



BRISBANE
YOUTH
SERVICE

ANNUAL
REPORT
2019-2020



NEW FUTURES FOR YOUNG PEOPLE

AJ

AJ Bounced from place to place sleeping rough, trying to find a home.

Before I came to BYS I was sleeping rough. At the time, my household was very unsupportive and unsafe. Broken windows and mental breakdowns occurred on a daily basis. Eventually I decided to self-place with family, which didn't go to plan. But little did I know that support was just one phone call away.

Since entering BYS accommodation, life has completely turned around. No longer did I have to deal with all the hateful and derogatory comments and aggressive nature of my family. Now I had entered a much more suited environment, where I was enriched with positivity and doused in self-worth.

Furthermore, completing tasks I thought I would never have accomplished. I have legally changed my name, started my RSA and RSG, discovered my sexuality and am currently looking at employment opportunities. If it wasn't for the utmost support from the amazing BYS youth workers, I would have given up on my aspirations entirely.

From the moment I put my swag in the trunk of the car I knew that I was finally accepted as the queer, quirky and cheeky person I truly was.

CONTENTS

About BYS	03
Our Board & Patron	05
2019-20 Snapshot	07
President's Report	09
Treasurer's Report	10
CEO's Report	11
Who We Support	13
Young People's Complex Needs	15
Our Impact	17
What Young People Say About Us	19
Housing Services	23
Housing & Tenancy Support	27
Hub Intake & Intervention	31
Health Services	35
Young Women & Young Families	39
Quality Practice & Knowledge	41
Innovation	43
Our Organisation	44
Our People	45
Executive Management	46
Strategic Partnerships	47
Fundraising	49
2019 AGM Minutes	51
Financial Reports	55

*On the front cover is Simone,
read more about her inspiring story on page 34.*

ABOUT BYS

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

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

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

Our Commitment:

To promote a just society for young people.

Our Values (R.O.A.R):

- Respect
- Optimism
- Accountability
- Resilience

STRATEGIC PLAN 2018-21

1. LEADERSHIP

Advocate with and for young people to enable new futures.

2. QUALITY

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

3. PEOPLE

Build a capable, engaged and effective workforce.

4. PARTNERING

Enhance outcomes for young people and improve financial resilience.

5. SUSTAINABILITY

Meet current and emerging needs of young people.

OUR VISION
NEW FUTURES FOR
YOUNG PEOPLE

OUR PURPOSE
TO ENABLE VULNERABLE YOUNG
PEOPLE AND FAMILIES
TO NAVIGATE LIFE
CHALLENGES AND THRIVE
IN THE COMMUNITY



RECONCILIATION ACTION PLAN 2019-2021

In September 2019 BYS officially launched its Reconciliation Action Plan 2019-2021, with our Patron Steve Renouf leading the celebrations!

BYS has continued to demonstrate strong engagement with First Australians – with 31% of our clients identifying as Aboriginal and/or Torres Strait Islanders. This is 0.4% higher than the previous year (31.4%). We are very proud that of the young First Australians who completed our annual client survey this year, 98% were 'happy or very happy' with our services.

BYS remains strongly committed to ensuring our service delivery staff operate in a culturally safe and effective way. All staff were required to undertake the "Share our Pride" training package along with other cultural training opportunities. We employed two workers in Identified Positions and have had 7 Aboriginal and/or Torres Strait Islander service delivery staff working with us throughout the year. We are committed to workplace diversity and ensured all employment opportunities were advertised through the Aboriginal Employment Service.

Some of the highlights related to this year's RAP include:

- Holding regular yarning circles for young Aboriginal and/or Torres Strait Islanders – and having Aunty Chick and Aunty Shirley (from Kurbingui) join us
- A new partnership with the QUT's Oodgeroo unit to ensure we offer opportunities for Aboriginal and Torres Strait Islander university students to do a placement with BYS
- Developing a "Welcome to and Acknowledgement of Country" Policy
- Adding culturally appropriate artworks, posters and information at all BYS service sites
- Receiving grants from Brisbane City Council and DATSIP to deliver activities for young Aboriginal and Torres Strait Islanders
- Establishing a database of cultural training for staff and proactively promoting cultural learning opportunities through our RAP intranet page
- Participating in NAIDOC week celebrations by holding a BYS stall at Musgrave Park's Family Fun Day



Patron Steve Renouf at the RAP launch, with Annemaree Callander and Aunty Dawn Daylight who conducted a Welcome to Country

BYS PATRON STEVE RENOUF



Steve Renouf commenced his role as BYS Patron in 2016 and is dedicated to raising awareness of Brisbane's vulnerable young people and the challenges they face.

He has supported BYS through a range of events and activities in the past four years. A legendary Queensland footballer, Steve played for the Brisbane Broncos for more than 10 years and represented both Queensland and Australia in rugby league. He is a role model for young Queenslanders and a proud patron of BYS.

BYS BOARD

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



DR NIKOLA STEPANOV
PRESIDENT



ANNA SPENCER
VICE PRESIDENT



SHELLEY SORRENSON
SECRETARY



KELLY MOORE
TREASURER



DR ALEXANDER ROBINSON
BOARD MEMBER



JAKE ARDEN
BOARD MEMBER



BEN PARIS
BOARD MEMBER



MICHELLE WADE
BOARD MEMBER



MARK WHEATLEY
BOARD MEMBER



1433

young people
accessed support
from BYS



39,635

occasions of support
(up from 31,980 last year)

as well as taking 1639 calls through
casual and triage services from
people seeking information, advice
and referral support



The number of occasions BYS provided
essential support to young people
has risen **24% since last year**



22%

of those supported were
young parents



31%

of young people supported
Identified as Aboriginal
and/or Torres Strait Islander



1/5

young people
identified as LGBTIQ+

93%



of young people supported
during the COVID-19 restrictions
said that the help they received
in that time was Moderately to
Awesomely Helpful

54%



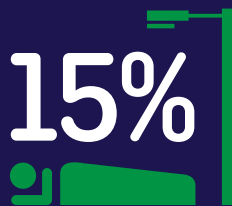
of young people were homeless when they came to BYS for support

82%



of young people living in unsafe, unstable, overcrowded, unaffordable or temporary accommodation

15%



of young people were sleeping rough when they came to BYS

Couch Surfing is the most common form of homelessness for young people

31%



of all young people were couch surfing when they came to BYS

272



young people were provided with crisis and transitional housing by BYS

“ BYS helped me in ways I thought no one person or organisation could have. They gave me food, accommodation, transport and incredible individual support. It made for a support network that helped in every way when I needed it the most. **I can't describe just how much they have done, but my life would not be nearly as good as it is now if it wasn't for them.** ”

90%

of young people said that coming to BYS made a big difference in their lives



BYS provided 1492

medical appointments a 190% increase (up from 515 in 2018-19)

1211

on-site counselling appointments

515 face-to-face, 694 phone and virtual contacts. Up from 754 contacts the previous year

There were more than 24 different reasons young people identified for coming to BYS, the most common was looking for housing assistance (67%)

PRESIDENT'S REPORT

Like many other community associations and enterprises, it has been a challenging year for Brisbane Youth Service. The unique task of providing care and support to vulnerable young people in times of a pandemic has given rise to complex challenges. At each point, the team at Brisbane Youth Service (BYS), and their clients, have responded with grace and agility.

Therefore, I would like to first acknowledge the wonderful efforts of the 'family' that is the BYS team. Irrespective of the pandemic and rapidly changing nature of lockdowns and social distancing, the amazing team of 'superstars' managed to provide support to 1433 young people in need, just over one fifth of which were young parents.

Many of those who sought assistance from BYS over the past year were living in unsafe, unstable, overcrowded, unaffordable or temporary accommodation. The effect of COVID-19 made such situations even more unstable and issues more acute. The compounding stress and uncertainty of the pandemic weighed heavily on our young clients who were on average 18.5 years old, as it has on us all, irrespective of age.

The support we provide at BYS is not limited to housing. We provide holistic care that extends to food, transport, psychological services, health care, life education, and most importantly, a place to go and staff who will listen and help. As well as face to face services and support, BYS received 1639 calls from people seeking advice, referrals and information.

As a not-for-profit, the level of support we can provide is dependent on donations, funding and grants. To that end, the BYS team have been successful in securing a number of grants and funds, and undertaking research - such as the 'Couch Surfing' project. This ensures that when we apply for funds and grants, the evidence is available to justify the need and demonstrate how the money will be spent.

The pandemic unfortunately put a dampener on some of our fundraising efforts this year, however, a few favourite events like our Daggy Jumper Day continued. A big shout out to those who trawled through the bottom of their closets or opportunity shops to bring out some fabulous 'blasts from the past'!

Despite a globally challenging year, the Board knew that BYS would rise to any occasion given the strong work ethic and commitment of our team at BYS led by the indefatigable Chief Executive Officer Annemaree Callander. Even in 'unprecedented times', we felt assured that BYS would continue to provide safe and effective support to the young people in our community who will grow, develop and lead us into the future.

To our BYS Team and our clients who are our future leaders, thank you and congratulations for meeting every challenge this financial year!

Dr Nikola Stepanov, President

THE BOARD KNEW
BYS WOULD RISE
TO ANY OCCASION





TREASURER'S REPORT

Despite the challenges that 2020 has thrown the world, BYS has adapted and continued to deliver services to vulnerable young people. There was an increased need for financial support for young people to secure and maintain housing which was aided by additional brokerage funding from the Department of Housing and Public Works.

The pandemic also hampered our fundraising activities in the latter part of the year, reduced return on our investments and required additional investment in Information Technology to facilitate remote working arrangements. Despite the impact on activities, the fundraising team and the contributions from donors produced another strong fundraising result while the ATO cash boost went some way to support the increase in operational requirements.

Grant revenue had a 15% increase on the previous year, half of which were from these additional funding streams:

- Brisbane City Council – Pathways Out of Homelessness
- Department of Housing and Public Works – Dignity First
- Department of Housing and Public – Covid-19 Brokerage
- Gambling Community Benefits Grant
 - Brisbane City Council Couch Surfing Research Project
 - Qld Mental Health Commission – Brisbane Couch Surfing Support Line

As part of BYS' financial strategy, the organisation invested in a share portfolio at the start of the financial year. Unfortunately, due to the pandemic impact on the stock market, the investment took an 8% hit which was insulated by the diversification of the portfolio. This is represented under other comprehensive income in the financial statements as net change in fair value of financial assets.

Overall costs remained in line with the increased revenue with the exception of the continued investment in a Safe Relationships Worker in response to young people presenting with family and domestic violence issues and depreciation costs which have increased due to the implementation of the changes for AASB16 Leases.

The reported net profit of \$219,801 included grant funding that was received at the end of 2019-2020 but won't be expended until the 2020-2021 and as such will be offset next year.

The current ratio is in a strong position at 2.08:1 albeit this has significantly reduced from the prior year due to the investment portfolio which transitioned \$3m from current assets to non-current assets. Overall total members funds remain consistent year on year.

Congratulations to the executive team for navigating a complicated year, delivering quality services to vulnerable young people and maintaining a sustainable financial base for the organisation to continue to do so in the future.

Kelly Moore, Treasurer

CEO'S REPORT

This is my tenth report as CEO of Brisbane Youth Service, and I have never been prouder of the organisation and its people than during this past year.

In 2019/20 the incredible team at BYS delivered 39 635 occasions of support to young people and young families - a 24% increase from the previous year! In addition, they answered more than 1600 calls from young people, families, other service providers and community members seeking information and support.

Achieving this within the context of the pandemic and without additional resources is quite remarkable and the BYS team have my admiration and gratitude for all their incredible work.

Responding to Covid-19 obviously dominated the second half of the year. Fortunately, BYS was on the front foot and began briefing staff and taking precautions from the beginning of February. I am pleased to report that all BYS services remained operational and we quickly transitioned most staff to remote working in March, sourced the resources necessary to enable this and established or modified systems and processes to keep staff and young people informed, safe and well.

Staff were quick to adapt to the new environment and the introduction of telehealth services meant the medical clinic had increased capacity and could connect with young people remotely as well as face to face. Risk assessments were undertaken to identify particularly vulnerable clients who would need extra support during the lockdown phase and staff developed creative ways of connecting with young people whether it be virtual groups, bike rides, walks in the park, online counselling or food drops with front yard conversations at a safe distance.

To help young people stay connected and up to date with the constantly changing health advice we distributed hundreds of mobile phones and provided top ups and data credit as needed.

We were also kept busy ensuring our Business Continuity Plan was reviewed and updated, monitoring and communicating health advice and service changes to staff, clients, funders and other service providers.

Despite the disruption of Covid this year has seen many exciting developments at BYS and here are just a few.

The Recovery and Discovery Centre commenced operations and BYS is delighted to be partnering with Community, Toowong Private Hospital, Open Minds and Wesley Mission in the delivery of services to people living with severe and complex mental illness. This collaboration has meant that young people can continue to access tailored support in a youth friendly environment.

The success of the Safe Relationships program trial at BYS has seen a strengthened partnership with Brisbane Domestic Violence Service (BDVS) and a new, jointly funded, Specialist Youth Domestic & Family Violence position will work across both our organisations in 2020/21. We are excited about this initiative as it is an opportunity to intervene early, break destructive pathways and help foster healthier relationships.

A tremendous amount of work has gone into developing our new Practice Framework with input from all staff. The Practice Framework is informed by our organisational vision and values, driven by evidence-informed knowledge and approaches and ensures transparent, consistent and accountable practice.



Our Evaluation Framework has been finalised capturing the comprehensive quantitative and qualitative systems developed over the last five years to measure the impact of our work and maintain our focus on continual learning and improvement.

Able led by the hardworking and committed members of our RAP (Reconciliation Action Plan) Working Group we have delivered on the key actions in our Reconciliation Action Plan.

Our annual client survey had our best response yet and reached a broader and more diverse sample of young people. By offering incentives and doing bulk text outs of the survey link to all young people who had been supported by the BYS during the year we increased the number of responses, elicited feedback from young people who were no longer being supported by BYS and helped overcome the barrier of reduced face-to-face engagement during COVID19.

We were delighted to secure a Pathways out of Homelessness grant from Brisbane City Council which will fund a new position to assist young people engage in education, training and employment. I couldn't think of a more important time to be focusing on this.

Our partnerships with BHC and the Property Industry Foundation to expand the supply of social housing for young people have continued. Excitingly the BHC project at Cornwall St is well underway with an expected completion date of January 2021.

We welcomed Kate Hands as our new Corporate Services Director and Deb Blakeney into a new role as our Strategic Partnership and Business Development Manager. Both have brought a wealth of knowledge and skills to their respective positions and have proven themselves adaptable and resilient given that Covid struck whilst they were still completing their induction.

The year has of course not been without challenges and unfortunately, despite many attempts to have the decision reversed, the Department of Social Security ceased the Emergency Relief (ER) funding to BYS in December 2019. BYS has relied on ER funding since 1982 to assist young people in crisis. This decision was particularly disappointing as BYS was the last remaining youth specific ER provider in the Brisbane region.

Since March we have been working in partnership with the Queensland Government and other services to implement the Emergency Housing and Assistance Response. BYS is grateful for the additional brokerage funding provided by the Department of Housing and Public Works during recent months especially given the loss of our ER funding.

Sod turning, BHC Cornwall Site



Unfortunately, we have seen an enormous increase in the numbers of young people seeking assistance, especially in relation to housing. Whilst the impact has been felt organisation wide it is most acute at our Valley Hub. In quarter 3 (January- March 2020) 681 young people were assisted by the Intake and Brief Intervention Team. In quarter 4 (April – June 2020) this rose 38% to 941. with the number of young people supported rising 38% from the third quarter (681) to the final quarter (941) of this year. This trend is showing no sign of abating and consequently being able to find enough resources to respond to this increased need will be a major challenge for BYS in the coming year.

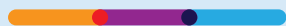
In conclusion I want to express my gratitude to our corporate and community partners, donors, volunteers and members of the community who support our work in many and varied ways. We value your contributions tremendously as they enable us to strengthen and expand the services we offer to young people in need. As the numbers indicate we need your help now more than ever.

My thanks also to the members of our Board who give generously of their time, skill and wisdom to keep the organisation focused, strong and accountable.

Finally, I want to congratulate and thank the BYS staff who make this organisation such a remarkable place to work. It has been an exceptionally challenging year, but your talent, commitment and passion has ensured that vulnerable young people and their children have received vital support when they need it most. It has been a humbling experience for me to witness the resourcefulness, resilience and agility of the BYS team over the past year. You are all awesome!

Annemaree Callander, Chief Executive Officer

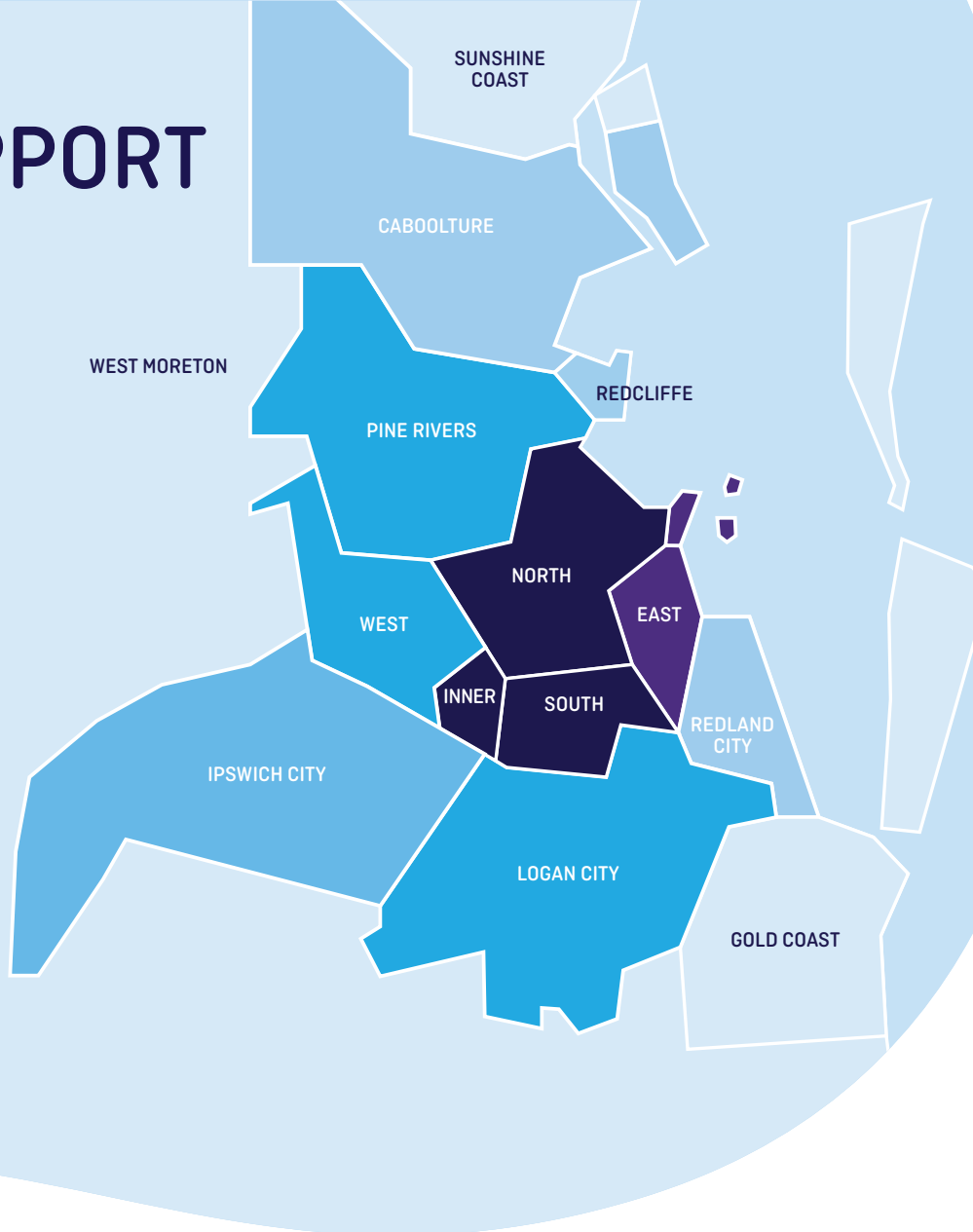
WHO WE SUPPORT



Where were our clients from?

KEY

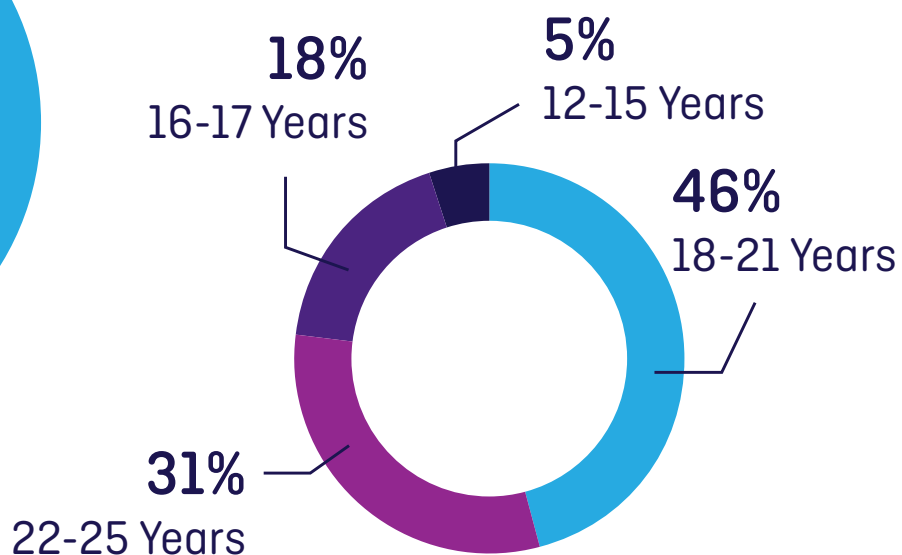
1-10
11-20
21-40
41-80
81-100
>100

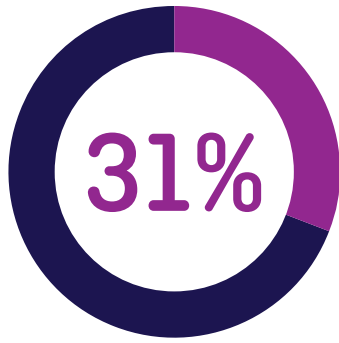


The average age of young people seeking support at BYS was

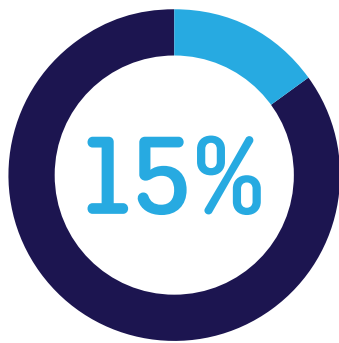
18.5
years old

77% of young people seeking support aged between 18-25 years old



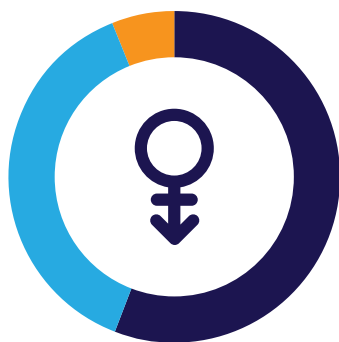


of young people identified
as Aboriginal and/or Torres
Strait Islander



of young people were Culturally
& Linguistically Diverse
10% were migrant/refugees

The most commonly spoken languages
were Arabic, Swahili, Somali & other African
Languages, and Pacific Island Languages.



56% identified as female
38% identified as male
6% identified as gender diverse



15%

of young people seeking
support at BYS had an
identified disability

Young people who identified disabilities
had learning/behavioural (47%);
intellectual/developmental (30%) and
physical/sensory (10%) disabilities.



170

children under 11 years
old were supported with
their parents



1 in 5

young people
identified as LGBTIQ+

HAPPIER NOW

“ BYS helped me change my life for
the best. They don't give up, they're
consistent which shows they really care.
BYS have changed my outlook on life
in the best possible way. ”

YOUNG PEOPLE'S COMPLEX NEEDS

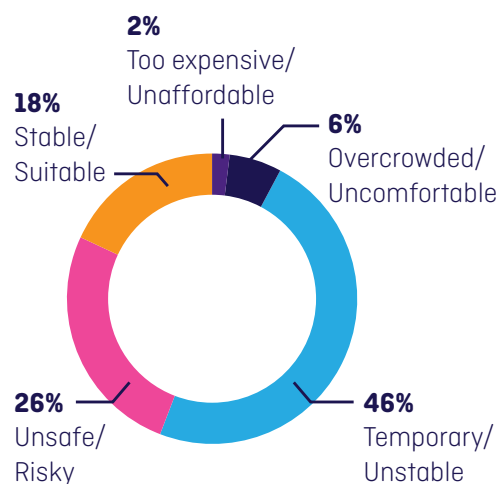
Young people supported by BYS in 2019-20 experienced multiple, complex barriers to safe housing, good health and well-being.

In 2019-20 the number of young people experiencing homelessness increased, with more than half the young people who sought support at BYS stating they were **homeless** at the time we met them (54%).

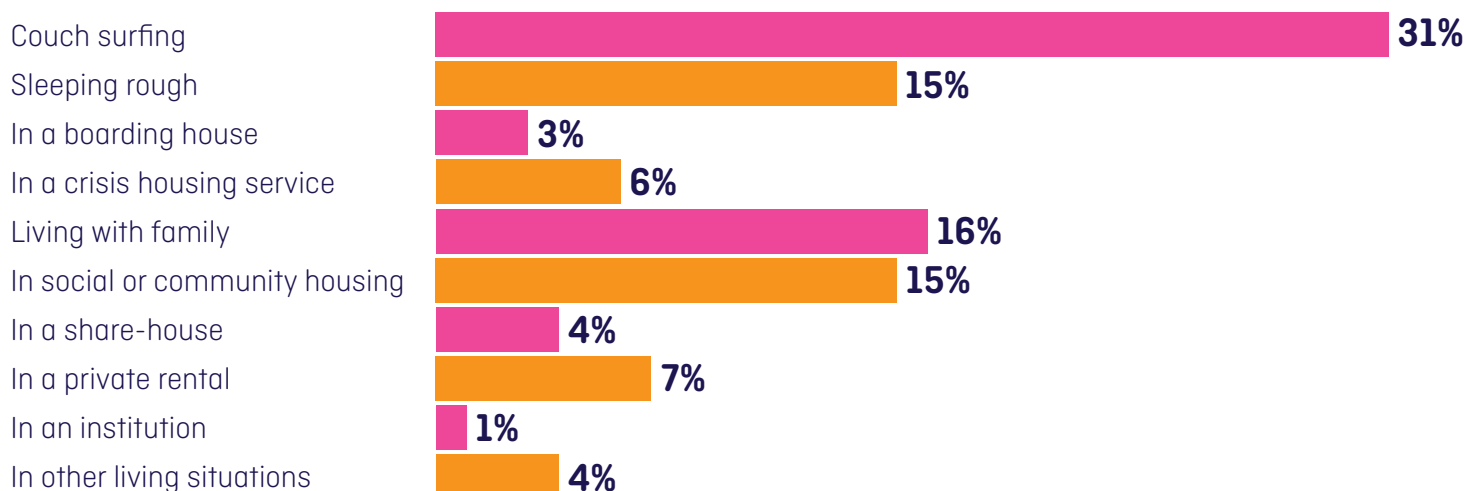
82% were living in unsafe, temporary, overcrowded or unaffordable housing situations.

Nearly 70% of young people told us that their current housing situation was a crisis or serious concern and 86% wanted help with housing.

YOUNG PEOPLE DESCRIBED THEIR HOUSING AS:

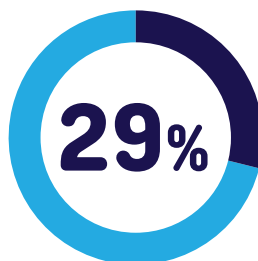


WHEN THEY CAME TO BYS YOUNG PEOPLE WERE:

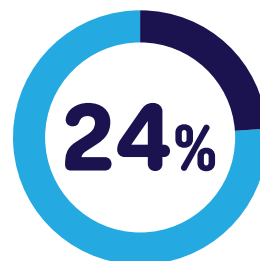


54%

of young people already had a diagnosed mental illness when they came to BYS



of young people identified suicide risks



said that they had self-harming behaviours



31%

enrolled in education,
only 18% were
regularly attending



4%

of young
people
had a job



23%

of young people
had no source of
income at all when
they come to BYS



1/3

of young people had
current legal issues
including upcoming court
dates, probation and
parole, DV orders and
legal debt recovery



43%

of young people said
that lack of support was
a crisis/serious concern
in their lives



60%

of young people rated
their family support
as poor or very poor



18%

identified
serious physical
health issues

71% 

of young people came from homes
where there was family violence

1/4

currently
experiencing
family violence

40%

of young people had
been threatened or
experienced violence
from someone
outside of their
family or partner

15%



of young people reported being
currently in a violent relationship
(likely to be highly under-reported)

44%

said that they had
previously experienced
intimate partner violence

42%



of young people told us that they
have had problems with alcohol
and drugs in the past

1/4

indicated that
they had a current
substance
use issue

OUR IMPACT

REDUCING THE CHALLENGES AND BARRIERS YOUNG PEOPLE FACE



Access to a safe place to live is a basic human right

Young people living in **unsafe housing decreased by 92%**

↓ **27%** Before support
↓ **2%** After support

Young people living in temporary or unsafe housing reduces by two thirds

Homelessness reduces by

67%



Sleeping rough

↓ **17%** Before support
↓ **1%** After support

55%

of young people were sleeping rough, couch surfing, in a boarding house or in a crisis shelter before coming to BYS. This reduced to less than one in five after support

Young people in crisis or serious violence situation reduced by **85%**



↓ **40%** Before support
↓ **6%** After support



Young people reporting poor mental health dropped by

87%

Crisis/serious mental health issues

↓ **43%** Before support
↓ **20%** After support

Enrolled in education but not regularly attending



↓ **48%** Before support
↓ **32%** After support



Before support **one quarter of young people (25%)** had **no source of income**. After support this dropped to just **one in ten young people**

45%

of young parents in crisis/serious situations before support



0 parents in crisis after support



Legal issues dropped by half (59% → 30%)



Young people with crisis or serious lack of support in their lives dropped by **66%** (43% → 13%)



40%

of young people said that their substance use issues have improved

Crisis/serious substance use almost halved with support (20% → 13%)

POSITIVELY IMPROVING YOUNG PEOPLE'S WELLBEING

276% 
increase in young people
living in safe and stable
housing after BYS support

70%
said that their
housing was
good after
support

3x the number of young
people in good housing
situations after support
↑ 73% After support
23% Before support



Young people
reporting good
mental health
increased from
one in five to
almost half (46%)



The number of
young people
working
doubled from
one in ten to
one in five

40%
of young people
improved their
participation in
education and
employment

Young parents in good or strong
parenting situations increased

186%
after support



46% said their legal
issues improved
after support



Young people with good family support
more than tripled after support

↑ 60% After support
19% Before support

410% increase in the
number of young
people with good
support networks



Almost
40%
reported that their
substance use issues
improved after support
from BYS



55%
of young people reported
improvements in their
family and domestic
violence after support



REACH OUT

“ When I came to BYS I was 19, I was sleeping rough, sometimes out the front of BYS. Now I live in a granny flat with a private lease. BYS workers were present to be so willing to help out. My worker always invested their time in my goals.

”

WHAT YOUNG PEOPLE SAY ABOUT US

BYS is committed to listening to young people, ensuring that we are responsive to young people's needs, experiences of our services, and knowledge about what works best in supporting them. One of the ways we do this is through an annual feedback survey. 188 young people completed surveys in 2020.

27% of young people completing the survey identified as Aboriginal and/or Torres Strait Islander, and their results were equal or higher across all feedback measures and satisfaction ratings.

CLIENT FEEDBACK SURVEY HIGHLIGHTS

I was happy or super happy with the difference BYS made in my life	91%
Workers listen to me & I have a say	90%
BYS workers are supportive, open and non-judgemental	90%
Overall I am satisfied with the support I receive from BYS	89%
I feel safe and comfortable with BYS	86%
My likelihood of recommending BYS is a 9 or 10/10	84%
It was quick and easy to get help from BYS	83%
BYS links me to other good supports	79%
BYS workers help me plan for my goals	77%
I know how to complain or give feedback	72%

81%

rated the difference
BYS support has
made at **4 or 5/5**

"BYS is the best support service I've ever come across. I'm so happy with their support and also really glad they are there to listen, especially during tough times when no one else will listen. I believe BYS is changing me into becoming a better me."

83%

were happy or super
happy with the way
that BYS was able
to help with all the
important things

"Many people in my position really do need physical stuff like food, shelter etc, but many of us also need the support and connection provided by reliable support workers. BYS has done tremendously... Everyone I met were exceptional people that really wanted to help, which was exactly what I needed"

63%

said BYS has made
a **HUGE** difference
in their lives

"BYS has helped me find my smile again and I'm happy about that."

81%

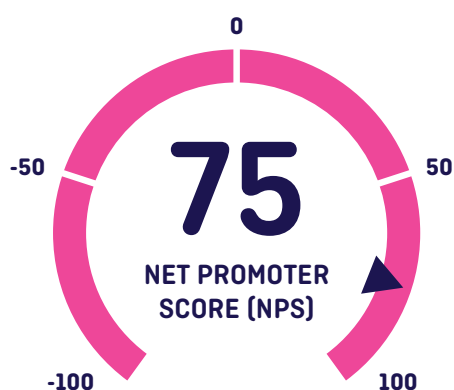
said that the best
thing about BYS
is our workers

"It's the support that my worker has given me, if it wasn't for her I wouldn't be here. So I am very grateful."

85%

were happy that their
workers were reliable

"If we're in a bind I know that I can rely on BYS support to help me through."



The net promoter score asks young people to rate, on a scale of 1-10, how likely they would be to recommend BYS to other young people. In 2020 BYS received an overall average rating of 9.15/10. This equates to an "Excellent" level Net Promoter Score of 75/100 .

During COVID-19

80%

of young people surveyed rated us 4 or 5/5 for awesomely helpful support, despite restrictions to face to face contact

DURING COVID-19

"As hard as COVID-19 has been on everyone, BYS workers have done their best to continually give me support and make it as easy on me as possible. Their support has been amazing during this time"

"I still got to see one of my workers socially distancing in the community which was vital for my mental health as I was isolated from most supports at the time."

"My case manager would ring to check in and make sure we were okay and if we needed anything! Absolutely lovely and caring!"



LIFE TOGETHER & SHARED DIFFERENCES

“

I came from homelessness and shelters where I was severely bullied. I never felt safe, and my housemate has his own story about not feeling safe. The most significant change, how the share house impacted our lives, would have to be a sense of safety.

”

HOUSING SERVICES



Young people are provided with opportunities to experience safety, security, and connection to support through the multiple programs within BYS Housing Services, funded by the Department of Housing and Public Works.

BYS offers crisis and transitional housing to vulnerable young people through 24/7 residential services – Windsor House, Phoenix House, and Sandgate House. BYS also provides independent living in one of 26 properties managed by BYS in the community and tenancy sustainment support to young people in social housing.

Within the 24-hour staffed residential programs, 2019-20 saw an increased focus on the importance of physical surroundings and how they contribute to feelings of safety, security, and connection. Each of the three houses have seen improvements to their outdoor spaces including the creation of garden beds, outdoor seating, BBQ's, and greenery. In addition to this, some indoor spaces have received a fresh coat of paint using colours that promote calm and creativity.

In the year ahead, BYS Housing Services will support an additional five housing units in South Brisbane through a partnership with BHC. This exciting opportunity provides much needed affordable housing for young people and young families where they will benefit from ongoing support from BYS to sustain their tenancies and achieve their goals.



TYLER

At the age of 15 Tyler left his family home due to domestic violence and embarked on a difficult journey that eventually led him to Phoenix House.

Since 15 I couch surfed and lived at youth houses between Brisbane and Gold Coast. Even though I had fun during some of these times while couch surfing at mates, I didn't have a safe and stable place to live.

When I was 17 I had a fight with a mate that led me to sleep rough at a park for a week with only warm clothes and a phone. After this, I reached out to my mum. My stepdad picked me up and I couch surfed at their house for a few months. One day my stepdad assaulted me which led to a physical fight in public involving the police.

I ended up reaching out to my dad for the first time in five years. He offered me a place to stay until I got on my

feet. I stayed there for about three and a half months but eventually decided to leave because it was awkward as I didn't know him that well.

I ended up phoning the homelessness hotline a few times and getting referred to BYS Phoenix House – moving in this April. The house manager at Phoenix offered me a lift which I found to be awesome. I was shocked that someone would pick me up and help me without even knowing me.

My whole life I have been a very angry person because I have had to fight for my own safety. Since being at Phoenix I have been given a safe environment which has helped with my anger. I have my own space at Phoenix where I can live independently and enjoy my own company.

Phoenix is going to help me get my own place when I am ready to move out. I am hoping to move into an independent house/unit.

WINDSOR HOUSE

Windsor House offers crisis housing and support to vulnerable and at-risk young people aged 16-18 experiencing homelessness. The service houses five young people at a time and provides accommodation and material support to young people who are unable to remain at home due to concerns for their safety or who are rough sleeping or couch surfing.

An on-site youth worker is accessible at Windsor House 24 hours, 7 days a week providing a safe, caring and respectful environment. A trauma-informed practice approach expresses care, fosters growth, provides support, and expands possibilities. Mentoring and education around necessary, practical living skills including budgeting, shopping, cleaning, and cooking allow young people an opportunity to focus on their needs and grow their capacity to live independently.

In 2019-20, Windsor House accommodated 21 young people. 52% identified as female and 48% as male. 19% identified as Aboriginal and/or Torres Strait Islander and 33% were culturally and linguistically diverse. 37% of the young people successfully transitioned into supported independent accommodation, private rental or returned home.



CREATING INSPIRED SPACES FOR CHANGE

This year Windsor House partnered with Queensland University of Technology to experiment with the implementation of therapeutic space research in the practice of providing crisis and transitional accommodation.

The project drew upon key concepts from the theories of therapeutic environment and geography to create a safe, inspired new environment for young people at Windsor House, shifting their experience of the world around them.

A dynamic research-practice partnership used participatory action research and ethnographic methods to equip Windsor House to look beyond providing a physically “safe” living situation towards creating concurrently nurturing and learning growth spaces which facilitate both emotional

safety and a holistic cultural experience of connection and community.

Rooms were given a makeover with a fresh colour palette, inspirational quotes, new furnishings, and soft lighting. 5 new garden beds and addition of a piano and new table tennis table expanded activities resources, all resulting in a calmer and more positive environment for young people within the service. From this research and practice implementation a paper will be written to share the pragmatic learnings with the homelessness sector about creating spaces that evoke and reinforce emotional vocabulary, supporting safe emotional experiences and integration.

COVID-19 RESPONSE

BYS Housing Services implemented a range of responses during the pandemic to ensure the safety of young people and staff. This included developing individual safety plans, ensuring lots of interesting and new activities were available to support young people during lockdown, and arranging enhanced cleaning, hygiene and health practices.

Overall, young people demonstrated their amazing resilience and adaptability to this once in a lifetime challenge.

PHOENIX HOUSE

Phoenix House supports vulnerable and at-risk young people aged 16-18-years to achieve their goals through planned support, which seeks to empower young people and facilitate positive change. Phoenix House provides a continuum of support to young people with a focus on improving access to education, employment, social supports and development of life skills, while encouraging young people to make positive and healthy choices. Staff work alongside individuals to help them to navigate a range of support systems, achieve improved health and wellbeing outcomes, as well as increase access to opportunities. The team recognises the impact of trauma on young people and aims to build upon a young person's inherent strengths, capacity and resilience to work towards recovery and build a new future for themselves.

Phoenix House has maintained a strong focus on education and employment over the past year which has seen young people successfully maintain their schooling attendance and/or re-engage in mainstream and alternative education after disengagement through loss of housing and associated factors. Walking alongside young people, Phoenix House seeks to remove obstacles to education and employment by facilitating access to laptops and internet, financial assistance to purchase school supplies or job interview clothing, supported transport or assistance to navigate public transport to get to school or job interviews. The strengths-based practice approach of Phoenix House contributes to a positive and supportive environment where young people can develop their self-esteem, overcome barriers, and discover their true potential.

In 2019-20, Phoenix House accommodated 20 young people. 52% identified as female, 47% male and 1 young person was non-binary gender. 37% identified as Aboriginal and/or Torres Strait Islander and 21% were culturally and linguistically diverse.

71% of the 14 young people who exited Phoenix House in 19-20 successfully transitioned into supported independent accommodation, private rental or returned home.

SANDGATE HOUSE

Located in the bayside area north of Brisbane, Sandgate House offers transitional housing to homeless and at-risk young people to improve their capacity to work towards independent living and better health and wellbeing outcomes. Through its culture of belonging, safety, peace, inclusiveness, learning and growth, Sandgate House fosters an environment of security, certainty and hope.

A focus on building the capacity of young people to live independently allows young people to develop and cement practical day to day independent living skills such as cooking, cleaning, budgeting, self-care, health management, positive social and relationship skill development, and increased knowledge and confidence to navigate a range of systems. Education, training, and employment support grows opportunities for young people to participate in community life beyond Sandgate House.

Sandgate House seeks to support young people achieving increased levels of confidence, self-reliance, self-esteem and optimism. With a strong emphasis on health and wellbeing, young people are encouraged to nourish mind, body and soul via healthier nutritional choices, daily physical activity and regular house outings.

In 2019-20, Sandgate House accommodated 13 young people. 38% identified as female, 54% male and 1 young person was non-binary gender. 23% identified as Aboriginal and/or Torres Strait Islander and 31% were culturally and linguistically diverse.

90% of the young people who exited Sandgate House in 19-20 successfully transitioned into supported independent accommodation, private rental or returned home.

"Sandgate House is such a safe and accepting place – I feel like I can be myself and don't need to hide away anymore."

"Being in Sandgate house has helped me to speak again and find my smile again and I'm happy about that."



A HELPING HAND

“ As soon as I started meeting with my workers, I felt some relief. I gained housing... I had someone to support me with everyday errands/appointments that I was struggling to do myself due to anxiety and depression. ”

HOUSING & TENANCY SUPPORT

The Housing and Tenancy Support (HATS) team delivers support to young people experiencing homelessness or housing instability across 2 program areas.

BYS TRANSITIONAL HOUSING PROGRAM

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

In 2019-20, the Housing and Tenancies Team supported 132 young people including 31 accompanying children. 63% identified as female, 36% male, and 1 young person was non-binary gender. 36% of young people supported identified as Aboriginal and/or Torres Strait Islander and 22% were culturally and linguistically diverse.



BETH

When it was time to move to independent living, Beth was supported through an important time of transition by the BYS HATS team.

When I was living in Phoenix House there was always support there 24/7, always movement and people around. I felt safe and secure living at Phoenix as the support gave me confidence to not to worry about things. I made friends at Phoenix, everyone was so different.

When it was my time to move on, I felt like I was helped and supported to prepare as much as I could before

moving into my independent unit with The Housing and Tenancy team. I felt safe and not as scared to move from Phoenix house. The workers helped secure NDIS before my transition into my new unit and I had heaps of support from the HATS team, I always knew I would have someone there.

It was pretty cool when I first moved in exploring and understanding new things. It was very different living on my own, but it was good to have my own space. I sometimes did worry about being on my own, and it made me feel better though knowing I had support workers that would check in on me.

SUSTAINING YOUNG TENANCIES

Working in partnership with Department of Housing and Public Works, BHC and BRIC Housing, the Housing and Tenancy Support Team assist young people to sustain social housing tenancies. Initially a trial project that commenced in 2016, the SYT program is now well embedded within the Housing and Tenancy Support team providing opportunity for Housing Support Workers to work alongside young people in social housing as well as BYS tenancies. The team continue to see strong outcomes through the SYT partnerships as young people build the skills they need to maintain positive connections with their housing provider and sustain their tenancies more confidently and successfully.

In 2019-20, the SYT program team supported 87 young people including 24 accompanying children. 58% identified as female and 42% male. 39% identified as Aboriginal and/or Torres Strait Islander and 8% were culturally and linguistically diverse.

REACH OUT

“ I do not have to stress about where to sleep, which is so exhausting, now I live in a granny flat with a private lease. It is bliss, it is a free space where I can relax and cook and look after myself. ”

COVID-19 RESPONSE

While the impacts of COVID-19 often heightened the disadvantages faced by the young people BYS supports, increasing isolation and interrupting their daily routines and support systems, the pandemic also highlighted strengths and resilience in young people and workers navigating challenging situations. Workers were tasked with delivering support in completely new ways such as offering over the phone support in place of face-to-face appointments. It was challenging both building and maintaining positive working relationships with young people without direct contact.

For some particularly vulnerable young people, over the phone support was not adequate or appropriate which led to reduced engagement for a time. Workers were creative in their approach – taking isolated young people for

walks in the fresh air, meeting in public places like parks, delivering food hampers directly to doors and arranging Uber rides when workers were unable to drive young people themselves. In addition, as a community service BYS were able to collaborate with Government organisations to better support young people to access resources that would have otherwise not have been available. Examples include access to immediate Centrelink benefits, childcare, emergency payments and emergency housing responses.

Some young people enjoyed seeing workers within their own home via video conferencing. One young person reported that video conferencing was more comfortable for them, as it reduced power imbalance and fostered a sense of connection.

WTF! WOMEN'S THURSDAY FITNESS GROUP

During the year the HATS team ran a weekly fitness group for young women living in transitional or social housing to minimise the impact of social isolation and increase wellbeing.

Young women connected to BYS housing programs identified their interest in improving their health and fitness but were lacking resources and knowledge to embed these practices in their life. The WTF group, provided a weekly space for young women to come together at Roma Street Parklands to participate in interval training and more importantly, connect with other young women

who shared similar experiences in relation to homelessness and violence.

Participants had lots of great things to say about WTF!

"I am planning to start my own fitness group with other mums in my local area"

"It helped me with mental health needs and to meet some other young women"

"It helped me to be outgoing, meet new people"



WTF! Womens Thursday
Fitness Group



HUB INTAKE & INTERVENTION

The Hub Intake and Intervention team is made up of four programs; the Youth Support Program funded by the Department of Child Safety, Youth and Women; the Intake and Brief Intervention program funded by the Department of Housing and Public Works; the Couch Surfing Hotline funded by the Queensland Mental Health Commission and the Safe and Connected Families Program funded by Brisbane Youth Service.

INTAKE AND BRIEF INTERVENTION

The Intake and Brief Intervention program supports young people who are homeless or at-risk; addressing crisis and brief support issues, providing young people with an experience of safety and skills development to improve

their life circumstances. The intake and brief intervention work at the Valley Hub remains fast paced, supporting large numbers of vulnerable young people and young families, often in crisis and critical situations.

In order to manage ever increasing demand the team implemented a new triage process which enables workers to prioritise support to young people whose immediate needs are assessed as crisis/critical, ensuring a same day response. In just two months (May/June 2020) the team provided triage assessment, information and referral services for 859 young people and other concerned people calling about a young person. Since the new triage system was implemented almost 10% of calls have been assessed as crisis/critical and 15% as being an urgent priority.

The Intake and Brief Intervention team have completed training in Brief Solutions Focused Therapy and found this model effective in engaging the majority of young people who are seeking support. Focussing on what is working and what the young person can do differently, rather than on “problems”, is a hope filled way of working with young people.





Working with violence remains high on the agenda for the Intake and Brief Intervention team as they support high numbers of young people experiencing violence. The team has also been learning about and practicing new ways of working with young people who use violence, including trialling specific solutions focused and adventure/ outdoor recreation approaches. The expertise of the Safe Relationships Worker has been invaluable in identifying the best way to work in this complex space.

Despite strong advocacy, BYS lost Emergency Relief funding from the Department of Social Services at the end of 2019. This has had a significant impact on the team's ability to provide critical financial assistance to vulnerable young people and families. Fortunately, some of the larger, local, funded Emergency Relief providers were open to negotiating swift access for young people to their funds which was greatly appreciated

In 2019 - 20, the Intake and Intervention team supported 994 young people, providing 7249 occasions of intake and brief intervention support. 56% identified as female, 43% male and 1.2% of young people were non-binary gender. 31% identified as Aboriginal and/ or Torres Strait Islander and 12% were culturally and linguistically diverse.

THINGS ARE BETTER NOW

“ People would steal my things and sometimes I would get beat up. My BYS workers made sure I always had food and was as safe as possible.

They would help me get clean clothes and fix my cuts and bruises.

I am doing a lot better now. My workers helped me get an NDIS package and get funding so that I can get lots of support.

”

MARIE

Marie was in a domestic violence situation before being referred to BYS' Fortitude Valley Hub.

When I first came to BYS I was referred to a youth worker Kim who helped me into accommodation and to access Abstudy from Centrelink which helped me keep studying - as I was studying at the time.

BYS then helped me get my own one-bedroom unit which made a big difference as it gave me a personal living environment that was meant just for me.

It gave me a space to grow as a person and decide what my next step was in life.

I completed high school and then when I finished, I was able to find work.

It was amazing at BYS – I always had help just a phone call away. Life now looks amazing! I've become more independent and I've become at ease with myself.

In the future I want to become even more stable and give back – taking part in charity events and helping at my local church which I've been a part of for ten years now.

I just want to say a huge thank you to everyone who works with BYS, words can't even describe how much you help individuals, you do an amazing job.



FINDING MY VOICE

“ My life was miserable before I came to BYS. I was struggling a lot back then. I had no voice and kept being put down. BYS workers were there for me on my worst days and my good days, checking up on me. ”

COUCH SURFING HOTLINE TRIAL

2019-20 saw the commencement of the Couch Surfing Hotline trial which is aimed at improving the mental health of young couch surfers. The hotline provides support to couch surfers, their family/significant people as well as couch providers.

The hotline has developed and trialled a Risk Assessment Tool to better understand the mental health risks and experiences of young couch surfers.

Initial midway evaluation of the program shows promising mental health outcomes for young people post support from the hotline.

In 2019-20, the Couch Surfing hotline service supported 170 callers to the hotline and supported 93 young people who engaged as clients of the service with 866 occasions of support. 60% identified as female, 38% male and 2% of young people were non-binary gender. 20% identified as Aboriginal and/or Torres Strait Islander and 17% were culturally and linguistically diverse.

COVID-19 RESPONSE

The COVID-19 pandemic had a significant impact on the team and young people at BYS. The Hub and Intake team saw not only an increase in demand but also an increase in the severity and intensity of the situations that young people were experiencing.

The Intake and Brief Intervention team adjusted and continued service delivery throughout the pandemic utilising more electronic, virtual and phone-based methods of support for young people. Instead of attending BYS programs and collecting Oz Harvest or Second Bite donations BYS staff delivered food parcels and wellbeing packs for young people who were isolated at home due to COVID-19.

Young people adjusted swiftly and admirably to the changes implemented onsite at the Valley Hub and the move to more virtual and phone based support. The patience, understanding and resiliency of young people through the peak of the pandemic was appreciated.

COVID-19 demanded quick adaptation to new methods of service delivery. The team looks forward to continuing to offer more flexible access to young people in need of support into the future.



CONTINUED COMMITMENT TO FIRST AUSTRALIANS

The Intake and Brief intervention team, in collaboration with the Housing and Tenancy team, has led the development of a series of Deadly Yarns funded by Brisbane City Council.

The 8 week program consists of recreational, social and healing activities led by BYS' identified staff and including local Elders. The program supports listening, learning and reconciliation for First Nation Young People engaged with BYS.



Deadly Yarns in Musgrave Park

SAFE AND CONNECTED FAMILIES PROGRAM

2019-20 saw the continuation of the Safe and Connected Families Program. This is a self-funded initiative developed by BYS working with young people who are homeless or at-risk of homelessness due to family relationship stress and conflict. A single worker is employed in the Program who supports both young people and their significant family members/carers to navigate complexities in their relationships and find ways to strengthen them.

A midway evaluation completed during the year showed strong positive outcomes for young people and their families. The program provided much needed confidential space for vulnerable young people while allowing their families an opportunity to grow their understanding and ability to support their young people.

In 2019-20, the Safe and Connected Families worker supported 109 young people and family members, providing 883 occasions of support over the year. 42% identified as female, 57% male and 1 young person was non-binary gender. 28% identified as Aboriginal and/or Torres Strait Islander and 7% were culturally and linguistically diverse.

YOUTH SUPPORT PROGRAM

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

Incorporating learnings from the Safe and Connected Families program, additional efforts were made to engage with the families of young people during the past year, resulting in improvements in relationships between young people and their families.

In 2019-20, the Youth Support program supported 293 young people, providing 3115 occasions of support. 53% identified as female, 43% male and 4% of young people were non-binary gender. 28% identified as Aboriginal and/or Torres Strait Islander and 14% were culturally and linguistically diverse.

FIND THE PURPOSE OF MY LIFE

“ I started with BYS at 16 years old. I was lost, was going nowhere, and I had no support. I was nothing and had nothing and felt like a nobody to everyone else. I am now independent, love the person I am today and would not be here without BYS, I am proud of this. I feel like I have a place and a purpose because of BYS. ”

HEALTH SERVICES

Operating from the Valley Hub, the Health Services at BYS consists of the Medical Clinic staffed with funding from the Department of Child Safety, Youth and Women (Youth Support Program) and BYS Medicare bulk billing; the Drug and Alcohol Program (DAP) including individual counselling and Alcohol and Other Drugs (AOD) Support, funded by the Brisbane North Primary Health Network (BNPHN) and Queensland Health; and the newly established Recovery and Discovery (RAD) Program and National Psychosocial Support Transition (NPST) programs, both funded by Brisbane North PHN.

This year the team welcomed a new Health Services Manager, Simone Bursey, who brings with her experience in managing clinical and therapeutic services within the youth homelessness sector in Melbourne.

While Health Services farewelled the Day to Day Living program, the RAD and NPST programs introduced new models for providing psychosocial support for young people which enabled provision of tailored individual and group support, as well as assistance to transition to the National Disability Insurance Scheme (NDIS).

THE MEDICAL CLINIC

The clinic is a free, confidential service supporting young people experiencing physical and mental health issues. It aims to provide young people with a positive experience of primary health care so that when they are ready, the transfer of their care can occur to more sustainable long-term supports in the community.

In 2019-20, 221 young people accessed the medical clinic and 1492 consultations were provided. 56% identified as female, and 44% male. 20% identified as Aboriginal and/or Torres Strait Islander.

THE DRUG AND ALCOHOL PROGRAM

The team was involved in some exciting projects over the course of the year, including Bush Adventure Therapy and the pilot of a Sensory-Experiencing program across BYS residential programs; both of which received excellent reviews from young people and their workers. These creative therapies provide fun and innovative ways for young people to engage in support around challenging topics.

The counselling program has a specific dual diagnosis focus and is coordinated by a registered Health Psychologist, who supervises on-site psychologist interns (4 per year) increasing the capacity of the program to provide much needed, free counselling for young people. In addition to providing therapeutic support for young people, the program also offers case conferencing support, debriefing, and can provide up-skilling to all BYS staff in the area of dual diagnosis, and mental health.

The experienced team is available as a point of reference for all staff in the organisation on Alcohol and Other Drugs (AOD), including resources, training, and how to talk with a young person about AOD issues such as harm minimisation.

In 2019-20, 191 young people accessed the Drug and Alcohol Program with 3130 occasions of support. 56% identified as female, 40% male and 4% of young people were non-binary gender. 36% identified as Aboriginal and/or Torres Strait Islander and 9% were culturally and linguistically diverse.

Sensory Group





SIMONE

My life changed within 2 years of getting help for addiction, homelessness and the unhealthy relationships which were causing me pain mentally and physically – going days on end without eating.

I was alone in a crowded room until BYS stepped in. Tanya has come to every court date with me, she has always supported me. I have also started talking to Mahnaz which has been really helpful. Some of our work is based on my mental health problems and the strategies have helped. I am now independent, have my values reinstated, am looking for a job, staying with my parents and establishing positive relationships.

Now my addictions aren't controlling me, everyone slips up and I do too. When those days happen I know I can always call Tanya and regroup with the strategies she has taught me. The same techniques are used to treat my mental illnesses as well.

I am studying and have an amazing group of friends. While I can't see my changes all the time, it's comforting and reassuring knowing I am going in the right direction. Especially when family compliment on how much happier I look, how I actually put effort into what I wear like old Simone.

My ways of practicing grounding has been making my two boys happy (mylo and axel), going down to the park and playing, getting slobberly kisses, and pure love. Playing with them has puts my worries to ease and lets my mind be free. I have recently learnt through my boys, the trust I give them is the trust I get back. And if there is no reciprocation of trust, that's a relationship that doesn't need time or effort put into it.

You guys have saved my life. You have given everyday things I needed to have, when I needed to have it; like food, and getting a place to stay.

Talking to someone and actively seeing them listen to you and putting you first is really special, BYS I don't know what to say but thank you for being my life support.

COVID-19 RESPONSE

The COVID-19 epidemic presented challenges as well as great opportunities for innovation and growth for the Health Services team. The leap to connecting virtually saw collaboration and case conferencing across BYS and external stakeholders increase significantly, leading to more cohesive, consistent care for young people.

The Medical Clinic reviewed infection prevention policies and procedures, facilitating the supply of Personal Protective Equipment (PPE) across the organisation to ensure safe service delivery could occur with minimal interruption. The clinic also moved swiftly to provide telehealth services for young people so that their healthcare could continue without the risk of traveling to see a doctor. The successful trialling of telephone consultation has presented excellent insights into how to continue to provide this service to address any barriers to care.

The counselling program, much like the clinic, was very quick to respond to COVID-19 and the virtual support. Conscious of the impacts of isolation and social distancing on the mental wellbeing of young people, the team did not hesitate to commence counselling via Zoom and saw the demand for this support increase by 50%.

Staff also turned to web-based platforms to deliver a range of group programs such as the Recovery & Discovery art group and the “Stories from Iso” support group. A new Sensory-Experiencing program was designed to support the young people living in 24/7 residential programs during COVID-19 to better manage alcohol/drug use through co-designing self-regulation strategies and tools such as lava lamps, stress-balls and aromatherapy facial mists.

Brisbane North PHN supported implementation of the Health Direct platform for use by the health team and BYS clinic staff. Additionally, a grant was successfully submitted to Qld Health to expand and support telehealth for young people living in the north Brisbane corridor.

From March - June 2020 when COVID-19 item numbers were introduced, the BYS counselling program supported 76 young people and recorded 563 telehealth contacts from a total of 686 contacts. The service offered 8 extra additional one-off COVID-19 related support sessions per week.

NATIONAL PSYCHOSOCIAL SUPPORT MEASURE TRANSITION (NPST) PROGRAM

The NPST program is a transition program for young people previously supported under the Day to Day Living Program. The worker delivers one-on-one intensive support for young people to navigate and access the often-confusing landscape of the NDIS.

Over the year, the NPST worker gained invaluable insights into the NDIS and became an expert on how best to assist young people gain access to the system. Staff across BYS also receive regular secondary consultation from this worker as they assist young people to gain lifelong supports through the NDIS, providing excellent capacity building and advocacy.

The opportunity of transitioning young people to life-long, sustainable supports in the community is a powerful way to ensure that the support provided to young people now, has long lasting and positive outcomes well into the future.

In 2019-20, the National Psychosocial Support Measure Transition (NPST) program supported 66 young people with 1142 occasions of support. 44% identified as female, 51% male and 5% young people were non-binary gender. 24% identified as Aboriginal and/or Torres Strait Islander and 9% were culturally and linguistically diverse.

BEGINNING OF A NEW CHAPTER

“ I was unstable and in crisis, mentally going through things. The beginning of BYS was the end to my substance use. So, the impact was giving me a home through transitional accommodation, which gave me time to prepare to help myself. Therefore, it gave me the ability to let go of substances, learn, and believe I have a future. ”

RECOVERY AND DISCOVERY HUB

In partnership with Community, Toowong Private Hospital, Open Minds and Wesley Mission the team provides individual psychosocial support, clinical care coordination and group activities for young people through the Recovery and Discovery Hub (RAD). This delivers support along a continuum of care from community to clinical (tertiary) and transitions young people from youth to adult services, ensuring vulnerable young people are not left unassisted.

The initiative has demonstrated the importance of social connection in the lives of young people who have the opportunity to engage in prosocial activities, such as bouldering and art therapy, that enable them to explore their strengths and develop social skills in a safe and fun environment.

In 2019-20, the RAD program supported 64 young people with 697 occasions of support. 35% identified as female, 59% male and 6% of young people were non-binary gender. 26% identified as Aboriginal and/or Torres Strait Islander and 6% were culturally and linguistically diverse

BLOOM

“ My change in medication has been the most interesting road and I feel like I am in more control of my brain now.

My change in housing from being street homeless to a private rental with lots of bumps in between has meant I was able to consistently shower, maintain pride in myself and feel like a part of society.

”



YOUNG WOMEN & YOUNG FAMILIES

The Young Women and Young Families Program provides holistic planned support to young women and families and is made up of three programs.

YOUNG WOMEN'S PROGRAM

The Young Women's program is comprised of two Young Women Support Workers and is funded by the Department of Housing and Public Works. The team provides support to young women who have experienced complex trauma

throughout their lives and who often lack a safe and supportive person to turn to. They walk alongside the young women to navigate complex and traumatic issues such as domestic and family violence, sexual assault, mental health issues and social isolation. The young women define their own goals for support and the worker assists them by advocating for their needs and supporting them to understand systems such as housing, child safety, legal, Centrelink, education, and health. The Young Women's Program runs a young women's group once a week, providing a safe, inclusive, and respectful space for young women to improve their social connection, self-esteem and overall wellbeing.

TAHI

Tahi's journey has taken her from sleeping rough to resilient, independent mother. She now has a vision to work as a social worker to pass on the help she received to the next generation of young people.

I first started accessing BYS as I was sleeping rough and seeking support to help me gain independency which at the time, was primarily focused around getting stable accommodation on my own.

Sleeping rough and everything else that comes with it, has taught me so many things, but the main thing it has shown me is the value of gratitude. BYS has provided me with the ongoing support I needed as my circumstances continued to change over time. I have been able to develop a head-strong mentality, learn resilience and realise my own self-worth.

BYS has provided me with the ongoing support I needed as my circumstances continued to change over time.

By learning to utilise these values I have become more independent, and it has helped me to become the loving and amazingly beautiful Mama to my son. I will be working to become a social worker, like those that I have looked up to in BYS, because I know the amazing and rewarding impact it will have on other young people in the next generation.



THIS YEAR

304

CLIENTS RECEIVED SUPPORT
THROUGH THE YWYF TEAM
INCLUDING 170 CHILDREN

COVID-19 RESPONSE

The YWYF team remained committed to their support to young people when the COVID-19 pandemic hit. The team rallied around their young people and adapted their support to whatever suited the young person's unique needs.

Some young people were very comfortable with phone support, whereas there were a few higher risk families and young women that we met with face to face outside in a park, whilst adhering to COVID-19 restrictions in place at the time.

In response to food shortages at supermarkets and difficulties accessing public transport, YWYF team decided

to provide a food delivery service to young women and families in need. We accessed food from SecondBite and delivered food parcels on a weekly basis throughout the lockdown period. In addition to this we developed art and craft packs for all our clients and their children to ensure they remained stimulated.

Challenges arose with regards to social isolation for some young people and we saw a rise in complexity of domestic violence issues. Our BDVS embedded worker liaised closely with the team around any domestic violence issues in this unique context where couples were isolated at home together.

YOUNG FAMILIES PROGRAM

The Young Families program provides specialised housing and parenting support for young parents. The team is comprised of four Family Support Workers funded by Department of Housing and Public Works, and one Targeted Family Support Worker funded by Department of Child Safety, Youth and Women. The team are trained Circle of Security facilitators and work with young parents one on one to educate and support attachment to their children. Most young parents are victims of violence and trauma, so the program provides support in navigating how to foster feelings of safety and connection with their children. In some cases, the team assists families who have child safety involvement and our Targeted Family Support Worker provides early intervention to young families at risk of entering the child protection system.

The young parents group runs weekly during the school term and focuses on skills in areas such as relationships, food, and nutrition; self-care, communication, play therapy, child development and decreasing social isolation. A childcare worker supports the young parent's group and promotes play activities with the children in a child friendly group space.

The Young Families team facilitated the annual 3-day camp at Coolumb with great success, supporting the attendance of 6 parents and 6 children to celebrate their achievements throughout the year.

SAFE RELATIONSHIPS PROGRAM

The Safe Relationships Program was piloted this year and is comprised of one Safe Relationships Worker who was funded through BYS. This program was developed in response to the significantly high proportion of young people that access BYS who are experiencing domestic and family violence. The safe relationships program has evolved over the past year, and in January an embedded

worker from Brisbane Domestic Violence Service (BDVS) was welcomed into the team.

In 2019-20 the YWYF team arranged to host Shark Cage Domestic Violence training at BYS. Thirteen staff from BYS, along with staff from other partner organisations participated. The training provided an opportunity for staff to strengthen their skills when supporting young people experiencing domestic violence.

A Sexual Violence Prevention grant from the Department of Child Safety, Youth and Women enabled the team to co-design sexual violence prevention resources (posters and postcards) with young women which were distributed to services across Queensland.



During the year the Safe Relationships worker established a Healthy Relationship Program for young women which was well attended and rated a great success by the participants.

The team has also been building a partnership with Women's Health QLD to provide trauma informed gender based violence counselling and general women's health and wellbeing counselling to young women in our program.

In 2019-20, The Centre for Young Women and Young Families supported 304 young people and accompanying children with 8270 occasions of support. 68% identified as female and 32% male. 40% identified as Aboriginal and/ or Torres Strait Islander and 11% were culturally and linguistically diverse.

QUALITY PRACTICE & KNOWLEDGE

This year the Quality Practice and Knowledge team have focussed on a theme of consolidating and strengthening internal quality practice and knowledge, ensuring consistent policy and procedural guides, refining practice and evaluation processes through applied learning and documenting quality practices across the organisation.

BYS has continued to focus on embedding systems for consistent quality practice, continual improvement and to ensure adherence to quality standards, including the Human Services Quality Framework and the National Regulatory System for Community Housing. 2019-2020 has seen the review and development of a substantial number of policies, procedures and tools to guide staff in their day to day work. The BYS Continual Quality Improvement Group meets monthly to feed knowledge generated through day-to-day practice and evaluation into improved processes and approaches to our work.

We have continued to strengthen our participatory engagement with young people and other stakeholders through Community Advisory Groups for projects and this year had our strongest ever response to the annual feedback survey. BYS takes the input and concerns of young people and stakeholders seriously, and feedback and outcomes from the complaint management process are important in informing opportunities for improvement. In the last year we have committed strongly to reviewing and enhancing our complaints management and response processes.

While many planned conference presentations were cancelled or postponed due to COVID-19, we continued to document and share our learning whenever possible, including presentations at the National Housing Conference and International Mental Health Sector Conference (ThMHS) 2019; publications in Parity (Finding Pride: LGBTIQ Inclusive Practice; Relationship-Based Practice in a time of Social Distancing) and our shared research with Griffith University on Couch Surfing and young people's mental health was published in the Journal of Youth Studies (Feb 2020). Going forward we will continue to consolidate our academic partnerships with Griffith

University and QUT as well as our newer working alliance with the Institute of Social Science Research at UQ.

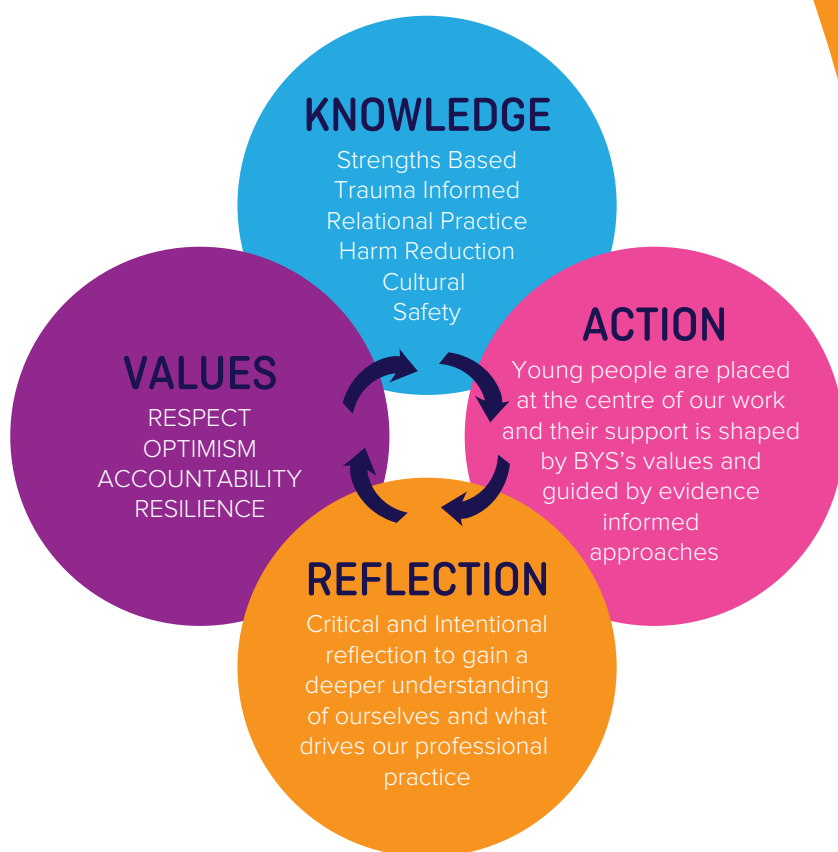
Ongoing research in 2019-2020 focussed on a range of key and emerging issues including links between couch surfing and mental health risks for young people; relationships between queer identities and homelessness; patterns of substance use associated with different forms of homelessness; and using therapeutic space theory to enhance outcomes in residential housing.

Evaluation priorities included an intensive review of our residential housing programs and evaluating our new program innovation trials including the Safe and Connected Families program, Safe Relationships Program and the Brisbane Couch Surfing Hotline and Support Service. We further developed the strategic use of evaluative evidence in driving new program designs and advocating for government and philanthropic funding opportunities to meet emerging needs.

In striving for quality practice, two exciting achievements in 2019-2020 have been the completion of the BYS Practice Framework and the BYS Evaluation Framework.

The BYS Practice Framework establishes a shared understanding of why we do what we do and how we do it. It is informed by the BYS organisational vision and values, driven by evidence informed knowledge and approaches and ensures transparent, consistent and accountable practice. The Practice Framework was collaboratively developed with all BYS service delivery teams and supports staff to strive for high quality service delivery. An integral part of the practice framework is the focus on critical reflection to support continuous learning, growth and improvement.

The BYS Evaluation Framework aligns with the BYS Practice Framework and focuses on organisational capacity for meaningful reflection on our work. The framework documents the last five years of internal development of both quantitative and qualitative systems for learning about the value and impact of our work. BYS strives for a culture of continual improvement through ongoing learning; taking an action learning approach to Accountability, Performance, Improvement and Investment.



HUMAN RIGHTS ACT

BYS welcomed the introduction of the Human Rights Act 2019 to provide protection to the rights of individuals in Queensland.

BYS continues to foster a culture that respects and promotes the rights of the young people we support, and we have actively worked to ensure our decisions and actions are compatible with the Act. BYS has taken steps such as the provision of human rights training for staff and The Board; the continued promotion and discussion of human rights; reviewing policies, procedures and processes to ensure that human rights have been considered; ensuring BYS complaint management processes have the capacity to manage and address any human rights concerns; and the provision of decision making tools to support staff consider human rights.

The introduction of this legislation is significant for the young people BYS supports, many of whom have faced challenges in navigating the system and faced discrimination and judgement based on their age, gender, sexuality and/or cultural background. The Act provides an avenue for young people to have their voice heard and raise human rights complaints to Public Sector Entities and the Queensland Human Rights Commission when they feel their human rights have been unlawfully restricted.

For more information about quality practice and knowledge at BYS contact the team on quality@brisyouth.org or research@brisyouth.org

INNOVATION

Over the past few years BYS has developed and implemented a range of new services and programs to support the growing needs of young people and young families in Brisbane. This required careful analysis of service delivery evaluation data, research and interrogation of youth and community sector trends, listening to feedback from young people about BYS services, and collaboration across teams to develop and deliver new programs and test them for effectiveness.

While BYS invested its own reserves in several new program areas, growth pathways also included development and submission of grant applications to expand services, pitching proposals to corporates and philanthropists as well as creation of partnerships that support the ongoing development of innovative and essential services to meet the demonstrated needs of vulnerable young people.

NEW INITIATIVES

Safe & Connected Family Program

Aim: To strengthen young people's key connections with family, supporting these vital relationships where safe to do so in order to reduce young people's entry into or engagement with the homelessness system.

Achievements: 129 young people/family members assisted with enhanced family relationships and engagement with support.

Safe Relationships Program

Aim: To address the complexity of co-occurring domestic violence and homelessness risk and ensure young women experiencing or at risk of violence have direct access to essential domestic violence services and support. Promoting integration of homelessness and domestic violence service systems and providing a youth-focused specialist response.

Achievements: 24 young people were directly supported alongside capacity building of BYS staff through case consultation, co-case work and staff training. New partnership and MOU developed with Brisbane Domestic Violence Service to enable an embedded Youth DFV Specialist at BYS.

Couch Surfing Hotline and Support Service

Aim: To trial practice approaches to assess and respond to mental health and safety risks associated with young people couch surfing.

Achievements: 170 calls, 93 young people and couch providers supported. Developed a couch surfing risk assessment tool for use by youth workers.

Adventure Therapy Program

Aim: To deliver an outdoor adventure program that supports the positive psychosocial development of young people who have experienced trauma, mental health issues and/or homelessness.

Achievements: 7 young people participated. Program evaluation completed showing positive psychosocial outcomes.



Adventure Therapy

OUR ORGANISATION



OUR PEOPLE

At the heart of Brisbane Youth Service is a diverse team of over 80 full-time, part-time, and casual staff dedicated to creating new futures for young people.

The talent BYS attracts are driven by a shared purpose to empower vulnerable young people and their children to navigate life challenges and thrive in the community. A dynamic mix of experience and specialised skills, our people are caring, dedicated, resilient and the key to helping young people achieve meaningful, positive change.



EXECUTIVE MANAGEMENT

The BYS Executive Management team is a group of experienced professionals who are passionate about the work they do and committed to creating new futures for young people. The Executive Management

team is responsible for implementing the strategic priorities set by the Board and managing the day-to-day operations of the organisation.



ANNEMAREE CALLANDER
CHIEF EXECUTIVE OFFICER

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



DI MAHONEY
SERVICE DELIVERY DIRECTOR

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



KATE HANDS
CORPORATE SERVICES DIRECTOR

Kate joined BYS in 2020 and brings over 15 experience working in the not for profit sector. She started her career in adolescent mental health and has since worked in a broad range of industries from healthcare, education, financial consulting, and community services. Kate has extensive experience in finance, workforce development, project management and strategic planning.



Volunteer day at Phoenix House

STRATEGIC PARTNERSHIPS

The BYS Strategic Plan is clear in its intent to meet the current and emerging needs of young people. Significant shifts in both the internal and external environments have been a catalyst for organisational reflection and learning, and development of agile and collaborative responses with key partners. As a result, BYS service delivery and innovations remain focused on meeting the needs of socially excluded young people in the community, with the intent of increasing their genuine participation and meeting their identified goals.

In 2019-2020, BYS implemented a new role for the service, with core functions to develop, foster and grow key relationships with the service sector, as well as corporate, philanthropic and other partners. The role:

- Develops and enhances the capability of business and service delivery functions to support growth and innovation
- Engages in activities to achieve BYS strategic goals
- Identifies and implements pathways for sustainable and purpose-driven growth.

The inception of a strategic partnerships and business development emphasis for BYS, reflects the Board's commitment and investment in collaboration with key stakeholders, to continue to deliver excellence in young-person centred care. BYS values-driven focus underpins the priority placed on partnership and place-based responses, enhancing the holistic social and emotional wellbeing and capacity of the communities receiving a BYS service.

Key activities in 2019-20 included foundational consultations on the BYS Growth and BYS Strategic Partnership Plans, development of key partnerships for service delivery innovation and enhanced quality of responses to young people, and support of business capability, particularly in response to COVID-19 and growth.

The position will continue to contribute to strategy and framework development, and to develop and maintain the relationships that BYS requires to work in partnership with young people to create 'new futures'.

SUPPORTERS

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

In 2019–20, income raised through fundraising and partnerships helped BYS provide young people with crisis accommodation, educational resources, support to gain employment, housing set-up kits, and peer-based physical and social activities to reduce isolation and build connections within the community.

We would particularly like to thank our continuing partners Student One, Rochele Painting, the Property Industry Foundation, and Holding Redlich who all share our vision and understand the value of supporting vulnerable and at-risk young people through early intervention.

PARTNERSHIPS

Student One

New partners to BYS in 2019, Student One continues to work with us to create new and better futures for young people, proudly supporting our annual campaigns and appeals and through regular donations of students' lockout fees.

Rochele Painting

In 2019–20 Rochele Painting's goodwill project, Painting with Purpose, transformed nine BYS properties. Through this innovative partnership, Rochele Painting completed work valued at more than \$23,000, allowing BYS to redirect its own funds to other vital programs and services, and continue its commitment to helping young people.

Property Industry Foundation

The Property Industry Foundation, has continued to work hard to raise funds towards the construction of new housing for young people. Their ongoing support and commitment to ending youth homelessness is much appreciated.

Holding Redlich

Holding Redlich's Brisbane office has proudly supported BYS since 2006, donating funds and pro-bono support to help vulnerable young people. Big supporters of our annual campaigns and appeals, they continue to make an invaluable contribution toward ensuring all young people are safe and supported.



Rochele painting at the hub

Minter Ellison

Minter Ellison continued to offer significant pro-bono support to assist BYS to achieve its purpose through contribution to fundraising campaigns and appeals. BYS appreciates the relationship with Minter Ellison and their unwavering commitment to young people in the community we serve.

KPMG Australia

KPMG has assisted this year with pro-bono consultancy support, and contributions to annual campaigns and appeals, as well as contribution of volunteer hours to support BYS operations. We thank KPMG for standing beside BYS as we strive to deliver excellence in service delivery to young people across our program offerings.



Student One, hamper delivery

FUNDRAISING

Daggy Jumper Day

BYS's seventh annual Daggy Jumper Day was a great success again this year, raising much needed awareness around youth homelessness and more than \$14,000 in funds to help meet the increasing need for services for young people. Special thanks to campaign sponsor, National Australia Bank for their support, as well as Holding Redlich, Grant Thornton, Jacobs, Minter Ellison, Aon, KPMG and the Residential Tenancies Authority.

Bridge to Brisbane

BYS was proud to be an official VIP Charity Partner of the annual The Sunday Mail Bridge to Brisbane 2019, giving locals and BYS supporters the opportunity to raise funds to help some of the most vulnerable young people in our community. Special thanks to the KPMG and Jacobs teams who helped to raise over \$7,500 in total.

Chain Reaction

BYS was thrilled to receive an incredible \$30,000 donation from the 2019 Chain Reaction Women's 300 Challenge team. BYS CEO, Annemaree Callander joined the all-female team of 39 business leaders and CEOs who took part in the three day challenge, cycling 355kms and collectively raising more than \$400,000 for registered charities in Queensland including BYS.

Gala on the Green

Long-time supporters of BYS, Gala on the Green raised \$13,744 in life-changing funds at the 2019 Gala. The glamorous event was held at The Calile Hotel and continues to grow each year. Established in 2011, the Gala on the Green committee is a group of young professionals passionate about giving back to the community.

Christmas Appeal

Our amazing partners and supporters helped to spread Christmas joy to young people and young families at what can be a difficult and lonely time, raising just over \$18,400 and donating more than 200 food hampers, gift vouchers, home setup items, and children's books through the BYS Christmas Appeal. Thank you to everyone who contributed, especially Australian General Practice Accreditation Limited (AGPAL) QIP, Console, Dept. of Justice and Attorney-General Strategic Policy and Legal Services, Electrical Trades Union Qld Youth Group, Foot Locker Australia, Jacobs, Life Church and Ray White Alderley.

EOFY Tax Appeal

Thank you to all those who invested in the futures of vulnerable young people with their tax-deductible contributions to our EOFY Tax Appeal. Over \$26,000 was raised to support young people to transition from homelessness and unsafe situations to building positive, stable futures for themselves.

Community Support

BYS is grateful for the incredible support received from local community groups, organisations and schools which enable us to continue vital work with young people and their children. Special thanks to Reidy House at St Joseph's College Gregory Terrace who have been loyal supporters of BYS for many years, as well as Grace Lutheran College Caboolture, Kenmore State High School, St Laurence's College and Sunnybank State High School for raising much-needed funds while increasing community awareness of youth homelessness.

THANK YOU FOR
HELPING BYS CREATE
NEW FUTURES FOR
YOUNG PEOPLE!



Gala on the Green



Chain Reaction Women's 300 2019

MINUTES OF THE ANNUAL GENERAL MEETING

HELD AT

42 Mclachlan Street, Fortitude Valley
Tuesday 12 November 2019 at 3:30PM

OPENING

Annemaree Callander, CEO, opened the meeting at 3:35pm and paid respect to and acknowledged the Jagera and Turrbal people as the Traditional Custodians of the meeting place. Ms Callander thanked everyone for attending and passed on the apologies of those who could not attend.

ATTENDEES

Name	Organisation	Name	Organisation
Amanda Jones	BYS Staff Member	Greg Clarke	Property Industry Foundation
Andrea Cronin	BYS Staff Member	Hannah Richards	BYS Staff Member
Angie Lowe	BYS Staff Member	Imogen Batt	BYS Staff Member
Annemaree Callander	BYS Staff Member / BYS Member	Jacqui de la Rue	BYS Staff Member
Annie Harris	BYS Staff Member	Jake Arden	BYS Member
Ben Paris	BYS Member	Jake Bailey	BYS Staff Member
Bethanie Jong	Attendee	Jenny Clarke	Q Shelter Chair
Bonnie Lawton	BYS Staff Member	Jessica Cotton	Dept Housing and Public Works
Brenda Ngalu	BYS Staff Member	Jill Measday	BYS Staff Member
Brian Tucker	BYS Life Member	Julia Baker	BYS Staff Member
Brianna Barron -Sellick	BYS Staff Member	Julie Geraghty	BYS Staff Member / BYS Member
Connie Reed	BYS Staff Member	Katie Hail-Jares	GCI (Griffith Criminology Institute)
Coral-Lee Bamford	BYS Staff Member /BYS Member	Laura Christie	BYS Staff Member
Craig McLean	BYS Staff Member	Laura Watson	BYS Staff Member
Denise Buchan	BYS Staff Member	Luke Jackel-David	BYS Staff Member
Di Mahoney	BYS Staff Member / BYS Member	Madison Kelly	BYS Staff Member
Eleanor Blaney	Foundry Productions	Mandy Lee	BYS Staff Member
Eli Brooker	BYS Staff Member	Margaret Bray	Brisbane City Council
Erin Field	BYS Staff Member	Mark Crocker	Photographer
Erin Picone	BYS Staff Member	Mark Wheatley	BYS Member
Gai Lemon	PHN	Michelle Wade	BYS Board Member

ATTENDEES

Name	Organisation	Name	Organisation
Mikayla Stephens	Young Person	Sgt Kerry McKay	Queensland Police Service
Morelle Ward	BYS Student	Shaun D'souza	BYS Staff Member
Morganne Johnston	Young Person	Shelley Sorrenson	BYS Board Member / Secretary
Natasha Livings	BYS Staff Member	Silvia Aparicio	Brisbane City Council
Ndonde (Star) Fikiri	Young Person	Simone Gott	BYS Staff Member
Nikola Stepanov	BYS Board President	Snr Sgt Dan O'Connor	Queensland Police Service
Phillip Brooks	Department of Youth Justice	Surya Akther	BYS Staff Member
Rachel Ricardson	KPMG	Tarquin Ward	BYS Staff Member
Ricco Schadwill	BYS Staff Member	Terina Hegarty	BYS Staff Member
Robert Reed OAM	Minter Ellison	Theo Butler	BYS Student
Samuel Festa	Rochele Painting	Therese Feagan	Electorate Officer for Trevor Evans MP
Scott Hayward	Haywards Chartered Accountants	Tony Musskopf	BYS Staff Member

APOLOGIES

Name	Organisation	Name	Organisation
Adam Barnes	Anglicare	Julie Heckenberg	Under 1 Roof
Alana Mosely	Jacobs	Karen Matene	YFS
Alex Robinson	BYS Board Member	Katherine Saffioti	Brisbane Regional Director DHPW
Andrew Gunn	BYS Life Member	Kelly Moore	BYS Board Member, Treasurer
Anna Spencer	BYS Board Member	Mike Lepre	Bertonni
Bob Gee	Department of Youth Justice	Minister Grace	Minister for Education & Industrial Affairs
Brian Chladil	Oztix	Pamela Grayson	Manipura
Catherine Dalton	DSS	Paul Martin	Brisbane North PHN
Christine Poole	Queensland Health	Peter Waterhouse	BYS Supporter
Cr Vicki Howard	BCC - Chair of Field Services	Phil Smith	Former BYS Health Team Manager
Deb McConnell	Principal Contract Officer DHPW	Pippa Giles	Griffith University Graduate
Fotina Hardy	QUT School of Public Health and Social Work	Shannon Fentiman MP	Minister for Employment, Small Business, Training, Skills Development
Grace Grace MP	Minister for Education and Industrial Relations	Snr Sgt Lee Wyld	Queensland Police Service
Guy Donovan	Holding Redlich	Tracey Harris	Amovita
Jodie Cowie	Communify	Wally Dethlefs	BYS Life Member
Joseph Egan	The Brisbane Plumbers	Wayne Weaver	BYS Life Member

ACKNOWLEDGEMENT OF COUNTRY

– Luke Jackel-David

OPENING OF MEETING

Annemaree Callander opened the meeting acknowledging special guests.

GUEST SPEAKER 1

– Star

Star shared her personal journey and talked about the support she has received from BYS to finding safe accommodation and continue her education after escaping from family violence.

GUEST SPEAKER 2

– Morganne

Morganne acknowledged the support and advice received from BYS which helped them to manage their anxiety, deal with financial concerns and accept and gain confidence in their queer identity.

ADOPTION OF 2018 MINUTES

Ms Callander called the BYS members to accept the 2018 AGM Minutes. There were no objections to the Minutes as they were recorded.

Motion:

That the minutes of the Brisbane Youth Service 2018 Annual General Meeting held on 20 November 2018 be accepted.

Moved:

Ben Paris

Seconded:

Julie Geraghty Motion carried

Motion carried.

PRESIDENT'S REPORT

– Dr Nikola Stepanov

Dr Stepanov's report highlighted the significant support statistics for 2019, and thanked the Board, staff and young people for their attendance, persistence, and support.

Motion:

That the Chair's Report be accepted.

Moved:

Coral-Lee Bamford

Seconded:

Jake Arden

Motion carried.

TREASURER'S REPORT

– Mr Ben Paris

On behalf of Ms Kelly Moore the Treasurer, Mr Paris read out the report from the printed annual report noting the investment of BYS into new roles, loss on sale of property, consistent government funding, increase in fundraising income and decrease in costs due to cost control strategies.

Motion:

That the Treasurer's Report be accepted.

Moved:

Shelley Sorrenson

Seconded:

Nikola Stepanov

Motion carried.

CHIEF EXECUTIVE OFFICER'S REPORT

– Ms Annemaree Callander

Ms Callander's report highlighted the operating environment, key achievements and the positive impacts that BYS is having on the lives of young people. Annemaree thanked the funders, supporters, donors and partners of BYS as well as the Board and staff and outlined some key initiatives for the year ahead.

Motion:

That the Chief Executive Officer's Report be accepted.

Moved:

Julie Geraghty

Seconded:

Coral-Lee Bamford

Motion carried.

NOMINATION OF BOARD MEMBERS

– Ms Jessica Cotton, Returning Officer

The AGM was declared quorate by Ms Jessica Cotton, Returning Officer.

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

	Nominee	Proposer	Seconded
1	Anna Spencer	Ben Paris	Michelle Wade
2	Shelley Sorrenson	Ben Paris	Kelly Moore
3	Alex Robinson	Nikola Stepanov	Kelly Moore
4	Ben Paris	Nikola Stepanov	Kelly Moore
5	Mark Wheatley	Shelley Sorrenson	Annemaree Callander

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 2019-20 Board Members be accepted.

Moved:

Coral-Lee Bamford

Seconded:

Julie Geraghty

Motion carried.

APPOINTMENT OF AUDITOR

Motion:

That the Auditor for the financial year 2019/2020 be Pitcher Partners Brisbane

Moved:

Julie Geraghty

Seconded:

Jake Arden

Motion carried.

CEO CLOSING STATEMENTS

Annemaree closed by thanking attendees for their ongoing support and inviting them to stay for refreshments at the close of the meeting.

Meeting closed.

There being no further business, Ms Callander thanked attendees and declared the meeting closed at 4.40pm.

CONFIRMED:

 . 27.08.2020

Nikola Stepanov, President

Date: 12 November 2019

FINANCIAL REPORT 2019-20



1. BRISBANE YOUTH SERVICE INC.

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2020

	Note	2020 \$	2019 (restated) \$
Revenue and other income			
Grant revenue		7,293,333	6,686,265
Other revenue	3	563,628	512,861
Other income	3	19,383	121,271
		7,876,344	7,320,397
Less: expenses			
Employee benefits expense	4	(5,849,404)	(5,562,626)
Client support services expense		(574,877)	(358,326)
Property expenses		(250,584)	(393,272)
IT costs		(194,670)	(177,865)
Depreciation expense	4	(188,109)	(70,148)
Motor vehicle and travel expenses		(163,717)	(165,472)
Insurance expense		(54,416)	(53,802)
Audit, legal and consultancy fees		(44,605)	(52,040)
Finance costs	4	(6,953)	-
Other operating costs		(329,208)	(455,219)
		(7,656,543)	(7,288,770)
Surplus before income tax expense		219,801	31,627
Income tax expense		-	-
Surplus for the year		219,801	31,627
Other comprehensive income			
<i>Items that will not be reclassified subsequently to profit and loss</i>			
Revaluation of property, plant and equipment, net of tax		40,000	(125,000)
Net change in fair value of financial assets designated at fair value through other comprehensive income, net of tax		(252,806)	-
		(212,806)	(125,000)
Other comprehensive income for the year		(212,806)	(125,000)
Total comprehensive income		6,995	(93,373)

The accompanying notes form part of these financial statements.

2. BRISBANE YOUTH SERVICE INC.

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2020

	Note	2020 \$	2019 (restated) \$
Current assets			
Cash and cash equivalents	6	2,608,795	5,312,011
Receivables	7	61,578	12,981
Other assets	8	155,065	146,319
Total current assets		2,825,438	5,471,311
Non-current assets			
Other financial assets	9	2,607,783	-
Lease assets	11	110,905	-
Property, plant and equipment	10	1,660,403	1,648,616
Total non-current assets		4,379,091	1,648,616
Total assets		7,204,529	7,119,927
Current liabilities			
Payables	12	574,798	581,962
Lease liabilities	11	112,603	-
Provisions	14	540,401	495,736
Contract liabilities	15	125,775	185,233
Total current liabilities		1,353,577	1,262,931
Non-current liabilities			
Lease liabilities	11	1,280	-
Borrowings	13	136,000	153,000
Provisions	14	46,971	44,290
Total non-current liabilities		184,251	197,290
Total liabilities		1,537,828	1,460,221
Net assets		5,666,701	5,659,706
Members funds			
Reserves	16	617,434	772,838
Accumulated surplus		5,049,267	4,886,868
Total members funds		5,666,701	5,659,706

The accompanying notes form part of these financial statements.

3. BRISBANE YOUTH SERVICE INC.

STATEMENT OF CHANGES IN MEMBERS FUNDS FOR THE YEAR ENDED 30 JUNE 2020

	Reserves \$	Accumulated surplus \$	Total equity \$
Balance as at 1 July 2018	1,346,374	3,979,471	5,325,845
Adjustment for prior year error	-	427,234	427,234
Restated balance as at 1 July 2018	1,346,374	4,406,705	5,753,079
Balance as at 1 July 2018	1,346,374	4,406,705	5,753,079
Surplus for the year	-	31,627	31,627
Other comprehensive income for the year	(125,000)	-	(125,000)
Total comprehensive income for the year	(125,000)	31,627	(93,373)
Transfers	(448,536)	448,536	-
Balance as at 30 June 2019	772,838	4,886,868	5,659,706
Balance as at 1 July 2019	772,838	4,886,868	5,659,706
Surplus for the year	-	219,801	219,801
Other comprehensive income for the year	(212,806)	-	(212,806)
Total comprehensive income for the year	(212,806)	219,801	6,995
Transactions with owners in their capacity as owners:			
Transfers to retained earnings, upon disposal of financial assets designated at fair value through other comprehensive income	57,402	(57,402)	-
Total transactions with owners in their capacity as owners	57,402	(57,402)	-
Balance as at 30 June 2020	617,434	5,049,267	5,666,701

The accompanying notes form part of these financial statements.

4. BRISBANE YOUTH SERVICE INC.

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2020

	Note	2020 \$	2019 (restated) \$
Cash flow from operating activities			
Receipts from grantors, donors and tenants		8,424,701	7,305,776
Payments to suppliers and employees		(8,147,487)	(7,115,035)
Dividends received		15,140	-
Interest received		27,037	136,762
Finance costs		(6,953)	-
Net cash provided by operating activities		312,438	327,503
Cash flow from investing activities			
Proceeds from sale of property, plant and equipment		1,853	734,616
Proceeds from sale of investments		286,170	-
Payment for property, plant and equipment		(29,276)	(13,650)
Payment for investments		(3,146,759)	-
Net cash provided by / (used in) investing activities		(2,888,012)	720,966
Cash flow from financing activities			
Payment for lease liabilities		(127,642)	-
Net cash provided by / (used in) financing activities		(127,642)	-
Reconciliation of cash			
Cash at beginning of the financial year		5,312,011	4,263,542
Net increase / (decrease) in cash held		(2,703,216)	1,048,469
Cash at end of financial year	6	2,608,795	5,312,011

The accompanying notes form part of these financial statements.

5-6. BRISBANE YOUTH SERVICE INC.

NOTES TO FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2020

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

The financial report is a general purpose financial report that has been prepared in accordance with the *Associations Incorporation Act 1981* and the *Australian Charities and Not-for-profits Commission Act 2012*, and Australian Accounting Standards - Reduced Disclosure Requirements, Interpretations and other applicable authoritative pronouncements of the Australian Accounting Standards Board.

Brisbane Youth Service Inc. is a not-for-profit entity for the purpose of preparing the financial statements.

The following are the significant accounting policies adopted by the association in the preparation and presentation of the financial report. The accounting policies have been consistently applied, unless otherwise stated.

(a) Basis of preparation of the financial report

Historical cost convention

The financial report has been prepared under the historical cost convention, as modified by revaluations to fair value for certain classes of assets and liabilities as described in the accounting policies.

Fair value measurement

For financial reporting purposes, 'fair value' is the price that would be received to sell an asset, or paid to transfer a liability, in an orderly transaction between market participants (under current market conditions) at the measurement date, regardless of whether that price is directly observable or estimated using another valuation technique.

When estimating the fair value of an asset or liability, the entity uses valuation techniques that are appropriate in the circumstances and for which sufficient data are available to measure fair value, maximising the use of relevant observable inputs and minimising the use of unobservable inputs. Inputs to valuation techniques used to measure fair value are categorised into three levels according to the extent to which the inputs are observable:

- Level 1 inputs are quoted prices (unadjusted) in active markets for identical assets or liabilities that the entity can access at the measurement date.
- Level 2 inputs are inputs other than quoted prices included within Level 1 that are observable for the asset or liability, either directly or indirectly.
- Level 3 inputs are unobservable inputs for the asset or liability.

(b) Economic dependency

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

(c) New and revised accounting standards effective at 30 June 2020

The association has applied all new and revised Australian Accounting Standards that apply to annual reporting periods beginning on or after 1 July 2019, including AASB 16 Leases (AASB 16), AASB 1058 *Income of Not-for-Profit Entities* (AASB 1058) and AASB 15: *Revenue from Contracts with Customers* (AASB 15).

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (CNT'D)

(c) New and revised accounting standards effective at 30 June 2020 (cnt'd)

AASB 16: Leases

AASB 16 replaces AASB 117 Leases and introduces a single lessee accounting model that requires a lessee to recognise right-of-use assets and lease liabilities for all leases with a term of more than 12 months, unless the underlying asset is of low value. Right-of-use assets are initially measured at cost and lease liabilities are initially measured on a present value basis. Subsequent to initial recognition:

- (a) right-of-use assets are accounted for on a similar basis to non-financial assets, whereby the right-of-use asset is accounted for on a cost basis unless the underlying asset is accounted for on a revaluation basis, in which case if the underlying asset is:
 - i. investment property, the lessee applies the fair value model in AASB 140 *Investment Property* to the right-of use asset; or
 - ii. property, plant or equipment, the lessee applies the revaluation model in AASB 116 *Property, Plant and Equipment* to all of the right-of-use assets that relate to that class of property, plant and equipment; and
- (b) lease liabilities are accounted for on a similar basis to other financial liabilities, whereby interest expense is recognised in respect of the lease liability and the carrying amount of the lease liability is reduced to reflect the principal portion of lease payments made.

AASB 16 substantially carries forward the lessor accounting requirements of the predecessor standard, AASB 117. Accordingly, under AASB 16 a lessor continues to classify its leases as operating leases or finance leases subject to whether the lease transfers to the lessee substantially all of the risks and rewards incidental to ownership of the underlying asset, and accounts for each type of lease in a manner consistent with the current approach under AASB 117.

In accordance with the transition requirements of AASB 16, the association has elected to apply AASB 16 retrospectively to those contracts that were previously identified as leases under the predecessor standard, with the cumulative effect, if any, of initially applying the new standard recognised as an adjustment to opening retained earnings at the date of initial application (i.e., at 1 July 2019). Accordingly, comparative information has not been restated.

The association has also elected to apply the following practical expedients to the measurement of right-of-use assets and lease liabilities in relation to those leases previously classified as operating leases under the predecessor standard:

- to recognise each right-of-use asset at the date of initial application at an amount equal to the lease liability, adjusted by the amount of any prepaid or accrued lease payments relating to that lease recognised in the statement of financial position immediately before the date of initial application;
- to not recognise a right-of-use asset and a lease liability for leases for which the underlying asset is of low value;
- to not recognise a right-of-use asset and a lease liability for leases for which the lease term ends within 12 months of the date of initial application;
- to apply a single discount rate to a portfolio of leases with reasonably similar characteristics;
- to adjust each right-of-use asset at the date of initial application by the amount of any provision for onerous leases recognised in the statement of financial position immediately before the date of initial application;
- to exclude initial direct costs from the measurement of each right-of-use asset at the date of initial application; and
- to use hindsight, such as in determining the lease term if the contract contains options to extend or terminate the lease.

7-8. BRISBANE YOUTH SERVICE INC.

NOTES TO FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2020

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (CNT'D)

(c) New and revised accounting standards effective at 30 June 2020 (cnt'd)

The application of AASB 16 resulted in the recognition of right-of-use assets with an aggregate carrying amount of \$108,046 (referred to in these financial statements as "lease assets") and corresponding lease liabilities with an aggregate carrying amount of \$108,046. The weighted average incremental borrowing rate applied in the calculation of the initial carrying amount of lease liabilities was 4.00%.

AASB 1058: Income for not-for-profit entities and AASB 15: Revenue from contracts with customers

AASB 1058 replaces the income recognition requirements in AASB 1004: *Contributions* applicable to private sector not-for-profit entities with a model based on the principles of AASB 15: *Revenue from Contracts with Customers*. Consequently, AASB 1058 requires private sector not-for-profit entities to recognise all revenue from contracts with customers when the related performance obligations are satisfied, irrespective of whether the ultimate beneficiary of the goods or services provided by the not-for-profit entity is the grantor of the funds or another entity. An agreement involving a not-for-profit entity would be classified as a contract with a customer (and therefore accounted for under AASB 15) if the agreement:

- (a) creates enforceable rights and obligations between the parties; and
- (b) includes a promise by the not-for-profit entity to transfer a good or service that is sufficiently specific for the entity to determine when the obligation is satisfied.

For contracts with customers that comprise a donation component, AASB 1058 requires such components to be treated as part of the performance obligation(s) unless the entity can demonstrate that component is not related to the promised goods or services.

When an arrangement does not meet the criteria for a contract with a customer under AASB 15, the arrangement is accounted for in accordance with AASB 1058, which requires:

- (a) the asset received by the not-for-profit entity to be accounted for in accordance with the applicable Australian Accounting Standard, which in most circumstances requires the asset to be initially measured at its fair value;
- (b) any related amounts (such as contributions from owners, financial liabilities, contract liabilities, lease liabilities and provisions) to be accounted for in accordance with the applicable Australian Accounting Standard; and
- (c) any difference between the consideration given for the asset and its fair value, after recognising any related amounts (such as contributions from owners, financial liabilities, contract liabilities, lease liabilities and provisions), is recognised as income.

However, amending standard AASB 2018-8 provides a temporary option for not-for-profit entities to not apply the fair value initial measurement requirement to right-of-use assets arising under leases with significantly below-market terms and conditions. This enables not-for-profit entities to elect to initially measure such right-of-use assets at cost rather than fair value, which has the corresponding effect of reducing the amount of income recognised under AASB 1058.

AASB 1058 also permits a not-for-profit entity to recognise volunteer services as an asset or expense (as applicable) and any related contributions by owners or revenue as an accounting policy choice, provided that the fair value of the services can be measured reliably.

AASB 1058 also has specific recognition criteria in relation to transfers to enable an entity to acquire or construct a recognisable non-financial asset to be controlled by the entity. The obligation to acquire or construct the non-financial asset is accounted for similarly to a performance obligation under AASB 15.

In accordance with the transition requirements of AASB 1058 and AASB 15, the association has elected to apply AASB 1058 and AASB 15 retrospectively, with the cumulative effect, if any, of initially applying the new standards recognised as an adjustment to opening retained earnings at the date of initial application (i.e., at 1 July 2019). Accordingly, comparative information has not been restated.

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (CNT'D)

(c) New and revised accounting standards effective at 30 June 2020 (cnt'd)

The application of AASB 1058 and AASB 15 has not materially impacted the recognition and measurement of income or revenue from contracts with customers.

Further details of the association's accounting policy in relation to accounting for income under AASB 1058 and revenue from contracts with customers under AASB 15 are contained in Note 1(e) and Note 1(f).

(d) Cash and cash equivalents

Cash and cash equivalents include cash on hand and at banks, short-term deposits with an original maturity of three months or less held at call with financial institutions, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities in the statement of financial position.

(e) Government grants and donations

Government grants

Grant funding under arrangements that do not contain enforceable and sufficiently specific performance obligations are recognised upon receipt. Grant funding under arrangement with enforceable and sufficiently specific performance obligations are initially recognised as a liability (unspent grant funds), and subsequently recognised as income as, or when, the association satisfies its performance obligation.

Donations

Cash donations and goods and services donated in-kind are recognised as income when the company obtains control of the asset. These revenues are recognised at the fair value of the consideration received.

(f) Other revenue and other income

Interest

Interest revenue is measured in accordance with the effective interest method.

Leases

Lease revenue from operating leases is recognised on either a straight-line basis or another systematic basis (if that basis is more representative of the pattern in which benefit from the use of the underlying asset is diminished).

All revenue is measured net of the amount of goods and services tax (GST).

9-10. BRISBANE YOUTH SERVICE INC.

NOTES TO FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2020

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (CNT'D)

(g) Employee benefits

(i) Short-term employee benefit obligations

Liabilities arising in respect of wages and salaries, annual leave and other employee benefits (other than termination benefits) expected to be settled wholly before twelve months after the end of the reporting period are measured at the (undiscounted) amounts based on remuneration rates which are expected to be paid when the liability is settled. The expected cost of short-term employee benefits in the form of compensated absences such as annual leave is recognised in the provision for employee benefits. All other short-term employee benefit obligations are presented as payables in the statement of financial position.

(ii) Long-term employee benefit obligations

The provision for other long-term employee benefits, including obligations for long service leave and annual leave, which are not expected to be settled wholly before twelve months after the end of the reporting period, are measured at the present value of the estimated future cash outflow to be made in respect of the services provided by employees up to the reporting date. Expected future payments incorporate anticipated future wage and salary levels, durations of service and employee turnover, and are discounted at rates determined by reference to market yields at the end of the reporting period on government bonds that are denominated in the currency in which the benefits will be paid. Any remeasurements for changes in assumptions of obligations for other long-term employee benefits are recognised in profit or loss in the periods in which the change occurs. Other long-term employee benefit obligations are presented as current liabilities in the statement of financial position if the association does not have an unconditional right to defer settlement for at least twelve months after the reporting date, regardless of when the actual settlement is expected to occur. All other long-term employee benefit obligations are presented as non-current liabilities in the statement of financial position.

(iii) Retirement benefit obligations

Defined contribution superannuation plan

The association makes superannuation contributions to the employee's defined contribution superannuation plan of choice in respect of employee services rendered during the year. These superannuation contributions are recognised as an expense in the same period when the related employee services are received. The association's obligation with respect to employee's defined contributions entitlements is limited to its obligation for any unpaid superannuation guarantee contributions at the end of the reporting period. All obligations for unpaid superannuation guarantee contributions are measured at the (undiscounted) amounts expected to be paid when the obligation is settled and are presented as current liabilities in the statement of financial position.

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (CNT'D)

(h) Income tax

No provision for income tax has been raised as the association is exempt from income tax under Division 50 of the *Income Tax Assessment Act 1997*.

(i) Financial instruments

Initial recognition and measurement

Financial assets and financial liabilities are recognised when the association becomes a party to the contractual provisions of the instrument. For financial assets, this is equivalent to the date that the association commits itself to either the purchase or sale of the asset (i.e. trade date accounting is adopted).

Financial instruments are initially measured at fair value adjusted for transaction costs, except where the instrument is classified as fair value through profit or loss, in which case transaction costs are immediately recognised as expenses in profit or loss.

Classification of financial assets

Financial assets recognised by the association are subsequently measured in their entirety at either amortised cost or fair value, subject to their classification and whether the association irrevocably designates the financial asset on initial recognition at fair value through other comprehensive income (FVtOCI) in accordance with the relevant criteria in AASB 9.

Financial assets not irrevocably designated on initial recognition at FVtOCI are classified as subsequently measured at amortised cost, FVtOCI or fair value through profit or loss (FVtPL) on the basis of both:

- (a) the association's business model for managing the financial assets; and
- (b) the contractual cash flow characteristics of the financial asset.

Classification of financial liabilities

Financial liabilities classified as held-for-trading, contingent consideration payable by the association for the acquisition of a business, and financial liabilities designated at FVtPL, are subsequently measured at fair value.

All other financial liabilities recognised by the association are subsequently measured at amortised cost.

Long-term equity instruments

Long-term equity instruments comprise ordinary shares in listed entities that are not held for trading. On initial recognition, investments identified by the association as long-term equity instruments are irrevocably designated (and measured) at fair value through other comprehensive income. This election has been made as the directors' believe that to otherwise recognise changes in the fair value of these investments in profit or loss would be inconsistent with the objective of holding the investments for the long term.

11-12. BRISBANE YOUTH SERVICE INC.

NOTES TO FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2020

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (CNT'D)

(j) Property, plant and equipment

Each class of property, plant and equipment is measured at cost or fair value less, where applicable, any accumulated depreciation and any accumulated impairment losses.

Properties that are held for strategic purpose or to provide a social service and generate cash inflows where the rental revenue is incidental to the purpose for holding the property. Properties do not meet the definition of investment properties and are classified as properties in accordance with AASB 116.

Property

Freehold land and buildings are measured at revalued amounts, being the fair value at the date of the revaluation, less any subsequent accumulated depreciation and any accumulated impairment losses. At each reporting date the carrying amount of each asset is reviewed to ensure that it does not differ materially from the asset's fair value at reporting date. Where necessary, the asset is revalued to reflect its fair value.

Increases in the carrying amounts arising on revaluation of land and buildings are recognised in other comprehensive income and accumulated in equity. To the extent that the increase reverses a decrease of the same class of asset previously recognised in profit or loss, the increase is recognised in profit or loss. Decreases that offset previous increases of the same class of asset are recognised in other comprehensive income; all other decreases are recognised in profit or loss.

Plant and equipment

Plant and equipment is measured on the cost basis.

Depreciation

Land is not depreciated. The depreciable amount of all other property, plant and equipment is depreciated over their estimated useful lives commencing from the time the asset is held available for use, consistent with the estimated consumption of the economic benefits embodied in the asset.

Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

The depreciable amount of all fixed assets are depreciated over the useful lives of the assets to the association commencing from the time the asset was held ready for use.

Class of fixed asset	Useful lives	Depreciation basis
Leasehold improvements at cost	4 years	Straight line
Motor vehicles at cost	4 - 4.5 years	Straight line
Office equipment at cost	4 years	Straight line
Furniture, fixtures and fittings at cost	4 years	Straight line

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (CNT'D)

(k) Impairment of non-financial assets

For impairment assessment purposes, assets are generally grouped at the lowest levels for which there are largely independent cash flows ('cash generating units'). Accordingly, most assets are tested for impairment at the cashgenerating unit level.

Assets are assessed for impairment whenever events or circumstances arise that indicate the asset may be impaired.

An impairment loss is recognised when the carrying amount of an asset or cash generating unit exceeds the asset's or cash generating unit's recoverable amount. The recoverable amount of an asset or cash generating unit is defined as the higher of its fair value less costs to sell and value in use (where 'value in use' is determined as the present value of the future cash flows expected to be derived from an asset or cash-generating unit).

Impairment losses in respect of individual assets are recognised immediately in profit or loss unless the asset is measured at a revalued amount, in which case the impairment loss is treated as a revaluation decrease and is recognised in other comprehensive income to the extent that it does not exceed the amount in the revaluation surplus for the same class of asset. Impairment losses are allocated on a pro rata basis to the assets comprising the relevant cash generating unit.

A reversal of an impairment loss for an asset measured at cost is recognised in profit or loss. A reversal of an impairment loss for an asset measured at a revalued amount is treated as a revaluation increase and is recognised in other comprehensive income, except to the extent that an impairment loss on the same class of asset was previously recognised in profit or loss, in which case a reversal of that impairment loss is also recognised in profit or loss.

(l) Leases

Accounting policy applied to the information presented for the current period under AASB 16 Leases:

At the commencement date of a lease (other than leases of 12-months or less and leases of low value assets), the association recognises a lease asset representing its right to use the underlying asset and a lease liability representing its obligation to make lease payments.

Lease assets

Lease assets are initially recognised at cost, comprising the amount of the initial measurement of the lease liability, any lease payments made at or before the commencement date of the lease, less any lease incentives received, any initial direct costs incurred by the association, and an estimate of costs to be incurred by the association in dismantling and removing the underlying asset, restoring the site on which it is located or restoring the underlying asset to the condition required by the terms and conditions of the lease, unless those costs are incurred to produce inventories.

Subsequent to initial recognition, lease assets are measured at cost (adjusted for any remeasurement of the associated lease liability), less accumulated depreciation and any accumulated impairment loss.

Lease assets are depreciated over the shorter of the lease term and the estimated useful life of the underlying asset, consistent with the estimated consumption of the economic benefits embodied in the underlying asset.

Lease liabilities

Lease liabilities are initially recognised at the present value of the future lease payments (i.e., the lease payments that are unpaid at the commencement date of the lease). These lease payments are discounted using the interest rate implicit in the lease, if that rate can be readily determined, or otherwise using the association's incremental borrowing rate.

13. BRISBANE YOUTH SERVICE INC.

NOTES TO FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2020

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (CNT'D)

(l) Leases (Cont'd)

Subsequent to initial recognition, lease liabilities are measured at the present value of the remaining lease payments (i.e., the lease payments that are unpaid at the reporting date). Interest expense on lease liabilities is recognised in profit or loss (presented as a component of finance costs). Lease liabilities are remeasured to reflect changes to lease terms, changes to lease payments and any lease modifications not accounted for as separate leases.

Variable lease payments not included in the measurement of lease liabilities are recognised as an expense when incurred.

Leases of 12-months or less and leases of low value assets

Lease payments made in relation to leases of 12-months or less and leases of low value assets (for which a lease asset and a lease liability has not been recognised) are recognised as an expense on a straight-line basis over the lease term.

Accounting policy applied to the information presented for the prior period under AASB 117 Leases:

Leases are classified at their inception as either operating or finance leases based on the economic substance of the agreement so as to reflect the risks and benefits incidental to ownership.

Operating leases

Lease payments for operating leases are recognised as an expense on a straight-line basis over the term of the lease. Lease incentives received under operating leases are recognised as a liability and amortised on a straight-line basis over the life of the lease term.

(m) Provisions

Provisions are recognised when the association has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured.

The amount recognised as a provision is the best estimate of the expenditure required to settle the present obligation at the end of the reporting period.

(n) Goods and services tax (GST)

Revenues, expenses and purchased assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Tax Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the statement of financial position are shown inclusive of GST.

Cash flows are presented in the statement of cash flows on a gross basis, except for the GST component of investing and financing activities, which are disclosed as operating cash flows.

(o) Comparatives

Where necessary, comparative information has been reclassified and repositioned for consistency with current year disclosures.

14. BRISBANE YOUTH SERVICE INC.

NOTES TO FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2020

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (CNT'D)

(p) Events after the reporting period

Events after the reporting period are those events, favourable and unfavourable, that occur between the end of the reporting period and the date when the financial report is authorised for issue.

The amounts recognised in the financial statements reflect events after the reporting period that provide evidence of conditions that existed at the reporting date. Whereas, events after the reporting period that are indicative of conditions that arose after the reporting period (i.e., which did not exist at the reporting date) are excluded from the determination of the amounts recognised in the financial statements.

NOTE 2: FAIR VALUE MEASUREMENT

Fair value hierarchy

	Total
	\$
2020	
Financial assets	
<i>Financial assets at fair value through comprehensive income</i>	
Investment in equity securities	2,607,783
Total financial assets	2,607,783
Non-financial assets	
<i>Revalued property, plant and equipment</i>	
Land and buildings	1,565,000
Total non-financial assets	1,565,000
2019 (restated)	
<i>Revalued property, plant and equipment</i>	
Land and buildings	1,525,000
Total non-financial assets	1,525,000

Valuation of investment in equity securities

The equity securities are valued using a level 1 fair value measurement, being the quoted market price at the reporting date.

Valuation of land and buildings

The land and buildings are valued by an external property valuer who uses a level 2 fair value measurement. The valuation is a market-based approach with observable inputs.

15. BRISBANE YOUTH SERVICE INC.

NOTES TO FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2020

	2020 \$	2019 (restated) \$
NOTE 3: OTHER REVENUE AND OTHER INCOME		
Other revenue		
Dividend income	15,140	-
Interest income	27,037	94,330
Donation revenue	211,116	220,725
Medicare revenue	121,886	43,070
Rental revenue	188,449	154,736
	563,628	512,861
Other income		
Gain on fair value of borrowings	17,000	119,000
Profit on sale of non current assets	1,853	-
Other income	530	2,271
	19,383	121,271
NOTE 4: OPERATING PROFIT		
Surplus before income tax has been determined after:		
Interest expense on lease liabilities	6,953	-
Employee benefits:		
- Short term benefits	5,256,307	5,000,181
- Superannuation guarantee contributions	478,655	456,871
- Other employee benefits	114,442	105,574
	5,849,404	5,562,626
Loss on disposal of non current assets	-	164,384
Depreciation		
Leasehold improvements	5,070	8,471
Motor vehicles	49,287	54,795
Office equipment	2,515	6,882
Furniture, fixtures and fittings	617	-
Lease assets	130,620	-
	188,109	70,148

16. BRISBANE YOUTH SERVICE INC.

NOTES TO FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2020

	2020 \$	2019 (restated) \$
NOTE 5: KEY MANAGEMENT PERSONNEL COMPENSATION		
Total compensation received by key management personnel	442,903	421,125
NOTE 6: CASH FLOW INFORMATION		
Reconciliation of cash		
Cash at the end of the financial year as shown in the statement of cash flows is reconciled to the related items in the statement of financial position is as follows:		
Cash on hand	325	2,000
Cash at bank	2,608,470	5,310,011
	2,608,795	5,312,011
NOTE 7: RECEIVABLES		
CURRENT		
Other receivables	61,578	12,981
NOTE 8: OTHER ASSETS		
CURRENT		
Prepayments	143,854	135,108
Other current assets	11,211	11,211
	155,065	146,319
NOTE 9: OTHER FINANCIAL ASSETS		
NON CURRENT		
<i>Financial assets at fair value through other comprehensive income</i>		
<i>Other financial assets at fair value</i>		
Other investments	2,607,783	-

17. BRISBANE YOUTH SERVICE INC.

NOTES TO FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2020

	2020 \$	2019 (restated) \$
NOTE 10: PROPERTY, PLANT AND EQUIPMENT		
Land and buildings		
Land and buildings at fair value	1,565,000	1,525,000
Accumulated depreciation	-	-
	1,565,000	1,525,000
Leasehold improvements		
Leasehold improvements at cost	140,027	140,027
Accumulated depreciation	(140,027)	(134,957)
	-	5,070
Total land and buildings	1,565,000	1,530,070
Plant and equipment		
Motor vehicles at cost	536,268	521,445
Accumulated depreciation	(442,299)	(407,465)
	93,969	113,980
Office equipment at cost	401,470	401,470
Accumulated depreciation	(400,036)	(397,521)
	1,434	3,949
Furniture, fixtures and fittings at cost	45,188	45,188
Accumulated depreciation	(45,188)	(44,571)
	-	617
Total plant and equipment	95,403	118,546
Total property, plant and equipment	1,660,403	1,648,616

(a) Valuations

The fair values of freehold land, and buildings on freehold land have been determined by reference to director valuations, based upon independent valuations obtained in August 2020. Such valuations are performed on a fair value basis, being the amounts for which the assets could be exchanged between market participants in an arm's length transaction at the valuation date.

Refer to Note 2: Fair Value Measurements for additional information on the fair value of property, plant and equipment.

18. BRISBANE YOUTH SERVICE INC.

NOTES TO FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2020

	2020 \$	2019 (restated) \$
NOTE 10: PROPERTY, PLANT AND EQUIPMENT (CONTINUED)		
(b) Reconciliations		
Reconciliation of the carrying amounts of property, plant and equipment at the beginning and end of the current financial year		
<i>Land and buildings</i>		
Opening carrying amount	1,525,000	2,550,000
Disposals	-	(900,000)
Net revaluation increments / decrements	40,000	(125,000)
Closing carrying amount	1,565,000	1,525,000
<i>Leasehold improvements</i>		
Opening carrying amount	5,070	13,541
Depreciation expense	(5,070)	(8,471)
Closing carrying amount	-	5,070
<i>Motor vehicles</i>		
Opening carrying amount	113,980	155,125
Additions	29,276	13,650
Depreciation expense	(49,287)	(54,795)
Closing carrying amount	93,969	113,980
<i>Office equipment</i>		
Opening carrying amount	3,949	10,831
Depreciation expense	(2,515)	(6,882)
Closing carrying amount	1,434	3,949
<i>Furniture, fixtures and fittings</i>		
Opening carrying amount	617	617
Depreciation expense	(617)	-
Closing carrying amount	-	617

19. BRISBANE YOUTH SERVICE INC.

NOTES TO FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2020

2020

\$

NOTE 11: LEASE ASSETS AND LEASE LIABILITIES

Lease arrangements (30 June 2020)

The following information relates to the current reporting period only, and is presented in accordance with AASB 16 *Leases* (which was applied by the association for the first time in the current reporting period).

(a) Lease assets

Land and buildings under lease	241,525
Accumulated depreciation	(130,620)
Total carrying amount of lease assets	110,905

Reconciliations

Reconciliation of the carry amount of lease assets at the beginning and end of the financial year:

Land and buildings

Opening carrying amount	108,046
Additions	133,479
Depreciation	(130,620)
Closing carrying amount	110,905

(b) Lease liabilities

CURRENT

Land and buildings under lease	112,603
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NON CURRENT

Land and buildings under lease	1,280
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(c) Lease expenses and cashflows

Interest expense on lease liabilities	6,953
Expense relating to lease payments made for leases of low value assets (for which a lease asset and a lease liability has not been recognised)	20,760
Depreciation expense on lease assets	130,620
Cash outflow in relation to leases	134,595

20. BRISBANE YOUTH SERVICE INC.

NOTES TO FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2020

	2020 \$	2019 (restated) \$
NOTE 12: PAYABLES		
CURRENT		
<i>Unsecured liabilities</i>		
Trade creditors	186,138	127,374
Sundry creditors and accruals	286,339	328,324
GST payables	102,321	126,264
	574,798	581,962

NOTE 13: BORROWINGS

NON CURRENT

Secured liabilities

Mortgage loans	136,000	153,000
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The association is party to a mortgage agreement with the Department of Public Works and Housing ("the Department"). The association is required to repay the mortgage if it is in default of the terms of the agreement and/or the property has been sold. The agreement is in effect until it is either terminated by the Department or repaid in full.

The repayment amount is equal to 68% of the market value/sale value of the property. The movement in the value of the mortgage is recognised as income or expense in the period to which it relates. No interest is attached to the mortgage.

NOTE 14: PROVISIONS

CURRENT

	315,875	252,712
Annual leave	217,284	235,490
Long service leave	7,242	7,534
Other employee entitlements	540,401	495,736

NON CURRENT

Long service leave	46,971	44,290
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21. BRISBANE YOUTH SERVICE INC.

NOTES TO FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2020

	2020 \$	2019 (restated) \$
NOTE 15: CONTRACT LIABILITIES		
CURRENT		
Unspent grant funds	125,775	185,233

A contract liability represents the association's obligation to transfer services under contractual arrangements that contain enforceable and sufficiently specific performance obligations for which the association has received consideration (or an amount of consideration is due) in advance of those services being provided. Amounts recorded as contract liabilities are subsequently recognised as revenue as performance obligations are satisfied. Services are generally provided by the association within the term of the grant agreement.

NOTE 16: RESERVES

Asset revaluation reserve	812,838	772,838
Financial assets at fair value through other comprehensive income reserve	(195,404)	-
	617,434	772,838

The asset revaluation reserve is used to record increments and decrements on the revaluation of non-current assets.

The financial assets at fair value through other comprehensive income reserve is used to record changes in the fair value of financial assets classified or designated at fair value through other comprehensive income.

NOTE 17: COMMITMENTS

Low value or short-term lease arrangements (not accounted for as lease assets and lease liabilities in note 12)

Payable

- not later than one year	20,760	130,490
- later than one year and not later than five years	12,110	33,592
	32,870	164,082

NOTE 18: CONTINGENT LIABILITIES

In prior years the association received \$250,000 from the Department of Public Works and Housing ("the Department") under a mortgage agreement which is repayable if the association is in default of the terms of the mortgage agreement and/or the property is sold. The agreement expires on 19 December 2021, upon which the mortgage will no longer be repayable by the association to the Department.

The mortgage is contingent on the default of the terms of the agreement and/or the sale of the property, both of which are in the control of the association.

22. BRISBANE YOUTH SERVICE INC.

NOTES TO FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2020

NOTE 19: PRIOR PERIOD ERROR

The following errors have been identified in the prior period financial statements:

(a) Contingent liability - Department of Public Works and Housing:

\$250,000 was recognised as borrowings representing a mortgage with the Department of Public Works and Housing ("the Department"). The terms of the agreement require the mortgage to be repaid if the association is in default of the terms of the agreement and/or the property has been sold. The agreement expires on 19 December 2021, upon which the mortgage will no longer be repayable by the association to the Department.

The mortgage was deemed to be a contingent liability as no contractual obligations exist under the agreement which are outside the association's control. The mortgage has been reversed in full with a decrease in the prior period borrowings of \$250,000 and an increase in retained earnings of \$250,000.

(b) Sick leave provision:

\$117,188 was recognised as a sick leave provision. The sick leave provision is non-vesting with no contractual obligation to pay the provision at the termination of an employee's service.

The provision has been reversed in full with a decrease in the prior period employee provision of \$117,188, a decrease in employee benefits expense of \$6,816 and an increase in retained earnings of \$110,372.

(c) Long service leave provision:

\$346,651 was recognised as a long service leave provision. The provision was not calculated and disclosed in accordance with Australian Accounting Standards as it did not consider probability factors, discount rates or the classification of the provision.

The provision has been decreased by \$66,871 with an increase of \$66,871 in retained earnings. \$235,490 of the provision has been reclassified from a current liability to a non-current liability.

(d) Borrowings:

Borrowings were fair valued with a decrement of \$119,000 posted to other comprehensive income. The movement in borrowings is required to be accounted for through profit or loss rather than other comprehensive income.

The fair value adjustment has been transferred from other comprehensive income to other income.

(e) Other reclassifications:

The prior period statement of financial position and statement of profit or loss and other comprehensive income have been restated for a change in the classification of line items.

The errors listed above have been corrected by restating each of the affected financial statement line items for the prior period as follows:

23. BRISBANE YOUTH SERVICE INC.

NOTES TO FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2020

NOTE 19: PRIOR PERIOD ERROR (CONTINUED)

Restatement of statement of financial position

	2019 (as reported) \$	Increase / (decrease) \$	2019 (restated) \$
Current assets			
Cash and cash equivalents	177,123	5,134,888	5,312,011
Debtors, prepayments and deposits	159,300	(159,300)	-
Receivables	-	12,981	12,981
Other assets	-	146,319	146,319
Total current assets	336,423	5,134,888	5,471,311
Non-current assets			
Other financial assets	5,134,887	(5,134,887)	-
Lease assets	-	-	-
Property, plant and equipment	1,648,615	1	1,648,616
Total non-current assets	6,783,502	(5,134,886)	1,648,616
Total assets	7,119,925	2	7,119,927
Current liabilities			
Payables	581,962	-	581,962
Lease liabilities	-	-	-
Provisions	377,434	118,302	495,736
Contract liabilities	185,233	-	185,233
Total current liabilities	1,144,629	118,302	1,262,931
Non-current liabilities			
Borrowings	403,000	(250,000)	153,000
Provisions	346,651	(302,361)	44,290
Total non-current liabilities	749,651	(552,361)	197,290
Total liabilities	1,894,280	(434,059)	1,460,221
Net assets	5,225,645	434,061	5,659,706
Equity			
Reserves	-	772,838	772,838
Accumulated surplus	5,225,645	(338,777)	4,886,868
Total equity	5,225,645	434,061	5,659,706

24. BRISBANE YOUTH SERVICE INC.

NOTES TO FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2020

NOTE 19: PRIOR PERIOD ERROR (CONTINUED)

Restatement of statement of profit or loss and other comprehensive income

	2019 (as reported) \$	Increase / (decrease) \$	2019 (restated) \$
Revenue and other income			
Revenue	6,975,112	(288,847)	6,686,265
Other revenue	-	512,861	512,861
Other income	227,280	(106,009)	121,271
Total revenue and other income	7,202,392	118,005	7,320,397
Expenses			
Employee benefits expense	5,569,442	(6,816)	5,562,626
Client support services expense	358,328	(2)	358,326
Property expenses	393,272	-	393,272
IT costs	-	177,865	177,865
Depreciation expense	70,148	-	70,148
Motor vehicle and travel expenses	165,471	1	165,472
Insurance expense	53,802	-	53,802
Audit, legal and consultancy fees	52,041	(1)	52,040
Other operating costs	634,088	(178,869)	455,219
Total expenses	7,296,592	(7,822)	7,288,770
Surplus before income tax	(94,200)	125,827	31,627

NOTE 20: EVENTS SUBSEQUENT TO REPORTING DATE

There has been no matter or circumstance, which has arisen since 30 June 2020 that has significantly affected or may significantly affect:

- (a) the operations, in financial years subsequent to 30 June 2020, of the association, or
- (b) the results of those operations, or
- (c) the state of affairs, in financial years subsequent to 30 June 2020, of the association.

NOTE 21: ASSOCIATION DETAILS

The registered office of the association is:

Brisbane Youth Service Inc.
42 McLachlan Street
Fortitude Valley QLD 4006

25. BRISBANE YOUTH SERVICE INC.


STATEMENT BY MEMBERS OF THE COMMITTEE

The committee declare that:

1. There are reasonable grounds to believe that the registered entity is able to pay all of its debts, as and when they become due and payable; and
2. The financial statements and notes satisfy the requirements of the *Australian Charities and Not-for-profits Commision Act 2012*.

Signed in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profit Commision Regulation 2013*.

President:

A handwritten signature in black ink, appearing to read 'Nikola Stepanov', is written over a solid black horizontal line.

Dr Nikola Stepanov

Dated this 26 day of October 2020

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. (the "Registered Entity"), which comprises the statement of financial position as at 30 June 2020, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes to the financial statements including a summary of significant accounting policies, and the directors' declaration.

In our opinion the 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*, including:

- (a) giving a true and fair view of the Registered Entity's financial position as at 30 June 2020 and of its financial performance for the year then ended; and
- (b) complying with Australian Accounting Standards 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 Registered Entity in accordance with the auditor independence requirements of the *Australian Charities and Not for-profits Commission Act 2012* ("ACNC Act") and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* ("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.

Other Information

Those charged with governance are responsible for the other information. The other information comprises the information included in the Registered Entity's annual report for the year ended 30 June 2020, but does not include the financial report and our auditor's report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon. In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of Members and Those Charged with Governance for the Financial Report.

The Members of the Registered Entity are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards and the ACNC Act, and for such internal control as the responsible entities determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

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

Those charged with governance are responsible for overseeing the Registered Entity's financial reporting process.

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 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 the financial report.

As part of an audit in accordance with the 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 Registered Entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by responsible entities.
- Conclude on the appropriateness of the responsible entity'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 Registered Entity'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 Registered Entity 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 those charged with governance 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.

Pitcher Partners

PITCHER PARTNERS

Mason

CHERYL MASON
Partner

Brisbane, Queensland
26 October 2020

THANK YOU

BYS sincerely thanks each and every organisation and individual, including our volunteers, who supported our work throughout 2019-20. Your generous contributions and commitment ensured we were able to support new futures for vulnerable young people experiencing homelessness and disadvantage.

Acmena
AGE Consultants
Australian General Practice
Accreditation Limited (AGPAL) QIP
Alexilum
Aon
Australia Post
Australian Health Practitioner
Regulation Agency (AHPRA)
Beacon Strategies
BeKonstructive Marketing
Biala City Community Health Centre
Brisbane City Council Central Ward
Brisbane Women's Club
Bunnings Newstead
Chain Reaction Foundation
Codebots
Commonwealth Bank of Australia
Console
Dave the Trainer (Dave Kramer)
Deaf Services, The Deaf Lottery Australia
Dept. of Housing and Public Works,
Building & Asset Services
Dr Katie Hail-Jares (Griffith University)
Dr Danielle Davidson (QUT)
Dept. of Justice and Attorney-General,
Strategic Policy & Legal Services
DXC Technology
Electrical Trades Union Qld Youth Group
Equiem Services
Ernst & Young Australia
Foot Locker Australia
Gala on the Green Committee
Frilete Active
Glooloo Surfacing
Grace Lutheran College Caboolture
Grant Thornton
Grant Thornton Foundation
Grill'd Albert Street

Grill'd Eagle Street Pier
Guitar Brothers
Healthy Land & Water
Heart & Soles Virtual Running
Helloworld Travel Ltd
Holding Redlich
Holding Redlich Social Justice Fund
Insurance Advisernet Foundation
Jacobs
JCI Australia
Kenmore State High School
Kennedy McLaughlin & Associates
KPMG Australia
Life Church
Little Ducks Childcare, New Farm
Max Kelsen
Media Rare Pty Ltd
Minter Ellison
MyWork
Nando's Maroochydore
Nando's Newmarket
New Word Order
Nido Early School Woolloongabba
Officeworks, Adelaide St Brisbane
Ollie Douglas
Pacific Aluminium Social Club
Property Industry Foundation
Queensland Treasury
Queensland University of Technology
Ray White, Alderley
Reidy House, St Joseph's College
Gregory Terrace
Residential Tenancies Authority
Rhian Thomas
Rochele Painting
Sarina Russo Group
Share the Dignity
Snap Inc. Brisbane
Soul Revolver

Sparrow Early Learning, Brighton
St Laurence's College
Student One
Suncorp Metway Ltd
Sunnybank State High School
Sustainable Solutions International Pty Ltd
Tatau Fitness
The Athlete's Foot Mt Gravatt
The Brisbane Plumbers
The Citadel Group
The Frangipani Foundation
Theo Butler
UnitingCare, Digital &
Transactional Services
Vinidex
Vita Group Limited
We Are Flip
Wellers Hill School Age Child Care
Service
WSP Australia Pty Ltd
Young Insurance Professionals Qld
Youth Support + Advocacy Service
(YSAS)

BYS thanks and acknowledges the following funding bodies:

Brisbane City Council
Brisbane North Primary Health
Department of Aboriginal and Torres
Strait Islander Partnerships
Department of Child Safety,
Youth and Women
Department of Communities,
Disability Services
and Seniors
Department of Health and Ageing
Department of Housing and Public Works
Department of Social Services
Queensland Health
Queensland Mental Health Commission

HOW TO SUPPORT US



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

**DONATIONS OF \$2 AND
OVER ARE TAX DEDUCTIBLE.**

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

Email fundraising@brisyouth.org

BRISBANE
YOUTH SERVICE

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W brisyouth.org **ABN** 83 967 756 338
A 42 McLachlan Street, Fortitude Valley



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