

NEW FUTURES FOR YOUNG PEOPLE



BRISBANE  
YOUTH  
SERVICE

ANNUAL REPORT

2017-18



# LACHIE

## LACHIE SPENT SEVERAL MONTHS ON THE STREETS BEFORE THE VALLEY HUB HELPED HIM FIND HIS WAY TO PHOENIX HOUSE.

'I had some family issues last year and ended up having to leave home ... then ended up on the streets for, like, three months ...

I had gone to The Hub in the past to get food and things like that. The Hub is something people recommend to younger people on the streets ... if you see someone new that looks quite young we usually recommend they go to The Hub ... you say, 'it'll help you get accommodation. It'll be able to provide food and support'.

Phoenix House helped me get back on my medication which helped me a lot. If they hadn't helped me get my medication sorted out, I probably wouldn't have wanted to go back to school.

It's helped me be more motivated, just get my life sorted out I guess. I want to finish the rest of my schooling and Kristen has said I can finish the school year out here.

The biggest thing for me is I don't have Centrelink. So they've provided Go Card top-ups, food and helped me get to school on time ... I can just ask a worker ... they give me advice. It doesn't have to be like mega-deep, like personal advice. It can be about anything I guess.

One of the courses I was thinking about doing at university was philosophy, politics and economics, all in the one course ... I'm into politics and philosophy, and economics is probably my best subject at school.

I was quite surprised that places like BYS existed. If it wasn't for them, I would probably be on the streets or something.

They helped me out a lot. They've given me the opportunity to go to school and get a career in something.'

## YOUNG PEOPLE'S STORIES

### **LACHIE INSIDE COVER**

**KIARA 11**

**JOSH 23**

**ELEE 24**

**RAY 27**

**RACHEL 31**

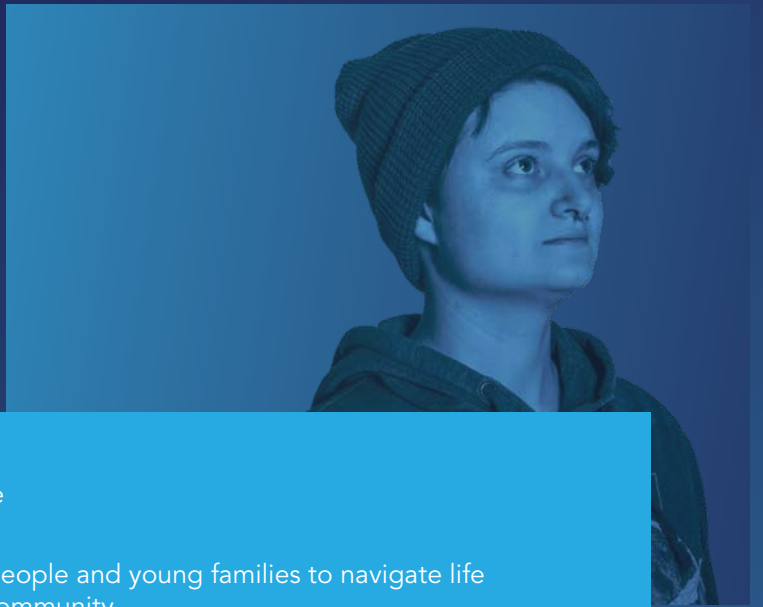
**YAZMINE 33**

**ALUEL 34**

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# OUR STRATEGY



## VISION

New futures for young people

## PURPOSE

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

## THEMES

## GOALS

### OUTCOMES

We will measure outcomes for young people and demonstrate the value of our services

### SUSTAINABILITY

We will continuously improve our practice, systems and processes to optimise outcomes for clients

### GROWTH

We will adapt, diversify our funding and grow to respond to the emerging needs of young people and families

### PARTNERING

We will be a trusted and respected partner for all stakeholders

### CAPABILITY

We will invest in our people to build a learning organisation that values and creates knowledge

### REPUTATION

We will grow our profile and be recognised in the community as a provider of choice

## COMMITMENT

To promote a just society for young people

## TEAM

BYS values our staff and volunteers who are core to our ability to support young people and families

## PRINCIPLES

- Evidence informed practice
- Responsive services
- Strategic partnerships
- Employer of choice

## VALUES

RESPECT

OPTIMISM

ACCOUNTABILITY

RESILIENCE



# ABOUT BYS

## BRISBANE YOUTH SERVICE (BYS) HAS BEEN WORKING WITH HOMELESS AND VULNERABLE YOUNG PEOPLE (AGED 12-25 YEARS), AND YOUNG FAMILIES, IN BRISBANE AND SURROUNDING AREAS SINCE 1977.

BYS provides housing, physical and mental health services and specialist programs for young women and young families, to assist young people overcome challenges and achieve their life goals. All services are free of charge.

BYS uses a client-centred, strengths-based practice approach when working with young people. We support 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 are able to move out of crisis.

BYS is a respected leader in the community services industry. Through our research and evaluation program, BYS builds knowledge to improve outcomes for young people and raise awareness of issues impacting vulnerable young people in our community.

## BYS PATRON STEVE RENOUF



Steve commenced his role as BYS Patron in 2016. He is dedicated to raising awareness of youth homelessness in Queensland and has supported BYS through a range of events and activities over the past three years. Steve is a great role model for young Queenslanders and a well known patron for BYS.

# SNAPSHOT 2017-2018

**4454**

PEOPLE AGED 12-24 HOMELESS IN  
QUEENSLAND ON ANY GIVEN NIGHT

[2016 Census]

**1355**

YOUNG PEOPLE  
ACCESSED ONGOING  
SUPPORT FROM BYS



**31980**

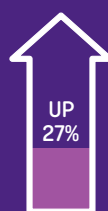
OCCASIONS  
OF SUPPORT



**1505**

YOUNG PEOPLE  
SUPPORTED THROUGH  
CASUAL CONTACT

e.g. phone triage or street outreach



**10%**

CULTURALLY AND  
LINGUISTICALLY  
DIVERSE



**28%**

IDENTIFIED AS ABORIGINAL AND/  
OR TORRES STRAIT ISLANDER



**241**

YOUNG PARENTS  
SUPPORTED WITH

**150**

CHILDREN  
UNDER THE  
AGE OF 12

**56%** FEMALE,  
**41%** MALE,  
**4%** IDENTIFIED AS A GENDER THAT  
WAS NOT MALE OR FEMALE

**18%**  
SEXUALITY  
DIVERSE

# 164

YOUNG PEOPLE HOUSED IN  
BYS MANAGED PROPERTIES



# 2300

MEDICAL  
APPOINTMENTS



# 53

YOUNG PEOPLE  
PROVIDED WITH  
DENTAL CARE



# 150

YOUNG PEOPLE  
ENGAGED IN  
TREATMENT  
WITH ONSITE  
PSYCHOLOGISTS



ANNUAL REPORT 2017-18

# 103

FITNESS  
& WELLBEING  
GROUPS HELD



# 45

YOUNG  
WOMEN'S  
GROUP  
SESSIONS

# 48

ART GROUPS  
HELD

# 40

PARENTING  
GROUP  
SESSIONS

# 97%

OF YOUNG PEOPLE SAID THAT THEY  
WERE HAPPY OR VERY HAPPY WITH  
BYS SERVICES





## PRESIDENT'S REPORT

### HELEN WOOD

*We remain absolutely committed to our young people and our staff and always have both interests at the core of any decisions we make as a Board.*

### ANOTHER SUCCESSFUL AND IMPORTANT YEAR FOR BRISBANE YOUTH SERVICE AS WE CONTINUE OUR STRONG AND LASTING LEGACY OF SUPPORTING YOUNG PEOPLE TO CREATE THEIR NEW FUTURES.

Throughout 2018 the Board has looked to continue our focus on defining our strategic direction, ensuring effective governance and considering our growth plans as an organisation. We remain absolutely committed to our young people and our staff and always have both interests at the core of any decisions we make as a Board.

In what will be stable or small growth economic conditions for Queensland we still see forecasts of growing unemployment for young people. We know there is growing demand for our services and we do not see this easing any time soon. We must continue to consider how we can contribute as an organisation, to diversify our funding and to mature our business model even further. Of equal importance is the work of our CEO and the team to influence policy and government direction in relation to homelessness and youth more broadly. After a successful restructure the Board feels that we have the right people in place to take the organisation where it needs to be.

The young people we work with have a range of complex problems however our client satisfaction results are a testament to our ability to make a difference for these young people and to the good work of our staff. We thank our staff for their passion for supporting young people along with our partners and supporters – government and non-government – who help us do what we do.

This year we embarked on the development of a new strategic plan informed by a detailed environmental scan.

We continue to mature our systems and processes to guide what we do and ensure professionalism and consistency in our approach. Importantly, our work on outcome measurement continues and we consider this essential to our future success. As a Board we are fortunate to work with a strong Executive Team who this year have brought a new collective focus and clarity to our work at BYS.

This year we said farewell to Phil Vickery, a long serving and passionate member of the Board and our Vice President. Phil is missed and appreciated for all his contributions over his many years of service. We welcome Anna Spencer into the position of Vice President who is an equally passionate member of the Board. We recruited several new members to the Board this year – Alexander Robinson, Christian Callisen and Kelly Moore and are very appreciative of the skills and perspectives they bring to the Board along with our existing members.

It is with considerable sadness that I write my last report as President of BYS. I have chosen to move on from BYS this year and to pursue other Board roles in Victoria where I now live. This was a very difficult decision as I am very committed to our mission and vision. I will continue to be a strong supporter of BYS. My decision was made more easily knowing that our existing and new members on the Board have the skills and passion to continue our good work. We will be recruiting a new President this year and I look to ensuring our new President is well positioned to carry on the work the Board has done over recent years.

I wish everyone the best for this coming year and look forward to seeing our great work as an organisation continue to gain relevance and prominence for what we do and for the solutions and support our young people need.



# TREASURER'S REPORT

## BRIAN TUCKER

*The relatively high level of working capital will allow BYS to invest funds in developing programs to assist young people, and to take advantage of opportunities that might arise.*



2018 was another financially successful year for BYS, with a surplus of \$287,990, down slightly from the \$323,946 surplus in 2017. While income increased by 6.5%, expenses increased at a slightly higher rate (7%, if you must know), resulting in the profit reduction. The main areas of cost increases were in salaries and employee on-costs (up nearly 11%) and client support services (up 19%). All in all though, BYS runs a very efficient service and while a surplus of \$287,990 sounds pretty good, in fact that represents just 4% of our annual budget which is not a large safety net if something goes pear shaped. The balance sheet shows BYS in a strong financial position with net assets of \$5,325,845 and working capital of \$2,595,782, 37% of our operating budget. The relatively high level of working capital will allow BYS to invest funds in developing programs to assist young people, and to take advantage of opportunities that might arise. We will also be looking for ways to increase our non-government income and the reserves will allow us to do that, whether that be through investment or property earnings.

One of the problems a Treasurer faces is the extreme difficulty in presenting a report that will be as enlightening and stimulating as those presented by the CEO and President, and this year has been no different. Honestly, I scoured those figures looking for something...anything, that would arrest your attention, bring a smile to your face or a tear to the eye and what did I come up with? Nothing really; except donations increased three times as much as revenue from government grants. Sadly, the numbers cannot show the stories behind these financial statements; the young people whose lives have been changed by their involvement with BYS, young families supported, and the wider community acquainted with the facts about homelessness, perhaps fleetingly, but meaningfully.

What BYS does is important and needs to be recognised, valued and supported; in this regard government support is crucial, not just because it allows us to do what we do, but because that support validates what we do and encourages corporate and other partners to get on board and make a difference. Homelessness, like unemployment, will be with us always, but unlike unemployment, which rises and falls, homelessness just continues to rise.

### I'll finish with a little poem:

I'm off to BYS today  
maybe there'll be a prize;  
it's the Treasurer's turn to have his say –  
oh what a nice surprise.

We finished the year with a surplus,  
which is something you can't guarantee.  
A new grant is always a plus  
but expenses grow faster than weeds.

Annemaree is off chasing more funding  
and Sarah's in charge of the bank;  
the commitment from staff's never-ending  
with our supporters, too many to thank.

BYS has its sights on the future,  
our team is the best it is said.  
For rough sleepers there's only one cure –  
a home with a nice comfy bed.

Bye4now,

BT :)



## CEO'S REPORT

ANNEMAREE CALLANDER

*Understanding the experiences of young people and measuring our impact has remained a key focus throughout the year.*

### IT HAS BEEN ANOTHER EXCITING YEAR AT BYS AS WE CONTINUE TO GROW THE ORGANISATION'S CAPABILITY AND FOCUS OUR EFFORTS AND RESOURCES ON DELIVERING QUALITY SERVICES TO YOUNG PEOPLE AND YOUNG FAMILIES.

Following several amalgamations, this year we reviewed our organisational structure in order to be more effective, resilient and adaptable. The realignment process commenced with staff consultations in July 2017 and the new structure was fully implemented in March 2018.

Along with a new look Executive Management Team we have consolidated our housing programs into a single Housing Services stream, merged the Young Women and Young Families teams and established a dedicated Quality and Practice Development role focused on continual quality improvement. The new structure is already bearing fruit and will assist us to respond to changes in our operating environment and most importantly new and emerging needs of young people.

Amidst the organisational changes this year we also achieved accreditation under the Human Service Quality Framework and retained our accreditation as a Community Housing Provider.

The Sustaining Young Tenancy (SYT) Pilot Project was completed in June 2018 and the Australian Housing and Urban Research Institute (AHURI) evaluation found it was a successful and cost-efficient model which produced very positive housing outcomes for young people.

AHURI also noted that the project produced significant social wellbeing outcomes and young people gained skills and knowledge to assist them to transition to independence. SYT has been extended for a further twelve months and I hope to see the commitment to this innovative approach continue beyond 2019.

A great deal of work has been undertaken by the Property Industry Foundation (PIF) and a team of dedicated volunteers to progress plans for the construction of new housing for young people under the GLASS Program. A development application has been lodged with Brisbane City Council and we hope that construction will commence in 2019.

Understanding the experiences of young people and measuring our impact has remained a key focus throughout the year. We continued to grow knowledge internally and across the industry through the publication of articles and research and conference presentations. In particular our research on couch surfing and the risks it poses to young people received significant coverage both within Queensland and nationally.

BYS continues to thrive because of the commitment of our volunteer Board members. It has been a pleasure to welcome several new Board members this year who have brought different perspectives and skills to the organisation. Sadly, we also farewelled our Vice President Phil Vickery whose contribution to the organisation over more than 7 years was tremendous. Further changes are ahead with both Helen (President) and Brian (Treasurer) planning to exit at the end of 2018. Helen has been President for the past 5 years and her leadership and commitment to the work of BYS has helped significantly grow and mature the organisation.



Brian joined the Board in 2007 and since then has guided BYS into a solid financial position and given us all a new appreciation for numbers through his engaging reporting style. Both Helen and Brian have been active supporters and contributors to BYS and given generously of their time to engage with the broader staff group. I shall miss them both and thank them for the care, support, and guidance they have offered me over the years.

My thanks go to our industry colleagues whose partnership and collaboration enables us to help young people address a complex array of needs.

Once again, we have benefited from the generosity of wonderful donors and supporters for which I am very grateful as it allows us to extend the scope and scale of services we offer to young people.

BYS has a diverse, highly skilled and hardworking staff team. I particularly want to acknowledge and thank Sarah Page our Corporate Services Director and Di Mahoney our Service Delivery Director who have both brought an abundance of fresh energy and ideas to BYS. I am delighted to have them as members of the Executive Management Team. To the broader staff team, I say well done on another hectic and demanding year. Through the efforts of all staff this year BYS has provided more services to more young people than ever before. Congratulations to you all.





# OUR BOARD

BYS IS GOVERNED BY A BOARD OF COMMUNITY MEMBERS WHO VOLUNTEER THEIR TIME TO PROVIDE STRATEGIC DIRECTION AND GUIDANCE TO ENSURE BYS DELIVERS HIGH QUALITY SERVICES TO YOUNG PEOPLE.



HELEN WOOD

PRESIDENT



ANNA SPENCER

VICE PRESIDENT



PHILIP VICKERY

FORMER VICE PRESIDENT



BRIAN TUCKER

TREASURER



SHELLEY  
SORRENSON

SECRETARY



KIRSTY AUGUSTINE



DR ALEXANDER  
ROBINSON



CHRISTIAN  
CALLISEN



KELLY MOORE



# KIARA

## KIARA WAS NAMED AFTER THE LION CUB IN 'THE LION KING' AND LIKE THAT CHARACTER HAS HAD TO FIND HER COURAGE.

'My journey has been a bit rough. There's been on-and-off homelessness since I was 15. BYS has helped a lot with that. I was homeless, then I'd get into youth shelters with BYS, and then something would happen, and I'd go back on the streets, and then back to another youth shelter.

I left home three years ago ...

When I was on the streets I picked up a drug habit and now I've been clean for over 1 and a half years ... I was scared on the streets definitely, being a female, 15 years old, in the city and Fortitude Valley – on the weekends especially. I've had a lot of bad experiences on the street when I was younger.

[Now] I feel a lot better in myself, having a roof over my head. Just having a safe place to go. It means a lot.

BYS has helped me. I use their doctor service, and they've helped me with drug and alcohol [counselling], domestic violence, housing, food and blankets.

I've learnt new skills like basic everyday living skills. Budgeting, shopping, getting services. I've studied hospitality, bar-tending and front-of-house and back-of-house.

[When I was here in Sandgate] I helped paint the house, weeded the garden out the back and the front, I learned to cook cheap, decent, delicious meals. We have a youth worker from Bali and he teaches us his way of cooking food ... like an omelette thing with vegetables and his "famous butter chicken".

I made friends when I was here.

I'd like to work in disability care, or aged care, working in homes and helping them get around. I just like that kind of work. It makes me happy, being around those kinds of people.'

Kiara includes the Gubbi Gubbi tribe (in the Caboolture area) as part of her heritage, and is now exploring her interest in Indigenous dot painting. She has recently moved into her own place.



ANGLICAN EPISCOPAL CHURCH



# YOUNG PEOPLE'S CHALLENGES



## HOMELESSNESS

**55%**

of young people are in primary or secondary homelessness when they come to BYS

**80%**

are living in unsafe/unsuitable or unaffordable housing



## MENTAL HEALTH

**47%**

already have a diagnosed mental health issue and one in three are at risk of suicide

ALMOST

**40%**

rate their mental health as poor or very poor

BYS has invested in establishing a Quality Practice and Knowledge Team to implement the organisation's commitment to building understanding and evidence about the challenges faced by young people and how we can continually improve our work and the wellbeing of young people.



## VIOLENCE

**72%** of young people have been exposed to family/relationship violence when we meet them

**ONE THIRD** have been sexually or physically assaulted



## DISENGAGED FROM EDUCATION AND EMPLOYMENT

**37%** of young people say that they are unemployed and want to work

**14%** have barriers preventing their regular attendance at school or training



## FINANCIAL STRESS

**47%** of young people tell us that they are in financial crisis

**1 IN 5** young people have no source of income when they come to BYS

Need for financial assistance is the second most common reason young people seek support, after the need for housing.



## PARENTING

**60%** of young parents tell us that they want help with caring for their kids

**NEARLY 40%** of parents are in a crisis/serious parenting situation

Requests for data or proposals for research partnerships and post-graduate research opportunities can be directed to the BYS Research and Evaluation Coordinator at [research@brisyouth.org](mailto:research@brisyouth.org).



# YOUNG PEOPLE'S CHALLENGES CONTINUED



## SUPPORT NETWORKS

40%

have a critical lack of family, community and professional support in their lives



## LEGAL

50%

of the young people coming to BYS were experiencing serious legal issues



## PHYSICAL HEALTH

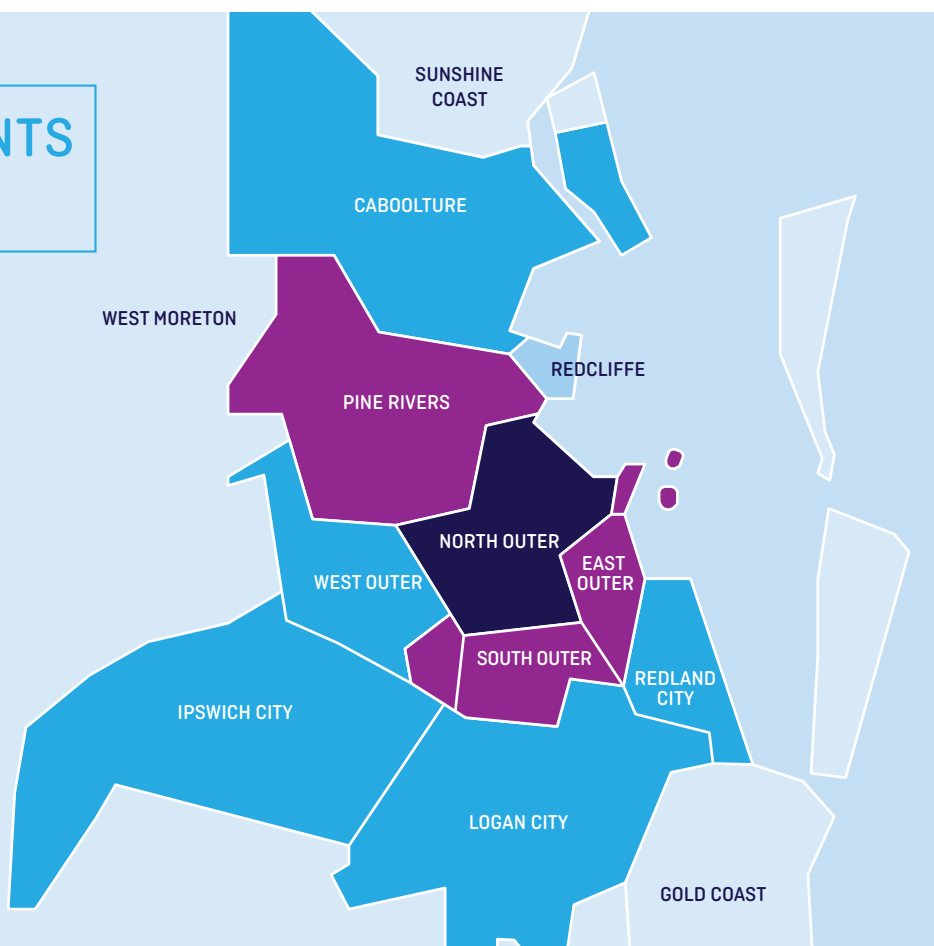
14%

tell us that they have poor or very poor physical health

## WHERE OUR CLIENTS COME FROM

### KEY

1-10
11-20
21-40
41-80
81-100
>100





# RESPECT

## OUR IMPACT



### HOMELESSNESS

**71%** reduction in homelessness after support

**92%**  
fewer young people  
sleeping rough after  
support

**76%**  
fewer young people  
couch surfing

**71%**  
reduction in the  
proportion of young  
people in unsafe or  
unsuitable housing  
situations

**203%**  
increase in young people moving  
into public housing. **166%** increase  
in young people moving into private  
rental. **141%** increase in young people  
moving into community housing



### MENTAL HEALTH

With support

**60%** fewer young people are  
at risk of suicide

**70%**  
of young people tell us that their mental health has improved

**75%**  
reduction in self harming behaviours



## VIOLENCE

With support

**71%**

reduction in the number of young people who are exposed to a serious or crisis level of violence



## DISENGAGED FROM EDUCATION AND EMPLOYMENT

Rates of employment increase from one in 25 young people, to **ONE IN 5**

Earning an income is essential for young people to break cycles of poverty and housing instability, yet housing stability is necessary to be able to get a job.

**30%**

increase in young people participating in school and training

Young people know that education is key to building positive futures.



## SUPPORT NETWORKS

**76%**

of young people say that their support networks have improved

**47%**

of young people said that “knowing where to go for help when they need it” was a positive life change after support



## FINANCIAL STRESS

**80%**

of young people who previously had no source of income are able to be stabilised by accessing income support

**54%**

of young people have improved income

Income is essential for building stable safe futures.



## PARENTING

66%

of parents said that their parenting improved with  
BYS support



## LEGAL

58%

reduction in the proportion of young  
people who were dealing with serious  
legal issues

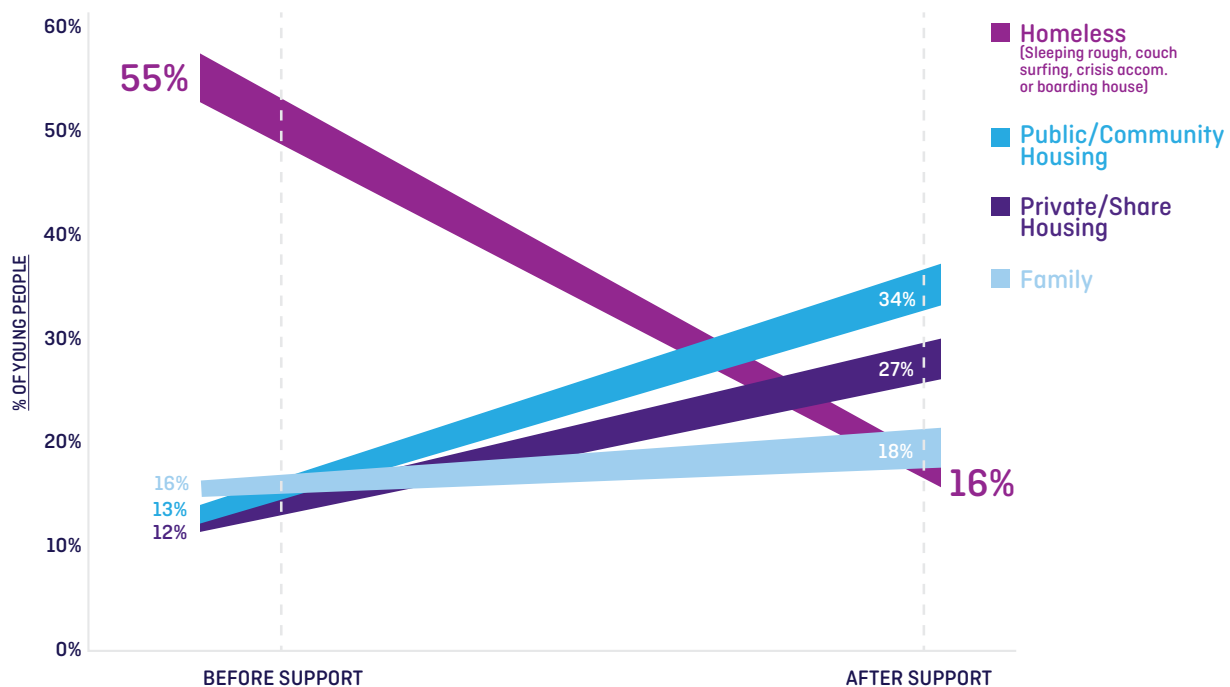


## PHYSICAL HEALTH

65%

report improvements in their  
physical health

## CHANGES IN HOUSING AFTER BYS SUPPORT (2017-18)



# YOUNG PEOPLE'S STORIES OF CHANGE



## CAPABILITY AND LIVING SKILLS

I came to BYS in crisis as an anxious, depressed, homeless and unemployed “adult” at 20 years old. I had no idea how to ‘solve’ any of my issues. BYS supported me in finding housing and got me into Uni. It helped me to relearn how to interact with people, and get me a job. Due to BYS, I am now someone that I don’t hate. I feel like I am contributing to society. For the first time that I can remember, I feel like life is something I can manage and enjoy. BYS has been a huge help in supporting me as a person and making me feel safe and accepted. The help from the awesome team is invaluable. **Jason, 20**

Working with BYS has taught me to be independent and advocate for myself. I don’t wait for things to come to me, I go get them and make them happen. They taught me how to stand up for myself. I wouldn’t be here today if it wasn’t for their help. Before BYS I had no hope for a future like this. I want someone else who might be like I was, to believe it can happen for them too, for them to know they can have a good life after the life they had before. **Pete, 22**

## ACCESS TO BASIC MATERIAL NEEDS

My sister, boyfriend and I were going through a bit of a rough patch, sleeping in tents at parks in Brisbane. We had tried refuges and shelters before, but it didn’t really seem like anyone wanted to bother helping us, as we are young. Then BYS came along and they really helped us get the place we have today. They would come and pick us up, gave us food vouchers when we had no food and money. They topped up our go cards, so that we were able to make it from one place to another. I feel as though they really did everything that they could. Without BYS, we wouldn’t have that bit of hope that maybe we will get there.

We 100% trust them and it feels good to be able to have a service where they actually care to listen. Brisbane Youth Service is a place to go when you really want to help yourself and get yourself on the right track. For that, we are extremely grateful. They are a lot more than just a service... **Stacy, 17**

BYS has given me the confidence and help that I needed. Financial support was extremely helpful in times that I was struggling. Assistance with moving furniture and getting items (couch and lounge) off Givit and white goods (fridge and microwave) was so helpful. When I asked for help the universe brought people into my life. I’m amazed by the help I’ve received. **Jessie, 19**

THAT MOMENT WHEN I MET BYS WAS LIFE CHANGING. I CAN'T STRESS ENOUGH HOW GREAT IT WAS WHEN BYS CAME ALONG AND HELPED ME MOVE ON WITH MY LIFE. **KAREN**



## WORKING WITH BYS HAS TAUGHT ME TO BE INDEPENDENT AND ADVOCATE FOR MYSELF.

PETE

## WITHOUT BYS, WE WOULDN'T HAVE THAT BIT OF HOPE THAT MAYBE WE WILL GET THERE.

STACY



### SAFETY FROM VIOLENCE, SUBSTANCE USE AND OTHER RISKS IN THEIR LIVES

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

**Jasmine, 15**

Reflecting back from where I came from, living/sleeping on a single mattress on a floor at a friend's place with my son with all my belongings in garbage bags to where I am now...I have my own home, and I know I can provide for my son. I know that I can go to bed peacefully knowing that my son and I are safe. **Amanda, 23**

There was an incident where an ex-tenant ex-partner came to my place and threw a brick through the window. BYS sorted it quickly I now feel safe. **Alex, 20**

### MENTAL AND EMOTIONAL HEALTH

I just moved from my sexually abusive household when I started going to BYS. I was having a panic attack. The workers helped me and supported me. They showed me some breathing exercises and for the first time, that someone cared. The workers gave me the confidence, the self-esteem, they showed me what was already within myself. I've started overcoming challenges, pushing myself past my comfort zone, and not always thinking the worst. I used to never depend on anyone besides myself. BYS raised me better than my own parents did. I was nurtured. My god, does it feel like home, and I've never had a home before. **Kylie, 18**

If it wasn't for BYS I would be in jail or dead. **Pete, 22**

### PHYSICAL HEALTH AND SELF-CARE

Before I was using ice – it was an everyday thing. When I woke up it was the first thing on my mind. I felt down. I was always fidgeting and needing to do stuff. I couldn't get up without a shot. I was really sad and going through depression. I hurt and I didn't want to. I ended up in hospital with drug induced psychosis and got some help. BYS came to visit me during my time there which was nice and they even let me go out with them to get a feed. Now I've been discharged after completing a detox. I am stabilised. I'm on medication which has calmed me and helps my anxiety. I feel good and healthy. I am trying to be independent and get my life back on track. I am staying strong, because I matter. **Damien, 19**

### CONNECTION TO SUPPORT, COMMUNITY AND CULTURE

In 2016 I was left alone, with no guidance on what to do. I was flipping out about my housing. My mum had just passed away and I had no supports around me. I had no money and had tried many times with Centrelink to get money somehow but they didn't care and didn't help. No one wanted to help, it was really hard and was sending me into significant depression. I felt alone. I had no knowledge of budgeting or paying bills, all of these things I had to learn. Then I got in touch with BYS. They helped me financially, but also emotionally. I feel free now. I feel I'm not living in the past. Moving forward I see myself looking for work and saving to travel. That moment when I met BYS was life changing. I can't stress enough how great it was when BYS came along and helped me move on with my life. **Karen, 21**

My worker was really helpful with helping recommending other services. **Trish, 19**



## YOUNG PEOPLE'S STORIES OF CHANGE CONTINUED

### RELATIONSHIPS WITH PEOPLE IN THEIR LIVES

My dad and step mum kicked me out with nowhere to go. Coming to stay at BYS I started to feel more confident about making my own decisions and felt less stressed. I ended up making contact with my mum's family who I haven't spoken to since I was 2 years old. My aunt (Mum's sister) has invited me to live with her. My uncle rang to talk to me (he lives close by) and I'm looking forward to meeting my mum again. She has paid for my flight, I'm also looking forward to meeting the rest of my family. I have 20 cousins. What helped was having a place I felt safe and secure so I could think clearly about my life. **Jake, 19**

It's hard to think back to 11 months ago as my life is now so different. It was a time I want to forget. The house was untidy and trashed, my relationship wasn't going well with my partner, we were constantly fighting, my child and I were not close like we are now. Me and my partner got help with our mental and physical health and living skills. We learnt how to communicate without fighting. Then I got a full-time job. We enjoy spending time together. Our child is happier and more energetic as they're socialising and around parents who are happy together. We are no longer embarrassed to be outside in public with our child as we now feel like we deserve to be parents. **Mark, 23**

### PARTICIPATION IN EDUCATION, EMPLOYMENT AND MEANINGFUL ACTIVITY

I get out of bed now and have a routine and options for different things to do and I'm not mentally unstable anymore. When I first came to BYS I could barely get out of bed each day, and when I came to art group I just sat there and didn't do anything. Now I participate. When I was unwell I was surviving the days minute by minute and hour by hour, now I feel excited about events in my week. When I first came to BYS I was in and out of hospital a lot and BYS was the most influential support in my life that helped me get better. BYS has helped me holistically, and paid for me to do a sewing course which I loved. The workers have helped with taking me out and advocating for me around employment and lots of different opportunities. If there is anything BYS workers can't help with they suggest other resources. BYS has been a very safe space for me. **K, 20**

\* Names have been changed.

# SUSTAINING YOUNG TENANCIES PROJECT



## THE SUSTAINING YOUNG TENANCIES (SYT) PROJECT WAS FUNDED BY THE DEPARTMENT OF HOUSING AND PUBLIC WORKS TO TRIAL NEW APPROACHES TO SUPPORTING YOUNG TENANTS IN SOCIAL HOUSING.

BYS initiated the trial in 2016 after identifying a gap in support available for young people once they become tenants. The relationship between young people, housing providers and SYT is the shared space that is critical to continued positive tenancy outcomes. Housing partners include Department of Housing and Public Works, Brisbane Housing Company and Bric Housing. This year, the SYT trial used early project learnings to refine the service model and strengthen collaboration with project partners. The SYT trial project is currently funded until 30 June 2019. The Department is now considering how this innovative model could reduce homelessness across Queensland.



**Over 17/18, SYT supported 94 young people to sustain social housing tenancies. 44% identified as Aboriginal and/or Torres Strait Islander.**

At exit of support with the service, 96% of tenancies supported by SYT were successful.

Tenancies are a key part of young people's transition from homelessness. This transition period is tumultuous and stressful for many young people. They often have expectations of independence but limited experience of it. They are also managing the drivers underpinning their homelessness experience. Their transition doesn't usually reflect a linear progression but demonstrates their determination and resilience as they gain experience and tackle new challenges.

For young tenants, knowing that there is a team of people who are committed to supporting their success has been incredibly valuable. The SYT approach ensures we avoid seeing young people enter back into a cycle of homelessness.

Improved tenancy sustainment coincided with increases in client wellbeing. While 22% were assessed as doing well at the beginning of support, 78% were assessed as doing well at the end of support.

**AT EXIT OF SUPPORT WITH THE SERVICE, 96% OF TENANCIES SUPPORTED BY SYT WERE SUCCESSFUL.**

# HOUSING SERVICES

## BRINGING TOGETHER THE HOUSING TEAMS UNDER ONE UMBRELLA IN 17/18 HAS CREATED OPPORTUNITIES FOR KNOWLEDGE SHARING AND INCREASED INTEGRATION.

### HOUSING AND TENANCY SUPPORT

The team manages 26 units of transitional housing for young people and young families across Brisbane and provides intensive outreach support to young people in BYS tenancies, and also to young people who are experiencing homelessness or housing instability in the community. Forming our new team has brought us together at the newly refurbished office space at Winstanley Street in Carina. Housing support at BYS was historically delivered by three different programs, sitting across three different service sites.

### WINDSOR HOUSE

Windsor House is an immediate/crisis response 24/7 accommodation program and is often the first refuge for vulnerable young people experiencing homelessness. Young people access this service when they are unable to remain at home due to concerns for their safety, or when they are sleeping rough or couch surfing. Young people who stay at Windsor House are provided with intensive case management to support them to achieve stability in their lives. The program saw an increase in young people gaining employment, traineeships and re-entering education, as well as an increase in young people exiting the program to private rental options.



**In 17/18, Windsor House accommodated 27 young people, five currently residing, three young people had two stays.**

**12 young people successfully transitioned to supported or independent housing including four who returned to family. Ten of the young people were aged 15 years and required longer stays due to limited accommodation options for transitional housing for 15-year olds. Windsor House accommodated 13 young people who identified as Aboriginal and/or Torres Strait Islander, as well as several young people from culturally and linguistically diverse backgrounds.**

### SANDGATE HOUSE

Sandgate House is a medium term, living and life skills program that supports young people to enhance their abilities to work toward independent accommodation. The 24/7 program responds holistically to the needs of young people, so they can 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 and maintaining a healthy and productive lifestyle in order to sustain stable, safe and long-term accommodation in the future. With the introduction of an educational focus over the past year, we have succeeded in engaging all young people in educational activities; this is supported by providing transport or financial assistance for the use of public transport, both proven to be obstacles to young people attending education.



**In 17/18, Sandgate House accommodated 14 young people, four currently residing. Six young people successfully transitioned to supported independent accommodation or private rental. Sandgate House accommodated several young people identifying as LGBTIQ+.**





# JOSH

THREE YEARS AGO, JOSH WAS ON THE STREETS. NOW HE IS FINISHING YEAR 12, GETTING THE QUALIFICATIONS HE NEEDS TO BECOME AN ELECTRICIAN.

'I would probably have been locked up if I didn't go to BYS.

My attitude used to be really harsh, aggressive. I felt like I was the only one, by myself; I was trying to stick to my ground, to look after myself.

The reason I left home, my dad is more of his [Tongan] culture. He's a real fussy person. He told me to stay home, not go to school, and I've always wanted to go to school, to go study. And one day ... I ... went to school ... Later my dad ... said, 'I spoke to all my brothers and they want me to kick you out' ... That was hard for him...so I made a choice. Everyone was ... trying to disown me; so I just disowned myself from the family.

I was 15. I was on the streets for almost a year, then ... BYS ... gave me help.

I stayed at Windsor House for three months before moving to Phoenix House.

At first I was real shy. I didn't know anyone, of course ... I got put in here with random people I didn't know. I was real nervous ... after a couple of months I started opening up, and made friends with people ... and with the youth worker as well.

They've always given me positivity. Never negative stuff. Nothing to put me down; they always keep me up. They gave me a lot of love and a lot of things to do.

They gave me opportunities to get a white card, a blue card to go for my job, and I took the courses, got them done ... they hooked me up with Centrelink ... so I could get a payment 'cause I was living out of home ... a roof over my head, shelter, food, a bed.

I want to be a sparky ... I'll turn 18 in two months and then I'll be working with my brother.

I had nothing ... BYS picked me up and showed me what I could achieve.'



# ELEE

'My first contact with BYS was December 2016. When I first got my house I was very excited... but I didn't know what to do or how to keep a tenancy ... I didn't know how to keep on top of my lawn maintenance.

I secluded myself in my house. I was depressed.

The first time [my BYS worker] came out, he brought me a fridge!

He's helped me with transferable skills. He took me to my local day-care to start the connection ... I was too scared to go in. I had no confidence. He helped me with my job. I knew I wanted to work but I had no idea how to start.

He saw an opportunity and he said, 'You could do this' and I said, 'no, I couldn't' and he said, 'yes you could'... Out of 92 applicants I was one of seven who got approved. I got the job!

So I have an income now. I've learned a lot of skills. I ... can communicate better. I've had to put myself out there.

I came in with nothing ... from a mattress on the floor, now I've got a bed. From an esky, I've got a fridge.

I can talk to the neighbours and it's fine, I don't feel nervous. And I used to feel nervous so much. I feel a strength now.

Ruby is going to need extra support throughout her life and I want to make sure I'm a good influence. I want to make sure I have a house, a safe place for her, and that I work...I didn't finish high school and I left and did nothing ... I want to ... give her that role model so she will hopefully want to do the right things for herself.'





# HOUSING SERVICES CONTINUED

## PHOENIX HOUSE

Phoenix House is a transitional six-month program which provides young people with the foundational skills of maintaining a tenancy while staffed 24/7 with youth workers. The program supports young people to develop the life skills and capacity to live independently and actively facilitates sustainable change, acknowledging change takes time, commitment, patience and insight. Phoenix House staff particularly focus on mentoring young people around goal setting, problem solving, conflict resolution, time management, informed consent, communication and personal responsibility for choices/actions. Young people build and practise their skills in a shared living environment which addresses issues such as hygiene, health, cleaning, cooking, shopping and budgeting. A 24/7 supported environment provides a safe home environment where they can unpack and work through personal challenges, adversity and trauma.



**In 17/18, Phoenix House accommodated 23 young people, five currently residing, with an average stay of 115 days per person. Eleven young people successfully transitioned to supported or independent housing including five who returned to family.**

## HIGHLIGHTS

### Developing a team practice framework

The new Housing and Tenancy Support team has begun the process of developing a team practice framework that can inform and guide our work with young people. We have reflected on our shared values, skills, knowledge and wisdom to draft guiding principles that will keep us connected to best practice and critical reflection.

### Culturally responsive and creative housing solutions

A key goal for the upcoming year is to encourage 'out of the box' thinking to find housing solutions for diverse groups of young people such as Aboriginal and/or Torres Strait Islander young people, members of the LGBTIQ+ community, young women and thinking about ways to support friends and/or family members to stay together within the transitional housing model. We are looking at our housing portfolio with a creative lens to think about what household configurations are possible within the stock that we have.

### Community engagement

A major highlight of the year was when young people from Windsor House were part of a promotional video for Foot Locker enabling the young people to meet their basketball hero Ben Simmons. Windsor House young people were an integral part of the U Matter Games, a sporting event organised by a collaboration of Brisbane youth accommodation providers.

WHEN HER DAUGHTER RUBY HADN'T LEARNED TO WALK OR TALK BY EIGHTEEN MONTHS, ELEE REALISED SOMETHING WAS WRONG.

AT 22, ELEE IS THE SINGLE PARENT OF A LITTLE GIRL WITH CEREBRAL PALSY SECONDARY TO BILATERAL SCHIZENCEPHALY. DESPITE THE CHALLENGES, ELEE HAS DREAMS.



# HUB INTAKE AND INTERVENTION

**THE HUB INTAKE AND INTERVENTION TEAM IS OFTEN THE FIRST POINT OF CONTACT FOR YOUNG PEOPLE IN CRISIS.**



The Hub Intake and Intervention team is made up of two programs; the Youth Support Program and the Intake and Brief Intervention Program.

## **YOUTH SUPPORT PROGRAM**

The Youth Support Program supports young people 12-18 years who are at risk of disconnecting from their family, communities, school, training or employment, including young people at risk of homelessness and those who may display high risk behaviours. The team takes a holistic approach to addressing young people's identified needs and allows young people to determine the length of support needed to address their goals.



**In 17/18 the Youth Support Program supported 435 young people.**

## **INTAKE AND BRIEF INTERVENTION**

The Intake and Brief Intervention Program supports young people 12-25 years who are homeless or at-risk; addressing crisis and brief intervention issues, providing young people with an experience of safety and skills to improve their life circumstances.



**In 17/18 the Intake and Brief Intervention Program supported 932 young people.**

## **HIGHLIGHTS**

### **Dedicated Intake Team**

Our realignment in 17/18 resulted in the creation of a dedicated Intake and Brief Intervention Team. Historically BYS has rostered staff from other programs throughout the organisation to complete this work with young people.

Feedback from young people and staff was clear that a dedicated team of youth workers was the preferred service delivery model. We aim to provide a more consistent and higher quality service to young people using this approach. We have enjoyed forming our new team and we look forward to establishing new ways of working and providing a responsive, warm and supportive service to vulnerable young people.

### **Defining our practice approach and tools**

Our team has begun work on further defining the model of practice that best suits our crisis and brief intervention work and meets the needs of young people. We are looking forward to establishing and embedding this into our daily practice and developing tools to aid us in our work.

### **Outcomes for high numbers of young people**

More than three quarters of young people supported by BYS have engaged with the Valley Hub Intake and Intervention team. While the complexities of providing a high-quality service to high numbers of young people remain, we are proud that we have assisted young people to achieve some great outcomes.

### **Spruce Up**

In 2018 the newly formed Valley Hub Intake and Brief Intervention Team began a "spruce up" of our youth space at the Valley Hub. This exciting project allowed us to completely overhaul our youth area creating a fresh space that is warm and welcoming while demonstrating the respect and dignity we hold for young people.



# RAY

## ANYONE EXPERIENCING THE NOISE AND BUSTLE OF FORTITUDE VALLEY KNOWS HOW OVERWHELMING IT CAN BE.

Someone living with a sensory disorder-where lights, noise, even the feel of clothes on the body can be overwhelming-would have to persevere to spend time there. Ray has such a disorder, but persists with visits to the Hub, and even lives nearby. So it's not surprising Ray claims the attribute of persistence as a strength.

'I'm very strong-for everything I've been through-to still be here ...

It's not easy to be open about mental health, but it's very important.

I had struggles with mental health my entire life. When me and my partner travelled to Brisbane ... in the move ... I didn't really have support with that transition. I was in and out of hospital, I sought a lot of different mental health services, changing medications ... it was hard to get through every day. BYS has been the best service out of any that I've used in Brisbane.

BYS has been a rock for me. Where other services have had the workers come and go, or they'd be quite unreliable, I've only had two workers over the last three years. I've had the same doctors and nurse, the same team around me and it's good to see the same faces when you come in.

It's helped me get through, to have that routine and stability when a lot of other stuff in your life doesn't feel as stable.

I felt like they cared beyond my appointments ... the workers here are genuine and although I know there's professional boundaries, it's more like a friend that you're talking to, and ... they care very holistically, so if there's one thing you're struggling with ... they often go beyond their role to help you, and if they can't, they'll help you find someone who can.

BYS is ... absolutely fantastic. They're accommodating. They make a lot of things accessible for me.

I love the art the most on Tuesdays. I always come ... I often come to the Monday outing as well, we do lots of different stuff like movies, or golf, or hiking, bowling, art galleries. It's really good, helping me to get out of the house.

I'm very much better than I was when I first came to Brisbane. When I came I didn't think that I had a 'normal' level of mental health ... it was just bad for me all the time, whereas now I know I have a 'normal'...

I've found that, and it feels really good...'





## HUB INTAKE AND INTERVENTION CONTINUED

### GOALS

#### Renewed commitment to First Australians



**In 17/18, 28% of BYS clientele identified as Aboriginal and/or Torres Strait Islander.**

Our team is committed to ensuring our service delivery is accessible and welcoming of Aboriginal and/or Torres Strait Islander young people. We want to build strong relationships with First Australians grounded in respect, opportunities and mutual learnings. We look forward to learning from Aboriginal and/or Torres Strait Islander young people about how we can better support them to connect to their cultures and communities.

#### Growing our queer service delivery



**In 17/18 approximately 18% of the young people BYS supported identified as LGBTIQ+.**

We have strong goals to evaluate and design our service delivery to be welcoming to young people from the LGBTIQ+ community; ensuring that our space is safe for young people regardless of their gender or sexuality identities. We aim to be a best practice example of effective support for LGBTIQ+ young people who are homeless or at-risk. We look forward to furthering our working relationship with Open Doors Youth Service.

#### Supporting young people through experiences of violence

72% of young people report past or current family violence. We want to do better to support young people through these experiences of violence by:

- Upskilling our team members to have a comprehensive knowledge of, and effective tools to address, domestic and family violence.
- Where necessary, referring to expert services equipped to work with young people.

One in five young people report using violence themselves. This number is likely under reported due to the stigma of discussing violence. We intend to develop a toolkit for staff to utilise to better support young people to make changes in their use of violence.

#### Recognising mental health issues

The vast majority of BYS clientele experience mental health issues with 47% having a diagnosed mental health issue.

The team are dedicated to increasing our ability to recognise behavioural symptoms of mental health issues so that we can provide swift and appropriate responses for each individual young person.

#### Improving risk assessments for couch surfers

Recent BYS research has shown that young couch surfers are at a significant risk of harm. By proactively completing comprehensive risk assessments with young people that are couch surfing we will aim to reduce harm as quickly as possible.

# HEALTH SERVICES

THE BYS HEALTH TEAM PROVIDES A RANGE OF PROGRAMS WHICH ASSIST YOUNG PEOPLE TO ADDRESS THEIR PHYSICAL AND MENTAL HEALTH NEEDS.



The Health Team, based at the Valley Hub, delivers services through a Medical Clinic, the Day to Day Living Program and Alcohol and Other Drugs (AOD) psychosocial support and counselling.

## MEDICAL CLINIC

The Medical Clinic is staffed by a Registered Nurse, working the equivalent of four days per week, with a GP two half days per week. The Clinic provides primary health care to young people and their children to improve young people's access to health care information and services, promote wellbeing, and encourage young people to take responsibility for their health.

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

The work of the Clinic is financially supported by a grant from the Cecilia Kilkeary Foundation towards wound care, prescribed medications and other clinic necessities.



**In 17/18 the clinic provided care to 302 individuals across 2,300 contacts. 20% identified as Aboriginal and/or Torres Strait Islander.**

## DAY TO DAY LIVING PROGRAM

D2DL assists young people living with mental health issues, through structured activities and one to one support, to overcome isolation, participate in social, recreational and educational activities, and improve their quality of life and live with the greatest possible independence in the community. Participants develop new skills or re-learn existing ones, grow their social networks, develop confidence and accomplish their own personal goals.

This year program delivery has focused on trauma-informed therapeutic group activities, including group art therapy and a mindful movement class.

D2DL funding will end on 30 June 2019 when the national NDIS rollout is expected to be complete. D2DL participants will continue to be supported to be assessed and transition to the NDIS throughout the coming 12 months.



**In 17/18 D2DL supported more than 130 young people, over 1,100 contacts.**

## DENTAL CLINIC

BYS has delivered three week-long dental clinic sessions at the Valley Hub in 17/18, providing check-ups, cleans and simple fillings to 53 young people, some of whom received multiple appointments. Our heartfelt thanks to all the dental professionals who have volunteered and delivered these treatments; also to Nicole Stormon for her ongoing advice and support. The Cecilia Kilkeary Foundation granted funds to replace consumables and disposable instruments in the dental clinic.

# HEALTH SERVICES CONTINUED

## ALCOHOL AND OTHER DRUGS SUPPORT

The BYS AOD program provides support to young people when they are ready to acknowledge and start to make positive changes in their alcohol and other drug use. In 17/18 the AOD team collaborated with Brisbane Area Youth AOD Network to develop a pocket guide to AOD support in the region. BYS also reviewed and re-designed an existing workbook resource called WARPED – Wellness and Relapse Prevention Education, for young people.

We have continued delivery of our free counselling service for young people who experience a dual diagnosis

(mental health and substance use issues). Counselling is provided by provisional psychologists, from QUT, completing an internship under the supervision of the program's coordinator. The coordinator also provides short term counselling, case conferencing support for colleagues, and referral to external mental health services. Learnings from the counselling program were presented at the 2017 APS College of Health Psychology Conference under the title 'Young people and dual diagnosis: Seeing the recovery model in action, and the impact for health behaviour change research and practice.'



**In 17/18 the AOD team provided support to 224 young people to manage alcohol and other drug concerns.**



**In 17/18 the BYS counselling service saw 150 young people.**

## STREET OUTREACH

**THE BYS OUTREACH PROGRAM EXPANDED IN 17/18 THROUGH A PARTNERSHIP WITH THE QUEENSLAND POLICE SERVICE FOCUSING ON YOUNG PEOPLE IDENTIFIED AS VULNERABLE IN THE BRISBANE CBD, AS PART OF THEIR COMMUNITIES AGAINST SUBSTANCE MISUSE (CASM) PROGRAM.**



BYS outreach workers may be the first contact young people have with support services. They seek to build trusting relationships, offer some assistance with basic needs – food, water, transport assistance – and provide access to specialist support at BYS or elsewhere. Outreach workers can facilitate entry, or return, to safe accommodation. Through the program there has been an increase in positive engagement, reaching the point where some young people are now waiting for the outreach team and engaging positively/pro-actively. Trust is increasing and word of mouth is spreading.



**In 17/18 BYS provided 770 occasions of outreach support to at-risk young people. The QPS funded outreach from March to June 2018 recorded 14 shifts across 22 target locations.**



# RACHEL

## RACHEL HAS FOUND HER VOICE. AFTER YEARS OF HOMELESSNESS AND HARDSHIP, LEARNING TO SPEAK FOR HERSELF IS SOMETHING SHE TAKES PRIDE IN.

She's always written poems and prose, but now Rachel is able to tell her own story.

'I've never been able to speak up before. I'd always hide and not really stand up for myself. People would push me around and I'd stay silent but now I don't let that happen. I tell people, 'that's wrong...stop'! I learned from the workers at BYS that it's okay to stand up for yourself; it's okay to tell people, 'no'.

Now I can actually have a conversation with people. Back then, it was hard to get a word out of me. I was too scared to speak. I was too troubled to even make time for friendliness.

[BYS gave me] a lot of encouragement and support...telling me that I can do this, pushing me to do it, but knowing my limits as well.

Since being connected with BYS I've had so much support and encouragement. I've been able to get on my feet. I've been helped with budgeting and even being driven places. When I became homeless they were supportive the entire time.

They helped me straight away...they found me a place called Nundah House where I stayed for almost a year. Then I transitioned to here. They said, 'You're not going to end up on the street'.

I started writing poetry when I was younger, around 10 or 11, mostly because it helped me get through what I was dealing with... it was therapeutic ... it's something that I needed ...

When BYS told me the first time, 'it's going to be okay', I laughed. I just said, 'no it's not', but now I believe them, because it's actually happened.'

*We should live life as strong and not really have to fear  
questioning and being curious  
wondering what's the deal  
not being harsh or a hater  
knowing how to feel  
knowing the kindness each heart brings  
and what they hold inside  
having our feelings and emotions  
not being afraid or having to hide*  
– Rachel



# YOUNG WOMEN AND YOUNG FAMILIES

## YOUNG WOMEN AND YOUNG FAMILIES HAVE UNIQUE NEEDS WHICH REQUIRE A SPECIALISED RESPONSE.

The Young Women and Young Families team consists of three programs; Young Women's Housing Support, Parents Yes Program and Targeted Family Support.

### YOUNG WOMEN'S PROGRAM

The Young Women's Program supports young women 12-25 years who are homeless or at-risk of homelessness. This program provides brief intervention and planned support addressing issues using a feminist framework and a gendered analysis approach. BYS workers support young women to recognise and respond to the gender-based issues which impact their lives. The impacts of domestic and family violence (DFV) continue to be pervasive amongst young women supported by BYS. Being able to provide safe accommodation for young women through women only properties allows young women the opportunity to address a range of issues and needs in an environment which is safe and supported.

The Young Women's Support Workers have continued their commitment to providing a safe group space for young women on Fridays to come together to connect with other young women and workers. The program enables young women to learn new skills, participate in art activities and encourages self-care. This group runs year-round with up to eight young women attending most weeks.



**In 17/18 the Young Women's Program supported 200 young people.**

### YOUNG FAMILIES PROGRAM

The Young Families Program supports young families to obtain and sustain tenancies, in addition to a specialised parenting support program focused on enhanced parent-child relationships. The enhancement of these relationships often enables children and parents to stay safely in their homes and decreases the impact of past traumas as well as the risk of future harm. Workers provide a wide range of support, services and activities through groups and home visits. Planned support is tailored to each individual young family.

The Young Parents Group provides a child friendly space for young families with a focus on decreasing social isolation. This group provides transport to all attending and is a closed group for referred families. For many young parents the thought of leaving the house with young children, navigating public transport and possible judgment from the public is a nightmare and a very good reason to not leave the house. Young families can attend for four terms and are offered a wide range of different skill building opportunities. These groups focus on areas such as relationships, food and nutrition, self-care, communication, and child development.



**In 17/18 the Young Families Program supported 272 young people and accompanying children.**



# YAZMINE

## THINGS ARE LOOKING UP FOR YAZMINE. LIVING IN A NEW APARTMENT WITH HER BELOVED LITTLE DOG, SHE IS CONFIDENT ABOUT HER INDEPENDENCE FOR THE FIRST TIME.

'BYS supports young women ... who have disability [or not], or have mental health problems or are struggling to start a life for themselves. BYS was the first service I ever asked for assistance.

I needed help. I needed for my voice to be heard. I went to BYS and they listened to me and gave me that help that I needed.

The first person I met was this lady called Sonya. She put me with Dee. I was really nervous, extremely nervous although they were really friendly, very welcoming.

They started to help me to move out ... the best way I can describe it is they helped me reach my dream goals. They support me and believe in me. When ... there's someone else who believes that you can actually do it ... and when they help you to believe you can do it ... they help you reach that goal. Moving out independently ... I didn't think I would ever make it ... once I finally did move out, it was surreal.

Living independently means surviving on your own, doing things on your own, not letting other people do it for you ... your grocery shopping; you take transport by yourself; you do a lot of things, pay your rent.

[I see my worker] every week ... she comes in to my accommodation, to see how I'm going, if I need assistance ...

I actually believe in myself and I know I can do it ... my aim is to have a part-time job. There's more to life than just doing a job ... being happy, being at peace, doing the things that you love to do.

If I went back in time and saw myself I'd say, 'go for it, do what you think is right, reach for your dream goals. Just fuckin' do it!'



# ALUEL

NINE YEARS AGO, ALUEL CAME TO AUSTRALIA FROM SOUTH SUDAN WITH HER FAMILY. AT EIGHTEEN, SHE LEFT HOME, SEEKING PRACTICAL SUPPORT FROM BYS TO ESTABLISH AN INDEPENDENT LIFE. THEN THINGS GOT SCARY...

'When I was pregnant, that's when it hit home. I was crashing. It was so scary. The scariest thing I've ever done in my life. I had so many questions... am I going to be homeless with my child? I thought, how do people do this? I didn't have the support from my family to know what to do when you have a baby.

I don't know how I would have coped if I wasn't part of the BYS Families program.

They directed me ... they made sure I was okay.

Housing was the biggest thing; they helped me... apply for housing ... to stay in while I had my baby.

I thought, 'the baby's going to break!', he was so tiny... I didn't know how to change a nappy ... the social worker showed me ... I didn't believe I could do that.

I am a more confident person now ... I'm more motivated, more driven. I have a different perspective to a lot of things, like family and just the Circle of Security ... me and my social worker did a program, it talks about how a baby needs security and explains what a baby needs ... filling that 'emotional cup'... if I hadn't done that program ... I would have been like, 'oh, why is he crying?'

A lot happens in this room [at Young Women & Young Families] ... all the mothers and social workers sit here, have coffee, and talk about important issues ... like childcare, Centrelink, services; we sit here and network – if I'm going through something I'm pretty sure the mum sitting next to me might have gone through it and can give me advice ... we bounce good ideas off each other; in the kitchen we have a chef who cooks for us! The kids play around, in the playroom or the playground outside, with a sandpit and a swing ... they really, really enjoy it.

I've had BYS walking right beside me and holding my hand throughout the whole process.'





# YOUNG WOMEN AND YOUNG FAMILIES CONTINUED

## HIGHLIGHTS

### Integration

In 17/18 the Young Women and Young Families teams were combined under one umbrella. The needs of young women, young families and their children has remained a priority of all staff throughout this change. With the knowledge and skills of the two teams coming together, staff have continued to provide specialist support and a comprehensive service for young people.

### Partnerships

Partnerships with Play Group Queensland, Second Bite, Brisbane City Council (BCC), local Member for Greenslopes Joe Kelly MP and Joining Hands, are central to our service delivery for young women and young families. This year BCC funded an 8-week program within our Friday Young Women's group program exploring 'safety'. External facilitators provided the group with their skills and knowledge covering self-defence, yoga and mindfulness, massage (exploring self-care and feeling safe in our bodies) and online safety. Play Group Queensland delivered an 8-week 'Sing n Grow' program with the Young Parents Group. Play Group Queensland has supported the group for the past 14 years and the program is enjoyed by children, parents and staff every year.

### Community education

Working in partnership with local Member for Greenslopes Joe Kelly MP and the Mount Gravatt Community Centre, BYS developed a domestic and family violence education package that was delivered to members of the local community. Some great discussions were had at this training session around the gendered nature of domestic and family violence and how we can work together in our community to respond to the 'drivers', such as challenging sexist language and rigid gendered stereotypes.

## GOALS

The Young Women and Young Families team are committed to:

- Increasing the efficacy of the therapeutic trauma and attachment-based work we do with our clients. We have an ongoing commitment to professional development and aim to increase the use of these evidence-based interventions in our practical work.
- Understanding the gendered nature of domestic and sexual violence and taking an empowering, feminist approach to working with young women.
- Providing culturally responsive practices, through a commitment to critical reflection, engagement with community, and training.
- Utilising a trauma-informed approach with young people accessing our services which allows young people to feel safe.

**'WE BOUNCE GOOD IDEAS OFF EACH OTHER; IN THE KITCHEN WE HAVE A CHEF WHO COOKS FOR US! THE KIDS PLAY AROUND, IN THE PLAYROOM OR THE PLAYGROUND OUTSIDE, WITH A SANDPIT AND A SWING ... THEY REALLY, REALLY ENJOY IT.'** ALUEL





# QUALITY PRACTICE AND KNOWLEDGE

CONSISTENT DATA COLLECTION FROM 2015-2018 HAS YIELDED A WEALTH OF INFORMATION ABOUT THE YOUNG PEOPLE WE SUPPORT – WHO THEY ARE, ONGOING AND EMERGENT SUPPORT NEEDS, STRENGTHS AND CHALLENGES, AND HOW THEIR LIVES CHANGE WITH OUR SUPPORT.

With more than 2000 pre-post support assessments gathered over this time we have identified consistent patterns in issues experienced by young people; areas of strong results (eg. 73-74% reduction in homelessness consistently over the last 3 years); and where we can enhance outcomes and fill service gaps. Overall, this year has seen the bedding down of an effective research and evaluation strategy that yields a wealth of learning which is of value to the organisation and directly benefits the young people we support. BYS has also been particularly active this year in sharing our research and learning across the local sector and around the country.

## EVALUATION

BYS has implemented a range of program and project specific evaluation strategies over the last 12 months, enabling tracking of target outcomes. The evidence we generate through hard work and consistent dedication of staff to collecting detailed and useful evaluation data is increasingly enabling BYS to internally improve, grow our services, and advocate for and educate the sector about young people's needs and outcomes. Strong evaluation outcomes of our education grants projects have enabled us to access several new corporate funding opportunities to continue to offer small grants that enable young people to overcome barriers to achieving their education goals. With a successful evaluation of our Sustaining Young Tenancies Pilot program, we have been able to extend this program for a further 12-months to June 2019.

## EVIDENCE-INFORMED PRACTICE

With a strategic commitment to evidence-informed practice, BYS has this year enhanced operational information feedback loops at a strategic level and within staff teams to critically reflect on practice and drive service improvements.

Having clear evidence emerging that re-engagement with family provides a strong pattern of positive outcomes for young people who are homeless, BYS has committed, in the coming year, to working proactively to develop family engagement services. With ongoing learning about the intersectionality of homelessness and experiences of violence (72% of young people experience family and or relationship violence) we have targeted investment toward better capacity to support young people who are both using and experiencing violence in their lives. With patterns of evidence indicating emergent needs for young people who are gender diverse and at risk or experiencing homelessness, BYS is now directing time and resources into strengthening interagency collaboration through our Rainbow Project work. Where we have seen gaps in our work, such as lower rates of engagement with younger males who are known to be less proactive in seeking support, BYS has been able to implement targeted outreach and has seen improvements in rates of engagement by 12-25-year-old males. When evaluative data showed that our rates of very brief engagement were high, and that longer-term engagement results in more positive outcomes, BYS has been able to implement stronger systems of follow up after initial contact with young people to enhance sustained engagement over time.

## RESEARCH AND DATA SHARING

We have a number of specific research projects underway and have presented at a range of state and national conferences and forums, as well as providing a number of media interviews and news pieces.

We presented our work on the intersectionality of intimate partner and family violence and homelessness at the QYCH's Platform 1225 in May 2018. Highlighting the gaps in service that exist for young people who are

# UNDERSTANDING THE RISKS OF COUCH SURFING



experiencing concurrent violence and homelessness, thus face barriers to service access in both sectors, is an important step toward addressing this issue.

We have been working to implement the findings of our Youth Consultation Research into the potential role that digital technology can play in strengthening youth engagement with support and wellbeing over time. Findings of this research provided valuable insights into the way that vulnerable young people engage with online technology and how they would like to use it to creatively express their individuality and to communicate with their trusted supporters. In the coming year we will be developing design prototypes.

## QUALITY AND PRACTICE DEVELOPMENT

A new Quality and Practice Development Coordinator role has been created at BYS to focus on quality, continuous improvement and consistent practice across the organisation. The primary responsibility of this role is to maintain quality systems and processes, promote good practice and support the development of a strong skilled workforce.

A key focus for the first year of this role is to facilitate a service-wide review and update of the BYS Practice Framework. This process is now underway, and involves reviewing best practice in the community sector, utilising research and evidence and consulting with young people and staff to inform the development of the framework. The practice framework will provide clear guidance to staff, young people and stakeholders on what BYS does, why we do and how we do it. The development of the practice framework will be the first step, with further resources and tools to be developed to support staff to continue to provide quality, meaningful and youth-focused services.

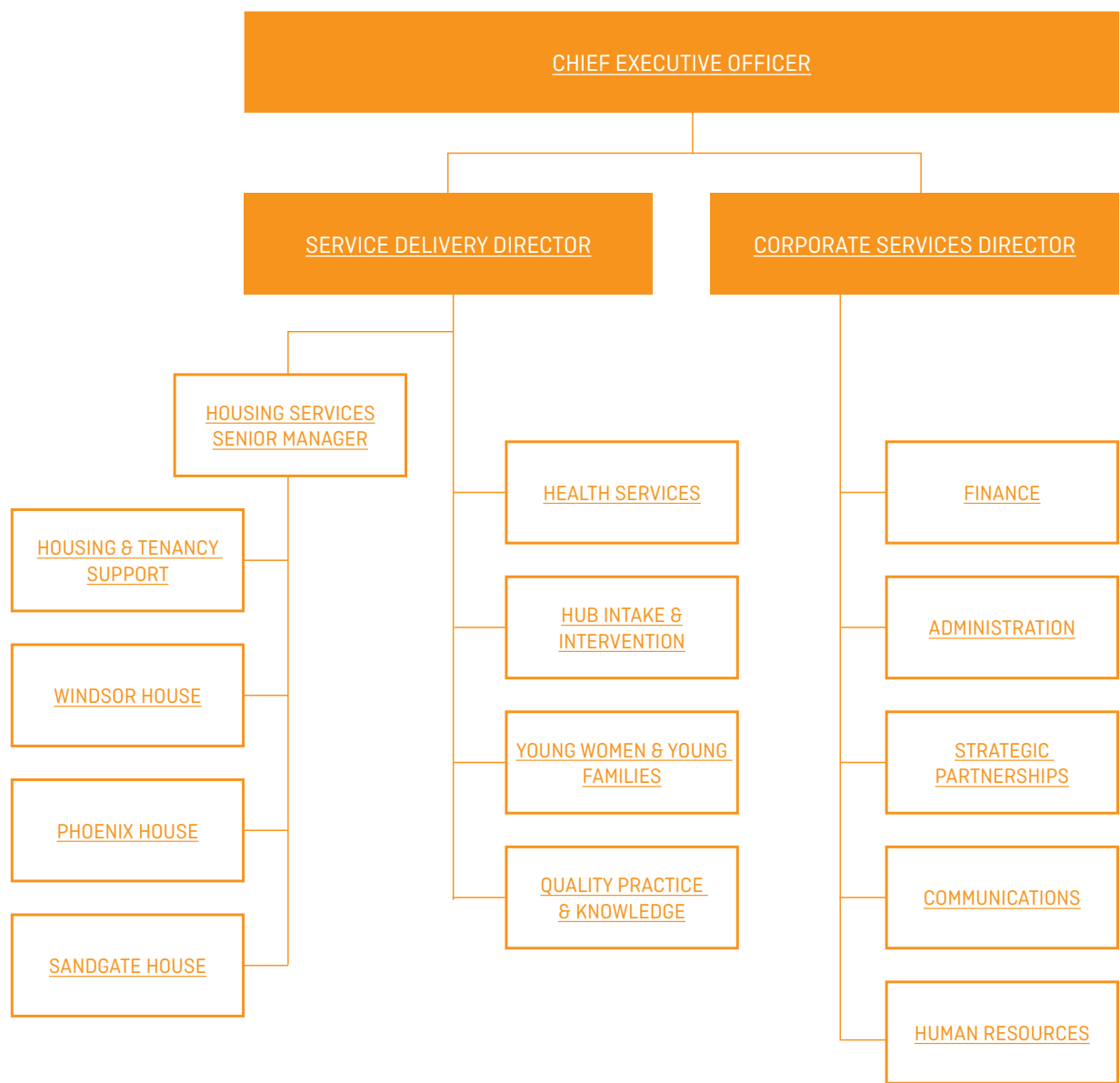
## BYS RESEARCH INTO THE EXPERIENCES OF YOUNG PEOPLE WHO ARE COUCH SURFING GENERATED WIDE MEDIA AND SECTOR INTEREST AS IT QUESTIONS POPULAR ASSUMPTIONS ABOUT COUCH SURFING BEING A 'SAFER' OPTION THAN SLEEPING ROUGH FOR YOUNG PEOPLE.

By comparing the experiences of couch surfing young people to those sleeping rough and in all other forms of accommodation, we gathered significant evidence that those who are couch surfing are not only likely to be young women and LGBTIQ+ young people; but they report poorer mental health; greater risks of suicide and self-harm; and patterns of isolation from support. Strong media interest saw these results widely publicised during Youth Homelessness Week and results presented at the 2018 Youth Health Conference as well as published in sector journals.

In the coming year we will further examine the stability of the results across three years of data (2015-2018). We will undertake qualitative interviews with young people who have couch surfing experience to better understand the contextual stressors they face and how these impact on safety, mental health and connection to support.

With other published Australian research showing that young women are at high-risk of being forced into sex-exchange while couch surfing, the research that BYS is doing to understand couch surfing risks is critical to developing better risk assessment and early intervention responses to the needs of vulnerable young women and LGBTIQ+ identifying young people.

# OUR ORGANISATION



# MANAGEMENT

THE BYS MANAGEMENT TEAM ARE A GROUP OF EXPERIENCED PROFESSIONALS WHO ARE PASSIONATE ABOUT THE WORK THEY DO AND COMMITTED TO CREATING NEW FUTURES FOR YOUNG PEOPLE.

## ANNEMAREE CALLANDER – CHIEF EXECUTIVE OFFICER

Annemaree has worked in the Human Services Industry for 32 years in both government and non-government organisations. She has experience in policy, program and service delivery in the areas of youth, homelessness, climate change, grants management and early childhood. She is the Chair of Under 1 Roof, a consortium of homelessness, housing and community agencies based in Brisbane's inner city and the Secretary of QNADA, the peak organisation representing the non-government alcohol and drug sector in Queensland.



## SARAH PAGE – CORPORATE SERVICES DIRECTOR

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



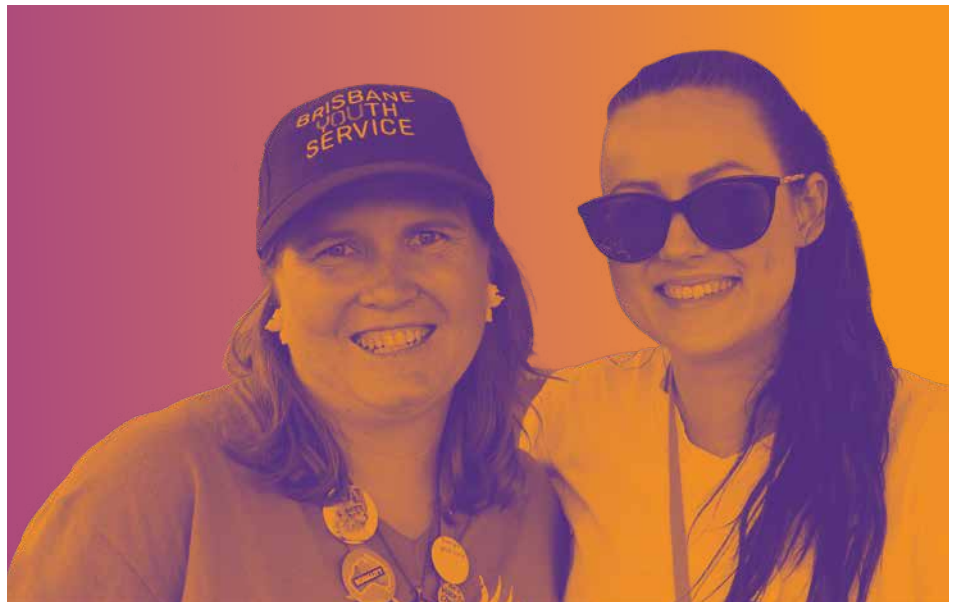
## DI MAHONEY – SERVICE DELIVERY DIRECTOR

Di joined BYS at the start of 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 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.





# STAFF



**BYS STAFF ARE CENTRAL TO OUR ABILITY TO SUPPORT YOUNG PEOPLE AND YOUNG FAMILIES. WE EMPLOY A DIVERSE GROUP OF OVER 70 FULL-TIME AND PART-TIME STAFF. THE SKILLED AND DEDICATED STAFF AT BYS ENABLE US TO DELIVER EFFECTIVE, EVIDENCE-INFORMED SERVICES FOR YOUNG PEOPLE.**

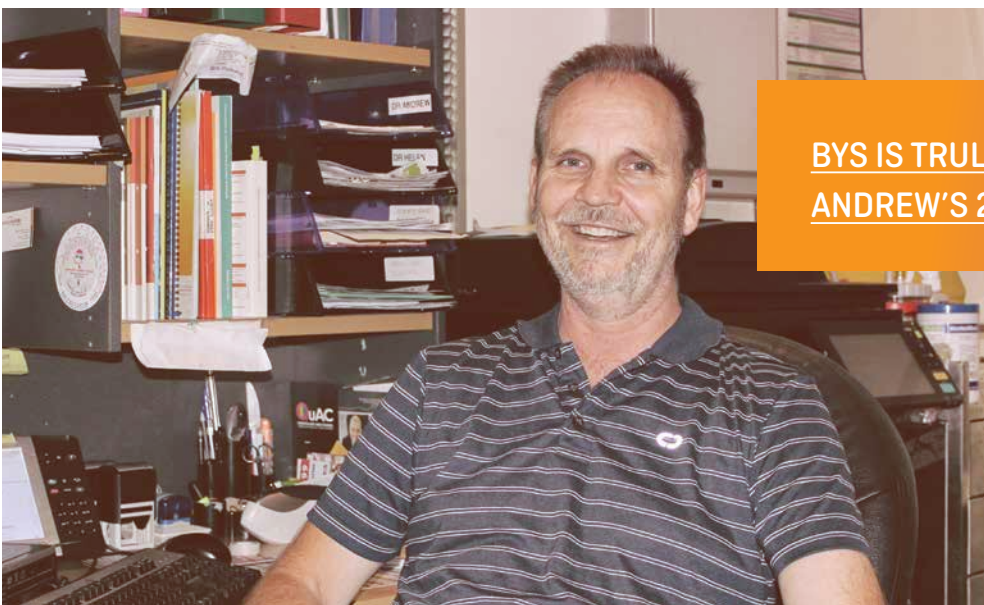
We are committed to continuously improving our practice and processes based on our research and evaluation to optimise outcomes for young people and respond to emerging needs. The initiative, innovative thinking and hard work of BYS staff has enabled us to implement several new projects and pilots in 2018 such as the 'Get on Ya Feet' packs, developing an Employee Value Proposition and Extended Outreach program.

BYS builds staff capability by investing in individual and team-based professional development each year. This year, teams undertook training in Trauma-Informed Care and Practice, Supporting Sex Workers and Mental Health First Aid, and organisation-wide sessions included Cultural Awareness Training and Strengths-based Practice.

BYS has incredibly dedicated staff, several of whom have departed after many years of service. We would like to acknowledge Dr Andrew Gunn, Kal Kaphle, Michael Johnson and Bernie Rodney, as they leave BYS after many years of service.

## **DR ANDREW GUNN**

Dr Andrew has worked at BYS for 25 years as a Clinic GP. Rumour has it, when asked in his first interview with BYS CEO Annemaree (then Health Team Coordinator) how long he thought he would stay, Andrew said maybe two years.



**BYS IS TRULY GRATEFUL FOR DR ANDREW'S 25 YEARS OF SERVICE.**



#### KAL KAPHLE

Kal started at BYS 15 years ago and over that time has built what was a small pilot project into a well-regarded and effective program for young families. Her commitment to adopting a trauma-informed approach has resulted in a highly skilled team who provide a unique specialist response to young families. Kal's legacy will continue to positively impact the lives of young parents and their children into the future.

#### MICHAEL JOHNSON

Michael worked tirelessly to improve the lives of young people for 21 years as Operations Manager for Youth Emergency Services (YES) and then BYS. Under his leadership the housing programs he oversaw provided many young people with a safe place to live and support to grow and thrive.

#### BERNIE RODNEY

Bernie worked in administrative roles for YES and then BYS for a total of 32 years. Now that's commitment! After such dedicated service she well and truly deserves her retirement.

#### VOLUNTEERS

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

- Rhian Thomas – Cooking for the young families that attend Parenting Group every Tuesday for the last three years
- Luke Archer, MP Studio – weekly fitness sessions for young people since 2012
- Sarah Dawson – Communications and Marketing support
- Shaniya Feteneiai – Administration support



'WHAT I LIKE BEST ABOUT YOUNG PEOPLE IS THEIR RESILIENCE, THEIR WILLINGNESS TO TRUST WORKERS AND TRY NEW THINGS AND THEIR SENSE OF HUMOUR. I LIKE BEING ABLE TO BRING POSITIVE CHANGE IN FAMILIES AND CHILDREN'S LIVES.' KAL KAPHLE

# OUR SUPPORTERS



DAGGY JUMPER DAY

## BRISBANE YOUTH SERVICE IS GRATEFUL FOR THE INVALUABLE SUPPORT RECEIVED FROM LONG-TERM AND NEW PARTNERS AND SUPPORTERS WHO JOINED US IN OUR COMMITMENT TO ADDRESS THE NEEDS OF AN INCREASING NUMBER OF VULNERABLE YOUNG PEOPLE.

We are inspired by the creative ways individuals, organisations, businesses and the greater community choose to help us.

Fundraising and partnerships income provided young people with emergency accommodation and emergency relief, educational resources, support to gain employment, housing set-up kits (including furniture and essential household basics), and peer-based physical and social activities to reduce isolation and build connections with community.

We would particularly like to thank our partners, the Gala on the Green Committee and Property Industry Foundation who share our vision and understand the value of supporting vulnerable young people.

### ROCHELE PAINTING

Our new office for the Housing and Tenancy Support program at Carindale was transformed thanks to the crew from Rochele Painting and their Painting with Purpose goodwill project. BYS received over \$4,000 worth of free painting services to refresh the property. We look forward to strengthening our relationship with Rochele Painting in 18/19 as an official BYS partner.

### PROPERTY INDUSTRY FOUNDATION

Property Industry Foundation, a well-known partner of BYS, held their 5th annual Brisbane Charity Sailing Cup raising \$60,000 to go toward Queensland's first PIF House in Clayfield. Once complete, PIF House will be managed by BYS providing housing for young people. Two young people from Brisbane Youth Service also enjoyed a magic day out on the water at the Sailing Cup aboard Octet.

### GALA ON THE GREEN

Long-time partners of BYS, Gala on the Green raised an exceptional \$19,000 at the 2017 gala. The event, sponsored by Time Home Loans, was held at Riverlife Naval Stores Kangaroo Point and continues to grow each year.

### SUNSTATE CEMENT

24 teams took to the fairway at Wynnum Golf Club for Sunstate Cement's 2018 annual charity golf day. They raised a phenomenal \$30,000 for BYS to support education, training, and employment activities for young people.

### NGU REAL ESTATE

NGU Real Estate, led by CEO Emil Juresic, went above and beyond in their support of the annual Christmas Appeal, running their own appeal on behalf of BYS to raise just over \$15,000.

### DAGGY JUMPER DAY

Our fifth annual Daggy Jumper Day campaign raised much-needed awareness around youth homelessness and the increasing need for services for young people. Special thanks to campaign sponsor Quest Community Newspapers.





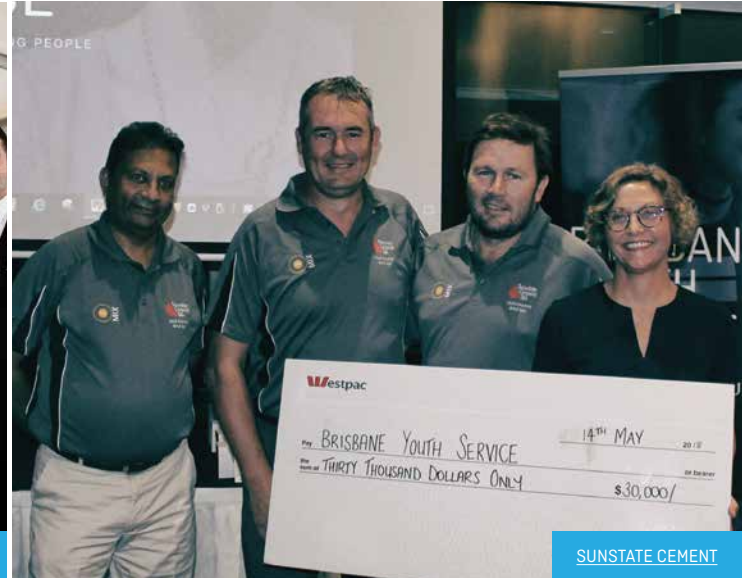
PROPERTY INDUSTRY FOUNDATION



CUA



GALA ON THE GREEN



SUNSTATE CEMENT

#### CUA

A generous grant of \$9,700 from CUA Carindale provided a much-needed boost in funds for the BYS Smarten Up Grants Program. The program supports vulnerable young people to overcome barriers to participating in education and training.

#### OFFICEWORKS MILTON

The team at Officeworks Milton broke their company record raising \$5,956 for BYS through their 'Round Up to Make a Difference' campaign. The donation will fund specific social activities which promote health, wellbeing, interaction and community connections.

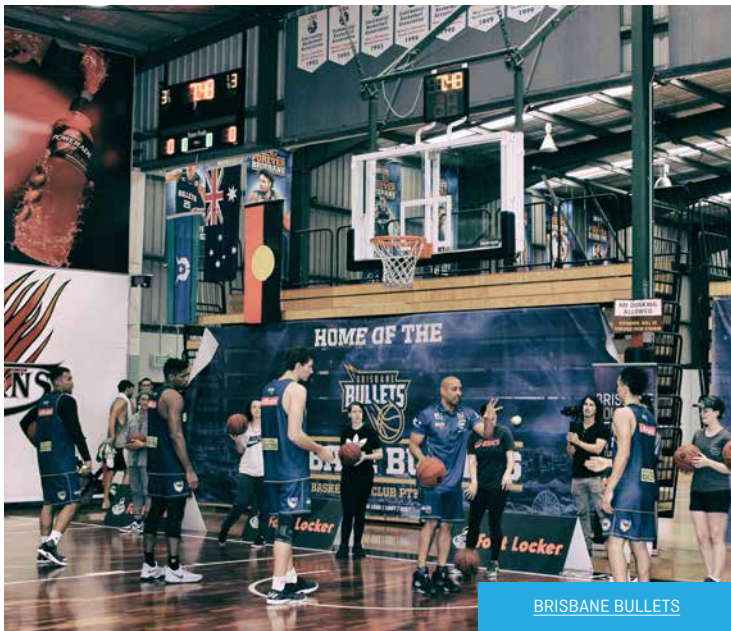
#### BRISBANE BULLETS

As part of their 2017 Week of Greatness campaign, Foot Locker teamed up with the Brisbane Bullets to give a group of young residents from Windsor and Phoenix Houses a behind-the-scenes experience they will never forget.

#### CHRISTMAS HAMPERS

The annual BYS Christmas Hamper Drive was a huge success with many donating goods and giving their time to fill more than 350 hampers, spreading Christmas cheer to young people and young families at what can be a difficult and lonely time. Special thanks to Property Industry Foundation, Jacobs, Queensland Department of Treasury, Coles Brisbane North and Pitcher Partners for their significant contributions.





BRISBANE BULLETS



CHRISTMAS HAMPERS



KENMORE STATE HIGH SCHOOL



ST JOSEPH'S GREGORY TERRACE



BURPEES FOR BYS

### KENMORE STATE HIGH SCHOOL

Kenmore State High School student, Charlotte, planned and managed a week of fundraising within her school community, raising almost \$3,000 for BYS through a gold coin free dress day, cooking competition and bake stall.

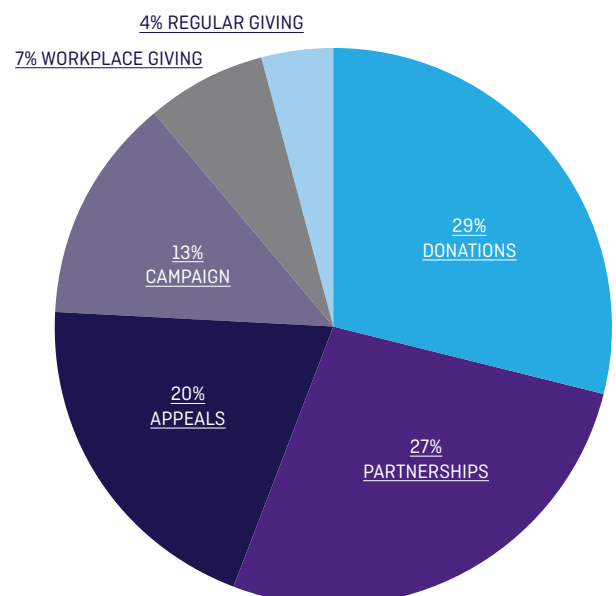
### ST JOSEPH'S GREGORY TERRACE

Long-time and loyal friends of BYS, the students of Reidy House, St Joseph's College Gregory Terrace held their annual Rice Lunch Day, along with several other events, to raise funds while contributing to greater social awareness around youth homelessness.

### BURPEES FOR BYS

Dave Kramer (a.k.a. Dave the Trainer) – the man behind Burpees for BYS – smashed out 2,840 burpees in eight hours to raise awareness of youth homelessness and over \$7,000 to support young people in need.

### FUNDRAISING INCOME BY DONATION TYPE



# AGM MINUTES 2017

# AGM MINUTES 2017



## MINUTES OF THE ANNUAL GENERAL MEETING OF BRISBANE YOUTH SERVICE HELD AT BRISBANE YOUTH SERVICE, 42 MCLACHLAN STREET, FORTITUDE VALLEY, TUESDAY 21 NOVEMBER 2017 AT 4:00PM

### OPENING

Annemaree Callander, CEO, opened the meeting at 4:05pm and thanked everyone for attending. Ms Callander passed on the apologies of those who could not attend.

Ms Callander paid respect to and acknowledged the Jagera and Turrbal people as the Traditional Custodians of our meeting place.

### ATTENDEES

Name	Organisation	Name	Organisation
The Honourable Grace Grace MP Brisbane Central	Minister for Employment and Industrial Relations; Minister for Racing; Minister for Multicultural Affairs	Kal Kaphle	BYS Staff Member
Adam Barnes	BYS Staff Member	Kathy Bingham	BYS Staff Member
Dr Alexander Robinson	BYS Board Member	Kelly Moore	BYS Board Member
Adam Barnes	BYS Staff Member	Kim Sauer	BYS Staff Member
Amanda Jones	BYS Staff Member	Kris Saunders	Zig Zag Young Women's Resource Centre Inc.
Amir Vejdani	Holding Redlich	Kristin Penhaligon	BYS Staff Member
Andrea Cronin	BYS Staff Member	Kirstin Cooper	BYS Staff Member
Anna Spencer	BYS Board Member	Kirsty Augustine	BYS Board Member
Angelique Ettia	BYS Staff Member	Kirsty Doherty	BYS Staff Member
Annemaree Callander	BYS Chief Executive Officer / BYS Member	Laura Christie	BYS Staff Member
Bernie Rodney	BYS Staff Member	Laura Watson	BYS Staff Member
Brian Tucker	BYS Board Member / Treasurer	Lawrence Dey	Department of Communities, Child Safety and Disability Services
Carol Bunt	Returning Officer	Maddie Toga	Young Person
Cecilia Lanzarone	Department of Communities	Maddison Lewis	Young Person
Cheryl Meister	BYS Staff Member	Mary Ann Reynolds	BYS Staff Member
Christian Callisen	Board Member	Mary Phillip	BYS Member
Christine Weddell	BYS Staff Member	Michael Tansky	BYS Member
Clayton Price & Indie Rose	Young Person	Naomi Soiland	BYS Staff Member
Coral-Lee Bamford	BYS Staff Member / BYS Member	Phil Smith	BYS Staff Member
Snr Sgt Dan O'Connor	Brisbane City Police Station	Phil Vickery	BYS Board Member / Vice President
Acting Snr Sgt Darin Carruthers	Fortitude Valley Police Station	Renee Head	BYS Staff Member
Denise Buchan	BYS Staff Member	Robert Cunningham	Australian Red Cross
Erin Picone	BYS Staff Member	Robert Topping	Albert Park Flexible Learning Centre
Acting Insp. Ian Park	Fortitude Valley Police Station	Rhianon Vichta	BYS Staff Member
Jacqui De La RUE	BYS Staff Member	Selim Guzella	Young Person
Jane Willis	BYS Staff Member	Shaun D'souza	BYS Staff Member
Jesse Nolan	BYS Staff Member	Sian Scelly	BYS Staff Member

Name	Organisation	Name	Organisation
Jordan Ayres	Zig Zag Young Women's Resource Centre Inc.	Syani Linarto	BYS Staff Member
Joey Mueangnoi	Young Person	Tahnee Frost	Young Person
Julie Geraghty	BYS Staff Member / BYS Member	Tarquin Ward	BYS Staff Member
Jullie Johnson	BYS Chief Operations Officer / BYS Member	Zoe Mitchell	BYS Staff Member

## APOLOGIES

Name	Organisation	Name	Organisation
Helen Wood	BYS Chair	Katherine Saffioti	Department of Housing and Public Works
Father Wally Dethlefs	Founding member	Lisa Evans	CEO, Inala Youth Service
Senator Claire Moore	Senator for Queensland	Merrilyn Strofeldt	Department of Communities, Child Safety and Disability Services
Trevor Evans MP	Federal Member for Brisbane	Pamela Grayson	BYS Supporter
Cr Jonathan Sri	Councillor for The Gabba Ward	Paul Martin	PHN Brisbane North
Cr Vicki Howard	Councillor for Central Ward	Rebecca Lang	CEO of QNADA
Angela Barnes	BYS Member	Robert Reed	Minter Ellison
Awhina Faulkner	BYS Staff Member	Sam Miller	BYS Supporter
Brad	Hayward Chartered Accountants	Shelley Sorrenson	BYS Board Member
Casey Test	BYS Student Placement	Sonja McDowel	BYS Staff Member
Cassie Bell	BYS Staff Member	Stephanie Tonkin	BYS Supporter
Dave Slater	BYS Staff Member	Susan Carson	BYS Staff Member
Jack Tong	BYS Staff Member	Tim Wilson	Department of Communities, Child Safety and Disability Services
Jamileh Sabiri	BYS Staff Member	Trent Forno	Minter Ellison

### GUEST SPEAKER 1 - Clayton

Young dad, Clayton spoke of his struggles as a single parent and how he and his daughter were provided with housing and support from Brisbane Youth Service. He thanked the staff at BYS for believing in him and helping him to make a home for his daughter, of which he is very proud.

### GUEST SPEAKER 2 –Joey

Joey spoke of her need to leave home at an early age due to her transgender status and her dad not accepting her; it made living at home very difficult and challenging. Joey left home to sleep on friends' couches until she found BYS and asked for help. Within two weeks she was living in supported accommodation at Windsor House and then Sandgate House. Joey thanked the staff for their understanding, support and assistance to enrol in a Diploma of Beauty Course and the opportunities that have come her way. Joey took a break from Schoolies Week to speak at the AGM and was happy to do so.

### GUEST SPEAKER 3 – The Honourable Grace Grace MP

Ms Grace acknowledged the traditional custodians of the meeting place and their leaders and elders past, present and emerging.

Ms Grace thanked BYS for the opportunity to attend and speak at the AGM. Ms Grace observed that an organisation that has existed for 40 years must be doing something right and acknowledged the work undertaken by BYS over the 40 years. Ms Grace spoke to BYS's ability to provide much needed hands on support to young people and noted the Government is proud and happy to provide support and funding to organisations like BYS to support vulnerable young people in the community.



# AGM MINUTES 2017

## VICE PRESIDENT'S REPORT – Mr Philip Vickery

Mr Vickery advised that he was standing in for President, Helen Wood, who was unable to attend the AGM this year. Mr Vickery spoke of the momentous year for BYS and the milestones that have been reached to make BYS a leading provider of youth and housing services. Mr Vickery spoke of his pride in BYS and the tireless work of staff and spoke to the numerous housing properties that are managed, and the rewards and recognition that BYS receives for the work they do in the community.

Mr Vickery thanked major stakeholders including the Australian and Queensland governments, corporate and community partners and sponsors. He spoke to BYS maturing its business model, systems and processes and the work being carried out around evaluation and measuring outcomes.

Mr Vickery thanked his fellow Board Members for their commitment and contributions on a voluntary basis, juggling full time work and other commitments while maintaining a keen involvement and interest in BYS. Mr Vickery particularly thanked Ms Wood, for her fantastic leadership and the huge amount of time she gives to steering the organisation towards its goals and objectives. Mr Vickery thanked the Executive Management Team for another year of dedication and service. He finished with thanking Clayton and Joey for their inspirational presentations and wished them every happiness and success in the future.

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

**Moved:** Alex Robinson **Seconded:** Kelly Moore **Motion carried.**

## ADOPTION OF 2016 MINUTES

Mr Vickery called the BYS members to accept the 2016 AGM Minutes. There were no objections to the Minutes as they were recorded.

**Motion:** That the minutes of the Brisbane Youth Service 2016 Annual General Meeting held on 22 November 2016 be accepted.

**Moved:** Brian Tucker **Seconded:** Jullie Johnson **Motion carried**

## TREASURER'S REPORT – Mr Brian Tucker

Mr Tucker advised that all relevant financial information for Financial Year 2016/2017 was available in the 2017 Annual Report made available to members and guests at the AGM.

Mr Tucker reflected on the costs of the government supporting certain industries and the relatively lower costs and expenditure on providing support and housing to young people experiencing homelessness across the nation. Mr Tucker's cost benefit analysis on investment in young people and their futures was well received.

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

**Moved:** Christian Callisen **Seconded:** Coral-Lee Bamford **Motion carried.**

## CHIEF EXECUTIVE OFFICER'S REPORT – Ms Annemaree Callander

Ms Callander highlighted the fact that the demand for services throughout the year had not abated and that young people and their families continued to seek assistance in record numbers at BYS.

She noted during the last year BYS:

- Recorded contacts were made for 1264 young people;
- 577 new client profiles were created;
- Along with existing clients, 940 young people regularly accessed support;

- In addition, 1093 young people received casual support through multiple service sites; and
- In total, 26,278 occasions of support were provided throughout the year

Two key projects Ms Callander spoke of were the Sustaining Young Tenancies Trial Project and the new Phone Triage Service, both of which commenced in August 2016. She noted:

- the Sustaining Young Tenancies Project had supported 74 tenants in the year to 30 July 2016, of which 95% sustained their tenancies. The interim report by AHURI has demonstrated very positive feedback from our key partners and strong outcomes for young tenants; and
- the Phone Triage Service commenced as a trial to assist in dealing with the high volume of young people seeking support. The youth workers on Triage provided one-off support to 1,093 young people, often being able to address their immediate issues over the phone and making appointments for those requiring additional support. Due to the success of this service, Phone Triage has been integrated into BYS's core service delivery.

Ms Callander said that she was extremely proud of the outcomes across all programs and the impact of the hard work of staff and young people was detailed in the Annual Report.

Ms Callander spoke of the important work consolidating operations following with amalgamation with Youth Emergency Services and Carina Youth Agency and streamlining practice, procedures and systems. Ms Callander thanks MinterEllison Lawyers for their probono work throughout the amalgamation process.

Ms Callander spoke about how the new ICT Strategic Roadmap has provided greater security and sophistication to the IT infrastructure and systems and thanked IT provider Aryon and former CFO, Al Cranswick for their work in this area.

Ms Callander thanked Communications Manager, Jane Willis for rolling out the new BYS Branding across the organisation over the last 12 months; and thanked Rhianon Vichta for her work in research and evaluation that won an Optus Future Makers grant competing against 187 applications nation-wide.

Ms Callander spoke of the strong partnership with the Property Industry Foundation and driving the GLASS Project that is underway to develop 12 new units of purpose built housing for young people and young families.

Finally, Ms Callander thanked the Board, staff, volunteers and supporters for their commitment and great work; in particular the Management Team for their leadership and provision of quality services to young people; the Chief Operations Officer, Jullie Johnson; and Executive Support Officer, Amanda Jones.

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

**Moved:** Philip Vickery

**Seconded:** Kelly Moore

**Motion carried.**

## **NOMINATION OF BOARD MEMBERS – Carol Bunt, Returning Officer**

The AGM was declared quorate by Ms Carol Bunt, Returning Officer.

Ms Bunt, declared the five Board Member positions vacant and being eligible for renomination. Ms Bunt announced the nominations of the five Board Members as follows:

	<b>Nominee</b>	<b>Proposer</b>	<b>Second</b>
1.	Alex Robinson (Member)	Shelley Sorrenson	Kelly Moore
2.	Anna Spencer (Member)	Alex Robinson	Philip Vickery
3.	Kirsty Augustine (Member)	Kelly Moore	Shelley Sorrenson
4.	Philip Vickery (Vice President)	Anna Spencer	Brian Tucker

# AGM MINUTES 2017

5.	Shelley Sorrenson (Secretary)	Philip Vickery	Alex Robinson
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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 2017-18 Board Members be accepted.

**Moved:** Philip Vickery      **Seconded:** Brian Tucker      **Motion carried.**

## APPOINTMENT OF AUDITOR

**Motion:** That the Auditor for the financial year 2017/2018 be Haywards and Associates.

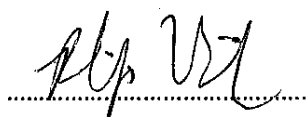
**Moved:** Brian Tucker      **Seconded:** Philip Vickery

**Motion carried.**

## Meeting closed

There being no further business, Ms Callander thanks attendees and declared the meeting closed at 4.50pm.

## CONFIRMED:



Phil Vickery

Date: 24 November 2017

Vice President



# FINANCIAL REPORT

FOR THE YEAR ENDED JUNE 2018

1.

**BRISBANE YOUTH SERVICE INC.**  
**STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME**  
**FOR THE YEAR ENDED 30 JUNE 2018**

	<b><u>Note</u></b>	<b><u>2018</u></b>	<b><u>2017</u></b>
Revenue	2	6,985,765	6,585,840
Other Income	2	181,982	143,568
Employee benefits expense		5,077,617	4,711,502
Depreciation and amortisation expense		49,750	67,705
Insurance		50,435	59,201
Motor vehicle and travel expenses		149,542	149,982
Property expenses		446,579	462,474
Staff training and development expenses		171,081	68,749
Audit, legal and consultancy fees		56,142	29,088
Client support services expense		378,280	316,972
Other operating costs		500,331	539,789
		<hr/>	<hr/>
<b>Current year surplus before income tax</b>		287,990	323,946
Income tax expense		-	-
		<hr/>	<hr/>
<b>Net current year surplus</b>		287,990	323,946
		<hr/>	<hr/>
<b>Other comprehensive income</b>		-	-
		<hr/>	<hr/>
<b>Total comprehensive income for the year</b>		\$287,990	\$323,946
		<hr/>	<hr/>
<b>Total comprehensive income attributable to members of the entity</b>		\$287,990	\$323,946
		<hr/> <hr/>	<hr/> <hr/>

The accompanying notes form part of these financial statements.

## 2.

**BRISBANE YOUTH SERVICE INC.**  
**STATEMENT OF FINANCIAL POSITION**  
**FOR THE YEAR ENDED 30 JUNE 2018**

	<b><u>Note</u></b>	<b><u>2018</u></b>	<b><u>2017</u></b>
<b>ASSETS</b>			
<b>Current Assets</b>			
Cash on Hand		2,013	2,009
Cash at Bank	3	462,863	720,737
Debtors ,Prepayments & Deposits	4	211,377	135,792
<b>Total Current Assets</b>		<b>676,253</b>	<b>858,538</b>
<b>Investments</b>	5	<b>3,798,665</b>	<b>3,718,866</b>
<b>Fixed Assets</b>	6	<b>2,730,113</b>	<b>2,668,204</b>
<b>TOTAL ASSETS</b>		<b>\$7,205,031</b>	<b>\$7,245,608</b>
<b>LIABILITIES</b>			
<b>Current Liabilities</b>			
Creditors & Accruals	7	630,132	646,428
Employee Provisions	8	727,054	840,048
Income Received & Unexpended	9	-	199,277
<b>Total Current Liabilities</b>		<b>1,357,186</b>	<b>1,685,753</b>
<b>Non-Current Liabilities</b>			
Borrowings	10	522,000	522,000
<b>Total Non-Current Liabilities</b>		<b>522,000</b>	<b>522,000</b>
<b>TOTAL LIABILITES</b>		<b>1,879,186</b>	<b>2,207,753</b>
<b>NET ASSETS</b>		<b>\$5,325,845</b>	<b>\$5,037,855</b>
<b>MEMBERS FUNDS</b>			
Retained Surplus		5,325,845	5,037,855
<b>TOTAL MEMBERS FUNDS</b>		<b>\$5,325,845</b>	<b>\$5,037,855</b>

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 2018**

	<b><u>Retained Surplus</u></b>	<b><u>Revaluation Surplus</u></b>	<b><u>Financial Assets Reserve</u></b>	<b><u>Total</u></b>
<b>Balance at 1 July 2016</b>	\$3,367,535	\$1,346,374	\$NIL	\$4,713,909
<b>Comprehensive Income</b>				
Surplus for the year attributable to members of the entity	323,946	-	-	323,946
<b>Total comprehensive income attributable to members of the entity</b>	323,946	-	-	323,946
<b>Balance at 30 June 2017</b>	\$3,691,481	\$1,346,374	\$NIL	\$5,037,855
<b>Balance at 1 July 2017</b>	\$3,691,481	\$1,346,374	\$NIL	\$5,037,855
<b>Comprehensive Income</b>				
Surplus for the year attributable to members of the entity	287,990	-	-	287,990
<b>Total comprehensive income attributable to members of the entity</b>	287,990	-	-	287,990
<b>Balance at 30 June 2018</b>	\$3,979,471	\$1,346,374	\$NIL	\$5,325,845

The accompanying notes form part of these financial statements.

**BRISBANE YOUTH SERVICE INC.**  
**STATEMENT OF CASH FLOWS**  
**FOR THE YEAR ENDED 30 JUNE 2018**

	<u>2018</u>	<u>2017</u>
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
<b>Receipts</b>		
Grant Funding	6,426,394	6,320,425
Interest	122,465	124,943
Other Income	407,029	472,038
<b>Payments</b>		
Wages & Salaries & Other Supplies	7,047,042	6,309,490
<b>Net cash provided by (used in) operating activities</b>	<u>(\$91,154)</u>	<u>\$607,916</u>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
Payment for purchase of plant & equipment	(115,099)	(19,488)
Receipt for sale of plant & equipment	28,182	-
<b>Net cash provided by (used in) investing activities</b>	<u>(\$86,917)</u>	<u>(\$19,488)</u>
<b>CASH FLOWS FROM FINANCIAL ACTIVITIES</b>		
Net increase/(decrease) in cash held	(178,071)	588,428
Cash at beginning of the reporting period	4,441,612	3,853,184
<b>Cash at end of the reporting period</b>	<u>\$4,263,541</u>	<u>\$4,441,612</u>
<b>Reconciliation of Net Surplus/Deficit to Net Cash Provided by (Used in) Operating Activities</b>		
Operating Result	287,990	323,946
- Depreciation	49,750	67,705
- Profit/Loss on sale of Asset	(24,742)	-
- Increase/(Decrease) in Payables	(16,296)	109,286
- Increase/(Decrease) in Provisions	(112,994)	(81,019)
- (Increase)/Decrease in Deposits & Debtors	(75,585)	51,520
- Increase/(Decrease) in Grants Unexpended	(199,277)	136,478
<b>Net cash provided by (used in) operating activities</b>	<u>(\$91,154)</u>	<u>\$607,916</u>

The accompanying notes form part of these financial statements.

**BRISBANE YOUTH SERVICE INC.**  
**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2018**

## **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) Fixed Assets - Depreciation**

No depreciation is charged on land and buildings.

Depreciation is charged on all other Fixed Assets on the Prime Cost Method and is brought to account over the estimated economic lives of all Assets.

### **(b) Comparative Figures**

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

### **(c) Employee Entitlements**

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

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

### **(d) Income Tax**

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

### **(e) Economic Dependence**

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



**BRISBANE YOUTH SERVICE INC.**  
**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2018**

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

**(f) Land & Buildings**

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

**(g) Borrowings**

The organisation signed a new Mortgage Agreement during last year.

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

**BRISBANE YOUTH SERVICE INC.**  
**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2018**

	<u>2018</u>	<u>2017</u>
<b>2. REVENUE AND OTHER INCOME</b>		
<b>Revenue</b>		
<b>Revenue from Government Grants</b>		
Department of Housing and Public Works	4,806,953	4,592,131
Department of Child Safety, Youth and Women	712,434	675,688
Department of Social Services	71,666	71,666
Department of Health & Ageing	663,352	633,166
Queensland Health	318,763	178,828
	<hr/> 6,573,168	<hr/> 6,151,479
<b>Other Revenue</b>		
Non-Recurrent Funding	52,502	76,854
Interest	122,465	124,943
Medicare	47,881	46,713
Rent	189,749	185,851
	<hr/>	<hr/>
<b>TOTAL REVENUE</b>	6,985,765	6,585,840
<b>Other Income</b>		
Donations	156,287	132,193
Disposal of Assets	24,742	-
Sundry Income	953	11,375
	<hr/>	<hr/>
<b>TOTAL OTHER INCOME</b>	181,982	143,568
	<hr/>	<hr/>
<b>TOTAL REVENUE AND OTHER INCOME</b>	\$7,167,747	\$6,729,408
	<hr/>	<hr/>

**3. CASH AT BANK**

Operating Account	176,355	512,821
Donation Account	128,466	78,071
Rental Account - 1	147,898	129,481
Community Grant Account	9,779	-
Other Accounts	365	364
	<hr/>	<hr/>
	\$462,863	\$720,737
	<hr/>	<hr/>

**4. DEBTORS, PREPAYMENTS & DEPOSITS**

Deposits & Bonds	5,710	5,710
Debtors & Prepayments	205,667	130,082
	<hr/>	<hr/>
	\$211,377	\$135,792
	<hr/>	<hr/>

8.

**BRISBANE YOUTH SERVICE INC.**  
**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2018**

	<u>2018</u>	<u>2017</u>
<b>5. INVESTMENTS</b>		
Term Deposit	2,200,000	2,200,000
Cash Management Account	16,741	32,460
Business Cash Maximiser	1,138,387	632,593
Business Websaving	-	415,622
Premier Investment Account	421,343	416,643
Premier Cecilia Kilkeary	22,194	21,548
	<hr/> \$3,798,665	<hr/> \$3,718,866
<b>6. FIXED ASSETS</b>		
Land & Buildings - at Committee Valuation	2,550,000	2,550,000
Motor Vehicles	523,922	479,753
Less Accumulated Depreciation	368,181	396,089
	<hr/> 155,741	<hr/> 83,664
Office Furniture	31,050	31,050
Less Accumulated Depreciation	31,050	31,050
	<hr/> NIL	<hr/> NIL
Office Equipment	407,437	403,257
Less Accumulated Depreciation	396,606	390,729
	<hr/> 10,831	<hr/> 12,528
Leasehold Improvements	140,027	140,027
Less Accumulated Depreciation	126,486	118,015
	<hr/> 13,541	<hr/> 22,012
	<hr/> \$2,730,113	<hr/> \$2,668,204
<b>7. CREDITORS &amp; ACCRUALS</b>		
Trade Creditors & Accruals	385,429	403,426
PAYG Withholding	97,635	86,917
Salary Sacrifice Liabilities	-	1,258
GST Liabilities	85,226	103,310
Superannuation Payable	61,842	51,517
	<hr/> \$630,132	<hr/> \$646,428



9.

**BRISBANE YOUTH SERVICE INC.**  
**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2018**

	<b><u>2018</u></b>	<b><u>2017</u></b>
<b>8. GRANT INCOME RECEIVED &amp; UNEXPENDED</b>		
Brisbane City Council	-	11,775
Department of Housing & Public Works	-	13,997
Department of Health	-	23,599
Cecilia Kilkeary Foundation	-	15,151
Department of Communities	-	6,092
Queensland Health	-	128,663
	<u>\$NIL</u>	<u>\$199,277</u>
<b>9. PROVISION FOR LEAVE ENTITLEMENTS</b>		
Provision for Annual Leave	265,243	310,906
Provision for Long Service Leave	345,509	374,195
Provision for Sick Leave	110,363	154,494
Provision for On Costs	5,939	453
	<u>\$727,054</u>	<u>\$840,048</u>
<b>10. BORROWINGS</b>		
Mortgage - Department of Public Works and Housing	522,000	522,000
	<u>\$522,000</u>	<u>\$522,000</u>

The accompanying notes form part of these financial statements.

**10.**


**BRISBANE YOUTH SERVICE INC.**


**STATEMENT BY MEMBERS OF THE COMMITTEE**

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

1. In the opinion of the committee the financial report as set out on pages 1 to 9 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 2018 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

21/09/2018

Date

## 11.

### **INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF**

#### **BRISBANE YOUTH SERVICE INC.**

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

##### ***Opinion***

We have audited the financial report of Brisbane Youth Service Inc., which comprises the statement of financial position as at 30 June 2018, 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).

- 1) Giving a true and fair view of the associations financial position as at 30 June 2018 and of its performance for the year then ended; and
- 2) Complying with Australian Accounting Standards to the extent described in Note 1 and Division 60 of the Australian Charities and Not-for-Profits Commission Regulation 2013.

##### ***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.



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

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

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

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

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



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

Dated this 21<sup>st</sup> day of September 2018

# THANK YOU

BRISBANE YOUTH SERVICE SINCERELY THANKS EACH AND EVERY INDIVIDUAL AND ORGANISATION WHO SUPPORTED OUR WORK THROUGHOUT 2017/18. YOUR GENEROUS CONTRIBUTIONS AND COMMITMENT ENSURED WE WERE ABLE TO SUPPORT NEW FUTURES FOR VULNERABLE AND DISADVANTAGED YOUNG PEOPLE.

## FUNDING

Department of Housing and Public Works

Queensland Health

Department of Child Safety, Youth and Women

Department of Communities, Disability Services and Seniors

Brisbane North Primary Health Network

Australian Government  
Department of Health

Australian Government  
Department of Social Services

## PARTNERS

Gala on the Green Committee

Property Industry Foundation  
Queensland

Sunstate Cement

Second Shot Espresso

Holding Redlich

## WORKPLACE GIVING

Carter Newell Lawyers

Ernst & Young Australia

Holding Redlich



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Banana Life

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Blueprint Health and Fitness

Brisbane Basket Brigade

Brisbane Bullets

Brisbane City Council Central Ward

Cecelia Kilkeary Foundation

Citipointe Church Mansfield

Coles, Brisbane North

Councillor John Sri

CUA Carindale

CUA Chermside

d+k Sportswear

DA'Burger New Farm

Dave the Trainer

Duck Junction

Foot Locker Australia

Frontier Touring Company

Gate One Chance Inc

Go Vita Forest Lake

Grace Lutheran College Caboolture

Grant Thornton

Griffin State School

Grill'd Pty Ltd

Guardian Early Learning Centre  
Newstead

Headspace Taringa

Hillsong Church Brisbane

Holding Redlich

Inner Self Fitness Movement

International City Church Brisbane

Jacobs

K&L Gates

Kenmore State High School

Kennedy McLaughlin & Associates

Kennedy Spanner Lawyers

Lendlease

Lennon OTR

Living Faith Uniting Church

MAX Solutions

Millie Myler Pty Ltd

Minuteman Press Fortitude Valley

MP Studio

National Australia Bank

NGU Real Estate

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Panda Pearls

Parish of St Joseph & St Anthony,  
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and Public Works

Queensland Department of Treasury

Queensland Ombudsman Social Club

Quest Community Newspapers

Ray White Stones Corner

Reidy House, St Joseph's College

Gregory Terrace

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Riverlife Baptist Church Young Adults  
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Rochele Painting

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SLOTix

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Student Horizons

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The Frangipani Foundation

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Youth Support + Advocacy Service



# SUPPORT US

- Donate at [www.brisyouth.org](http://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 donor 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](http://www.brisyouth.org) or [www.daggy.com.au](http://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](mailto:partnerships@brisyouth.org).

BRISBANE  
**YOUTH SERVICE**

P 07 3620 2400 E [admin@brisyouth.org](mailto:admin@brisyouth.org)

W [brisyouth.org](http://brisyouth.org) ABN 83 967 756 338

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