived. I am now moving into semi-independent living and wish my time at BYS could have been longer. The program no doubt changed my life for the better and has set me on a path to success. What helped was my interactions with youth workers and other young people... (it) contributed to this change, as well as the different services that are available including doctors, psychology and physical activities.



Kat, 16

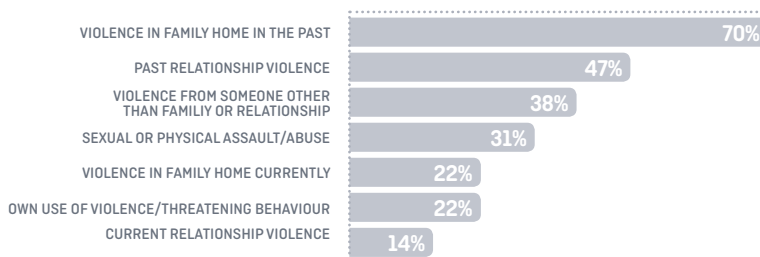
Since moving to a BYS house I've learnt how to apply for housing and jobs and (have learnt) other life skills that are useful.

YOUNG PEOPLE HAVE COMPLEX AND INTERSECTING SUPPORT NEEDS

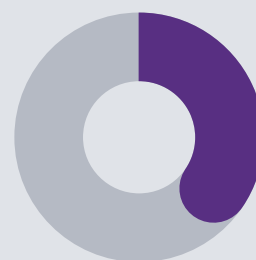
Violence

Experiences of violence closely intersect with homelessness. Young people who seek support from BYS report very high levels of violence in their lives, with 70 per cent reporting that there was violence in their family home in the past, and 22 per cent currently experiencing family violence. Almost half experienced intimate partner violence, with 14 per cent identifying that they are currently in a violent relationship. This is understood to be highly under-reported at the time of seeking help for housing and financial issues, with many young people identifying violence in their relationships after other immediate crises have been addressed.

YOUNG PEOPLE'S REPORTED EXPERIENCES OF VIOLENCE AT BYS INTAKE ASSESSMENT 2018-19 (N=755)



50%
DIAGNOSED
MENTAL ILLNESS

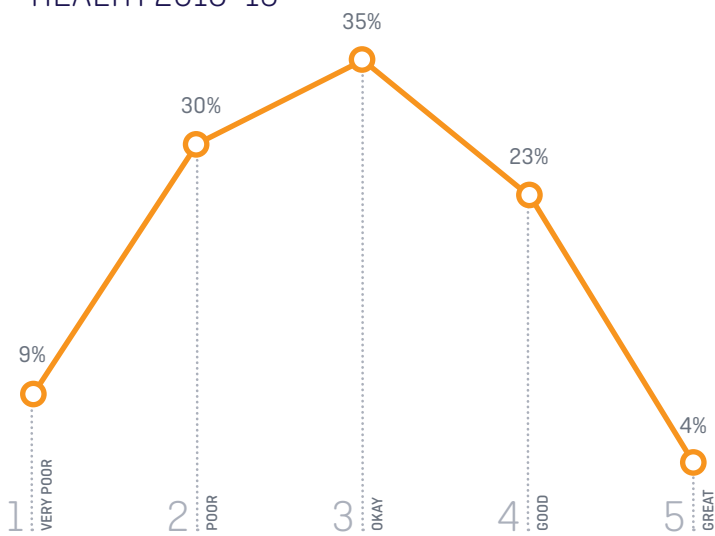


40%
FINANCIAL
CRISIS

Mental Health

Almost 40 per cent of young people who come to BYS describe their mental health as “poor” or “very poor”, with less than a third (27 per cent) saying their mental health was better than okay. 50 per cent of young people report that they have a diagnosed mental illness at the time of assessment at BYS, a three per cent increase from last year.

SELF ASSESSED MENTAL HEALTH 2018-19



EDUCATION & EMPLOYMENT

In 2018-19, 18 per cent of young people were enrolled and regularly attendings school or other forms of training when they sought support from BYS.

Around 31.3 per cent of young people who sought support at BYS told us they were unemployed and looking for work. Only five per cent had adequate employment.

SUBSTANCE USE

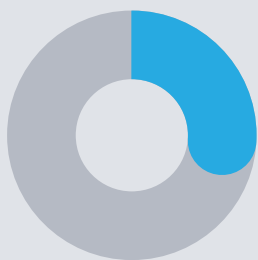
Almost half of young people assessed said they had previously had a substance use problem and 20 per cent reported that substance use is a current problem in their lives, most at a crisis or serious level.

LEGAL ISSUES

24 per cent of young people identified at assessment that they had current legal concerns with just over half having upcoming court dates.

INCOME

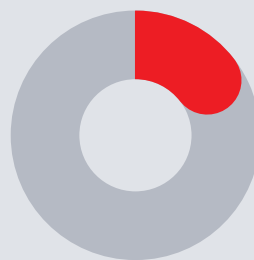
40 per cent of young people supported by BYS in 2018-19 described their financial situation as a crisis or serious concern. 20 per cent had no source of income.



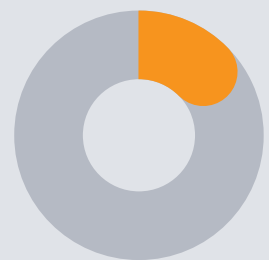
31%
UNEMPLOYED



24%
LEGAL ISSUES



20%
SUBSTANCE USE



18%
ENROLLED EDUCATION

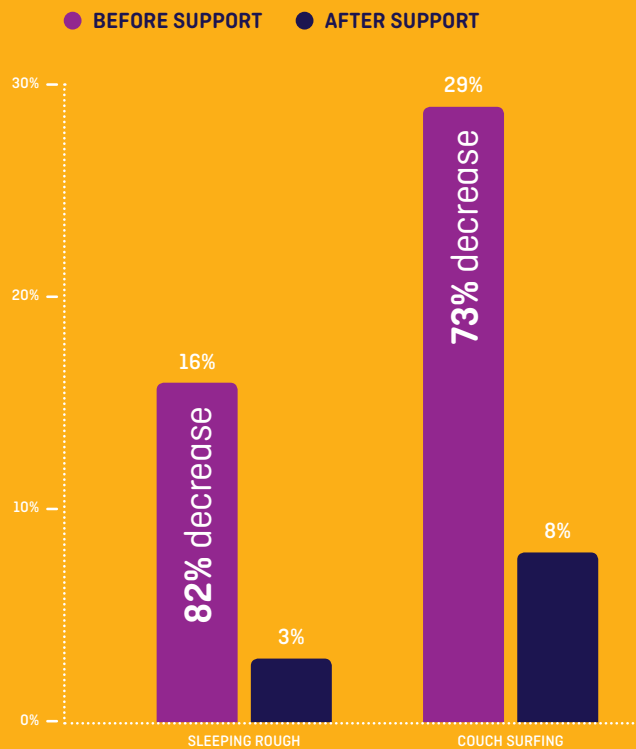
OUR SUPPORT MAKES A DIFFERENCE

Housing Outcomes

- The most frequent housing outcomes is moving/returning to live with family (**21 per cent**), followed by moving into a private rental (**19 per cent**), while **19 per cent** moved into either public or community housing following BYS support
- The proportion of young people who were sleeping rough reduced from **16 per cent at assessment to three per cent** at exit from BYS support (those with known outcomes)
- Young people who were couch surfing reduced from **29 per cent at intake to just eight per cent** after support from BYS
- The number of young people sleeping rough decreased by **82 per cent** with BYS support

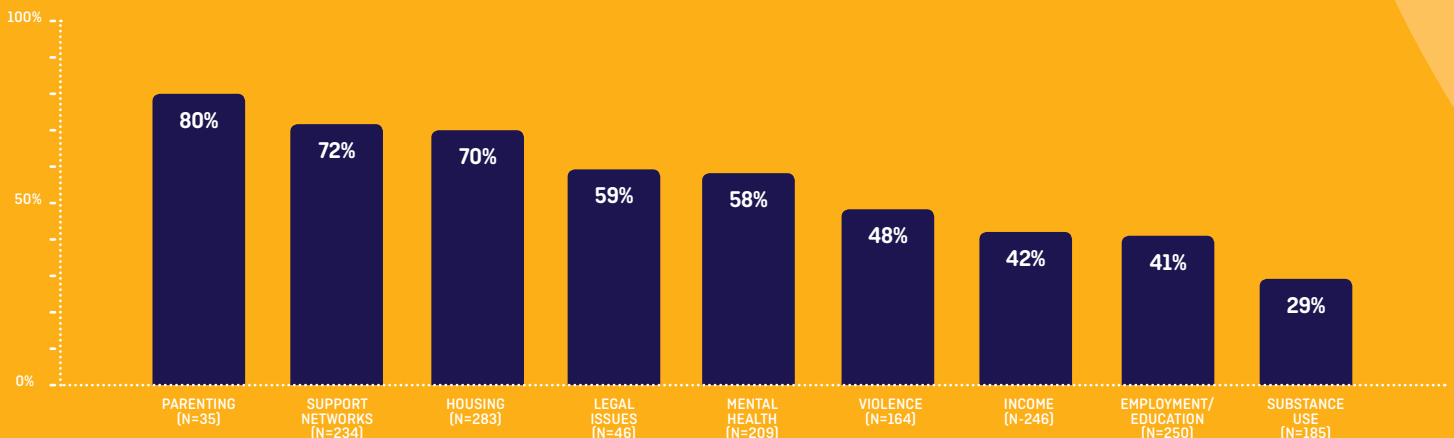
HOUSING BEFORE AND AFTER BYS SUPPORT

Young people who exited support with known outcomes in 2018-19 (n=522)



YOUNG PEOPLE WHO REPORTED THAT THEIR ISSUES ARE "A BIT BETTER" OR "MUCH BETTER" AFTER SUPPORT

Young people who exited support in 2018-19 where this was an identified issue and outcomes were able to be assessed.



Young people tell us their lives have improved since coming to BYS:

30
per cent

said their life is more stable

26
per cent

said they feel more supported in life

20
per cent

said they know more about where to get help

41
per cent

of young people stated at exit from BYS services that their education and employment situation was "a bit better" or "much better".

60
per cent

decrease in the number of young people who have no source of income after BYS support

85
per cent

reduction in young people facing serious legal issues

YOUNG PEOPLE'S STORIES OF CHANGE

Dan, 16.

BYS has helped me to get to new accommodation that's more independent. The workers applied for every independent housing they could and finally, I got one. I suppose my needs have been met in housing; this is what I was here for.



Cass, 15

Before moving into supported and transitional housing through the BYS service, I have managed stable living, started a job and have found accommodation for after my stay at BYS. Before living in the BYS housing community, I had nowhere to live and no other services would take me on until... BYS in early November 2018.



Bella, 17

I had gotten a job, lost one, learnt how to look after my diet and myself money wise, but it was much more than that. I didn't really know security and comfort as much as when I had five different adults look after me in whatever way I needed and providing for me whatever I needed. Even though I was locked up, they still accepted me back and have transitioned me back to normal thoughts and the straight path – I'm going to miss this house. Places like these works and for any (young) homeless person looking to change their life I'd recommend BYS. What helped was all the staff and basic family and financial support.

DAVID

“Before Windsor House no-one would take me on and at that point I wasn’t doing very well. I lost all my teenage years and I can’t go back... but now the future is looking bright.”

David has grappled with more challenges in his young life than most of us ever will. The 18-year-old has been arrested, spent two-and-a-half years in a mental health unit and even longer on the streets. But in a little over 12 months, he’s bravely made his way from sleeping rough to living independently.

At just 13, David began to show the very first signs of a serious mental illness though he didn’t realise what it was.

“I had no clue what was going on... I was arrested for breaking into cars. It wasn’t to steal anything... but to smash the GPS trackers; I thought that’s the way people were contacting me and it was very real in my head,” David said.

“The police arrested me and locked me up and then I went to a mental health ward.”

David was eventually diagnosed with schizophrenia and was admitted to hospital. “I ended up staying longer in the mental health ward than I needed to because I had nowhere to go.”

For David, returning to his family home wasn’t an option. At 16, he was released from hospital but with no support and nowhere to live, he found himself at loose ends.

“I couldn’t go home but I couldn’t dwell on it; I had to find somewhere to go,” David said.

He eventually found his way to BYS, arriving at its Windsor House accommodation with no clothes, belongings, food or identification.

“Once you get all those things, there are so many other things you can get into place that you couldn’t before because of those obstacles. Windsor (House) took me on and that meant a lot because absolutely no-one else would; they helped me get all those things sorted.

“I still struggle, even with meds you don’t have perfect days every day but I deal with it. I’ve learnt how to manage it [schizophrenia] but it doesn’t go away.

“I’m about to start a course and soon I will be getting my own unit because Windsor took a chance on me. If it wasn’t for BYS, I literally wouldn’t be here right now. I don’t know where I’d be.”

““ If it wasn’t for BYS, I literally wouldn’t be here right now. I don’t know where I’d be. ””

HOUSING SERVICES

Housing Services, funded by the Department of Housing and Public Works, continues to respond to the demand for housing for young people who are homeless and at risk in our community.

BYS provides essential bricks-and-mortar housing to young people who have no access to safe and affordable accommodation, and targeted case management to support young people to sustain tenancies and access the necessary supports for long-term health and wellbeing.

Housing options include 24-hour staffed crisis, transitional accommodation for 16 to 18-year-olds and 26 externally supported housing units for young people, young families, couples, specialist young women's housing and share housing.

There have been several highlights for Housing Services in 2018–19. The reimagined Chillout Room at Sandgate House now includes a full gym set-up for young people to access to improve their health and fitness. In addition, the introduction of community barbecues and social activities for young people who are receiving support through the Housing and Tenancy Support (HATS) program are designed to increase tenant engagement, reduce loneliness and social isolation, and encourage community connections. There are plans to create a community garden at Windsor House where young people can learn how to grow their own fruit and vegetables for cooking healthy and balanced meals. The introduction of new approaches at Phoenix House means young people now have the opportunity to increase their budgeting and shopping skills in preparation for independent living.

While Housing Services has achieved positive outcomes for many young people who have accessed housing and support, we have also seen an increase in demand for housing. The number of applications for all BYS housing types increased in 2018–19, with high demand from young people escaping family and domestic violence at home, and young people seeking refuge from unsafe and insecure housing, such as couch surfing or rough sleeping.

The Housing Services team is looking at innovative ways to achieve growth in our housing stock through partnerships with community housing providers, sponsors and corporate partners. In 2018–19 Housing Services commenced a review of the 24/7 Housing Programs in line with the BYS Evaluation Framework. The review will provide an important lens through which to determine the strengths of the current operations and outcomes of the 24/7 Housing Programs, as well as identify opportunities for improvement. We are committed to ensuring our model of service aligns with evidence-based best practice and produces the best possible outcomes for young people.



Windsor House

Windsor House is an immediate, or crisis, response program for young people experiencing homelessness. The service is often the first refuge for young people who are unable to remain at home due to concerns for their safety or who are rough sleeping and/or couch surfing. Young people at Windsor House are provided with individual case management for up to three months, with the aim of assisting each young individual to become empowered to make positive choices to set them on a path towards more stable housing, networks and support. An on-site youth worker is accessible at Windsor House 24/7. Windsor House provides a safe, caring and respectful environment, allowing young people the opportunity to focus on themselves and their needs, and to assess their capacity to live independently. This is supported by providing mentoring and education around necessary, practical living skills including income management, shopping, cleaning and cooking. Windsor House uses a collaborative approach that acknowledges the challenges faced by young people and offers realistic strategies to support each individual to use their existing strengths and to develop confidence and skills to move forward.

In 2018–19, Windsor House accommodated 32 young people with nine young people successfully transitioned to independent or supported housing, including five to private rentals. Eight young people were assisted to return to live with their families.

Sandgate House

Sandgate House offers transitional housing to homeless and at-risk young people to improve their capacity to work towards independent accommodation. Sandgate House responds holistically to the needs of young people, supporting them to access affordable accommodation and opportunities for personal development, including education and employment. This is achieved through a case management approach where young people are empowered to take responsibility for their own development by setting and achieving personal goals. The Sandgate House team implements a range of strategies to encourage, motivate and support young people to maintain a healthy and productive lifestyle and to sustain stable, safe and long-term accommodation in the future.

A strong focus on education and training during the past year has meant we have succeeded in engaging all young people in educational activities. Sandgate House has strong relationships with housing providers, counselling services, employment and education services to offer a cohesive and robust support system to achieve the best possible outcomes for young people.

In 2018–19, Sandgate House accommodated 12 young people, with six successfully returned home or transitioned into supported, independent accommodation or private rental.

Phoenix House

Phoenix House supports vulnerable and at-risk young people, aged 16 to 18 in a residential setting with 24-hour staffing. Young people experiencing homelessness and/or crisis are supported with individual case management, which seeks to empower individuals and facilitate positive outcomes. Phoenix House provides a continuum of support to young people with a focus on improving access to education, employment, social supports and development of life skills, while encouraging young people to make positive and healthy choices. Staff work alongside individuals to help them achieve improved wellbeing, as well as increase access to opportunities and develop their goals for the future. The team recognises the impact of trauma on young people and aims to build upon a young person's inherent strengths, capacity and resilience to work towards recovery.

In 2018–19 Phoenix House accommodated 17 young people, with more than half of those young people supported to re-engage with education or employment. Phoenix House successfully transitioned all 17 young people to appropriate housing exits, with six returning to family with support to repair relationship breakdown; two young people successfully transitioned to independent housing through the HATS team; two young people were transitioned to BRIC Community Housing; one moved into shared transitional housing for young women and one young person moved into shared accommodation through the private rental market.

AIDEN

For a young person who has spent much of their life homeless, Aiden has a special skill; a small ritual that helps him start each new day on the right side of the bed.

"I have been in and out of home since I was 13... you're pretty much fending for yourself. It's easy to move out of home but it is so hard to manage. It is such a big shock when you become completely independent," Aiden said.

"I make my bed every single day. I did an internship with Ibis Hotels and I learnt hotel style... now I can make it really well. A lot of people are shocked when I tell them I can make my bed like that."

Growing up amid domestic violence, Aiden had a "tough upbringing" and "struggled with addiction" from a young age, but since being connected with BYS, the 18-year-old has gone from strength to strength and is beginning to work through the early markers of adulthood.

"It [addiction] was such a hard thing to manage... you have no support," he said.

"BYS changed my life. Since they came on the scene I've been clean of hard drugs for 10 months, which means I've been able to get things rolling quicker."

Now Aiden's perfected his bed making skills, he is moving towards an important rite of passage most of us take for granted.

"I want my car licence... that will be a big milestone for me. It will mean so much more independence and being able to get myself to and from work."

After clocking up 40 hours of supervised practise behind the wheel on his learners licence, bit by bit Aiden's getting closer to hitting 100 driving hours.

"When I was on the streets I got nothing done... I would never have the resources to be able to get my driving hours up on my own... without BYS, young people like me wouldn't be able to get past the tricky part of starting adulthood.

"If I had been connected to BYS years ago, my story would be different... Just having that realisation that I can make a change in life.

"Now I would like to go travelling. I really want to get my licence because I want to see everything... I don't want to go by plane, I want to drive."



“ If I had been connected to BYS years ago, my story would be different... Just having that realisation that I can make a change in life. ”

HOUSING & TENANCY SUPPORT



The Housing and Tenancy Support (HATS) team delivers support to young people experiencing homelessness and/or housing instability across two program areas.

TRANSITIONAL HOUSING PROGRAM

HATS manages 26 units of housing for young people and young families across Brisbane. The team provides a variety of housing models to suit a diverse range of young people including young families, couples, single occupancy, specialist young women's housing and share housing. Young people in BYS properties are supported by our team of housing support workers, who work intensively with young people to assist them to identify and reach their personal goals, and move into safe, secure accommodation upon exit.

SUSTAINING YOUNG TENANCIES (SYT)

Working in partnership with the Department of Housing and Public Works, BHC and BRIC Housing, the HATS team assists young people to sustain social housing tenancies. Initially a trial project that commenced in 2016, the SYT program is now well embedded within the HATS team, providing opportunity for housing support workers to work alongside young people in social housing as well as BYS tenancies. The team continues to achieve strong outcomes through the SYT partnerships, and young people build the skills they need to maintain positive connections with their housing provider and ultimately, sustain their tenancies.

HATS 2018–19 Highlights

BUILDING A COMMUNITY

Young people who enter BYS housing programs are often socially isolated with little connection to, or awareness of, the communities and opportunities which exist around them. Social and community connections build resilience, confidence, skills and opportunity. Throughout 2018–19, the HATS team focused on providing young people with spaces to connect and build a sense of community with each other through monthly activities such as barbecues and day trips. We have watched young people build friendships, share their experiences and begin to build the confidence to explore positive connections in their own communities.

A DIVERSE TEAM IS A STRONG TEAM

This year the HATS team established an Identified Position, maintained a specialist Young Women's Housing Support Worker position and created a new Senior Housing Support Worker position within the team structure. Specialist skills and knowledge in a range of areas enable the team to continue to support a diverse range of young people within the program. We also welcomed a team member from the Congo who speaks five languages, including Swahili, Bemba, Nyanja and French, and has a passion for supporting young people from African Nations.



HUB INTAKE & INTERVENTION

The Hub Intake and Intervention team is made up of three areas: The Youth Support program (funded by the Department of Child Safety, Youth and Women), the Intake and Brief Intervention program (funded by the Department of Housing and Public Works) and a Safe and Connected Families program (self-funded by BYS as a two-year trial). The Hub team continues to support a significant number of young people, achieving high levels of positive outcomes.

INTAKE AND BRIEF INTERVENTION PROGRAM

The Intake and Brief Intervention program supports young people who are experiencing homelessness or at risk of becoming homeless. The program addresses crisis and provides brief intervention and referrals as required to improve young people's life circumstances. In 2018–19 the Intake and Brief Intervention program supported 415 young people.

YOUTH SUPPORT PROGRAM

The Youth Support program supports young people who are at risk of homelessness, disconnecting from their family, community, school, training and employment, and/or those who display high risk behaviours. The team takes a holistic approach to address young people's identified needs, allowing them to determine the length of support needed to achieve their goals.

2018–19 was a period of sustained, high demand for support from the Hub team with 1356 young people being supported or assisted. A newly established practice framework provided a welcome toolbox of new approaches for team members to use, to be better able to support high numbers of young people. Core to the new framework is a Brief Solutions Focused approach to our work. We look forward to refining our skills and approach and evaluating our effectiveness.

2018–19 Highlights

SAFE AND CONNECTED FAMILIES TRIAL

In 2019 BYS was excited to commence its new Safe and Connected Families program. The Family Connect Worker engages with young people who are homeless or at risk of homelessness due to family relationship stress and conflict. The role supports both young people and their significant family members and/or carers to navigate complexities and find ways to improve and strengthen their relationships.





CONNECTING WITH OUR ABORIGINAL AND/OR TORRES STRAIT ISLANDER COMMUNITY

In 2018 the Hub team established its first full-time Identified Position to ensure Aboriginal and/or Torres Strait Islander young people who connect with BYS can access regular support from a person with whom they share a history and culture. Throughout the year three staff who identify as Aboriginal and/or Torres Strait Islander were employed. We look forward to continuing to listen, learn and grow from our Aboriginal and/or Torres Strait Islander team members and community.



EXPANDING OUR DELIVERY OF QUEER SERVICES

In 2018 BYS held several events for Queer young people, including its first ever 'Queer Prom'. The event provided vulnerable young LGBTQ+ individuals with a celebratory experience and was a resounding success. Additionally, the team coordinated training for all BYS staff, delivered by the Queensland Aids Council (QuAC), in 'Basic LGBTQ+ Cultural Awareness'.

The team also successfully secured a grant from Brisbane City Council for The Sunshine Project, which is aimed at developing tailored resources on navigating housing and homelessness systems in collaboration with Trans and Gender Diverse young people. The Sunshine Project will be delivered in the 2019–20 financial year.

JESS & ANNIE

For most of us, a barbecue or a visit to the park are just a part of life but for Jess these outings are no easy feat. They're big wins for the young mum who has been quietly carving out a place in the world for herself and her daughter, Annie, all the while finding her voice.

"I can really isolate myself and don't always communicate, and now I have been to two barbecues; I am still quiet but there are other mums there and it is good for Annie," Jess said.

"I love having my own place because of my independence and it's just Annie and I... we just do our own thing.

"She is a blessing, I love her to bits and she is mine; I've raised her from when she was little and no one else."

Jess has been living in and out of home since she was 15, including stints sleeping on the streets. When she became pregnant in her early twenties, faced with the challenges that come with being a single parent, she had to return to her family home.

"I was at my parents' house sleeping on the floor because there was no room for me and I needed a house, but I didn't want to share with anyone else because I had Annie," Jess said.

Since being referred to a Youth Worker at BYS, Jess has been living independently with Annie for more than a year, and now has the skills to transition from BYS accommodation to her own home.

"BYS supported me to get a property... they are there if I need anything or to talk about things... (in the past) a lot of things have happened to me.

"BYS and I celebrated Annie's first birthday together. We went to Australia Zoo and we loved that; it was amazing to have someone to share that with."

The 26-year-old is working on completing a Diploma in Community Services by the end of the year and slowly but surely, Jess is building her confidence.

"It's a work in progress, I've had to practice going to parks—stuff like that. (I've learnt) about parenting, to be confident and show you can do it and that you are somebody and don't let anyone see any different."

“BYS supported me to get a property... they are there if I need anything or to talk about things... (in the past) a lot of things have happened to me.”

HEALTH SERVICES

Based at the Valley Hub, the Health Services team assists young people to address their physical and mental health needs through a medical clinic, the Day to Day Living program (D2DL), Alcohol and Other Drugs Support as well as individual counselling.

THE MEDICAL CLINIC

The Medical Clinic is staffed by a Registered Nurse and two sessional GPs and provides primary health care to young people and their children. The clinic also aims to improve young people's access to health care and other services in the community, promote wellbeing, and encourage young people to take informed responsibility for their health.

In the past year, the team farewelled Mary Ann Reynolds and welcomed Mandy Lee in the role of Clinic Nurse. We also farewelled Doctor Andrew Gunn after 25 years of service and welcomed back Doctor Morgan Powell, who has previously worked with BYS.

The clinic staff bring an experienced understanding of the health issues affecting homeless and at-risk young people, emotional and mental health, sexual and reproductive health, antenatal care, blood borne viruses, oral health, and alcohol and other drug use.

- **In 2018–19, 515 young people attended the medical clinic.**

DAY TO DAY LIVING PROGRAM (D2DL)

The Day to Day Living program (D2DL) assists young people living with mental health issues, through structured activities and one-on-one support, to overcome isolation, participate in social, recreational and educational activities, and live with the greatest possible independence in the community.

D2DL empowers young people to develop new skills or rediscover existing ones, grow social networks, develop confidence and accomplish personal goals. Besides providing intensive one-on-one support, D2DL provides a regular schedule of structured therapeutic group and diversionary activities, including clay work and other visual art practice with visiting art therapists. The DRUMBEAT program, hand drumming workshops built on therapeutic behavioural principles, is facilitated by the D2DL Coordinator. The D2DL initiative concluded on 30 June 2019. A new project, the Recovery and Discovery Hub, will operate in place of the D2DL program to continue to assist young people living with mental health issues.

- **In 2018–19, the D2DL program supported 71 young people with 836 contacts.**

ALCOHOL AND OTHER DRUGS SUPPORT PROGRAM

The Alcohol and Other Drug (AOD) support program assists young people seeking to make positive changes regarding alcohol and other drug use. Drug intervention workers provide a broad range of treatment services, including harm reduction education and advice, health promotion, counselling; referral and support to access specialist treatment services, including detox and rehabilitation, post-rehabilitation support, and group and diversionary activities.

Public space outreach, delivered in collaboration with colleagues from the HUB Intake and Assessment team, is an opportunity to build initial, trusting relationships with young people who have had little or no previous contact with support services.

The free counselling service for young people who experience a dual diagnosis (co-occurring mental health and substance use issues) has continued. Counselling is provided by provisional psychologists from Queensland University of Technology (QUT) completing an internship under the supervision of the program's coordinator. The coordinator also provides short-term counselling, suicide risk assessment for young people, case conferencing support for colleagues, and referral to external mental health services.

In 2018–19:

- **The AOD program assisted 173 young people with 1522 contacts.**
- **BYS provided 366 occasions of service on outreach.**
- **The BYS on-site counselling service supported 136 young people with 745 contacts.**

Health Services 2018-19 Highlights

BYS is partnering with Communitify, Toowong Private Hospital, Open Minds and Wesley Mission to provide individual psychosocial support and group activities for young people through the Recovery and Discovery Hub, funded by Brisbane North PHN. A new 12-month Adventure Therapy program for young people is providing current and future, difficult to engage young people with the opportunity to take part in a fun, exciting, challenging and healing activity; opening doors to healing that traditional forms of talk therapy often can't.

“BYS support has changed my life from being homeless and hopeless to having a home and newfound hope.”



SCOVIA

When Scovia discovered she was pregnant she was scared, but when she found out she was having twins, she felt terrified. Now 17, Scovia's come a long way since those dark days. After being connected with BYs's Young Women and Young Families (YWYF) team more than a year ago, she and her two "cute and chubby" boys, Zephaniah and Zechariah, are thriving.

"I didn't know how I was going to be a mum to twins... life was not going too well during that time I was pregnant," Scovia said.

"Having the boys was very tough; I had a C-section, my mum couldn't help with the kids and the babies were underweight and had jaundice because they were premature."

Scovia fled Sudan for Australia as a seven-year-old refugee after her father and siblings were killed during the country's civil war. Since then, she has spent much of her young life carrying the weight of the world on her shoulders; helping to support her mum and contributing to their household.

"I was going through depression and I isolated myself. I would just deal with my own problems and stress, and I wasn't coping.

"I needed some support and someone I could talk to because there was a lot going on in the house... (when I became pregnant) I left my job which was very difficult because I was helping mum with the bills... it was just very, very hard."

Life is now a little easier for Scovia and she's making plans for her and her boys' future. "(BYs gave me) confidence to speak up. I was always in my room, I just never got out. I'm the type that doesn't talk about my problems—I keep them to myself."

"I used to feel like I was pretty worthless and useless. BYs helped me feel proud about myself. I've figured out myself and who I am. Each day I am stepping up and feeling better than I was. Last year was such a bad year for me, but I have so much planned, so much to achieve.

"I'd give BYs more than 100 stars! They do an excellent job... I would recommend it to any young person going through hell."



“ BYs helped me feel proud about myself. I've figured out myself and who I am. ”

YOUNG WOMEN & YOUNG FAMILIES

The Young Women and Young Families (YWYF) team provides holistic planned support led by the unique goals and needs of each individual young person. The team provides advocacy and assists young women and young parents with navigating systems such as housing, child safety, legal, Centrelink, child-care, education and health.

2018–19 marked the first full year of operating as a united YWYF team. Staff were able to further strengthen the quality of comprehensive support for young women and young families with specialised knowledge and skills now shared across the team. YWYF has an integrated practice framework informed by Trauma-Informed Practice, Intersectional Feminism and Attachment Theory. This year, 265 YWYF clients received ongoing support, including 114 children, the majority of whom were younger than five.

The YWYF team is primarily funded through the Department of Housing and Public Works. A Targeted Family Support worker is funded through the Department of Child Safety, Youth and Women, and provides an early intervention service for young families at risk of entering the child protection system.

YOUNG WOMEN

Young women are supported through individual case management with our Young Women's Support Workers assisting in areas such as domestic violence, sexual assault, mental health issues and social isolation. The team also facilitates a weekly young women's group, a safe, inclusive and respectful space which focuses on community connection and peer support. Activities around specific topics are covered at the sessions such as healthy relationships and self-care.

YOUNG FAMILIES

The Family Support Workers continue to provide specialised parenting and family support for young parents. All staff are Circle of Security trained facilitators and work with young parents one-on-one to educate and support attachment with their children. Most young parents we assist are victims of violence and trauma, so the program provides support in navigating how to foster feelings of safety and connection with their children, something they may not have had as children themselves. The young parents group runs weekly during the school term and focuses on skills in areas such as relationships, food and nutrition; self-care, communication, play therapy, child development and decreasing social isolation. A child care worker supports the young parent's group and promotes play activities with the children in a child-friendly group space.



YWYF 2018–19 Highlights

NEW DOMESTIC VIOLENCE PILOT POSITION

In response to the significantly high proportion of young people BYS supports who are experiencing domestic, family or intimate partner violence, or who have in the past, the organisation has invested in a new pilot position called the Safe Relationships Project Officer. The aim of the role is multifaceted including areas such as:

- creating an early intervention domestic violence and healthy relationship education group program for young people accessing BYS services
- capacity building across BYS staff regarding working with young people experiencing violence
- building an online resource library with relevant information about domestic and family violence
- strengthening BYS's networks with domestic violence services
- reviewing BYS's domestic violence policy.

DEVELOPMENT OF YOUNG WOMEN'S SELF-CARE THERAPEUTIC CARDS

YWYF received a grant through Brisbane City Council to develop a set of self-care cards created by, and for, young women. During Youth Week 2019 the team facilitated a series of workshops with a dedicated group of young women who explored the concept of self-care. Using mixed media and photography, they designed a pack of inspirational cards.

YOUNG WOMEN SPEAK OUT FOR POSITIVE CHANGE AGAINST SEXUAL VIOLENCE

The Department of Child Safety, Youth and Women provided the team with a grant to create resources that address the issue of sexual violence for young women. A group of young women worked with Doctor Jenny Gilmore to identify key issues around sexual violence. They discussed the futures young women aspire to, and need, regarding healthy and safe relationships. They worked with Creatology Studio to create beautiful mixed-media art pieces that represent elements of healthy relationships. The artworks and content from the workshops will form the basis of resources to educate the public and challenge common misconceptions about sexual violence.



ZOE

“Everything is different now, even just little things; the way I hold myself, the way I dress. Back then I wouldn’t wear makeup at all and now I’m the opposite—on the weekends, I do not leave the house without putting my face on! I’m sassy now and I have gotten a lot stronger inside.”

When Zoe suddenly fled a violent relationship, she hopped on a train to Brisbane from the Gold Coast and with nowhere to go, headed straight for the BYS Hub in Fortitude Valley.

“I literally had nothing, just a small bag of clothes and no money... I was really lost as well, because I was still in the closet and I was transitioning... I ended up spending another month on the streets,” Zoe said.

It was familiar ground for Zoe, who was first connected with BYS as a 16-year-old when she was sleeping rough in Brisbane, but this time around, life was a little different. Feeling “lost and confused”, Zoe was struggling with her gender identity and coming out to her family and friends.

“BYS supported me a lot financially and with food and they put me up in hotels here and there... clothes and things like that, it was just having them there, someone to lean on when things got too hard. That’s what helped push me and kept me going (to find my job),” Zoe said.

As well as helping her with essentials and temporary accommodation, Zoe said BYS played a big part in helping her to find the confidence to be herself.

“I have more faith in myself now. The first time I wore a dress was here (at BYS) and I was freaking out, it was the scariest thing. My BYS support worker is amazing; just having someone there backing you. It makes you feel unstoppable, you know?”

Just a few months later, Zoe, a self-confessed car fanatic, is living in a share-house and working at a car detailer—doing a job she loves.

“I’m still involved with BYS even though I don’t need the support anymore... these were the people that were there for me when I had nothing. It’s nice... to let them know ‘Hey, I’m still here and I’m still doing well,” she said.

“I used to drive a 420 horsepower Falcon... I drive really bogan looking cars that are manly and then this glam sister gets out of the driver’s seat. That’s exactly what used to give me anxiety but now it fuels me.

“If I didn’t come to BYS I’d still be on the streets... on drugs, or in jail or dead. What does the future hold now? I’m going to have to get a bigger make-up kit.”

At Brisbane Youth Service we respect everyone who comes to us for help and many are working toward a fresh start in life. So, while their stories are true, some client names have been changed to protect their privacy and images are not always a true representation of the young person who has kindly shared their story. Thank you for your understanding.

“ I’m still involved with BYS even though I don’t need the support anymore... these were the people that were there for me when I had nothing. ”

QUALITY PRACTICE & KNOWLEDGE

2018–19 has been a year of significant development and consolidation of BYs’s activities in generating knowledge and applying evidence to drive improvement and quality practice. This year BYs established a Quality Practice and Knowledge team, comprising the existing Research and Evaluation Coordinator and a new Quality Practice and Development Coordinator. Together, the roles ensure staff are generating new learning opportunities and using evidence in every day service delivery. The team is also focused on ensuring the organisation is equipped with the necessary tools and resources to provide the best possible services to young people.

Improving practice and policies

In 2018–19 the Quality Practice and Knowledge team focused on clarifying and articulating the ways in which BYs practice is driven by its values, shaped by knowledge, feedback and outcomes, and informed by young people. The team worked with staff across the organisation to reflect on their practice, at an individual level and at a program and organisational level. The team conducted intensive consultation with all program staff, highlighting practice expertise, the wealth of knowledge within BYs, as well as the diverse tools used across the teams. Information gathered throughout the process was then documented and will shape a new Service Delivery Practice Framework—a shared scaffold to our practice going forward.

A wide range of BYs policies were reviewed and updated to bring them into line with new legislation, and enable consistency across service delivery sites. An improved complaints and feedback system was also implemented to ensure young people continue to be heard. BYs focused on its responsiveness to concerns and requests, which directly contributed to continual quality improvement strategies. Ongoing capacity building led to the expansion of the Evaluation Framework to include a schedule of intensive program evaluations and a mixed-methods evaluation of BYs 24/7 services has commenced.

Research and Innovation

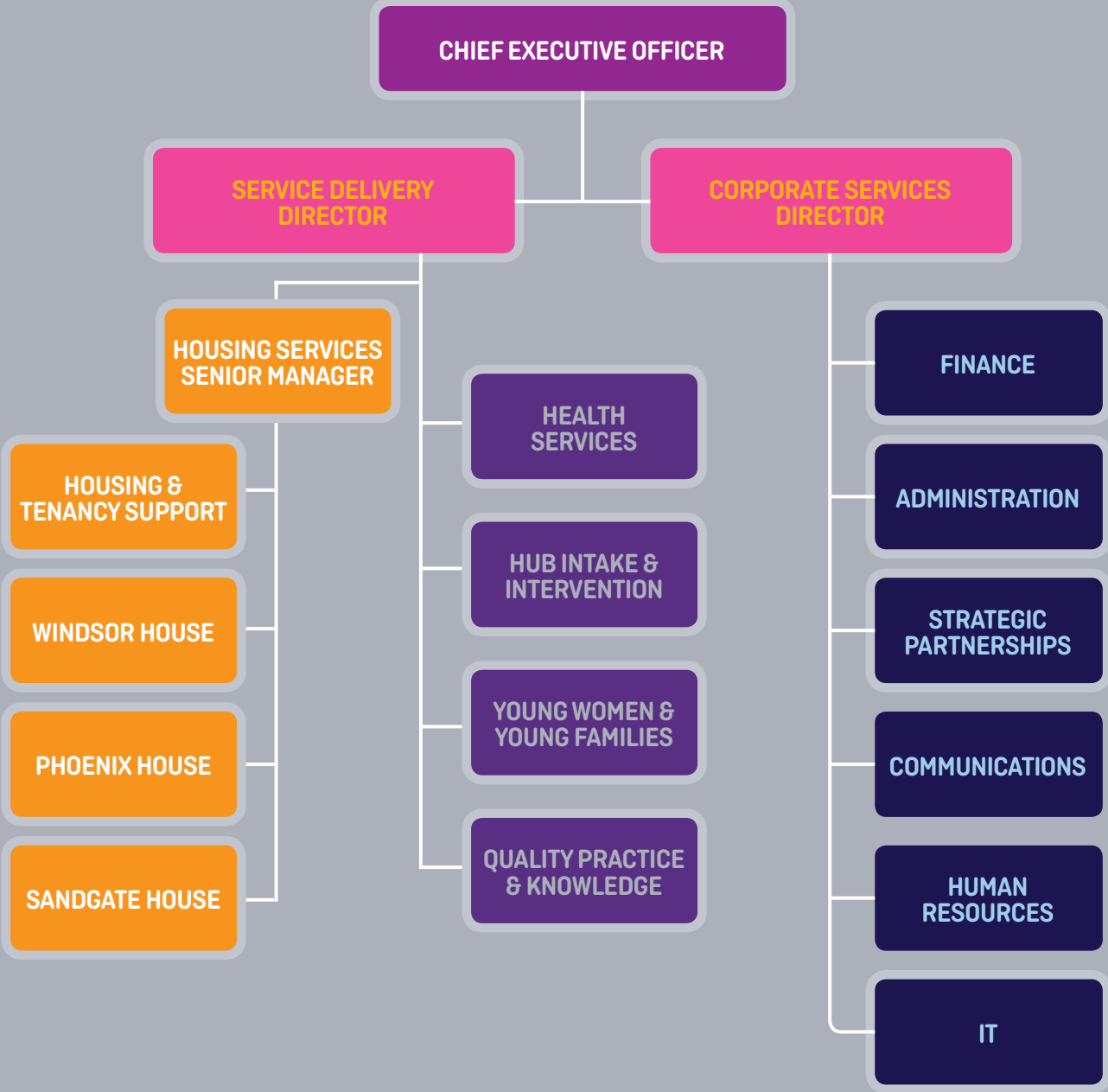
Work in research and innovation has grown, including extending quantitative analysis of couch surfing trends to four years, and working with volunteer researchers to undertake data cleaning and analysis. Funding secured through Brisbane City Council, as well as the Department of Child Safety, Youth and Women, meant our research partnership with Griffith Criminology Unit expanded into targeted qualitative research with young couch surfers. The aim of the research was to better understand the previous year’s quantitative results, which showed specific patterns of risk around mental health, substance use and isolation from support. With Ethics Approval from the Griffith University Human Research Ethics Committee, BYs recruited a team of specialists to undertake qualitative interviews and to engage with young couch surfers across the community.

In July 2018, BYs participated in the Random Hacks of Kindness initiative to work with volunteer programmers to advance digital engagement research into prototyping. BYs also formed a new partnership with a researcher at Queensland University of Technology (QUT) to undertake an evaluation of our therapeutic spaces and 24/7 services.

In the past year, BYs made a strong commitment to innovation by applying its learning outcomes to create new service approaches. For example, we learned from recent research that young couch surfers have significant mental health risks. The evidence was used to successfully bid for Queensland Mental Health Commission funding to conduct an evaluated trial of a new targeted Couch Surfing Hotline and support service.

BYs’s Quality Practice and Knowledge team has continued to share its learnings and knowledge with the community and broader sector through media interviews, social media and by presenting its work at relevant conferences, including the Youth Health Conference 2018, the Lady Musgrove Conference 2018, and the Australasian Evaluation Society Conference 2018. BYs has been invited to speak at various sector forums, panels and round-tables, reflecting its growing position as a knowledge creator within the youth and homelessness space.

ORGANISATIONAL STRUCTURE



EXECUTIVE MANAGEMENT

The **BYS Executive Management team** is a group of experienced professionals who are passionate about the work they do and committed to creating new futures for young people. The Executive Management team is responsible for implementing the strategic priorities set by the Board and managing the day-to-day operations of the organisation.



Annemaree Callander
CHIEF EXECUTIVE OFFICER

Annemaree has been the CEO of **BYS** since 2011. She holds a Bachelor of Social Science and has worked in the Human Services Industry for 33 years in both government and non-government organisations. She has policy, program and service delivery experience in the areas of child protection, youth justice, homelessness, youth health, youth development and early childhood. Annemaree is passionate about young people and evidence-informed policy and practice.



Di Mahoney
SERVICE DELIVERY DIRECTOR

Di joined **BYS** in 2018 after four years working at Griffith University in student diversity and inclusion. Prior to moving to Brisbane in 2014, Di was the Director of Byron Youth Service. She has more than 20 years experience working in the community sector and has expertise in grant seeking, staff development, community sector management, social enterprises and education and training.



Sarah Page
CORPORATE SERVICES DIRECTOR

Sarah joined **BYS** in 2017 after 10 years in the corporate sector. Sarah has extensive experience in law, accounting, management, human resources, project management, acquisitions and integrations. She brings a broad commercial perspective and strategic approach to her role.



OUR PEOPLE

At the heart of Brisbane Youth Service is a diverse team of dedicated people who are passionate about creating new futures for young people. The talent BYS attracts shares a purpose to enable vulnerable young people and their children to navigate life challenges and thrive in the community. More than 70 full-time and part-time workers as well as casual workers bring a broad mix of experience and specialised skills to BYS. As a dynamic team, our people are committed to continual improvement and to increasing our service delivery capability to respond to young people's emerging needs. Vulnerable young people are always at the centre of our work. The BYS team's innovative and optimistic approach to delivering evidence-informed services is aimed at ensuring the best possible outcomes for the young people we support.

Volunteers

BYS is privileged to have volunteers who work in several areas of the organisation, helping us to deliver better services, achieve more for young people and to save our precious financial resources. Thank you to all the generous individuals and organisations that help us do more with less, especially the regular BYS volunteers who generously give of their time every week for the benefit of young people.

VOLUNTEERS

Alwin Fung,
Urbanbuild Co.

Bela Mehta

**Bloodline Dance
Company**

Bridget McDonald

Caragh Solicitors

Chi Trung Nguyen (UQVS)

Ching Hang Hui (UQVS)

Claire Shaw

Deb Honeyman

Fiona Bucknall

Glenn Newman

James Honeyman

Jess Honeyman

John Ma (UQVS)

Lauren Reynoldson

Lawrence Jeffcoat

Louise Kerr

Maddy Farr

Nicole Anderson, Jalu

Osyth Sanders

Paula Hardie

Rhian Thomas

**Riverlife Baptist
Church Young Adults
Outreach GIFTS**

Sarah Dawson

Shaniya Feteneiai

**Solehuddin Wahid
(UQVS)**

**Tan Zhi Quan Eugene
(UQVS)**

**Tania Burchill, Complex
External Cleaning Pty Ltd**

Uday Singh

**University of Queensland
Volunteers Society
(UQVS)**

Zwer Htet Aung (UQVS)



PARTNERSHIPS & FUNDRAISING

Supporters

We are continuously inspired by the creative ways in which individuals, organisations, businesses and the greater community choose to help us. BYS is grateful for the invaluable support received from both its long-term and new partners and supporters, which have joined us in our commitment to address the needs of an increasing number of vulnerable and at-risk young people in Brisbane.

In 2018–19, income raised through fundraising and partnerships helped BYS provide young people with crisis accommodation, educational resources, support to gain employment, housing set-up kits, and peer-based physical and social activities to reduce isolation and build connections within the community.

We would particularly like to thank our continuing partners the Property Industry Foundation (PIF) and Rochele Painting, and welcome new Major Partner, Student One. They all share BYS's vision and understand the value of supporting vulnerable and homeless young people.

Partnerships

STUDENT ONE

In 2019 Student One became BYS's first major partner committing to raising \$50,000 for BYS. In June, Student One hosted the inaugural Brisbane Vertical Night Sprint. The event called upon the Brisbane community to tackle one of the world's tallest student accommodation towers and raise vital funds. Over 250 people participated, running up 707 steps to collectively fundraise over \$25,000 for BYS.

ROCHELE PAINTING

In 2018–19 Rochele Painting's goodwill project, Painting with Purpose, transformed eight BYS properties. Through this innovative partnership, Rochele Painting completed work valued at more than \$20,000, allowing BYS to redirect its own funds to other vital programs and services, and continue its commitment to helping young people.

PROPERTY INDUSTRY FOUNDATION

The Property Industry Foundation (PIF) held the sixth annual Brisbane Charity Sailing Cup in May, raising \$70,000 towards PIF House Brisbane, which will provide 12 new units of housing for young people. Three young people from BYS joined the crews and enjoyed a great day sailing in and around Moreton Bay, making connections with the wider community and learning new skills. Once completed PIF House will be managed by BYS.

HOLDING REDLICH

Holding Redlich's Brisbane office has proudly supported BYS since 2006, donating more than \$100,000 to help support vulnerable young people. In 2018, BYS announced Holding Redlich as an official Corporate Partner and is thrilled to continue to work with the firm to create new and better futures for young people.

Fundraising

DAGGY JUMPER DAY

BYS's sixth annual Daggy Jumper Day attracted greater media reach and coverage than in previous years. The campaign raised much needed awareness around youth homelessness and more than \$12,800 in funds to help meet the increasing need for services for young people. Special thanks to campaign sponsor, National Australia Bank, and to Quest Community Newspapers for their support, as well as the Residential Tenancies Authority, Global Payments AU/NZ, Pine Rivers State High School and the Grant Thornton Foundation.

CHRISTMAS APPEAL

Our amazing partners and supporters helped to spread Christmas joy to young people and young families at what can be a difficult and lonely time, raising over \$13,000 and donating more than 200 food hampers, gift vouchers, home setup items, and children's toys and books through the BYS Christmas Appeal. Thank you to everyone who contributed, especially Cyber Hound and Capital B, Foot Locker, the Grant Thornton Foundation, Holding Redlich, Jacobs, Ray White Alderley, Rochele Painting and Queensland Treasury.



BURPEES FOR BYS GUINNESS WORLD RECORD CHALLENGE

More than 400 people came together during Queensland Youth Week to take a stand against youth homelessness and to show their support for Brisbane's vulnerable young people. The Guinness World Record was not broken but Burpees for BYS was our biggest and most successful awareness raising campaign to date, raising around \$10,000 to help fund emergency accommodation, food, toiletries and health care. Special thanks to the founder of Burpees for BYS, Dave Kramer (Dave the Trainer), for his passion and commitment to ending youth homelessness, as well as event sponsor Snap Fitness Australia, hosts the Brisbane Bullets, and the Southern Districts Basketball Association.

EOFY TAX APPEAL

Thank you to all those who invested in the futures of vulnerable young people with their tax-deductible contributions to our EOFY Tax Appeal. Over \$18,000 was raised towards helping us deliver on our promise to support young people to transition from homelessness and unsafe situations to building positive, stable futures for themselves.

COMMUNITY SUPPORT

BYS is very grateful for the incredible support received from local community groups and organisations, which enable us to continue vital work with young people and their children. Special thanks to Kenmore State High School and Reidy House at St Joseph's College Gregory Terrace, both of which have been loyal supporters of BYS for many years, raising funds while contributing to greater community awareness of the challenges faced by those who are young and homeless.



MINUTES OF THE ANNUAL GENERAL MEETING

Brisbane Youth Service

42 Mclachlan Street

Fortitude Valley

Tuesday 20 November 2018, 3:30pm

Ms Callander opened the meeting at 4:05 pm and thanked everyone for attending and passed on apologies for those that could not attend.

ATTENDEES

Name	Organisation	Name	Organisation
Adam Barnes	BYS Staff Member	Elis Wong	BYS Staff Member
Adam Cross	Young Person	Elyse Leonard	Amovita
Aiden Thomson	Young Person	Erin Field	BYS Staff Member
Amanda Jones	BYS Staff Member	Erin Picone	BYS Staff Member
Andrea Cronin	BYS Staff Member	Georgia Lee	Young Person
Anna Spencer	BYS Board Member	Georgia Searle	BYS Staff Member
Annemaree Callander	BYS Member	Graeme Whitmore	Rotary Club of Brisbane
Annie Harris	BYS Staff Member	Hannah Richards	BYS Staff Member
Apple Valentine	BYS Student	Helen Wood	BYS Board Chair
Awhina Faulkner	BYS Staff Member / BYS Member	Henry Fereti	Inala Youth Service
Babie-Leigh Morey	Young Person	Jacob Arden	BYS Member
Ben Edwards	BYS Student	Jessica Cotton	Department Housing and Public Works
Ben Paris	BYS Member	Josh Holani	Young Person
Bettina McFadyen	BYS Staff Member	Julie Geraghty	BYS Staff Member / BYS Member
Bonnie Lawton	BYS Staff Member	Kate Bond	BYS Staff Member
Brian Tucker	BYS Board Member / Treasurer	Kelly Moore	BYS Board Member
Carol Bunt	Returning Officer	Kirsty Doherty	BYS Staff Member
Cheryl Nathanson	BYS Staff Member	Kristin Penhaligon	BYS Staff Member
Christine Weddell	BYS Staff Member	Laura Christie	BYS Staff Member
Connie Reed	BYS Staff Member	Laura Watson	BYS Staff Member
Coral-Lee Bamford	BYS Staff Member / BYS Member	Louise Pilkinson	BYS Student
Courtenay Hickey	Brisbane Bullets	Madeleine Farr	BYS Student
Daisy Fearn	BYS Staff Member	Christine Roney	Brisbane Magistrate
David Waters	Young Person	Malachya Walton	Young Person
Deb McConnell	Department Housing and Public Works	Mark Crocker	Photographer
Denise Buchan	BYS Staff Member	Michelle Wade	BYS Member
Devon Washington	BYS Staff Member	Neti Read	BYS Staff Member
Di Mahoney	BYS Member	Nicola Payne	Amovita
Dr Andrew Gunn	Life Member	Nikola Stepanov	BYS Member
Eleanor Blaney	Foundry Productions	Philip Smith	BYS Staff Member

ATTENDEES

Name	Organisation	Name	Organisation
Raven-Marie White	Young Person	Simone Gott	BYS Staff Member
Ray Holding	Young Person	Snr Sergeant Dan O'Connor	Brisbane City Police Transition Team
Ricco Schadwill	BYS Staff Member	Sue Pope	QNADA
Samuel Festa	Rochele Painting	Susan Carson	BYS Staff Member
Sarah Cox	Lawright	Tamasin Chugg	BYS Staff Member
Sarah Page	BYS Member	Tanya Lefebvre	BYS Staff Member
Shannon Tyrie	BYS Staff Member	Tarquin Ward	BYS Staff Member
Shaun D'souza	BYS Staff Member	Tim Christie	Gala on the Green
Shayla Sare	Young Person	Walley Dethlefs	Life Member
Shelley Sorrenson	BYS Board Member / Secretary	Wendy Hovard	Brisbane Housing Company
Simon Finnigan	BYS Student	Wesley Scriggins	BYS Staff Member

APOLOGIES

Name	Organisation	Name	Organisation
Alison Cole	Youth Housing Project	Roger Gray	Department of Social Services
Angela Barnes	BYS Member	Senator Clare Moore	Shadow Minister for International Development & the Pacific
Christian Callisen	BYS Board Member	Stephen Grace	Lawright
Cr Vicki Howard	Councillor for Central Ward	Trevor Evans MP	Federal Member for Brisbane
Daina FernyHough	Department of Child Safety, Youth and Women	Amir Vejdani	Holding Redlich
Dr Alexander Robinson	BYS Board Member	Aaron	AES
Gai Lemon	PHN Brisbane North	Tracey Harris	Amovita
Glenn Poynter	Incitec Pivot	Roger Gray	Department of Social Services
Guy Donovan	Holding Redlich	Senator Clare Moore	Shadow Minister for International Development & the Pacific
Hilary Robertson	Qld Department of Health	Stephen Grace	Lawright
Hon. Di Farmer MP	Minister for Child Safety, Youth and Women and Minister for the Prevention of Domestic and Family Violence	Trevor Evans MP	Federal Member for Brisbane
Jennifer	Residential Tenancies Authority	Amir Vejdani	Holding Redlich
Joe Kelly MP	Member for Greenslopes		
Katherine Saffioti	Department of Housing and Public Works		

WELCOME TO COUNTRY

Kate Bond, a BYS staff member and Goori woman whose bloodline, cultural, song-line and traditional connections are this special place of Brisbane (Jagera) and the wider South East Queensland country; the Kabbi, Wakka, Wulli and Yemen peoples paid respect to the traditional custodians of the meeting place, the Jagera and Turrbul people, and their elders, past present and emerging.

GUEST SPEAKER 1

Shayla told her story and spoke to her struggles as a young person with mental illness. She thanked BYS for the extensive support she had received BYS.

GUEST SPEAKER 2

Aiden told his story and spoke to his struggles with PTSD, self-harm and loss. He spoke to the support he had received from Sandgate House and the hope that he been given. Aiden thanked the staff for their understanding, support and assistance and noted he had now enrolled in a Hospitality course with Tafe.

SHORT FILM PRESENTATION

Ms Callander highlighted the work of Georgia Searle Communications and Marketing Coordinator and works of Foundry Productions and Mark Crocker in developing new BYS collateral in the annual report, photographic and video forms. Ms Callander thanked Mrs Spencer, Steve Renouf and the staff that agreed to be filmed for the video then introduced the new BYS Informative Video for school, corporate and community presentations which was presented to the meeting.

LIFE AND HONORARY MEMBERSHIPS

Ms Callander thanked and awarded life membership to Dr Andrew after 25 years' service and acknowledged his commitment to improving the health and wellbeing of vulnerable young people over many years.

Life membership was awarded to Mr Tucker as the outgoing Treasurer. Ms Callander spoke to his dedication and counsel during his 11 years' service and thanked him for his commitment and on-going support. Ms Callander thanked him for his service with a poem.

Ms Callander spoke to the Ms Woods' energy, leadership and support as the BYS Chair over the past 5 years. She spoke to robustness of the current Board and the focus Ms Wood had placed on building BYS's strategic direction. Ms Wood was gifted an honorary membership and acknowledged for her time, insights and contributions to the organisation.

GUEST SPEAKER 3

Georgia spoke to her involvement with BYS and the homelessness she had experienced as a young mother. She highlighted the incredible support and guidance she had received from BYS support workers over the years and spoke to the positive influence the young parent's program has had on her life and child. She noted BYS has helped her complete high school and a nursing degree.

GUEST SPEAKER 4

Billie told her story and spoke to her experience of homelessness, self-harm and abuse. She spoke to the emotional support and the role BYS had played in building a better future for herself, noting she now had a place to call home and was studying to be a youth worker to give back to the community. She thanked BYS for the opportunity to tell her story.

ADOPTION OF 2017 MINUTES

Ms Wood called for BYS members to confirm and accept the 2017 minutes. There were no objections to the minutes as they were recorded.

Motion: That the minutes of the Brisbane Youth Service Annual General Meeting held on 21 November 2017 be accepted.

Moved: Julie Geraghty

Seconded: Awhina Faulkner

Motion carried.

CHAIR'S REPORT

Ms Wood reflected on her 6 years at BYS as chair, noting it was a privilege to be part of the work the organisation does and that she found it to be one of the most rewarding professional experiences of her career.

She noted the continued importance of defining the organisations strategic goals clearly, being well governed and ensuring revenue sources are diversified. She spoke to BYS's strong voice and influence in the industry. She acknowledged the work of Ms Callander, Ms Page and Ms Mahoney for their collective focus and leadership and thanked all the BYS staff and partners for their support and hard work.

She spoke to the changes to the Board over the past year, the appointment of the new members and the new chair Ms Stepanov. She noted the high calibre of applicants and how this was reflective of BYS's reputation in the industry. She thanked the existing Board members for their team work, service and dedication and wished the organisation every success in 2019.

Motion: That the Chair's Report be accepted.

Moved: Shelley Sorrenson

Seconded: Brian Tucker

Motion carried.

TREASURERS REPORT

Mr Tucker spoke to the Audited Financial report for 17/18 noting it was available in 2018 Annual Report for everyone's review.

Mr Tucker told the story as to how he became to be involved with BYS noting it had been one of the most rewarding experiences he has had as Board member. He spoke to the importance of the organisation's work and thanked the staff and Executive team for all their amazing work. He wished the Board and new Chair all the best for the future.

Motion: That the Treasurers Report be accepted.

Moved: Anna Spencer

Seconded: Kelly Moore

Motion carried.

CHIEF EXECUTIVE OFFICER'S REPORT

Ms Callander spoke to the increase in service demand on the organisation over the past year noting the prevalence of young people with more complex needs. She noted several accomplishments in the last year by BYS including the:

- Organisational re-structure (including the alignment of all housing services and establishment of the Housing and Tenancy team, a dedicated Intake and Brief Intervention team at the Hub, amalgamation of the Young Women and Young Families and establishment of a Quality and Practice role);
- Sustaining Young Tenancies Project being extended for a further three-year term;
- Building of BYS's evidence-based practice and research;
- National coverage of BYS's homelessness data and research in relation to couch surfing; and
- Glass Program which will construct new housing and is progressing with plans having been lodged with BCC.

Ms Callander thanked the volunteers, partners and supporters for their commitment and dedication to the organisation. She noted the organisation continues to build on the philosophy of working "better together" and noted BYS's service delivery partners including the positive interaction with the Qld Police Service.

She thanked the Board for their expertise, guidance and support throughout the year and farewelled Ms Wood and Mr Tucker. She noted the tremendous work, passion and commitment of the staff all year despite significant organisational changes and thanked Ms Mahoney and Ms Page for their enthusiasm,

diligence and positive input. She made a special note of thanks to the Administration Team, Ms Searle and Ms Jones's efforts in pulling together the 2018 Annual Report and the meeting. Finally, she thanked the young people for their courage, resilience and trust in the organisation to share their stories and inform BYs's service responses.

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

Moved: Anna Spencer

Seconded: Kelly Moore

Motion carried.

NOMINATION OF BOARD MEMBERS

The AGM was declared quorate by Ms Bunt, Returning Officer. Ms Bunt declared six Board Member positions vacant and being eligible for renomination. Ms Blunt announced the nomination of six board members as follows:

	Nominee	Proposer	Seconded
1.	Kelly Moore (Member)	Anna Spencer	Alex Robinson
2.	Christian Callisen	Alex Robinson	Shelley Sorrenson
3.	Nikola Stepanov	Julie Geraghty	Awhina Faulkner
4.	Jacob Arden	Kelly Moore	Christian Callisen
5.	Michelle Wade	Kelly Moore	Alex Robinson
6.	Ben Paris	Kelly Moore	Alex Robinson

A vote was called from BYs Members by a show of hands. All positions were declared filled with no objections from the floor.

Motion: That the nominations of the 2018-19 Board Members be accepted.

Moved: Anna Spencer

Seconded: Brian Tucker

Motion carried.

APPOINTMENT OF AUDITOR

Motion: That the Auditor for the financial year 2018/2019 be Haywards and Associates.

Moved: Annemaree Callander

Seconded: Shelley Sorrenson

Motion carried.

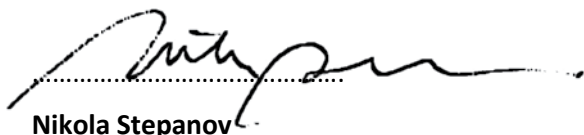
NEW BOARD CHAIR

Ms Stepanov introduced herself and spoke to her interest and passion in supporting vulnerable young people and the work BYs does. She acknowledged the outgoing Chair Ms Wood and her tremendous contributions to organisation and expressed her excitement in taking on the Chair role with BYs.

MEETING CLOSE

There being no further business, Ms Stepanov thanked attendees and declared the meeting closed at 5:03pm.

Confirmed:



Nikola Stepanov

Board Chair

Date: 24 November 2017

The cover features a dark blue background with a large purple circle on the right side. The text 'FINANCIAL REPORT' is in white, and '2018-19' is in pink. There are also decorative lines: a light blue curve on the left, an orange curve on the right, and a white curve at the bottom right.

FINANCIAL REPORT 2018-19

1. BRISBANE YOUTH SERVICE INC.

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2019

	NOTE	2019	2018
Revenue	2	6,975,112	6,985,765
Other Income	2	227,280	181,982
Employee benefits expense		(5,569,442)	(5,077,617)
Depreciation and amortisation expense		(70,148)	(49,750)
Insurance		(53,802)	(50,435)
Motor vehicle and travel expenses		(165,471)	(149,542)
Property expenses		(393,272)	(446,579)
Loss on sale of Land & Buildings		(165,384)	-
Staff training and development expenses		(75,980)	(171,081)
Audit, legal and consultancy fees		(52,041)	(56,142)
Client support services expense		(358,328)	(378,280)
Other operating costs		(392,724)	(500,331)
		<hr/>	<hr/>
Current year surplus before income tax		(94,200)	287,990
Income tax expense		-	-
		<hr/>	<hr/>
Net current year surplus		(94,200)	287,990
		<hr/>	<hr/>
Other comprehensive income		-	-
Loss on revaluation of Buildings		(125,000)	-
		<hr/>	<hr/>
Total other comprehensive income for the year		(125,000)	-
		<hr/>	<hr/>
Total comprehensive income for the year		(\$219,200)	\$287,990
		<hr/>	<hr/>
Total comprehensive income attributable to members of the entity		(\$219,200)	\$287,990

The accompanying notes form part of these financial statements.

2. BRISBANE YOUTH SERVICE INC.

STATEMENT OF FINANCIAL POSITION FOR THE YEAR ENDED 30 JUNE 2019

	NOTE	2019	2018
ASSETS			
Current Assets			
Cash on Hand		2,000	2,013
Cash at Bank	3	175,123	462,863
Debtors, Prepayments & Deposits	4	159,300	211,377
Total Current Assets		<u>336,423</u>	<u>676,253</u>
Investments	5	5,134,887	3,798,665
Fixed Assets	6	1,648,615	2,730,113
TOTAL ASSETS		<u>\$7,119,925</u>	<u>\$7,205,031</u>
LIABILITIES			
Current Liabilities			
Creditors & Accruals	7	581,962	630,132
Employee Provisions	8	377,434	381,545
Income Received & Unexpended	9	185,233	-
Total Current Liabilities		<u>1,144,629</u>	<u>1,011,677</u>
Non-Current Liabilities			
Borrowings	10	403,000	522,000
Employee Provisions	8	346,651	345,509
Total Non-Current Liabilities		<u>749,651</u>	<u>867,509</u>
TOTAL LIABILITIES		<u>1,894,280</u>	<u>1,879,186</u>
NET ASSETS		<u>\$5,225,645</u>	<u>\$5,325,845</u>
MEMBERS FUNDS			
Retained Surplus		5,225,645	5,325,845
TOTAL MEMBERS FUNDS		<u>\$5,225,645</u>	<u>\$5,325,845</u>

The accompanying notes form part of these financial statements.

3. BRISBANE YOUTH SERVICE INC.

STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2019

	RETAINED SURPLUS	REVALUATION SURPLUS	TOTAL
Balance at 1 July 2017	\$3,691,481	\$1,346,374	\$5,037,855
Comprehensive Income			
Surplus for the year attributable to members of the entity	287,990	-	287,990
Total comprehensive income attributable to members of the entity	287,990	-	287,990
Balance at 30 June 2018	\$3,979,471	\$1,346,374	\$5,325,845
<hr/>			
Balance at 1 July 2018	\$3,979,471	\$1,346,374	\$5,325,845
Comprehensive Income			
Surplus for the year attributable to members of the entity	(94,200)	(125,000)	(219,200)
Transfer on sale of asset	448,536	(448,536)	-
Revalue of Borrowings – Note 1(i)	119,000	-	119,000
Total comprehensive income attributable to members of the entity	473,336	(573,536)	(100,200)
Balance at 30 June 2019	\$4,452,807	\$772,838	\$5,225,645

The accompanying notes form part of these financial statements.

4. BRISBANE YOUTH SERVICE INC.
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2019

	2019	2018
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts		
Grant Funding	6,855,627	6,426,394
Interest	136,762	122,465
Other Income	450,149	407,029
Payments		
Wages & Salaries & Other Supplies	7,115,035	7,047,042
Net cash provided by (used in) operating activities	\$327,503	(\$91,154)
CASH FLOWS FROM INVESTING ACTIVITIES		
Payment for purchase of plant & equipment	(13,650)	(115,099)
Receipt for sale of property	734,616	28,182
Net cash provided by (used in) investing activities	\$720,966	(\$86,917)
CASH FLOWS FROM FINANCIAL ACTIVITIES		
Net increase/(decrease) in cash held	1,048,469	(178,071)
Cash at beginning of the reporting period	4,263,541	4,441,612
Cash at end of the reporting period	\$5,312,010	\$4,263,541
Reconciliation of Net Surplus/Deficit to Net Cash Provided by (Used in) Operating Activities		
Operating Result	(94,200)	287,990
– Depreciation	70,148	49,750
– Profit/Loss on sale of Asset	165,384	(24,742)
– Increase/(Decrease) in Payables	(48,170)	(16,296)
– Increase/(Decrease) in Provisions	(2,969)	(112,994)
– (Increase)/Decrease in Deposits & Debtors	52,077	(75,585)
– Increase/(Decrease) in Grants Unexpended	185,233	(199,277)
Net cash provided by (used in) operating activities	\$327,503	(\$91,154)

The accompanying notes form part of these financial statements.

5. BRISBANE YOUTH SERVICE INC.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2019

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) and Australian Charities and Not-for-Profits Commission Act 2012. 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) REVENUE

Revenue comprises revenue from government grants, fundraising, events and fee for service activities.

Revenue is measured by reference to the fair value of consideration received or receivable by the entity for goods supplied and services provided.

Revenue is recognised when the amount of revenue can be measured reliably, collection is probable, the costs incurred or to be incurred can be measured reliably.

Government grants

A number of the entity's programs are supported by grants received from the Federal, State and Local governments.

If conditions are attached to a grant which must be satisfied before the entity is eligible to receive the contribution, recognition of the grant as revenue is deferred until those conditions are satisfied.

Where a grant is received on the condition that specified services are delivered to the grantor, this is considered a reciprocal transaction. Revenue is recognised as services are performed and at year-end until the service is delivered.

Revenue from a non-reciprocal grant that is not subject to conditions is recognised when the entity obtains control of the funds, economic benefits are probable and the amount can be measured reliably. Where a grant may be required to be repaid if certain conditions are not satisfied, a liability is recognised at year end to the extent that conditions remain unsatisfied.

Where the entity receives a non-reciprocal contribution of an asset from a government or other party for no or nominal consideration, the asset is recognised at fair value and a corresponding amount of revenue is recognised.

Donations

Donations collected, including cash and goods for resale, are recognised as revenue when the entity gains control, economic benefits are probable and the amount of the donation can be measured reliably.

Where donations are received for a specific purpose, then the donation is only recognised once the funds have been spent for that purpose.

6. BRISBANE YOUTH SERVICE INC.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2019

1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (cont'd)

(A) REVENUE (CONT'D)

Interest income

Interest income is recognised on an accrual basis using the effective interest method.

All revenue is stated net of the amount of goods and services tax.

(B) PROPERTY, PLANT AND EQUIPMENT

No depreciation is charged on buildings.

Plant and Equipment are carried at cost less, where applicable, any accumulated depreciation.

Depreciation is calculated on the prime cost basis and is brought to account over the estimated economic lives of all fixed assets commencing from the time the asset is held ready for use.

The depreciation rates used are as follows:

CLASS OF FIXED ASSETS	DEPRECIATION RATE
Plant and Equipment	25%

(C) IMPAIRMENT OF ASSETS

At the end of each reporting period, the committee reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, an impairment test is carried out on the asset by comparing the recoverable amount of the asset, being the higher of the asset's fair value less costs of disposal and value in use, to the asset's carrying amount. Any excess of the asset's carrying amount over to recoverable amount is recognized in the income and expenditure statement.

(D) EMPLOYEE PROVISIONS

Provision is made for the Organisation's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee Provisions have been measured at the amounts expected to be paid when the liability is settled.

(E) CASH AND CASH EQUIVALENTS

Cash and cash equivalents include cash on hand, deposits held at call with banks and other short-term highly liquid investments with original maturities of three months or less.

(F) LEASES

Leases of PPE, where substantially all the risks and benefits incidental to the ownership of the asset (but not the legal ownership) are transferred to the Association, are classified as finance leases.

Finance leases are capitalized by recording an asset and a liability at the lower of the amounts equal to the fair value of the leased property or the present value of the minimum lease payments, including any guaranteed residual values. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for that period.

7. BRISBANE YOUTH SERVICE INC.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2019

1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (cont'd)

(F) LEASES (CONT'D)

Leased assets are depreciated on a straight-line basis over the shorter of their estimated useful lives or the lease term. Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor, are charged as expenses in the periods in which they are incurred.

(G) GOODS AND SERVICES TAX (GST)

Revenues, expenses and assets are recognized net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO). Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO is included with other receivables or payables in the assets and liabilities statement.

(H) DEFERRED INCOME

The liability for deferred income is the unutilised amounts of grants received on the condition that specified services are delivered or conditions are fulfilled. The services are usually provided or the conditions usually fulfilled within twelve (12) months of receipt of the grant.

(I) 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.

(J) ECONOMIC DEPENDENCE

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.

(K) SIGNIFICANT MANAGEMENT JUDGEMENT IN APPLYING ACCOUNTING POLICIES

The committee evaluate estimates and judgements incorporated into the financial statements based on historical knowledge and best available current information. Estimates assume reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the company.

(L) BORROWINGS

The borrowings amount reflects the non-interest loan as per Mortgage Agreements with the Department of Public Works and Housing. The amount required to be repaid on one property is based on 68% of the market value.

8. BRISBANE YOUTH SERVICE INC.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2019

1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (cont'd)

(M) NEW ACCOUNTING STANDARDS FOR APPLICATION IN FUTURE PERIODS

Accounting Standards issued by the Australian Accounting Standards Board ('AASB') that are not yet mandatorily applicable to the Organisation, together with an assessment of the potential impact of such pronouncements on the Organisation when adopted in future periods, are discussed below:

- AASB 16 Leases (applicable to annual reporting periods beginning on or after 1 January 2019) will replace the current accounting requirements applicable to leases in AASB 117 Leases and related interpretations. AASB 16 introduces a single lessee accounting model that eliminates the requirement for leases to be classified as operating or finance leases. The main changes introduced by the new Standard are as follows:
 - recognition of a right-of-use asset and liability for all leases (excluding short-term leases with less than 12 months of tenure and leases relating to low-value assets)
 - depreciation of right-of-use assets in line with AASB 116 Property, Plant and Equipment in profit or loss and unwinding of the liability in principal and interest components
 - inclusion of variable lease payments that depend on an index or a rate in the initial measurement of the lease liability using the index or rate at the commencement date
 - application of a practical expedient to permit a lessee to elect not to separate non-lease components and instead account for all components as a lease, and
 - inclusion of additional disclosure requirements.

The transitional provisions of AASB 16 allow a lessee to either retrospectively apply the Standard to comparatives in line with AASB 108 Accounting Policies, Changes in Accounting Estimates and Errors or recognize the cumulative effect of retrospective application as an adjustment to opening equity on the date of initial application.

The adoption of AASB 16 is not expected to have any material impact on the Organisation's financial statements.

9. BRISBANE YOUTH SERVICE INC.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2019

	2019	2018
2. REVENUE AND OTHER INCOME		
Revenue		
Revenue from Government Grants		
Department of Housing and Public Works	4,999,357	4,806,953
Department of Child Safety, Youth and Women	727,596	712,434
Department of Social Services	71,666	71,666
Department of Health & Ageing	659,430	663,352
Queensland Health	209,433	318,763
Department of Communities, Disability Services and Seniors	4,076	-
	<hr/>	<hr/>
	6,671,558	6,573,168
Other Revenue		
Non-Recurrent Funding	11,419	52,502
Interest	94,330	122,465
Medicare	43,069	47,881
Rent	154,736	189,749
	<hr/>	<hr/>
TOTAL REVENUE	6,975,112	6,985,765
Other Income		
Donations	224,009	156,287
Disposal of Assets	1,000	24,742
Sundry Income	2,271	953
	<hr/>	<hr/>
TOTAL OTHER INCOME	227,280	181,982
	<hr/>	<hr/>
TOTAL REVENUE AND OTHER INCOME	\$7,202,392	\$7,167,747
	<hr/>	<hr/>
3. CASH AT BANK		
Operating Account	44,574	176,355
Donation Account	33,100	128,466
Rental Account - 1	87,369	147,898
Community Grant Account	9,780	9,779
Other Accounts	300	365
	<hr/>	<hr/>
	\$175,123	\$462,863
	<hr/>	<hr/>
4. DEBTORS, PREPAYMENTS & DEPOSITS		
Deposits & Bonds	11,211	5,710
Debtors & Prepayments	148,089	205,667
	<hr/>	<hr/>
	\$159,300	\$211,377
	<hr/>	<hr/>

10. BRISBANE YOUTH SERVICE INC.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2019

	2019	2018
5. INVESTMENTS		
Term Deposit	2,200,000	2,200,000
Cash Management Account	97,087	16,741
Business Cash Maximiser	2,837,800	1,138,387
Premier Investment Account	-	421,343
Premier Cecilia Kilkeary	-	22,194
	<hr/>	<hr/>
	\$5,134,887	\$3,798,665
	<hr/>	<hr/>
6. FIXED ASSETS		
Land & Buildings – at Independent Valuation	1,525,000	-
Land & Buildings – at Committee Valuation	-	900,000
Land & Buildings – at Committee Valuation	-	1,650,000
Motor Vehicles	521,445	523,922
Less Accumulated Depreciation	407,465	368,181
	<hr/>	<hr/>
	113,980	155,741
Office Furniture	31,050	31,050
Less Accumulated Depreciation	31,050	31,050
	<hr/>	<hr/>
	NIL	NIL
Office Equipment	407,437	407,437
Less Accumulated Depreciation	402,872	396,606
	<hr/>	<hr/>
	4,565	10,831
Leasehold Improvements	140,027	140,027
Less Accumulated Depreciation	134,957	126,486
	<hr/>	<hr/>
	5,070	13,541
	<hr/>	<hr/>
	\$1,648,615	\$2,730,113
	<hr/>	<hr/>
7. CREDITORS & ACCRUALS		
Trade Creditors & Accruals	347,510	385,429
PAYG Withholding	73,075	97,635
GST Liabilities	126,264	85,226
Superannuation Payable	35,113	61,842
	<hr/>	<hr/>
	\$581,962	\$630,132
	<hr/>	<hr/>

11 BRISBANE YOUTH SERVICE INC.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2019

	2019	2018
8 PROVISION FOR LEAVE ENTITLEMENTS		
Provision for Annual Leave	252,712	265,243
Provision for Long Service Leave	346,651	345,509
Provision for Sick Leave	117,188	110,363
Provision for On Costs	7,534	5,939
	<hr/>	<hr/>
	\$724,085	\$727,054
	<hr/>	<hr/>
Analysis of Total Provisions		
Current	377,434	381,545
Non-Current	346,651	345,509
	<hr/>	<hr/>
	\$724,085	\$727,054
	<hr/>	<hr/>
9 GRANT INCOME RECEIVED & UNEXPENDED		
Brisbane City Council	20,605	-
Queensland Mental Health Commission	98,982	-
Department of Health	19,867	-
Gambling Community Benefit Fund	31,636	-
Department of Child Safety, Youth & Women	2,574	-
Other Income	11,569	-
	<hr/>	<hr/>
	\$185,233	\$NIL
	<hr/>	<hr/>
10 BORROWINGS		
Mortgage – Department of Public Works and Housing	403,000	522,000
	<hr/>	<hr/>
	\$403,000	\$522,000
	<hr/>	<hr/>

The accompanying notes form part of these financial statements.

12. 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.

1. In the opinion of the committee the financial report as set out on pages 1 to 11 are in accordance with the Australian Charities and Not-for-Profits Commission Act 2012 and:
 - (i) Comply with the Australian Accounting Standards applicable to the entity; and
 - (ii) Give a true and fair view of the association's financial position as at 30 June 2019 and its performance for the year ended on that date in accordance with the accounting policies described in Note 1 to the financial statements.
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 Declaration is signed in accordance with Subs 60.15(2) of the Australian Charities and Not-for-Profits Commission Regulation 2013.



PRESIDENT



TREASURER

26.9.19

DATE

13. 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 statement of financial position as at 30 June 2019, the statement of profit & loss and other comprehensive income, 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 of Brisbane Youth Service Inc. has been prepared in accordance with Division 60 of the Australian Charities and Not-for-Profits Commission Act 2012 and 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 Auditor Independence Requirements of the ACNC Act and 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 Australian Charities and Not-for-Profits Commission Act 2012 and 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 Australian Charities and Not-for-Profits Commission Act 2012 and 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.

14. 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

HAYWARDS CHARTERED ACCOUNTANTS

Level 1 / 488 Lutwyche Road
LUTWYCHE QLD 4030

Dated this 20th day of September 2019

THANK YOU

Acmena
Adroit Research
Albany Hills OSHC
Alexilum
Aspect Industries Pty Ltd
Australia Post
Badge Constructions
Bartley Burns
Blackroc
Brickhouse Gym
Brisbane Bullets
Brisbane City Council
Central Ward
Bulimba Fashion Festival
Campos Coffee Qld
Capital B
Care Kits for Kids Qld
Chic Brisbane
Coles, Brisbane North
Community Services
Industry Alliance
Cyberhound
DA'Burger New Farm
Dave the Trainer
(Dave Kramer)
Deicke Richards
Deloitte
DHPW Building & Asset
Services Team
Duhig Village
elaundry co.
Ernst & Young Australia
Flight Centre Travel Group
Foot Locker Australia
Foundry Productions
Gala on the Green
Global Payments AU/NZ
Grant Thornton
Grant Thornton Foundation
Griffith University Library
Grill'd Albert Street
Grill'd Eagle Street Pier
Guitar Brothers
Healthcare Australia Pty Ltd
Healthy Land and Water
Holding Redlich
Hyphen Art
IFAA Social Club
Incitec Pivot Ltd
Industry and Development
of Department of
Environment and
Science Team
Intergr8
Jacobs
Kedron Arts Group
Kenmore State High School
Kennedy McLaughlin
& Associates
Kids Business
KMT Constructions Pty Ltd
Legal Aid Queensland
Lions Club of Griffith
University
Lismont Pty Ltd
Living Faith Uniting Church
Logan Housing Service
Centre Team
Maurice Blackburn Lawyers
McGrath Estate
Agents, Yeronga
MCN
Media Rare Pty Ltd
Milton State School
Social Committee
National Australia Bank
NGU Real Estate
Nido Early School
Woolloongabba
Orange Sky
Pacific Aluminium
Social Club
PCYC Mt Gravatt
Pine Rivers State
High School
Place Estate Agents
Planning Institute of
Australia, Queensland
Young Planners
Public Trustee
Queensland
QIC
Qld Treasury
Queensland Ballet
Queensland Firebirds
Queensland Government
Chief Information Office
Queensland Ombudsman
Social Club
Queensland Police Service
Quest Community
Newspapers
Ray White Alderley
Reidy House, St Joseph's
College, Gregory Terrace
Residential Tenancies
Authority
Rochele Painting
Share the Dignity
Smart Service Queensland
Snap Fitness AU
Southern Districts
Basketball Association
St. George Bank
State Library
of Queensland
Stoddarts
Student One
Suncorp Metway Ltd
Teach Starter
The Brisbane Plumbers
The Frangipani Foundation
Total Tax & Accounting
Solutions
Vita Group Limited
Westpac
Wilston Neighbourhood
Watch
Youth Support +
Advocacy Service [YSAS]

HOW TO SUPPORT US

- Donate at www.brisyouth.org, or by credit card over the phone, or forward a cheque made payable to 'Brisbane Youth Service' to PO Box 1389 Fortitude Valley QLD 4006.
- Become a regular giver by setting up recurring direct debit donations.
- Establish a workplace giving program.
- Participate in a BYS annual fundraising event – Daggy Jumper Day or Burpees for BYS. Visit www.brisyouth.org or www.daggy.com.au for more information.
- Leave a bequest to BYS in your Will.

DONATIONS OF \$2 AND OVER ARE TAX DEDUCTIBLE.

We would love to discuss how we can work together to create new futures for young people.

Email partnerships@brisyouth.org.

BRISBANE
YOUTH SERVICE

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