

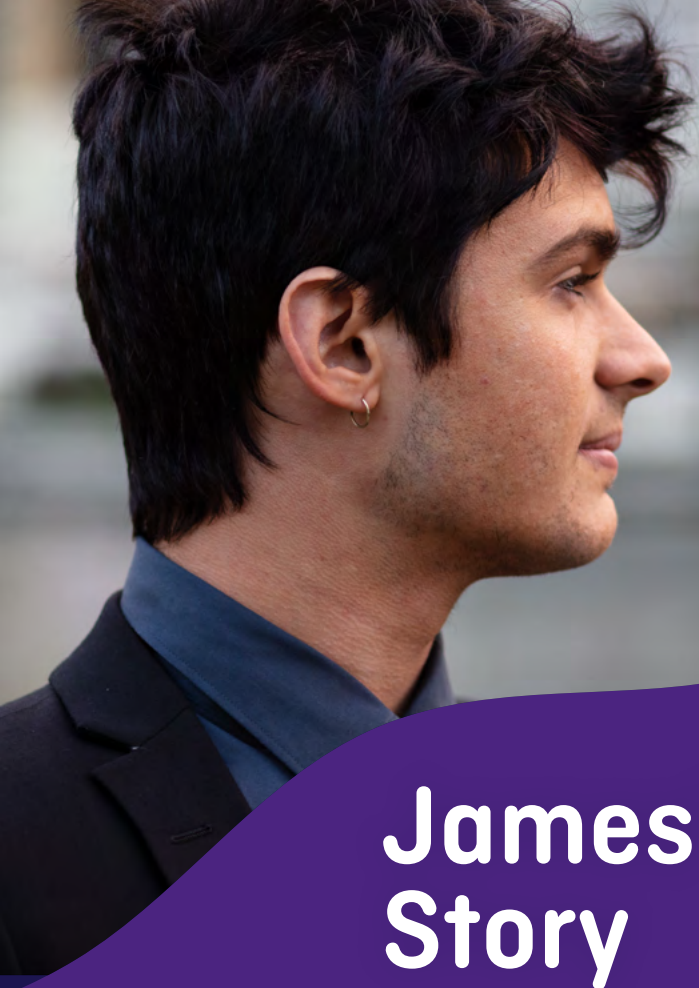


2022

ANNUAL
REPORT

BRISBANE
YOUTH
SERVICE

NEW FUTURES FOR YOUNG PEOPLE



“

Everyone at BYS was a friend who helped me see that I can hope things will be better and believe it.

James' Story

Homeless, hopeless, and alone, with a physical disability affecting less than 1% of the population – James didn't think there was reason to hope before coming to BYS. With no work experience, job, licence, car, or knowledge of how to survive – alcohol and cigarettes became his top priority to cope with the traumatic events he experienced.

I couldn't trust anyone. I feared being used, hurt, or abandoned. I had to learn how to fight off muggers trying to steal what little money I had.

That was my life. I was scared.

As a child, I wanted to find somewhere I could belong. I lacked social skills and wasn't drawn to hobbies or activities loved by everyone else. Fitting in wasn't really an option.

Then came the day I was hit by a car, and everyone knew my name. When I woke up, weeks had passed, my right eye was blind, and my left hand was paralysed. I couldn't find employers willing to hire me, and while my impaired motor functions weren't severe enough to prevent me from driving, I had no way of getting my hours up on my own.

Fast-forward a few years, and I'm on the streets sleeping on park benches, eating whatever I could steal or whatever people had thrown out, smoking cigarettes to stay numb, and trying to hold onto hope.

After multiple share apartments with much older, abusive drug addicts, I made a friend who I didn't realise was going through his own problems. The image of finding his body, and countless questions in my head of what I could have done to save him, still haunt me now.

Thoughts of suicide always crossed my mind. I have been taken to the hospital many times by the police when I've attempted. "Who would miss me?" "What would anyone lose?" "I'm not good enough anyway," were the thoughts that tempted me every day.

Until finding BYS, I didn't think there was a reason to hope. But with their support now I've gotten a job, I live independently in a city apartment, I've been to counselling, social groups, doctor's appointments, and I've received help with my cigarette and alcohol issues.

I was linked to Maddie from SYT who, before even meeting her, helped me get a washing machine and a dryer for my apartment. She has helped me with finances, Disability Support Pension, NDIS, driving lessons, and general housing support. Everything she helped with seemed too good to be true.

Everyone at BYS was a friend who helped me see that I can hope things will be better and believe it. I still have a long way to go, but I'm closer now than I've ever been, and I will forever be thankful to BYS for that. 📧

2022

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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 as well as 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 and trauma-informed 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 develop innovative supports, improve outcomes, and to raise awareness of issues impacting vulnerable young people in our community.

Currently, we have almost a hundred staff operating across six locations around Brisbane.

OUR PURPOSE

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

OUR VISION

New futures for young people

OUR VALUES (R.O.A.R)

Respect
Optimism
Accountability
Resilience

OUR COMMITMENT

To promote a just society for young people

STRATEGIC GOALS 2022-25

Service growth priorities:

- ★ Housing & Homelessness
- ★ Primary & Mental Health
- ★ Domestic & Family Violence

Strategic priorities:

★ Workforce

BYS is an employer of choice and builds a capable, engaged, and effective workforce.

★ Innovation & Research

BYS is a leader in evidence-informed practice and collaborative research that drives innovation.

★ Youth Engagement

Young people inform and help shape BYS services.

★ Digital & Technology

BYS applies digital and technology solutions to enhance service delivery and increase operational efficiency.

★ Property

BYS secures long-term, suitable sites for all operations.



RECONCILIATION ACTION PLAN

RAP 2021-22

The BYS Reconciliation Action Plan (RAP) Committee – co-chaired by Wiradjuri woman Tanya Lefebvre (BYS Drug and Alcohol Intervention Worker) and Di Mahoney (Service Delivery Director) meets every month to implement and monitor the activities and deliverables in our RAP.

The RAP Committee is made up of passionate staff and managers from across all BYS teams. 2021 was the final year of our current RAP, and we reflected together on the many achievements undertaken by staff and young people at BYS to deliver on our commitment to reconciliation. 95% of the RAP actions were delivered and BYS is proud to have also achieved its RAP goal of appointing an Aboriginal Board member – with Chris Emzin joining the BYS Board this year.

The RAP Committee commenced work on our new Innovate RAP for 2023–2024, with the first draft being submitted to Reconciliation Australia in March 2022. We look forward to finalising the revised RAP and launching our new RAP in 2023.

RAP Highlights for 2021-2022:

- BYS designed and installed cultural plaques by Kinya Lerrk at all BYS service sites.
- BYS Patron Steve Renouf continued to support the work of BYS – particularly getting behind our Deadly Yarns program and Daggy Jumper Day.
- Deadly Yarns continued at the HUB as a regular drop in event for young people.
- The RAP Committee consulted young people in the development of our new RAP with 83 young people giving us feedback through a short online survey.
- Our Reconciliation Action Week 2022 celebration in New Farm Park was supported by Eulaila Nawajarri Designs and Birrunga Gallery and Dining, and funded by Brisbane City Council.
- BYS supported and promoted the Reconciliation Week theme “Be Brave Make Change.”
- BYS booked to attend the COOKED performance at QPAC – however sadly this was cancelled!
- BYS staff participated in meetings about the MurriWatch Youth Hub and Residential Project.
- BYS promoted reconciliation at BYS All Staff Meetings and collated feedback from staff in December to integrate into the new BYS RAP.
- BYS supported Days of Significance including NAIDOC, Sorry Day, and Indigenous Literacy Day, and we used these occasions to educate staff and young people about the history and importance of reconciliation.

(Above) Reconciliation Action Week 2022 Celebration; Young Women Young Families' Acknowledgement of Country Plaque.



Patron Steve Renouf with former CEO Annemaree Callander for Daggy Jumper Day.

BYS PATRON

STEVE RENOUF

Steve Renouf commenced his role as BYS Patron in 2016 and is dedicated to shining a light on the complex issues and challenges facing Brisbane's vulnerable young people and their children.

A proud Gunggari and Gubbi Gubbi man, Steve is also an Australian Rugby League legend who holds the record for most tries for the Brisbane Broncos, has played at both State and National representative level, and was named on the Indigenous Team of the Century.

Since retiring from professional football, Steve continues to inspire as an active member of the community. He is a positive role model for all Queenslanders with a strong emphasis on empowering Aboriginal and Torres Strait Islander peoples to make healthy choices for themselves and their families through his work as Ambassador for Deadly Choices.

Steve has supported BYS through a range of events and activities in the past seven years. He is passionate about helping young people transition successfully into adulthood and believes everyone deserves a safe place to call home.

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.



**MARK
WHEATLEY**
President



**ANNA
SPENCER**
Vice President



**SHELLEY
SORRENSON**
Secretary



**KELLY
MOORE**
Treasurer



**MICHELLE
WADE**
Board Member



**JAKE
ARDEN**
Board Member



**BEN
PARIS**
Board Member



**CHRISTOPHER
EMZIN**
Board Member

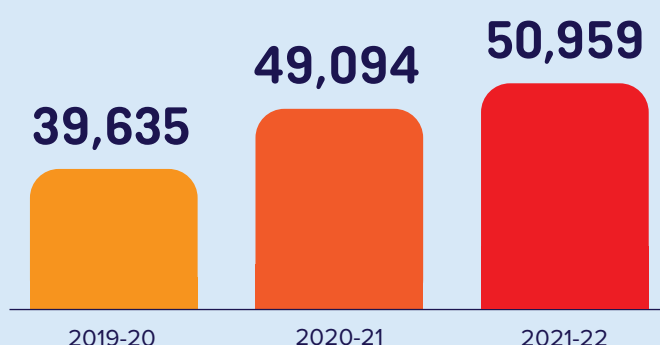
2021-22 SNAPSHOT

50,959

occasions of support
(UP FROM 49,094 LAST YEAR)

4%↑

INCREASE IN THE NUMBER
OF TIMES YOUNG PEOPLE
ENGAGED WITH US THIS YEAR



3 YEAR COMPARISON

29%↑

INCREASE IN OCCASIONS
OF SUPPORT OVER THE
PAST 3 YEARS

88%↑

increase in requests for brief
intervention over the past 3 years

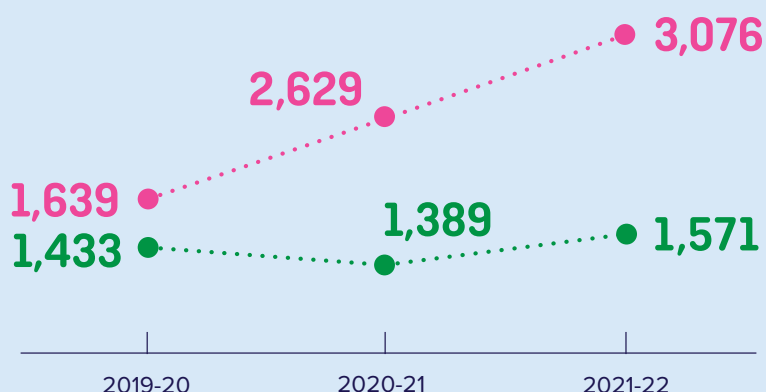
3 YEAR COMPARISON

1,571

accessed ongoing
planned support

3,076

accessed brief
intervention



29% 

Aboriginal and/or
Torres Strait Islander

21% of those supported
were **young parents**



17%

OF YOUNG PEOPLE
WERE ONLY
12-17 YEARS OLD

when they accessed
support this year

44% of young people are
homeless when they
come to BYS

76% are living in unsafe,
temporary, overcrowded,
or unaffordable housing

ALMOST **3 IN 4**
have experienced
past family violence



45%
have experienced **past
relationship violence**

43% of young people coming to BYS **report suicide risks** and
over **one in three** identify self-harming behaviours

63% of young people have a **diagnosed mental illness**
(INCREASE BY 34% IN THE LAST 5 YEARS)

MORE THAN
1 IN 5
have an identified **disability**



1 IN 3

young people seeking support identify
as sexuality diverse, a **15% increase**
from last year

PRESIDENT'S REPORT



Mark Wheatley
President

Despite facing significant challenges over the last 12 months, everyone at Brisbane Youth Service (BYS) has again performed remarkably!

The Board and I never fail to be amazed with the team's commitment to do all they can to genuinely help the most vulnerable in our community. The ability to sustain this, as demand for support continues to grow, is a testament to both the leadership of BYS, and the staff who consistently deliver services with care and professionalism.

BYS is engaging with young people more than ever, noting a 4% increase to 50,959 occasions of support in 2021-22. The intensifying housing crisis, COVID-19 pandemic, and Brisbane 2022 floods have compounded pressures on vulnerable young people, who now have fewer safe and affordable accommodation options and worsening levels of mental health concerns. Increasingly, demand is being met through brief support (information, advice and referral via triage), with 3,076 young people accessing brief intervention this year, a 17% increase from last year and staggering 88% increase from 2019-20.

Housing continues to be the highest priority need, with 71% of young people coming to BYS for help with housing. While 10% of young people arrived at BYS seeking mental health support, the proportion of young people with diagnosed mental health issues rose 15% in the past three years to 63% of all young people supported this year. 1,571 clients access ongoing planned support from BYS this year, 17% of whom were between the ages of 12 and 17 years. Concerningly, one in six young people reporting suicide risks were between 12-17 years old.

Levels of family violence are also alarmingly high, with 72% of all young people supported across our programs reporting having previously experienced family violence, and one in three young people seeking support with issues relating to violence. We do not expect the demand for our services to decrease, however we know that appropriately supported and resourced, the BYS team will continue to serve those in need with great skill, kindness, and compassion.

The last 12 months have not been without significant organisational challenges, including the departure of CEO Annemaree Callander. Annemaree was an inspiration to all and a tireless advocate for BYS clients. I personally felt her departure with great trepidation, only receiving her resignation a few months after becoming President. I have missed Annemaree's steady hands after 11 years as CEO, and we wish her well in her next journey.

When the CEO's role was advertised, there was an enormous amount of interest from some very qualified people. The interview panel, consisting of three board members, were impressed with all interviewees, but Pam Barker's experience, strategic vision, and empathy stood out as a worthy successor to Annemaree. We welcome Pam as the new CEO in the upcoming financial year, and are very excited for the future of BYS. The Board also looks forward to working closely with her and the leadership team, as the organisation continues to expand and improve how we deliver our services to those in need.

Throughout the CEO recruitment phase, the Board were acutely aware of the increased pressure placed on all levels of management, particularly as other key members of the BYS team also decided it was time for change. We are very grateful for how the leadership team stepped up in those challenging months. We are also thankful to those who supported them, taking on increased workloads without any expectation of extra reward.

The Board has also undergone significant renewal this year. I was very humbled to be supported by my Board colleagues to become President after the last Annual General Meeting. I thank them for their support and confidence in me and look forward to working closely with my colleagues to ensure BYS continues to deliver their services as an organisation in the best way possible.

I would also like to welcome two new members to the Board, Christopher Emzin and Dr Admire Matsika, with Admire filling the position vacated by Dr Melissa Naidoo who unfortunately had to resign due to personal commitments. Both Chris and Admire come with impeccable qualifications and experience, which will extensively benefit the BYS strategic vision. I would also like to acknowledge the efforts of outgoing Treasurer Kelly Moore, whose resignation I recently accepted. Kelly's commitment to the BYS Board goes back many years and she will be missed! At the time of writing, I am in the process of arranging interviews of three shortlisted applicants, each of whom are incredible and inspiring people. Watch this space!

Finally, we thank all our government and industry partners, stakeholders, and donors, who have assisted us in our journey over the last 12 months. BYS's ability to perform and deliver is only possible thanks to this ongoing support. Together, we have been able to help young people make meaningful changes in their lives. While the list of those I would like to thank is long, I would like to pay particular acknowledgement to Hand Heart Pocket. Their continued generosity and faith in the BYS mission, from funding the Safe and Connected Futures program to assisting us with investigating property options as we consider how we accommodate our evolving workforce, has been humbling and timely.

TREASURER'S REPORT



Kelly Moore
Treasurer

In response to the increasing need of vulnerable young people, 2021-22 has been another year of significant growth for Brisbane Youth Service (BYS). BYS saw a 17% increase in new requests for brief intervention from young people which placed a significant demand on our resourcing.

To support this growing demand, we were pleased to roll out two new programs – Our Hand Heart Pocket partnership creating Safe and Connected Futures as well as our Safe Relationships program. Income for the year was up by 9.8% on the prior financial year due to these new programs and indexation on existing funding.

Since the start of the pandemic, community and event fundraising initiatives have not returned to their pre-pandemic income returns. This decrease is reflective of the nation's overall giving rates. The JBWere NAB Charitable Giving Index indicated that the 16% decline in giving for 2021 took us back to the donation rates of 2016.

As part of the BYS financial strategy, the organisation invested in a share portfolio during the 2020 financial year prior to the start of the pandemic. For that same year, the portfolio incurred an 8% loss. This year has seen a significant turnaround for the fund and the investment is up by 9.5%.

Overall costs remained in line with the increased revenue. They included twelve months of the new Community Services Portable Long Service Leave levy which is 1.35% of wages. Client support service expenses have increased by 21% due to the

“ Well done to the BYS team for continuing to manage the increasing need of vulnerable young people and delivering quality services, while **maintaining a strong financial base** ensuring sustainability into the future.”

increase in demand for support, which was offset by the additional client brokerage funding received.

Information technology costs are up by 56% as there was a need to upgrade a large portion of the computers in the organisation to ensure staff could work flexibly through the pandemic.

These increases have been somewhat offset by a reduction in travel, finance, and depreciation costs.

The current ratio is in a strong position at 1.89:1 and on par to the prior year. The cash position is also strong and has increased since last year. Overall, total Members Funds have increased by 13% for the year.

Well done to the BYS team for continuing to manage the increasing need of vulnerable young people and delivering quality services, while maintaining a strong financial base ensuring sustainability into the future.



Di Mahoney
Acting Chief Executive Officer

It's a pleasure to be able to report on the work of our organisation during another year of high demand, driven by the ongoing impacts of COVID, housing shortages, and challenging weather events in Brisbane. Our whole team has done an amazing job working alongside young people and young families to ensure they are supported, housed, and safe (wherever possible) despite the challenges they face.

As if COVID hadn't challenged us all enough over the past few years – young people and our service delivery teams were heavily impacted by the Brisbane floods that occurred in February 2022. Windsor House staff and young people moved into temporary student accommodation for more than one month (big thanks to Student One!) while the downstairs area underwent a major renovation by the Department of Communities, Housing and the Digital Economy (DCHDE). Sandgate House was also impacted by flood water, and both staff and young people relocated locally while new flooring was put down and essential items replaced. Some of our transitional housing was impacted by mould invasions and much cleaning and sanitising was required. Our corporate team supported our services through the process of insurance claims, replacing furniture, white goods, and a myriad of other supplies. Many BYS staff were also directly or indirectly impacted, and everyone had to dig deep and show their resilience in the face of this unexpected challenge.

Housing stress and homelessness continued to result in high demand for support. Interestingly this year's data show that there is a growing cohort of young people accessing BYS for support despite having an income and steady employment. This reflects the increasing rents and fragile tenancies that many young people experience – made worse by major flooding in Brisbane and northern NSW that resulted in skyrocketing demand for private rentals, housing shortages, and subsequent rent increases.

Other BYS data this year demonstrated that young people's mental health and wellbeing is more important than ever – with over 60% of young people coming to BYS with a diagnosed mental illness. We have worked hard to ensure our services respond effectively to their needs and regularly collaborate with, and advocate for, vulnerable young people who need hospital services and specialised health care.

Sadly, experiences of domestic and family violence (DFV) continue to drive homelessness and significantly impact young families. Our work in this area continued to evolve as we lead service delivery in the pilot of the K.I.N.D program – which stands for Kinship, Improving relationships, No violence and Developing skills. The K.I.N.D program is a psychosocial intervention that supports young people to understand and change their use of violence.

Our partnership with the Brisbane Domestic Violence Service (BDVS) strengthened as its role in providing risk screening and safety planning became even more critical to young women experiencing intimate partner violence – and we thank our BDVS colleagues for their ongoing support. In June 2022, BYS also made a submission to the Queensland Commission of Inquiry into Police Responses to DFV citing several case studies and later appearing before the Commission to highlight the experiences and particular needs of young women experiencing DFV.



Annemaree Callander and Di Mahoney with Clare O'Connor, Director-General of the Department of Communities, Housing and Digital Economy.

CEO'S REPORT

Our organisation underwent some important changes this year, including saying farewell to Annemaree Callander, our CEO of 11 years. Annemaree's contribution to BYS and the broader housing and homelessness sector was significant as she oversaw mergers, restructures, and business improvements that have positioned BYS as a leader in supporting young people and young families with complex lives.

Our Board also had some changes this year with Dr Nikola Stepanov stepping down after three years as President and handing over the reigns to new President Mark Wheatley. We were also joined by new member Christopher Emzin and temporarily, Dr Mellissa Naidoo, adding additional skills and perspectives to the Board.

The Board engaged Board Matters to undertake a review of its performance this year, and is busy implementing identified actions. Alongside this the Board commenced development of a new strategic plan 2022-2025. Our Patron Steve Renouf continues to support the work of our organisation and I would like to thank him and our Board for their ongoing efforts to steer BYS safely through this year.

To ensure that BYS staff are well supported in the complex, high-demand work they do with young people and young families – we also restructured some of our service delivery teams. This included the creation of two new health team manager roles – the Early Intervention Manager and the Mental Health and Alcohol and Other Drugs Manager – to add capacity to this critical team under the management of the Health Services Senior Manager. New senior practitioner positions were identified in service delivery teams, we established the Sustaining Young Tenancies and Transitions team, and we worked together towards developing BYS's first Staff Wellbeing Strategy.

We created a new position of Quality, Research and Innovation Senior Manager and commenced recruitment. Our small but busy Quality, Research and Innovation team are critical to ensuring our services are evidence-informed, best practice, high quality, and are designed with input and feedback from young people and young families who remain at the centre of our work. We began implementing a new Quality Management System to better support our governance and operational process. We also commenced work on a deep dive into our seven years of client data – with curiosity abounding and publication possibilities

emerging! Additionally, we have made headway in implementing the National Child Safe Framework.

All BYS service delivery teams were kept busy this year and doing great work that is further outlined in this report. In the 2021 Annual Client Survey, young people identified that the best thing they like about BYS is "the staff." I would like to give our staff a huge round of applause for the life-changing work they do in very challenging circumstances!

BYS is also supported by some wonderful partnerships that provided a significant value-add to our work. Legal partners MinterEllison, Holding Redlich, and LawRight continued to offer BYS clients and the organisation excellent professional support. Our partners at Hand Heart Pocket are working alongside us to ensure we focus our efforts to prevent or intervene early in young people's experiences of homelessness as well as with a property strategy to secure the future of BYS. Housing partner BHC continues to work with us to ensure new opportunities for young people in their housing projects. Collaboration with key partners to meet the needs of young people is an ongoing part of how we work at BYS.

I'd like to thank our funding bodies – in particular DCHDE – who have responded to our requests for additional support for young people given the floods and ongoing continuously high demand. We also thank the Department of Justice and Attorney-General (DJAG) for the funding extension to enable BYS to continue its innovative work with young people using/experiencing violence. Brisbane City Council advised us this year that the Positive Transitions Project will be re-funded for a further three years. Through this project, we assist young people that BYS supports to find employment, training, and community connections – and we are delighted to work with them to find pathways out of homelessness for young people living in Brisbane. There were many contract renewals during the year, and it was heartening to work with our funding bodies to share our knowledge of the challenges young people face and how to effectively respond through utilising our professional knowledge, data, and research.

While the ongoing high demand and complexity of young people's lives continues unabated – our team and the young people we support – continue to be resilient. I acknowledge the strength of the young people we support as they journey towards independence, and I thank all our staff and supporters for enabling us to help create new futures with young people and young families in Brisbane.

WHO WE SUPPORT

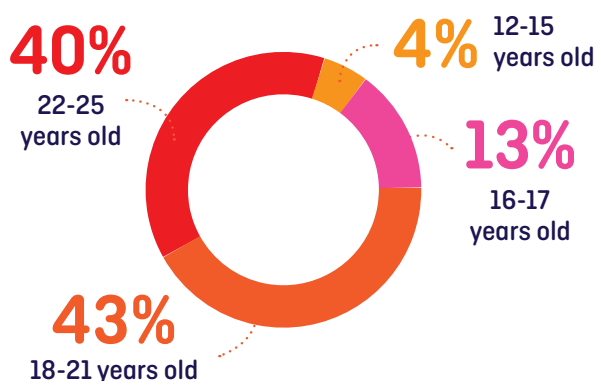
BYS supports young people aged between 12 and 25 years and their children. This year, 1,571 young people accessed ongoing planned support, a 13% increase since last year.

In addition, 3,076 accessed brief intervention from BYS. This is a 17% increase in new demand for brief intervention since last year.

We provided a total of 50,959 total occasions of support in 2021-22, a 4% increase from last year.

17% were between the ages of 12 and 17 years when they accessed support

19 YRS OLD Was the average age of young people accessing support



This year we saw a

24% INCREASE

in the proportion of gender diverse young people supported from last year.



57%
FEMALE

36%
MALE

7%
GENDER DIVERSE



MORE THAN

1 IN 4

young people identified as **LGBTIQAP+**

31% identified as being sexuality diverse

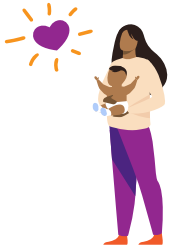
This level of engagement is a 15% increase from last year, and is the **highest in more than 5 years**.

As the complexity of young people's support needs increase and with a lack of safe, suitable, and available housing options, they need more support to overcome barriers to a positive future.

This year, we saw sustained brief, medium, and long-term engagement patterns from young people. Most young people accessed support 1-9 times (53%) or more than 50 times (17%). Fewer young people accessed support 10-19 times (14%), 20-29 times (8%), or 30-49 times (9%). The average number of times we supported each young person has remained high, and we continue to see an increase in new requests for support year on year, up by 17% in 2021-22.

AVERAGE OF 30 OCCASIONS OF SUPPORT





1 IN 5
OR 22%

of young people supported this year were young parents
(A DECREASE FROM 26% LAST YEAR)

This year, BYS supported 114 children aged between birth and 11 years old, along with their young parent.

Young people who came to us with parenting support needs often had children who were not in their care because of their circumstances (24% of young parents). 20% had care of a new baby.



11% culturally and linguistically diverse

9% of young people supported at BYS identified as migrant or refugee. The most common countries of birth, outside of Australia, were **New Zealand, England, Kenya, Sudan, Afghanistan, Philippines, Tanzania** and **South Africa**.

22%
have an identified disability

Two in five of those with disabilities had **learning/behavioural disabilities** (44%), **one quarter** had **intellectual/developmental disabilities** (26%) and **13%** had **physical/sensory disabilities**.

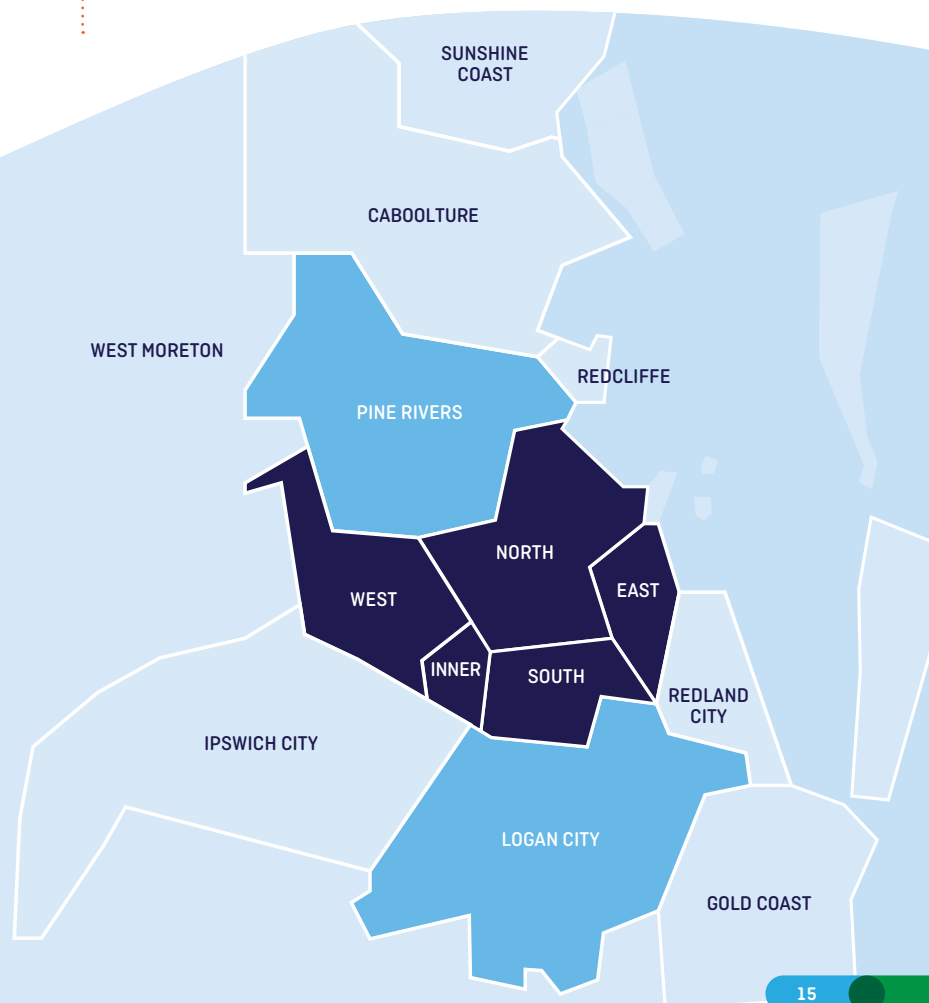


29% Aboriginal and/or Torres Strait Islander

WHERE OUR YOUNG PEOPLE ARE BEING SUPPORTED

KEY

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



YOUNG PEOPLE'S

COMPLEX NEEDS AND POSITIVE OUTCOMES

16%
CURRENT FAMILY
VIOLENCE

18%
NO SOURCE
OF INCOME

19%
ATTENDING
SCHOOL/
TRAINING

22%
CURRENT SUBSTANCE
USE ISSUES

23%
LEGAL ISSUES

24%
SERIOUS HEALTH
ISSUES

29%
ACCRUED
DEBTS

32%
UNEMPLOYED/
UNDEREMPLOYED



“

I like BYS because they **help you when you really need it**. They listen to their client and are very friendly and welcoming. They act quickly to situations and help work through your goals.



“

With BYS, even though I'm sharing a room in a house, I feel so much safer than I ever did being at home.

45%
PAST
RELATIONSHIP
VIOLENCE



63%
DIAGNOSED WITH
MENTAL HEALTH
ISSUES

76%

IN UNSAFE, TEMPORARY,
OVERCROWDED, OR
UNAFFORDABLE
HOUSING

40%

CRITICAL LACK OF
SUPPORT



54%
POOR FAMILY
SUPPORT



72%
PAST FAMILY
VIOLENCE



Young people BYS supports come from diverse, complex backgrounds and bring a wide range of life experiences and challenges when they seek support.

This year, in line with past years, the number one priority for young people was their housing situation which was often unstable, unsuitable, unaffordable and/or unsafe.

With the ongoing housing crisis, BYS saw a large increase in the proportion of young people accessing BYS support who were currently employed, highlighting the lack of available, affordable housing even for those earning a wage.

Mental health issues were another significantly concerning issue for the young people we support, with self-rated mental health at a 7-year low, and diagnosed mental health challenges at a 7-year high. High levels of family and relationship violence have continued to be concerning this year.

Homelessness

In 2021-22, almost half of the young people who came to BYS were homeless (44%).

This is a decrease from 53% in 2020-21, but is not reflective of a change in the number of young people presenting as homeless, rather the enhanced use of an internal triage system providing emergency referral and brokerage responses, with fewer young people completing a full intake assessment. 76% were living in unsafe, temporary, overcrowded, or unaffordable housing.

All forms of homelessness reduced largely after engaging in BYS programs. Despite the ongoing challenges of increased demand, COVID-19, and flooding impacts on housing availability in 2021-22, young people's rates of homelessness decreased by 21% after accessing BYS support.

Young people living in stable, suitable housing nearly tripled from 22% to 64% after support.

71% CAME TO BYS ASKING FOR HELP WITH HOUSING

61% said their housing was a crisis/serious situation

This year there were fewer young people sleeping rough when seeking support (7%). When they came to BYS young people were:

- Living with family **19%**
- Living in a private rental/share house **18%**
- Living in public/community housing **11%**
- Living in crisis housing/boarding house **8%**
- Living in child safety or in an institution **2%**

#1 FORM OF HOMELESSNESS



COUCH SURFING

- 29%** of all young people supported
- 65%** of young people who were homeless
- UNDER 18s** are almost twice as likely to be couch surfing than sleeping rough

HOMELESSNESS OUTCOMES¹

Before BYS support	LIVING ARRANGEMENT	After BYS support
46%	All Homelessness	20%
31%	Couch surfing	13%
6%	Crisis service	4%
2%	Boarding house	2%
7%	Sleeping rough	1%

HOMELESSNESS SUITABILITY¹

Before BYS support	HOUSING WAS	After BYS support
47%	Temporary	17%
17%	Unsafe	3%
7%	Overcrowded	0%
2%	Unaffordable	2%
4%	Transitional	14%
22%	Stable & suitable	64%

82%

DECREASE IN YOUNG PEOPLE LIVING IN UNSAFE HOUSING

62%

Who were homeless when they came to BYS were able to move into more secure forms of housing

- 36%** moved to private rental/share housing
- 13%** moved to public/community housing
- 13%** moved in with family

Mental Health

The proportion of young people who came to BYS with **diagnosed mental health issues** has **increased** by 15% in the last three years.

Mental health issues closely intersect with young people's other needs and vulnerabilities to accessing safe, stable housing. Poor mental health can be one pathway into homelessness for young people and can be linked to other reasons for housing instability, like early trauma or family violence. It can also be the result of other stressors associated with experiences of homelessness like financial instability, physical health issues, and lack of support.



Without support, mental health issues can be a barrier to young people being able to access and maintain safe and stable housing in the future.

63% HAD A DIAGNOSED MENTAL ILLNESS WHEN THEY CAME TO BYS

28%	Post traumatic stress disorder
15%	Personality disorder
10%	Bipolar disorder
6%	Psychotic illness
6%	Eating disorders
4%	Drug induced psychosis/addictive disorders

43% identified **suicide risks**
Increase of 10% since last year

34% identified **self harming behaviours**
Increase of 13% since last year

DIAGNOSED MENTAL ILLNESS BY AGE 2021-22

12-15 years old	2%
16-17 years old	13%
18-21 years old	41%
22-25 years old	44%

1 IN 6 of those who reported suicide risks were between 12 and 17 years old

TWO THIRDS of mental health diagnoses were **depression**

TWO THIRDS of mental health diagnoses were **anxiety**

49% described their mental health as **poor/very poor**

11%↑ INCREASE

49% described their mental health as a **crisis/serious situation**

6%↓ DECREASE

MENTAL HEALTH OUTCOMES¹

Before BYS support

48%
8%

MENTAL HEALTH WAS

Crisis/serious issues
Good/strong

After BYS support

15%
27%

With BYS support, young people with

GOOD OR GREAT MENTAL HEALTH MORE THAN DOUBLED

and those with serious or crisis mental health issues decreased by 69%



64%

SAID THEIR MENTAL HEALTH IMPROVED WITH BYS SUPPORT

¹% of all young people who exited in 2021-22.

Violence

In 2021-22, for young people supported across our programs, a total of **72%** had **previously experienced family violence**.

Family and relationship violence are well recognised as common causes of homelessness. However, violence does not necessarily end when young people leave their home. Young people who are experiencing homelessness are often also impacted by different and ongoing forms of violence and abuse from people in their lives and the community.

1 IN **3**

REQUESTED BYS SUPPORT WITH
ISSUES RELATED TO VIOLENCE

1 IN **6**

WERE CURRENTLY EXPERIENCING
FAMILY VIOLENCE

45% had previous experience of
a violent relationship

10% currently in a violent relationship
Likely to be under-reported

38% had been threatened or
experienced violence from
someone outside of their
family or partner

28% had experienced sexual or
physical assault/abuse

21% acknowledged at assessment
that they themselves used violent
or threatening behaviours
Likely to be under-reported

30% told us that violence was a **crisis**
or **serious concern** in their lives

AFTER SUPPORT¹

While violence concerns are commonly under-recognised
and under-reported at the start of support, this year

MORE THAN HALF
(51%)

indicated that their violence situations were
a bit or much better after coming to BYS

The proportion of
young people who were
in a **crisis or serious**
violence situation

DROPPED BY
OVER HALF
TO 14%

30% 
IMPROVEMENT IN YOUNG
PEOPLE'S VIOLENCE SITUATIONS

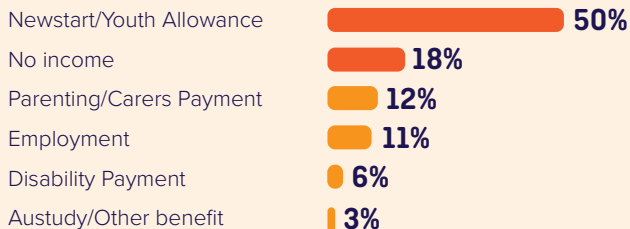


Financial Wellbeing

18%

TOLD US THAT THEY HAD NO SOURCE OF INCOME WHEN THEY CAME TO BYS FOR SUPPORT

SOURCE OF INCOME BEFORE SUPPORT



36% requested BYS support with helping improve their income situation

35% told us that their income situation was a **serious or crisis issue**

29% had accrued debts when they came to BYS for support

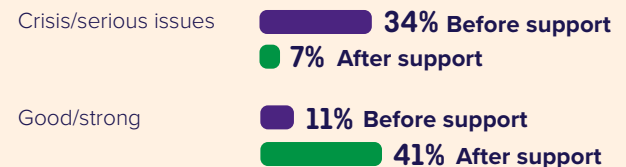
AFTER SUPPORT¹

44%

OF YOUNG PEOPLE SAID THAT THEIR FINANCIAL SITUATION WAS A BIT OR MUCH BETTER



FINANCIAL SITUATION



24% who exited support in 2021-22 were earning **regular income** from employment

This is double last year's outcomes (12% in 2020-21)

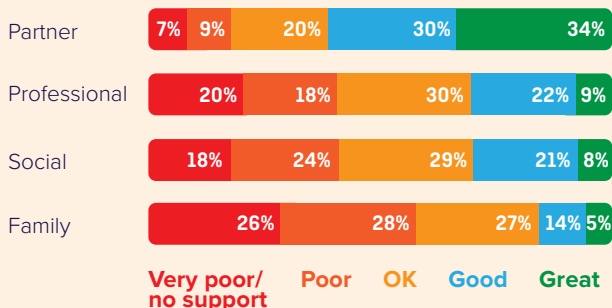
72% of young people were able to stabilise on income support payments

Support in Life

40%

TOLD US THAT LACK OF SUPPORT WAS A CRISIS OR SERIOUS ISSUE IN THEIR LIVES

YOUNG PEOPLE'S SUPPORT IN LIFE IS



42% said that they wanted help from BYS to improve the support in their lives

67% had **no partner support**

54% had **very poor/poor or no family support**

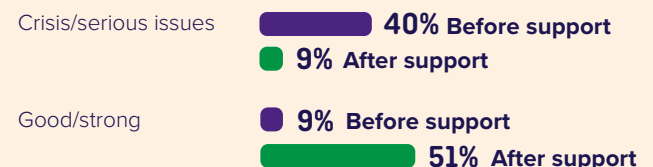
AFTER SUPPORT¹

NEARLY SIX TIMES

MORE YOUNG PEOPLE SAID THEY HAD GOOD OR STRONG SUPPORT NETWORKS



QUALITY OF SUPPORT NETWORK



When exiting support, young people's:

Positive family support
INCREASED BY 25%

Professional support
REMAINED STEADY AT 29%

68% of young people said their support networks were a bit or much better after BYS support

Substance Use

1 IN 5 TOLD US THAT THEY THOUGHT THEY HAD A CURRENT ISSUE WITH ALCOHOL OR DRUG USE

16% rated their substance use issues at a **crisis or seriously concerning level**

46% said that they have had problems with alcohol and drugs in the past

IN THE LAST THREE MONTHS, YOUNG PEOPLE HAD



MOST COMMONLY USED OTHER DRUGS

cannabis (57%), methamphetamines (12%), sedatives (7%), ecstasy (6%), hallucinogens (6%), opioids (4%) and cocaine/crack (4%)

AFTER SUPPORT¹

SUBSTANCE USE CONCERNS

Crisis/serious issues **16%** Before support
9% After support

Good/strong **13%** Before support
23% After support

1 IN 3 saw a **reduction** in the amount and frequency of substance use

1 IN 3 said that their substance issues had **improved** after BYS support

23% described a **good or strong** situation with control of their substance use issues

Education/Employment

1 IN 4 TOLD US EDUCATION/EMPLOYMENT WAS A CRISIS OR SERIOUS ISSUE IN THEIR LIVES

32% were looking for work

19% were regularly attending school or training

11% were enrolled in education but disengaged due to life barriers

NEARLY HALF were unemployed

30% of young people had an education focus, and of these more than a third were experiencing barriers that prevented regular education attendance

70% of young people had an employment focus, and 45% of these were unemployed and looking for work with 17% employed at the time they came to BYS

Rates of young people seeking support who were employed has **increased by 70%** since last year. This does not mean youth employment rates have increased, rather more young people are seeking support while they are employed.

AFTER SUPPORT¹

47%

OF YOUNG PEOPLE SAID THEIR EDUCATION/EMPLOYMENT SITUATION WAS A BIT OR MUCH BETTER

10% of those who were disengaged from education got a job

1 IN 5 young people who were unemployed at intake were employed after support

EDUCATION AND EMPLOYMENT ISSUES

Crisis/serious issues **29%** Before support
11% After support

Good/strong **18%** Before support
38% After support

62%↓ decrease in the proportion of young people in serious/crisis education/employment situations **after support**



Legal Issues

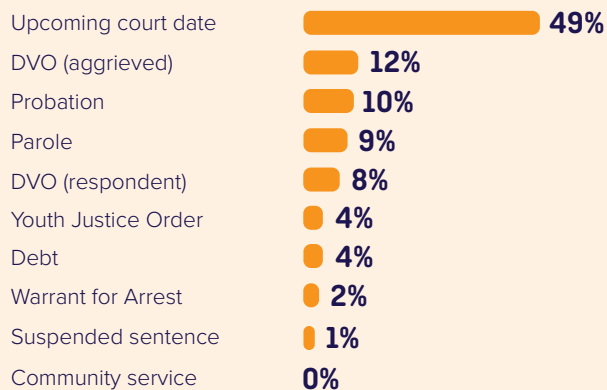
23%

OF YOUNG PEOPLE IDENTIFIED
LEGAL ISSUES WHEN THEY CAME TO BYS

OF THESE

43% felt that they were
at a **crisis/serious level** 44% asked BYS to help with
addressing legal concerns

YOUNG PEOPLE'S LEGAL ISSUES



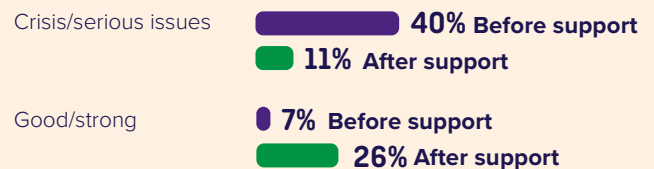
AFTER SUPPORT¹

48%

OF YOUNG PEOPLE SAID
THAT THEIR LEGAL SITUATION
WAS A BIT OR MUCH BETTER



LEGAL SITUATION



73%↓ **decrease** in those who
had crisis/serious
level legal issues

Physical Health

24%

TOLD US THAT THEY HAD A
SERIOUS PHYSICAL HEALTH ISSUE

17% said their physical health issues were a
crisis/serious concern in their lives

YOUNG PEOPLE SAID THEIR PHYSICAL HEALTH WAS



Each year physical health data collected acknowledges that many young people may not accurately assess their own health situation at intake, as health before support is consistently highly rated. These ratings often reduce over time, as health awareness and literacy improves, meaning that little change is recorded.

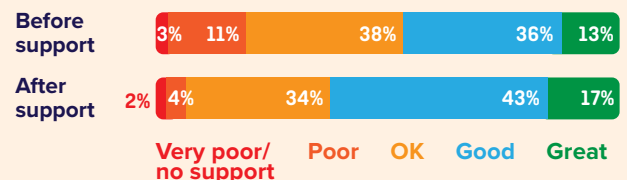
AFTER SUPPORT¹

60%

OF YOUNG PEOPLE SAID
THAT THEIR PHYSICAL
HEALTH WAS GOOD OR GREAT

22%
INCREASE!

YOUNG PEOPLE'S HEALTH RATINGS



“Now I feel **confident in my body**,
I feel stable, safe and that I can
talk to people when I need to. I feel
positive about my future!

WHAT YOUNG PEOPLE SAY ABOUT US

BYS is committed to listening to young people and being responsive to their experiences and knowledge about what works best in supporting them. One of the ways we do this is through our Annual Client Feedback Survey. This year's survey had strong participation from young people with 202 responses, or 13% of the annual client numbers for the 2021-22 year.

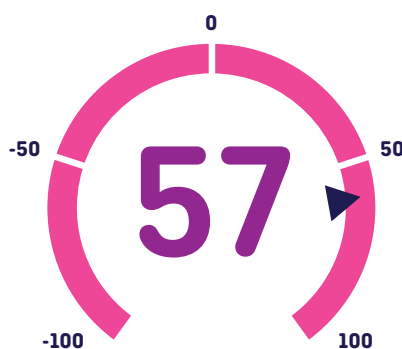
WE HAD STRONG DIVERSE REPRESENTATION IN SURVEY RESPONDENTS

15%	17 years old or younger
30%	Aboriginal and/or Torres Strait Islander
47%	LGBTIQAP+
17%	CALD
60%	Female
35%	Male
5%	Gender diverse

THE ANNUAL SURVEY REVEALED



NET PROMOTOR SCORE (NPS)²



Young people who completed the survey were **very likely to recommend BYS to other young people with an average of 8.57 out of 10**. The Net Promoter Score was 57 which is considered a great result.

“

All the staff are super lovely and gentle and **make me feel welcome**, even if it's just checking my temperature at the door.

When asked what had changed in their lives since coming to BYS, young people surveyed said they feel

**happier,
more hopeful, safer,
and more supported.**

When asked about their overall satisfaction, 84% of young people were **happy or super happy** with BYS support.

62% of respondents thought BYS had a **“big” or “huge” impact** on young people's lives.

“

I like that everyone's really nice, and **continues to follow-up** with me and help me achieve what I want to achieve.

“

BYS take such a holistic approach that I was able to get help with heaps of things in my life that **weren't actually the original reason I came.**



87%

of young people told us that they are **happy that workers listen to them and they have a say** in their support at BYS.

HOUSING SERVICES

BYS offers a diverse range of housing and support focussed on enabling young people to move out of homelessness and equipping them with the knowledge and skills to sustain safe housing to live independently in the community.

This year has tested our team's ability to be creative, resilient, and resourceful in the face of scarce housing and lots of demand for the limited available options. One bright note was the confirmation from the Department of Communities Housing and the Digital Economy (DCHDE) that they will build the Clayfield Housing Project as a QBuild development, ensuring there will be 12 new beds (seven units) of supported housing coming online in 2023 for BYS to manage.

For young people aged 16-18 years, BYS provides shared transitional housing, planned support, and opportunities to build independent living skills through its three 24/7 staffed residential programs – Windsor House, Phoenix House, and Sandgate House.

BYS also provides young people aged 16-25 years, including young families, the opportunity to access independent supported housing in the community through the Housing and Tenancy Support Program.

The Sustaining Young Tenancies (SYT) program works in partnership with DCHDE Housing Service Centres at Fortitude Valley, Buranda, and Chermside, Bric Housing, and BHC to support young people to maintain their tenancies and achieve their goals.

The Positive Transitions Project (PTP) works with young people to prevent a return to homelessness by strengthening their participation in employment, education, and community support networks. Brisbane City Council funding for the PTP program has been extended for an additional three years.

HOUSING AND TENANCY SUPPORT

The Housing and Tenancy Support Program (HATS) experienced many changes in 2021-22 with a new HATS Manager, three new housing support workers and a new Positive Transitions Project (PTP) coordinator joining the team. We creatively adapted to maintain energy levels and continuity of service as COVID-19 continued to impact workers and young people. We are proud to say that we rose to the challenge, modelling the BYS values of optimism and resilience for our clients.

HATS provides medium-term transitional accommodation and case management support to young people aged 16 – 25, and their children, who are experiencing or at risk of homelessness. We manage a diverse property portfolio that includes 27 Crisis Accommodation Properties (CAP), Head Leased properties, Specialised Young Women's housing, Same House Different Landlord units, and standalone properties, servicing both the north and south side of Brisbane.

The HATS team utilises a holistic practice approach to support our young tenants to remain safely housed. Housing support and tenancy support workers actively engage in planned support, developing personalised case plans to build capacity and skills such as basic independent living and tenancy skills, communication, addressing physical and mental health concerns, engaging in education, training or employment, budgeting, cooking, and time management. The team also work with young people on self-care, system navigation, community connection, resilience, self-confidence, and self-reliance, ensuring that when young people transition from HATS programs, they are better equipped to maintain their accommodation and thrive in the community.



In 2021-22, the HATS Transitional Housing Program provided accommodation to 55 young people and 28 accompanying children (61% female, 34% male, and 5% were gender diverse). 33% identified as Aboriginal and/or Torres Strait Islander and 20% were culturally and linguistically diverse. 83% of young people who exited HATS Transitional Housing Program in the past year successfully transitioned into supported independent accommodation, private rental, or returned home.

MOBILE SUPPORT PROGRAM

The HATS team offers mobile support to young people and young families who are experiencing or at risk of homelessness in the community. Helping them to secure and/or maintain safe, stable, and affordable accommodation.

In 2021-22, the HATS Team provided Mobile Support to 88 young people and 32 accompanying children (61% female, 34% male and 5% were gender diverse). 30% identified as Aboriginal and/or Torres Strait Islander and 18% were culturally and linguistically diverse.

“

I was in and out of hospital because of a lot of change and undiagnosed MH issues, I was on the verge of homelessness and my rental wasn't secure. I had so much unaddressed family trauma that came to the surface when I moved out, but when I started working with BYS, I was able to get everything together.

I did the hard work and BYS helped me to find my place and be able to grow and come out of my shell and uncover who I am. **I feel like I found my identity.** I found the courage to accept myself for who I am. I am non-binary, I am lesbian- that's OK. There's nothing wrong with that and I am proud of it!

BYS provided the “**stepping stones**” to find out who I am and offered a safe space to do this.

Taylor's* Story


Stable accommodation and the Positive Transitions Project supported this young person's transition towards independence – now employed, studying at university, and with improved family relationships.

When I was 17, I was kicked out of home and spent time couch surfing. I was feeling overwhelmed, juggling being without a home and attending casual work to try to afford housing. I was unsure about how to get out of the situation I'd found myself in and felt lost about where to find help. On top of this, I was sick each day with chronic health conditions and in a toxic situation with family and a partner.

After Centrelink gave me a list of agencies to contact for assistance, I was referred to BYS for housing support by a worker at the Youth Housing and Reintegration Services (YHARS) who showed me understanding and identified the support BYS could offer with finding somewhere to live. Shortly after being referred to BYS, the housing team contacted me and offered me a unit to share with another young person. This is where I've now been living for eight months.

Thanks to this stable housing and the opportunity to feel safe and supported, I now have a job, have started a university degree, and have a better relationship with family.

I want to go into fashion and eventually find private housing that I can support myself in. This now feels more achievable in the short term and I'm looking forward to being able to have a private rental and feeling confident to rely on myself to maintain my housing.

I'm so grateful for the support I now have in my life, from my roommate and BYS workers, as I am now being supported to maintain employment and my education whilst I work on becoming more confident in being independent. 

*Name changed to protect young person's privacy.

POSITIVE TRANSITIONS PROJECT

The Positive Transitions Project (PTP) was initially a two-year pilot project (2020-22) funded by Brisbane City Council to address a crucial 'next-step' service gap by providing young people in BYS housing programs access to education, training, employment, volunteering and community-based opportunities. These specific focus areas assist young people to build their independence, promoting successful transition from homelessness and support services towards sustainable accommodation, independent living and community participation.

The project experienced many highlights this year including establishing employment partnerships with PETstock and traineeships with My Mistress Café. We continued to develop evidence informed practice models to support young people to transition out of homelessness, such as how to support employers and young people through employment onboarding.

Due to the successful outcomes achieved through the project, Brisbane City Council have extended funding PTP for an additional three years. We are thrilled to have the opportunity to continue creating a greater understanding of homelessness in the wider population of Brisbane and supporting young people into positive participation in the community.

In 2021-22, PTP provided support to 85 young people and 2 accompanying children (52% female, 40% male, and 8% were gender diverse). 18% identified as Aboriginal and/or Torres Strait Islander and 22% were culturally and linguistically diverse.



“

(The PTP) has helped me gain more resilience by being able to talk about the problems at work and being able to collaborate and find solutions for those problems. I'm forever grateful.



Young person undergoing pet grooming training with Petstock;
Young people participating in Equine Therapy.

“

We were couch surfing with our six month old son. BYS found us a house with a yard and now we wake up to sun and nature noises. We feel like we're in our own **sanctuary or nirvana.**



SUSTAINING YOUNG TENANCIES

The Sustaining Young Tenancies (SYT) program supports young people and their children living in public housing and social housing to build skills and knowledge and access the support they need to maintain their housing. BYS works in partnership with three Housing Service Centres and community housing providers Bric and BHC. We welcomed two new housing support workers to the team at the end of 2021.

The program receives direct referrals from housing providers for young people and young families who would benefit from additional support to sustain their tenancies. Our team works with young people to make their house into a home, build independent living skills, navigate tenancy and other challenges, increase their safety, and facilitate connections with support networks. We also provide opportunities for social connection through fun activities such as go karting, movies, and theme park outings.

The SYT team meets monthly with housing providers to work collaboratively towards the mutual goal of sustaining tenancies. This involves discussing the unique experiences of young people and problem-solving ways to effectively navigate tenancy concerns.

SYT workers continue to support five tenancies within BHC's affordable housing complex in Woolloongabba. This innovative opportunity currently houses three young women, one with a young child, and two young men. The young people are well supported by the SYT team and continue to make remarkable progress towards achieving their goals which include engaging in employment and completing university degrees.

In 2021-22, the SYT team supported 75 young people including 17 accompanying children (68% female, 32% male and none were gender diverse). 28% identified as Aboriginal and/or Torres Strait Islander and 10% of young people were culturally and linguistically diverse.

WINDSOR HOUSE

Windsor House offers transitional supported housing for young people (aged 16–18 years) who are experiencing homelessness. The program accommodates five young people at any given time, assisting them to move out of crisis through the provision of stable accommodation, food, material needs, tailored individual support to increase independent living skills, and capacity building for young people to be able to access and maintain housing.

With a youth worker available on-site providing 24-hour supervision, seven days a week, Windsor House offers young people safe and secure transitional housing and support while they work on their goals and obtain longer-term housing. The program builds upon the strengths and resilience of young residents, enabling them to access vital supports to improve their mental health, safety, and connections within community. At Windsor House, we use a collaborative approach that recognises the barriers and challenges that are often faced by young people experiencing homelessness, working alongside each resident to identify their goals for a better future.

In addition, we offer young people the opportunity to build practical living skills including managing money, shopping, cleaning, and cooking. The experience of shared living also allows residents to expand their capacity to coexist in communal housing with other individuals.

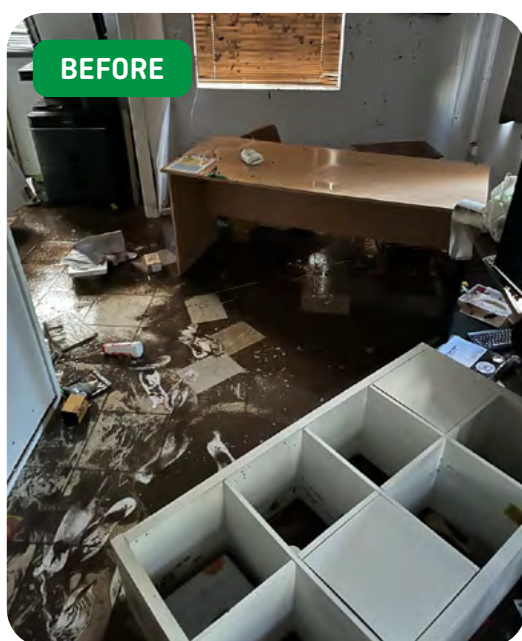
In 2021-22, Windsor House accommodated 16 young people (50% female, 50% male and none were gender diverse). 13% identified as Aboriginal and/or Torres Strait Islander and 31% were culturally and linguistically diverse. 90% who exited Windsor House in 2021-22 successfully transitioned into supported independent accommodation, private rental, or returned home.

2022 BRISBANE FLOODS

Much of the local neighbourhood were displaced from their homes during the Brisbane floods in February 2022, and the entire ground floor at Windsor House was submerged 1.6 metres under water. Windsor House residents were evacuated and spent the month of March in student accommodation in the city, facilitated through cooperation between BYS, Student One, and the Department of Communities, Housing and the Digital Economy.

Sadly, very little from the ground floor of Windsor House was salvageable and the entire space had to be torn out and rebuilt. Once the rebuild and clean-up was completed in early April, residents and youth workers were able to move back in to pick things up where they had left off.

Despite the challenges, it was a successful year at Windsor House, with a fresh new downstairs area providing a safe and calm space where young people continue to be supported to grow.



Windsor House refresh post-flood.

SANDGATE HOUSE

Sandgate House provides supported accommodation to four young people (aged 16-18 years) at any given time. With a team of youth workers to support them throughout their journey, residents are offered a program that is strengths-based, client-centred, and trauma-informed. The aim of the program is to provide young people with safe and secure accommodation as well as access to the necessary support. The program offers young people opportunities to build skills that support a successful transition into longer-term accommodation where they can feel more confident to navigate life.

Though we faced many challenges at Sandgate House this year including continued pressures from COVID-19 and the house being impacted by the February 2022 Brisbane floods, we remained positive and utilised these situations to bring about great and exciting change. We welcomed three new youth workers and a new House Manager this year with a readiness and desire to support. Sandgate House fosters an environment of safety and hope for young people. We provide individual planned support, tailored to each young person, to build capacity in areas such as independent living skills, tenancy skills, education, self-care, health, and wellbeing. We also encourage young people to participate in regular activities and outings such as beach trips, movies, theme park visits, evening walks, live sporting events (including a few Brisbane Broncos games this year), and physical activities such as Urban Xtreme and Bounce.

Sandgate House continued help young people develop living skills by supporting them to engage in our weekly cooking program. This involves young people cooking dinner for the house once per week, providing an opportunity to develop an array of skills beyond meal preparation such as time management, commitment, accountability, planning, safe food practices, communication, nutrition, the art of conversation around the table, and the caring for and nurturing of others. This is accompanied by the weekly 'Hour of Power' cleaning task in the house. This activity is often looked forward to by young people as staff often provide hands-on support to residents to develop their cleaning skills whilst making it a fun environment by playing music. The 'Hour of Power' is always followed by a take-away dinner.

In 2021-22, Sandgate House accommodated 13 young people (31% female, 61% male, and 8% were gender diverse). 46% identified as Aboriginal and/or Torres Strait Islander and none were culturally and linguistically diverse. 75% who exited Sandgate House in 2021-22 successfully transitioned into supported independent accommodation, private rental, or returned home.

2022 BRISBANE FLOODS

In the February floods, Sandgate House experienced flooding to the entire first floor which resulted in residents being temporarily displaced into hotel accommodation, until the flood water receded. As a result of the floods, the house itself underwent many modifications, including new flooring, painting, furniture, and appliances. This event also encouraged the cleanout of old storage sheds and cupboards.



The new 'Recreational Room' at Sandgate House, post-flood.

These changes resulted in the house having a new 'vibe' with an emphasis on peace and tranquillity. Significant consideration and energy went into creating this new atmosphere and the feedback from both staff and young people has been exceptional.

With a strong emphasis on health and wellbeing, Sandgate House's internal garage was reinvented into a 'Recreational Room' which includes gym and boxing equipment, table tennis, storage of other sport equipment such as basketballs, soccer balls and cricket equipment, as well as additional sitting space for watching Netflix or having some quiet time. This area was well utilised and enjoyed by the young people and staff.

PHOENIX HOUSE

Phoenix House houses up to five young people (aged 16 - 18 years) with 24/7 youth worker support, working with them to build on their strengths, gain independent living skills, overcome barriers, and accomplish goals. Phoenix House supports young people experiencing or at risk of homelessness in a safe and welcoming home environment where they can learn life skills such as cooking, budgeting, navigating systems, effective communication, and positive social skills through tailored individualised support plans. The primary goal is that the young person will transition to independent living and thrive, feeling safe and making positive choices.

Phoenix House workers are skilled and knowledgeable in the effects of trauma and homelessness, and work in a caring and empathetic way to build young people's capacity, resilience, confidence, and self-esteem in a supportive home environment.

This year, we said farewell to retiring long-term and much-loved BYS staff member and Phoenix House Manager Cheryl. A permanent youth worker stepped up into the role to support the team until a we recruited a new house manager in mid-December, continuing where Cheryl left off, improving the house to make it more youth friendly and liveable. Bars were removed from around the patio, opening the area up and creating an outdoor space that young people feel comfortable and safe to spend time in.

Thankfully, Phoenix House was not affected by the Brisbane floods. The house weathered the storm with only minor leaking in the lounge room. This led to some mould, but an assessor was able to fix the issue, and we are looking into longer term solutions such as humidifiers to reduce any future risk.

Our young residents and staff continued to demonstrate resilience through the ongoing pandemic, despite four young people in the house coming down with COVID-19 at the same time. We remained vigilant about cleaning and implemented systems such as food deposits and collections on designated stools outside bedrooms and all workers remained COVID-19 free as a result. There were some minor frustrations during lockdowns, but mostly everyone accepted it as the status quo and remained positive.

We increased our focus on creativity and health in 2021-22. The art room was set up with a broad range of art materials and mediums to encourage and inspire creative expression, and we purchased a home gym and exercise bike to promote health and fitness.

Phoenix House continues to prioritise education, with all current residents currently enrolled in secondary school and on track to successfully complete the year. One young man who has been a long-term resident and often attributes his time at Phoenix House with being able to remain in mainstream school, is due to complete year 12 this year. His goal when he graduates is to be trained to be commissioned as an Army officer. Another young person is due to finish Flexi School this year and is currently exploring pathways toward becoming a Paramedic with support from workers.

In 2021-22, Phoenix House accommodated 16 young people (25% female, 56% male, and 19% were gender diverse). 13% identified as Aboriginal and/or Torres Strait Islander and 13% were culturally and linguistically diverse. All of the young people who exited Phoenix House in 2021-22 successfully transitioned into supported independent accommodation, private rental, or returned home.

HUB INTAKE AND INTERVENTION

“

Sometimes I speak up and it feels like no one hears me **but** **BYS**.

The Hub Intake and Intervention program, funded by the Department of Communities, Housing and Digital Economy, and the Perpetual Impact Grant, is situated at the Fortitude Valley Hub.

As the first point of call for BYS, the team's focus is on brief crisis intervention, assessment, and referral over an eight-week period with the goal of linking young people in with supports as well as referring into other BYS integrated programs.

The Intake and Brief Intervention team became the front line for navigating the emergency housing response briefly made available for young people during COVID-19 as well as the emergency response to the 2022 Brisbane floods.

Workers on a rotating roster kept the Fortitude Valley Hub in operation throughout the turbulence of the past year and adjusted to a majority phone-based response during the heights of COVID-19 lockdowns. Due to the ongoing rise in demand, this year has seen the Intake and Brief Intervention team increase in size with the successful recruitment of three new workers, greatly welcomed by a very stretched team.

The team continue to creatively respond to the changing nature and intensity of the work. A sharp rise in demand combined with an upsurge in the complexity of presentations has necessitated a fine tuning of the Intake team's approach. This has seen the team continue their holistic exploration of de-escalation and managing challenging behaviours; safety planning; responding to domestic and family violence; working with risk; tending to grief and loss; navigating an increasingly overloaded housing and homelessness sector; Solutions Focussed Brief-Therapy; critically-reflective practice; and strategies for fostering support and resilience in the work.

The tight-knit Hub Intake and Intervention team have celebrated several workers completing and re-engaging with study, the birth of two babies (seeing one worker go on parental leave), securing extra workers and a fresh revamp of the foyer space.

The Hub benefited from generous donations of survival packs and long-life food from Citipointe Christian College and ongoing food deliveries from OzHarvest. These kinds of donations have given the team greater scope in safety planning and providing essential items to young people in crisis.

The team were supported by volunteer, Rob Crook, who assists with collecting Foodbank donations weekly to ensure our pantry remains stocked for young people. Our colleagues at LawRight continued to provide on-site legal advice to young people every Monday at the Hub.



LawRight with Mark Dreyfus; Food deliveries from OzHarvest.

Our partnership with LawRight continues to grow, seeing us host a joint visit of the (shadow) Attorney-General the Honourable Mark Dreyfus QC MP where we had the opportunity to discuss our collaborative work to address the complexities and growing demands of the sector.

In 2021-22, the team supported 1,109 young people and 6 accompanying children, provided 9,899 occasions of intake and intervention support as well as responded to 1,974 triage enquiries. Of those supported through intake and intervention support, 57% were female, 40% were male, and 3% were gender diverse. 30% identified as Aboriginal and/or Torres Strait Islander and 11% were culturally and linguistically diverse.



One of the greatest youth workers that I ever met was W* who met my dad at Boggo Road and taught him how to make jewellery. I was lucky to know him and have him as a sort of mentor in a way. He helped me a lot during my early childhood, going as far as picking me up from the police station in the middle of the night after I'd been arrested. He was also the first person who introduced me to BYS when he worked here as a youth worker.

Dylan faced many challenges in his young life, eventually finding the supports he needed at BYS through a serendipitous connection.

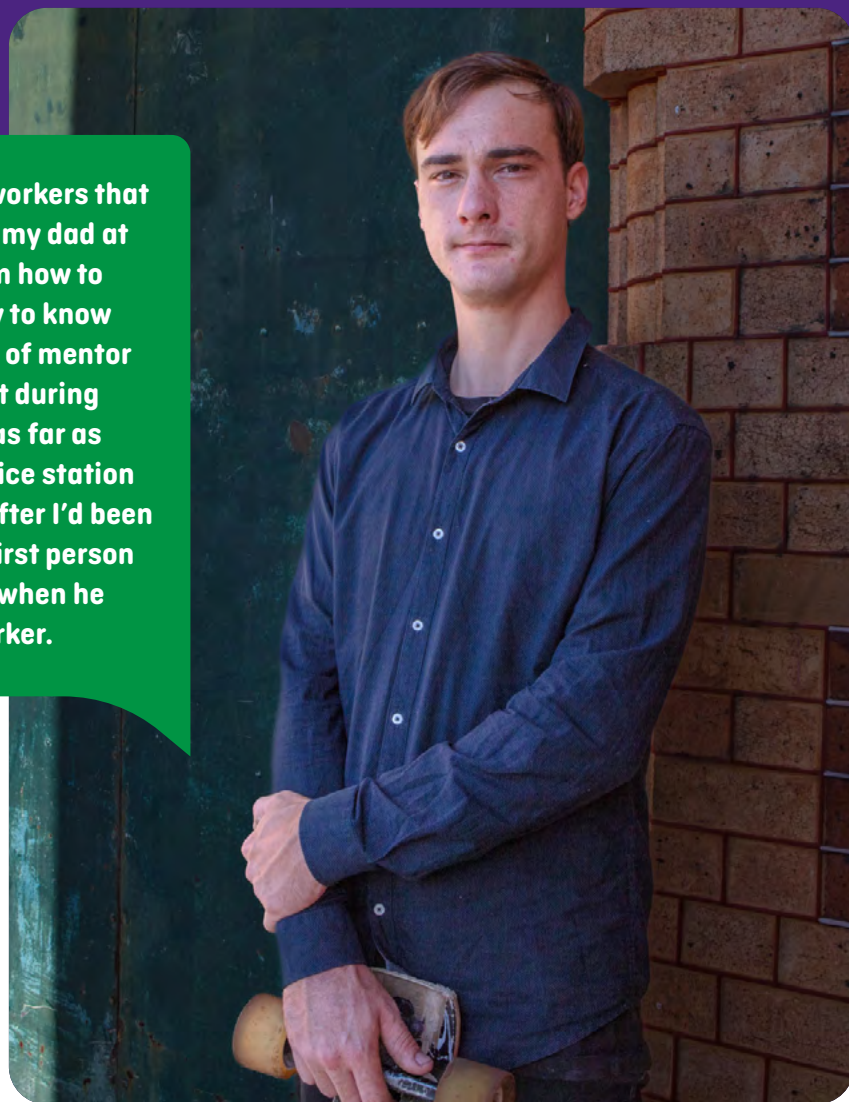
I first became homeless at 15 years old. My dad was addicted to substances and had a lot of different mental illnesses. When I first heard of BYS, it was from my dad's mate who used to work there. He knew I was coming to an age where he could help me with a lot of things, so I decided to do it.

When I was around 16 years old, BYS became a space where I'd come and hang out and just get away from my home life.

At first, I saw a counsellor who helped me with problems I needed to sort out. BYS helped me with a lot of trauma from when I was younger and had experienced abuse. My mother suffered a horrible incident and passed away. Things were really tough.

Not long after, my father also died. I couldn't handle things, I was doing a lot of drugs and getting arrested, completely going off the rails.

BYS workers helped me work through lots of different stuff including court, housing, and my mental health. I saw an alcohol and other drug worker who worked with me around risk management, impulse control and making positive decisions.



Dylan's Story

They helped me get to a stable place with my substance use which helped with my housing. A friend asked me to come and live with him, but if I was still off the rails that never would have happened. Even the Admin team always made me feel welcome and took the time to listen. I really appreciated it!

Awhina from the Intake Team helped me complete housing applications. Awhina was great at keeping me calm and grounded, was good to talk to. Craig from the Youth Support Program has helped me with lots of different stuff.

He has purchased some items so I can go to work, assists with Centrelink, takes me to appointments, checks in with how I am going and will help with whatever other goals I have. He has

never judged me and always given me time of day! He is easy to talk to and helps me when I ask.

The clinic has been good to me, helping with my physical and mental health. They have completed referrals to other services and seen me when I needed help. Thanks, Nurse Karren!

For around three years I had been doing part-time work with my uncle who is a contractor. I spent my spare time not doing much, just chilling at home trying to stay away from alcohol.

My addiction to alcohol has decreased and I have reduced my substance use. I recently secured a full-time job which means security and stability for me.

I feel pretty good, I have a better outlook on the future. If I need it, I know where to get help! 💙

*W used for privacy reasons.



The only constant through all of this was BYS, my worker called me even when she changed jobs and Mel and Tanya even came to visit me in jail.



I lived on the Gold Coast my whole life, but when my son was born with a very rare genetic lung issue, we were transferred to Brisbane's Lady Cilento Children's Hospital.

I was homeless when he was in hospital, just wandering around the city.

Initially, I was given a room through a charity that helps parents with kids in hospital for one month - that was all I was eligible for. Then I'd sleep on a recliner in intensive care, spend a few nights on the street, then would be eligible again to go back to charity house.

One afternoon at around 1pm, I saw a few people I knew standing outside Brisbane Youth Service waiting for it to open and they told me I could use a toilet and get food there.

I ended up leaving with three nights in a hotel, some clothes, and a bag of food.

I needed to be awake all the time, being alert at the hospital and awake for calls from the hospital to come back as my son was having an episode. I'd leave for ten minutes to go have a shower and get a call to come back.

I was under crazy amounts of stress and needed to take a lot of drugs to cope and stay awake. I couldn't fall asleep knowing that I might miss a call from the hospital, and it would be THE call from the hospital.

My BYS support worker Mel would bring fresh clothes and food to the hospital.

I used to come see Mel and had been talking about my substance use. She told me they could help getting off or moderating drug use, but I wasn't in any position to stop or come off it at that point.

Raven's Story

Raven, originally from the Gold Coast, became homeless because her infant needed critical care at a Brisbane hospital and she had nowhere to sleep for months. BYS became the only constant in her life through the challenging times to follow.

My whole life I've been very indecisive, and I had moments I considered going to rehab, but I couldn't commit to anything with my son in the hospital. Even if I wanted that momentarily, it wasn't an option at the time.

My son passed away the day before his 8-month birthday.

After he died, I moved to NSW for six months, I lost myself and felt I had no reason to live. I made an agreement with myself that if I went to NSW to grieve and be clean for 6 months, then I could do whatever I wanted with my life.

I moved to my nan's in NSW to grieve and be clean for six months, as I knew if I let myself go and use I was going to die. I went cold turkey there for six months, but then came back to Brisbane. After that, I barely know what I did for the next few years, until I ended up in jail for almost three years.

If it wasn't for their support in jail, I swear I would be dead by now as I had no intention of living past my 21st birthday.

When I got out, my dad had passed away, but I moved back to his house and cleaned it out as my brothers had made a bit of a mess.

I paid \$4,000 of rent arrears, fixed up the walls, the damage in the house, the yard and tried to save the lease, but on the day of the inspection they served me with a 7-day notice to leave. Without even inspecting or giving me a chance to take the lease.

That was the first day I relapsed. I then felt so disgusted in myself as I felt like it would give me what I needed like it used to, but it didn't. It made it worse.

So, we all moved out of there, and I ended up staying with a boyfriend. Eventually, I met my current boyfriend and have been mainly clean for the past year.

Tanya and I do Emotion Regulation and Impulse Control (ERIC) once per week, drug and alcohol support, and she touches base with me and makes sure I'm stable and not putting myself into situations that could cause triggers.

The weekly contact keeps me on track. I am the most stable I've ever been, and probably the most well fed I've ever been.

I've already started an undergraduate course to get into university where I want to study a Bachelor of Social Studies and Community Services.

I want to do what Tanya does. She inspires me to help other people like me, especially the difficult ones like myself, I feel drawn to helping people.

I realise there's always someone having a worse day than you, and it genuinely cheers me up and makes me want to help them. 🍀

“

When you live in fear and anxiety, you don't realise how much space it's taking up in your brain until you are safe, and you realise how bad it really was, and how far you've come.

HEALTH SERVICES

In response to the increasing demand for health and wellbeing supports through another challenging year, BYS's health services underwent a full restructure in 2021-22. Our aim was to increase our capacity to support young people to navigate complex and multi-occurring issues.

We welcomed a newly formed Early Intervention Team, comprised of our Safe and Connected Futures Program and the Youth Support Program, to strengthen family and community connections and increase early access to health and wellbeing supports that circumvent pathways to entrenched homelessness.

These programs operate from our Fortitude Valley Hub, alongside the BYS Medical Clinic, the Drug and Alcohol Program (DAP) including individual counselling and Alcohol and Other Drugs (AOD) support, the Recovery and Discovery (RAD) Program and The Way Back Support Service programs.

Newly created leadership roles in the team, including the Health Services Senior Manager and Mental Health Alcohol and Other Drugs (MHAOD) and Early Intervention Manager roles, have enabled us to better support our frontline staff to manage the demand through the development of sector partnerships, specialist skills, and increased advocacy driven by our strong internal data.

Young people seeking support for mental health concerns increased this year, and often with other co-occurring concerns like alcohol and other drug use. The nature of the complex issues faced by young people which often span multiple service systems, drove the renewed focus on collaborative partnerships.

Our interface with the hospital and health system has been strengthened by the continued partnership and referral protocols with The Prince Charles Hospital, escalation pathways with The Royal Brisbane and Women's Hospital, and an agreement underway with Queensland Children's Health. These agreements ensure that young people, especially those who have transient situations, receive appropriate care through considered discharge planning and holistic shared case management supports.

BYS partnered with Lives Lived Well (LLW) and hosted a specialist dual-diagnosis clinician from LLW at the BYS Fortitude Valley Hub each week to provide drop-in and planned support for young people. Not only has this co-location partnership increased capacity to respond to young people's needs, but it has also provided rich opportunities for learning valuable skills and knowledge across our referring BYS teams.

We also welcomed implementation of The Way Back Support Service (TWBSS) pilot program, a Beyond Blue service model that supports people who have recently experienced a suicidal crisis or attempted suicide, delivered in partnership with Community and the Institute for Urban Indigenous Health.



Grace's Story



A move to Brisbane to go to university started well until Grace experienced her first psychotic episode and began a journey to find the right help.

I don't remember a lot about the month I turned 18. I went to a hotel for four days, but I don't even really remember. I recall saying "why are all the number plates blurry? Is someone coming to get me?"

I saw the acute care team in the hospital, but after a few weeks there I was discharged. They just told me I was unwell and gave me a medical certificate. That was when I first read "psychotic breakdown", which was a shock.

There was no real catalyst, it felt like it happened overnight.

I found myself in a cycle of going to hospital, being referred to the acute care team and feeling like nothing ever happened, it made things worse.

Eventually, I found myself at the hospital with extreme suicidal tendencies but refused to see the acute care team. I felt like nobody could really help me, until the hospital referred me to the Way Back Service.

Initially I met with Denise from BYS who helped me make my first realistic safety plan that I put on my fridge – helping to deal with paranoia for example in a realistic way. She helped validate some of the strategies I'd already created.

I had two or three appointments then Denise referred me to see Jill for support. Jill helped me write a resignation letter for my part time job that I was very distressed to go to every day. I just didn't know how to leave.

This led to me securing a new full-time job as a receptionist, a big positive change for me. Jill and I would have fortnightly calls as I didn't have any other support at that time. Work was on the other side of the city so Jill was great working around my availability, timing the calls for when I was walking home from work.

She would help me offload some of the stagnant permanent stresses and cross off some practical tasks that had been building up. She helped me find a psychologist and helped me set up Centrelink debt repayment.

Another huge help for me was how BYS supported my quest to be fully vaccinated. I had not been given vaccinations as a child and was struggling to navigate this as an adult. Nurse Karren and the BYS Dr tracked down my medical history and assisted me getting up to date with all my vaccinations, I still have some to go but am making progress!

Everyone is really nice at BYS. I've never felt uncomfortable or scared to ask anything.

The sooner you get support the better, don't put it off!! 📌



THE MEDICAL CLINIC

The clinic is a free, flexible, and youth-friendly service offering a range of primary health supports for young people. It is part-funded by the Department of Children, Youth Justice and Multicultural Affairs and is staffed by a Registered Nurse and sessional General Practitioners.

Our clinic supports young people across a range of domains including sexual-health, alcohol and other drugs, and general health. This year we had a strong focus on supporting young people's mental health by ensuring they had access to mental health care plans and appropriate therapeutic supports.

The positioning of the BYS Health Clinic at the Fortitude Valley Hub ensures that young people with acute or emergency needs can be assessed and treated easily, and it also allows us to practice opportunistic healthcare by providing immunisation catch-ups, sexual health screening, and referral on to specialist or sustainable supports.

During the surge in COVID-19 cases in January 2022, the clinic committed to remaining operational but was required to move premises to our Centre for Young Women and Young Families in Stones Corner. This move enabled us to provide more accessible care for young women and their children and highlighted important opportunities for enhanced co-location and collaboration.

In 2021-22, 282 young people accessed the medical clinic and 1,665 consultations were provided (50% female, 41% male, and 9% were gender diverse). 22% identified as Aboriginal and/or Torres Strait Islander and 9% were culturally and linguistically diverse.

THE DRUG AND ALCOHOL PROGRAM

The Drug and Alcohol Program, funded by Brisbane North Primary Health Network (PHN) and Queensland Health Alcohol, Tobacco and Other Drug Services (ATODS), provides individualised support and case management for young people wanting to learn more about their substance use. This includes psychoeducation, exploring ways to make positive changes to reduce harm and prevent relapse. Our work with young people aligns with the Stages of Change model which is evidence-based and supports person-centred goal planning with the young person.

The Drug and Alcohol team continue to employ innovative and unique ways to engage young people, focusing on building resilience, self-advocacy, and emotional regulation. In 2021-22, the team continued our partnership with MP Studio, who facilitated another youth fitness group with trainers Luke and Brandon. These highly skilled personal trainers provided coaching to young people regarding how they can move their bodies safely. Young people were taught to recognise tension and stress in areas of their body and release this through movement and build resilience through weight training.

The latest season of the Adventure Therapy program was completed in November 2021. A Drug and Alcohol Intervention Worker, in partnership with a Youth Support Program Worker, supported young people to engage in fun outdoor activities including parasailing and rock climbing. Those in attendance reported feeling increased confidence and social connection, and that they were given something enjoyable to look forward to each week.

During 2021-22, we redesigned the Onsite Counselling Program, which had been overseen by a registered psychologist and delivered by onsite psychology interns from QUT. The program offered young people individual psychotherapy focusing on their substance use and co-occurring mental health concerns. The departure of the registered psychologist prompted a restructure of the Drug and Alcohol program to ensure young people could continue to access a holistic model of care at BYS. The Counselling Program will continue to be delivered by a new Dual Diagnosis Counselling Coordinator.

In 2021-22, the Drug and Alcohol program supported 292 young people with 4,320 occasions of support (51% female, 42% male, and 5% were gender diverse). 22% identified as Aboriginal and/or Torres Strait Islander and 4% were culturally and linguistically diverse.

THE RECOVERY AND DISCOVERY HUB

In partnership with Communify, Toowong Private Hospital, Eating Disorders Queensland, and Headspace, BYS continued to deliver support to young people through the Recovery and Discovery Hub. The program coordinator provided individual psychosocial support, clinical care coordination, and group programs incorporating skill development, health and wellbeing, and social inclusion. Support was provided to young people across a 12-month period, with the aim of establishing linkages with longer term and ongoing supports, such as the NDIS or community-based mental health supports.

This year, the group activity calendar provided fun and engaging workshops for young people. The program was also responsive to the needs of young people during COVID-19 lockdowns, by offering online art and gaming groups to keep young people connected and provide some consistency each week.

In 2021-22, the program also offered young people several face-to-face programs including Circus Group, Skateboarding, Clay Art, and the Out and About Community Group. The Queensland Shakespeare Ensemble co-facilitated a Drama Group for young people interested in learning about and participating in the performing arts. There was increased focus on holistic health and wellbeing, with specialist facilitators engaged to run trauma-informed Yoga and Feel-Good Food cooking group, which both received excellent feedback from participants.

The Program Coordinator supervised a number of social work students from QUT across the year, in both first and second-year placements. These students were able to observe and participate in direct support, group programs, and even developed and facilitated their own Pride Workshop in 2021.

In 2021-22, 114 young people accessed the Recovery and Discovery Hub, and 2,498 consultations were provided (56% female, 33% male, and 11% were gender diverse). 17% Identified as Aboriginal and/or Torres Strait Islander and 9% were culturally and linguistically diverse.

EARLY INTERVENTION

YOUTH SUPPORT PROGRAM

Funded by the Department of Children, Youth Justice and Multicultural Affairs, the Youth Support Program (YSP) is an early intervention response focused on providing support for young people aged between 12-26 years of age. Working from a strengths-based, person-centered and trauma-informed approach, the YSP team support young people who are experiencing, or at risk of experiencing, disconnection from their family/community or support networks, disengagement from school, training and / or employment, harm, and homelessness.

YSP supports young people to identify their inherent strengths and the things that are going well in their lives, acknowledging the challenges they are facing and the needs they have during the important developmental stage of adolescence and early adulthood. The YSP model aims to support young people to strengthen their relationships with their families and community, engage in education, training and / or employment, to lead healthy and violence free lives, and to have a safe and stable place to live.

In 2021-22, the Youth Support Program supported 281 young people, providing 4,301 occasions of support. The team also responded to 957 triaged enquiries. 50% were female, 47% were male, and 4% were gender diverse. 28% identified as Aboriginal and/or Torres Strait Islander and 8% were culturally and linguistically diverse.

SAFE AND CONNECTED FUTURES

Safe and Connected Futures (SCF) program, funded by Hand Heart Pocket, offers young people and their chosen family members the opportunity to heal, strengthen their relationship, and take meaningful steps towards positive new futures. A key innovative element of the Safe and Connected Futures program is the facilitation of a co-design process with young people that have had lived experience of homelessness or who have needed to access other support services provided through Brisbane Youth Service (BYS).

The core aims of the Safe and Connected Futures Program include:

- Reducing the number of young people entering the homelessness system through building/ strengthening family and community networks to support young people to access/sustain/maintain stable housing.
- Supporting young people to transition out of youth homelessness services by building and strengthening their connections with family, education, employment, training, and community networks. Young people will be supported as they transition to independent living (in private rental market or social housing).

The program is showing promising results with the latest outcomes reporting that 85% of young people showed improvement in their health and wellbeing, confidence, hope for the future, social and community connections and support networks. 71% of young people reported improvement in employment/ volunteering seeking behaviors and 43% reported an improvement in their reliance on government services.

The outcomes for family participants show that 100% reported improved hope for the future, confidence, support networks, employment/volunteering seeking behaviours, health and wellbeing and social and community connections. 67% identified improvement in reliance on government services and 50% identified improved educational attainment. This data demonstrates the wider impact SCF can have in supporting adult family members engaged in the program.

The SCF program works to enhance program tools and resources, drawing from current evidenced based, best practice information, youth, and family youth friendly materials. SCF have integrated a suite of psychoeducational sessions to support a foundational knowledge base. From this, the SCF program further support both the young person and family member in skill building and the facilitation of change and growth of stronger familial connections. The psychoeducational sessions are tailored to individual needs and may include understanding attachment, child / youth development, the transitions of the parent-child relationship as young people develop, exploring behaviour as a need (met or unmet), effective and meaningful communication, practical tools to assist in managing and resolving escalating behaviours.

In 2021-22, the Safe and Connected Futures program supported 57 young people and their chosen family members. 55% were female, 43% were male, and 2% were gender diverse. None identified as Aboriginal and/or Torres Strait Islander and 10% were culturally and linguistically diverse

Amy-Lee's Story

As a teenager, Amy-Lee struggled with not being able to manage substances and gambling, was in an unhealthy domestic violence relationship, and eventually ended up on the streets. When BYS helped her into hotel accommodation during the COVID-19 lockdowns, she was able to access consistent ongoing supports that changed her life.

I spent time in a 'trap house' surrounded by people struggling with drugs and felt extremely unsafe. Things weren't going well for me in there and I was facing some court charges that I took for a boyfriend I was only with for a few months who ended up going to jail.

I got transferred from the courts to the Salvation Army trying to connect me to some accommodation, and they introduced me to BYS.

Through the COVID-19 lockdowns, BYS helped me into hotel accommodation, and I then received one-on-one support from Tanya and Maddy. Being put in a hotel changed my life completely. I was homeless before then. After, I had full-time security, safety, support and a family for the first time in ages.

I got five fish while I was there, but was only really allowed to keep one, so I called him 'Backup', and Tanya would help me look after him and take his water to get tested.

Maddy helped define a significant life mantra for me: 'Trust the process'.

I stayed in the hotel for around ten weeks with ongoing support from BYS – drug and alcohol support, counselling including financial counselling, and education around DV which helped me gain new understanding and skills.

I was then fortunate enough to be placed in a unit in Windsor. I received help from the BYS team with furniture and ongoing supplies for food.

I started going into group sessions at the BYS Hub and kept receiving one-on-one support from my workers. Tanya continued to provide drug and alcohol support and taking me to appointments, putting money on my go card, she helped me with everything.

I was able to access a doctor and counsellor onsite at BYS. They would help get my prescription glasses and medications.

All of these supports changed my life.

I was in Windsor for over a year and a half, until unfortunately a chain of events forced me to leave. After Windsor, my workers supported a transition to my mum's house, getting clean, and going to rehab.

They helped with my medications throughout that transition and have continued to provide emotional support since I came to rehab.

I've now been sober for 141 days. Tanya, Maddy and I celebrated my achievements by going to the Currumbin Wildlife Sanctuary.



Throughout all of these difficulties we have shared some amazing healing laughter – Tanya and I were always laughing.

When I leave rehab, I will be going into a halfway program linked to the rehab. I'll continue groupwork and urine tests and accessing support and groups through the rehab program.

I feel really good. Rehab is the best thing I ever did – apart from coming to BYS! I've made friends with everyone and have a good house here. A couple of friends I'll have forever, and most importantly they're not users, so it's safe for me.

I wasn't close to my mum growing up, but with good advice from Tanya, I managed to keep in contact with her. I ended up seeing her for the first time in three years which was very emotional and difficult, but now we have a new relationship. I've even connected with my grandmother. I'm so happy to have connected with my family again.

Throughout all of these difficulties we have shared some amazing healing laughter – Tanya and I were always laughing. The team at BYS– David, Tanya, Michael, Ollie, Maddy– are really great. I cannot thank them enough or repay them with anything in this world that they've done for me - it's been huge.

In the future I want to become a social worker because I'd like to help young ones who've gone through the same thing I have. 💙

YOUNG WOMEN AND YOUNG FAMILIES



The Young Women and Young Families program provides holistic planned support to young women and families. It is made up of multiple programs and is continuing to grow to meet increasing demand.

YOUNG WOMEN'S PROGRAM

Our Young Women's program is funded by the Department of Communities, Housing and Digital Economy. The team provides support to young women who are experiencing or at risk of homelessness, many of whom have experienced complex trauma throughout their lives. These young women often lack a safe and supportive person to turn to, to navigate complex and traumatic issues such as domestic and family violence, sexual assault, mental health issues, and social isolation.

Young women define their own goals for support and decide what they would like our help to work on which could include advocating for their needs and supporting them to navigate systems such as housing, child safety, legal, Centrelink, education, and health.

Housing affordability, the Brisbane 2022 floods, and the ongoing COVID-19 pandemic put increased pressure on vulnerable young women in 2021-22. This year, we saw a marked rise in the number of young women entering homelessness for the first time, priced out of an increasingly tough rental market. We also noted a significant increase in the rates of domestic violence impacting the young women we support.

YOUNG FAMILIES PROGRAM

The Young Families program provides specialised housing assistance and support for young parents experiencing or at risk of homelessness. The team is comprised of four family support workers funded by the Department of Communities, Housing and Digital Economy, and one targeted family support worker funded by the Department of Children, Youth Justice and Multicultural Affairs. 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 of our young parents are victims of violence and trauma, so our young families program provides support in navigating how to foster feelings of safety and connection with children. In many cases, the team assists families who have involvement with or are at risk of entering the child protection system. We support the family to navigate Child Safety involvement with the goal of promoting safety and reunification and, where possible, avoiding young people's children entering the child protection system. This year, the team completed Safe and Together training and the young families love our youth-focussed approach to this work!

YOUNG DADS WORKER

The Young Families program includes a young dad's worker to support young dads or young men in a fathering role who have varying levels of contact with or custody of their children. The focus is on father-inclusive practice that

places dads in the parenting picture and holds them accountable for their parenting responsibilities and choices and supports them to build their parenting identity. The young dad's worker assists dads to secure stable housing, strengthen their relationships and parenting skills, and improve their own health and wellbeing including recovery from trauma. Advocacy and support are also provided to navigate complex systems and engage in employment or further study.

YOUNG PARENTS GROUP

A 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 parents group and promotes play activities with the children in a child friendly group space.

SAFE RELATIONSHIPS PROGRAM

The Safe Relationships program (SRP) includes the Brisbane Domestic Violence Service (BDVS) embedded worker, Women's Healthy Relationships Groups, and the K.I.N.D. program - a youth specific, one-on-one intervention for young people using violence towards parents, siblings and/or partners.

In a partnership with BDVS, BYS funded a BDVS embedded specialist youth domestic and family violence worker who supported BYS staff to respond to the domestic violence issues experienced by young people including safety planning, risk assessment and referral pathways. This year BYS also partnered with QUT to gather insights around the way this important role has enabled BYS staff to respond to complex DFV issues impacting clients across all BYS teams. The partnership with BDVS was developed in recognition that domestic violence is the number one driver of homelessness for young women.

Building on this work, BYS was successful in attracting funding for a Safe Relationships



K.I.N.D. taught me a lot about myself – more than I already knew. It helped me to get a better understanding of how to deal with my anger. It gave me a lot more skills to deal with the things that are going on in my life and the tools to succeed in life instead of failing all the time.

program pilot project from the Department of Children, Youth Justice and Multicultural Affairs. The project delivers education and support to young women in a group setting about respectful healthy relationships to assist them to identify domestic violence.

In addition, the project is piloting a trauma-informed intervention for young people who use violence, many of whom have been victims themselves. The K.I.N.D. program was developed in South Australia and is being trialled by BYS, Youth Justice and the Child and Youth Mental Health Service with an evaluation being undertaken by Griffith University.

The K.I.N.D. program stands for Kinship, Improved Relationships, No Violence, and Developing Skills. It aims to support emotional regulation and skill development. The program is addressing a significant service gap for youth interventions that aim to reduce the use of violence and the early findings are promising. Most importantly, young participants are identifying a motivation to address their use of violence and are attending the program voluntarily.

In 2021-22, the Young Women and Young Families team supported 290 young people and 101 accompanying children with 7,086 occasions of support (71% female, 29% male, and none were gender diverse). 32% identified as Aboriginal and/ or Torres Strait Islander and 11% were culturally and linguistically diverse.



I thank the gentle, caring nature of the youth workers who have helped me immensely, taking some stress off my shoulders and guiding me through difficult situations.

I was first connected with Brisbane Youth Service through my high school who wanted to provide me with extra support. In May 2021, I connected with the Young Women and Young Families team to learn about Circle of Security and gentle parenting to help me cope with the challenges raising a two-year-old boy brings.

BYS, Daisy, and her team supported me through my parenting, alongside numerous of life challenges. From Circle of Security, I learnt about “Bigger, Stronger, Wiser, Kinder” and that I am in control. This reassured me that I was being the best mum I could be. After some time with Daisy, it became apparent that my son’s behaviour was beyond my parenting knowledge. BYS connected me with Child Health services where I learnt that my son is struggling with neurological difficulties. Daisy has helped me gain further access to services assisting me with investigation of possible Autism.

Throughout the last year, I’ve had many struggles financially when gaining my independence. BYS gave me a helping hand in providing me with food vouchers and phone credit, as well as supplying me a fridge and TV

Zalie's Story

Looking after a young son while trying to finish high school was a demanding challenge for Zalie, whose willingness to accept gentle supports led to renewed control and independence.



when I first secured my first private rental. I have also been a part of the Positive Transitions Project, working with Eli, who provided support with clothes and preparation for interviews to reach my goal in employment. This gave me a higher level of confidence to take on an interview with a law firm, which was successful! With all of BYS’s encouragement, I pushed myself to do better, which blessed me with an opportunity for a new role in the law firm within four months.

Throughout the last year, I have been involved with several programs and services BYS has to offer. I am beyond grateful for BYS’s understanding and non-judgemental environment. I thank the gentle, caring nature of the youth workers who have helped me immensely, taking some stress off my shoulders and guiding me through difficult situations. I want to continue on this successful path and show other young people that it is possible to pursue your dreams and overcome your fears when you put your mind to it and believe in yourself. It all starts with talking to someone and saying “Hey, I really need some help.” 🍀

QUALITY, RESEARCH, AND INNOVATION

The Quality, Research, and Innovation Team is made up of our Quality Practice and Development Manager; our Research and Evaluation Manager; our Youth Engagement & Evaluation Coordinator; and this year, expanded to include our Research and Evaluation Coordinator.

The team support evidence-informed quality practice across all BYS services, translating research and evaluation learning and industry best-practice standards into continually improved practice. Central to the team's work is a commitment to ensuring that young people's voices are included in ways that enable better knowledge, services, and outcomes for vulnerable young people and young families.

In 2021-22, we progressed work on the BYS Youth Participation Framework. The framework consolidates our commitment to listening to the wisdom of young people and documents the guiding principles aligned with global best-practice. A roadmap for implementing enhanced youth participation at BYS is under development as part of the framework.

This year has seen us commence a deep dive into the data we have collected from young people over the last seven years. The first of these analyses focusses on young people's mental health issues. With mental health issues rapidly escalating to be the most common challenge young people are experiencing when they come for housing support, this report will cross-analyse the interactions between mental health (diagnoses and self-ratings) and age, culture, gender, sexuality, disability, parental status, experiences of violence, and current housing situation. Understanding the intersections of these

issues, including how they have tracked over time and the impact of COVID-19, will support stronger evidence-informed policy and practice.

After seven years of consistent pre- and post-outcomes assessments for all young people accessing BYS services, this year saw a substantive review of the practice-embedded tools used to collect data. The review highlighted the need to update the tool in response to emerging practice and academic literature, revising the format to reduce data burden in the context of rapidly increased numbers of young people seeking support. The changes were designed by the Quality, Research and Innovation team in collaboration with all service delivery staff and an internal working group made up of members from the Continuous Quality Improvement group.

Our research has a continued focus on the critical issues that impact and intersect with young people's experience of homelessness. We have continued to develop our understanding of the risks associated with couch surfing for young people by completing and releasing findings from our qualitative analysis of young people's experiences, risks and mental health implications. This learning was shared in a range of formats including at the Child and Youth Mental Health Conference and in *Parity*, the homelessness sector journal.

In collaboration with Dr Katie Hail-Jares at Griffith University, we were proud to publish ground-breaking new research unpacking Queer homelessness – highlighting the distinct experiences of sexuality and transgender diverse young people. This paper explores the differences within the LGBTIQ+ community and emphasises the need for gender and sexuality diversity to be understood and responded to differently.

We shared publications arising from understanding how the COVID-19 pandemic has impacted young people's mental health; some of the interaction between homelessness and educational engagement; and how our own intake team have adapted solution-focussed brief intervention models to the dynamically changing COVID-impacted year of service delivery.

Our research partnership with Dr Danielle Davidson of QUT produced a briefing paper on the complex intersectionality of homelessness and intimate partner violence including an examination of the role of an embedded domestic and family violence (DFV) specialist in supporting service responses to young people's experiences of DFV.

Our collaboration with the Institute of Social Science Research at the University of Queensland has underpinned our innovative co-design approach to the development of a new program funded by the Hand Heart Pocket Foundation. This creative and interactive model of participatory engagement with young people has seen them drive the development of the program protocols and designs. Ongoing evaluation has refined and guided the successful delivery of the trial of the Safe and Connected Futures Program. Publications to share the learning about this innovative co-design model and its results are underway.

Every year, we survey young people for their feedback on our programs and how our support impacts their lives, with results and recommendations being fed back to the leadership and service teams and through the Continual Quality Improvement working group. This year, young people's feedback resulted in enhanced capacity for brief intervention support; strengthened our responsivity at the first point of contact with the organisation; and empowered our advocacy for appropriate, affordable housing options.

The team has been busy identifying and implementing a new Quality Management System that provides a streamlined incident reporting, feedback/complaints management, document management, risk registers, continual improvement registers, and workflow management. The system also includes dashboards of safety and risk to give a high-level view of issues, trends, and important follow-up tasks required.

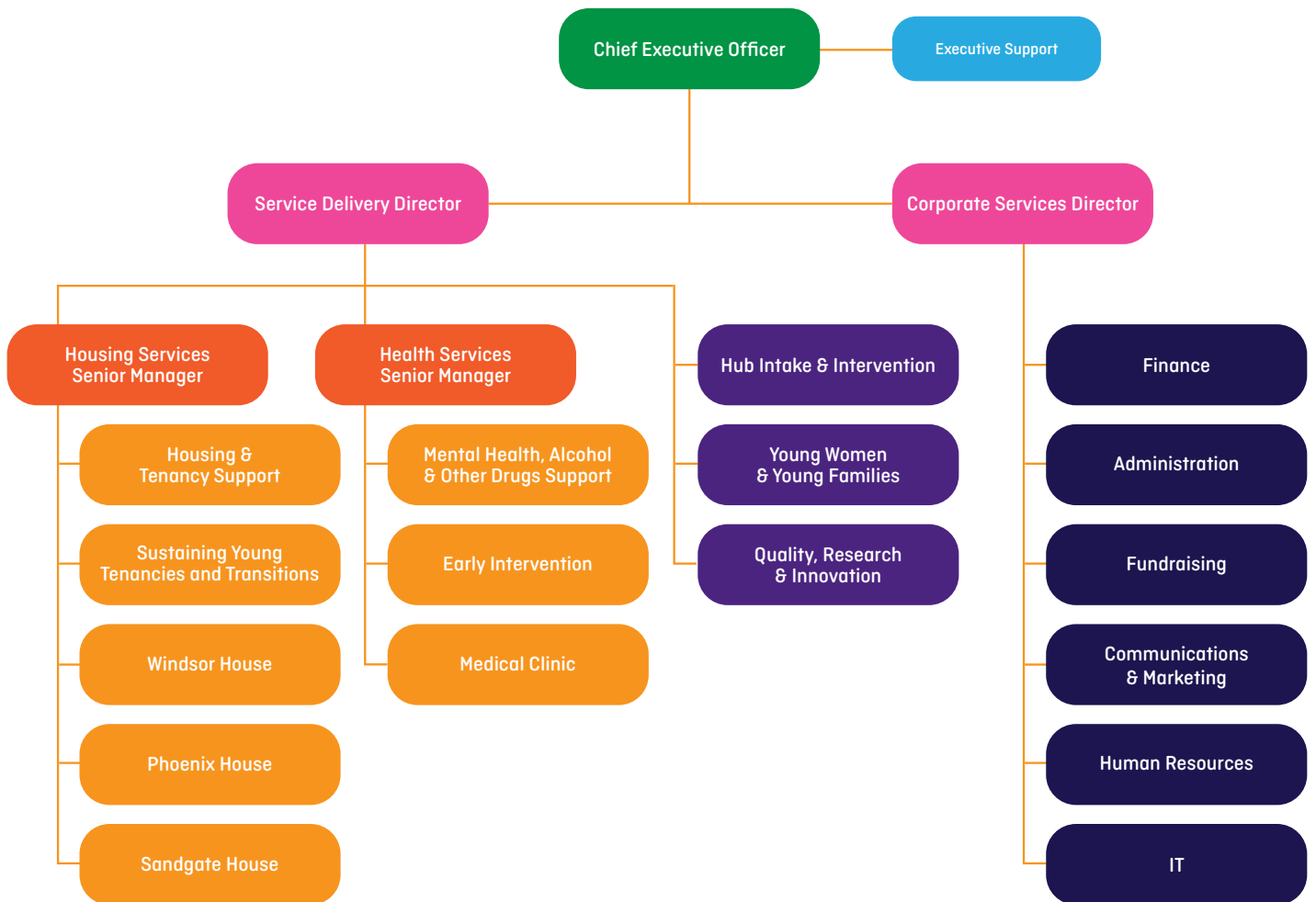


BYS also enhanced its risk management processes through the collaborative development and implementation of six new risk screening tools in our client management system. Staff training and support to utilise these new safety screenings was commenced and is ongoing. In addition, we began working towards implementing the Commonwealth Child Safe Framework – completing the risk assessment and other groundwork to enable compliance and self-assessment towards the end of 2022.

Alongside the continual policy and practice support provided to BYS teams around emerging safe practice in response to COVID-19, in early July, Queensland changed the laws regarding Child Sexual Offences. This change resulted in Queensland adults having an obligation to report child sexual offences to police, unless they have a reasonable excuse. The Quality and Practice Development Manager supported teams with training, new and adapted policies, and improved practice in ensuring compliance with the changes to the laws including ongoing case consultations, individual advice, and a practice page on the intranet. Staff were well supported in confidently and appropriately responding to disclosures of Child Sexual Offences.

Overall, this has been a busy and successful year for the team, with strong outcomes in strengthened practice approaches, improved internal processes and external knowledge sharing to build the capacity of the broader sector to continually improve in supporting vulnerable and disadvantaged young people.

OUR ORGANISATION





BYS Centre for Young Women and Young Families getting behind Daggy Jumper Day.

OUR PEOPLE

At the heart of Brisbane Youth Service is a diverse team of almost 100 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



DI MAHONEY

Acting Chief Executive Officer Service Delivery Director

Di joined BYS in 2018 after four years working at Griffith University in student diversity and inclusion. Di has a Master of Human Services, Graduate Diploma in Education and Training and a Bachelor of Social Science. 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 with expertise in service delivery design and development, grant seeking, staff coaching and mentoring, social enterprise and organisational development.



JORDAN MCCARTHY

Corporate Services Director

Jordan joined BYS in early 2021. She holds master's degrees in International Business and International Communications and a Bachelor of Science in Management majoring in Finance. She is also an Australian Institute of Company Directors graduate.

Jordan has a breadth of experience across the non-profit, tertiary education and IT industries with skills in finance, governance, marketing, IT, HR, operations and risk management.

“ BYS **never gave up on me** no matter how hard things got or how badly I treated them.

STRATEGIC PARTNERSHIPS

Our committed partners and supporters are instrumental in ensuring young people at-risk or experiencing homelessness receive the support and opportunities they need to create a positive future for themselves.

We are deeply grateful for the contributions that individuals, organisations, businesses, and the community make to Brisbane Youth Service. Outcomes for the young people we work with are significantly improved thanks to their generosity.

Brisbane Youth Service extends our sincere thanks to our valued corporate partners for their support in 2021-22. We are incredibly proud to be aligned with organisations that share our compassion and commitment, and who work hard to support new futures for the vulnerable and at-risk youth in our community.

HOLDING REDLICH

Holding Redlich's Brisbane office and the Holding Redlich Social Justice Fund have proudly supported Brisbane Youth Service for many years, donating funds and invaluable pro-bono support in their unwavering commitment to creating new futures for Brisbane's most vulnerable young people. In addition to their workplace giving program where the firm matches staff donations, they continue to support our annual campaigns and appeals, helping to address the needs of an increasing number of young people seeking safety and support.

MINTERELLISON

Long-time partner of Brisbane Youth Service, MinterEllison continue their substantial pro-bono support in their enduring commitment to vulnerable and at-risk young people in the Brisbane community. They continue to work with us to create new and better futures for young people, proudly supporting our annual campaigns and appeals. The vacation clerks program which runs bi-annually also features a day activity to engage the clerks in creatively supporting young people in some of our group programs.

KPMG

In addition to their valued pro-bono consultancy and support, KPMG's Brisbane office are also proud supporters of our annual campaigns and appeals.

GRANT THORNTON

Valued partner and proud supporter of our annual campaigns and appeals for many years, Grant Thornton and the Grant Thornton Foundation went above and beyond this year, generously providing additional emergency funds following the Brisbane floods in February 2022.

HAND HEART POCKET

In addition to continuing to support our Safe and Connected Futures Program, Hand Heart Pocket has worked with BYS and subsequently funded the development of a property strategy to help secure the long-term future of the organisation. Hand Heart Pocket also joined in a submission with BYS and BHC for the Queensland Housing Investment Growth Initiative (QHIGI).

BHC

Our partnership with BHC strengthened during the year as the Cornwall Street project continued to offer a new model of affordable housing for four young people and one young family. This project demonstrates how working together in partnership with community housing providers we can expand the opportunities available for young people. BYS joined with BHC and HHP in a joint submission to the Queensland Housing Investment Growth Initiative (QHIGI) to replicate this model of housing and support.

GALA ON THE GREEN

The 2021 event celebrated ten years of Gala on the Green, raising vital funds for Brisbane's most vulnerable and disadvantaged young people at the 10th anniversary gala. The Committee volunteer their time, working tirelessly to deliver the annual black-tie charity event – raising funds and awareness of the issue of youth homelessness in our community. Since its inception, Gala on the Green has raised over \$180,000 for Brisbane Youth Service, helping to ensure critical support and services remain available for vulnerable young people when they need them most.

SERVICE DELIVERY PARTNERSHIPS

BYS also works alongside many other organisations to deliver quality services for young people and young families. Our service delivery partnerships include Memorandums of Understanding and agreements with The Brisbane Domestic Violence Service, MICAH, Communify, The Institute for Urban Indigenous Health, The Prince Charles Hospital, Children's Health Queensland, The Child and Youth Mental Health Service and LawRight.



(Top) Christmas Hamper Drive, MinterEllison Staff and Annemaree Callander;
(Bottom) 2021 Gala on the Green Committee.

FUNDRAISING

Brisbane Youth Service is incredibly thankful to all our amazing supporters for their loyalty and generosity, and support of our annual fundraising appeals and campaigns.

Our fundraising revenue is crucial to help us meet the widening gap between government and philanthropic funding and the rapidly growing demand for our services. These unrestricted funds also enable us to be able to respond quickly to areas of most immediate need as they arise or change.

APPEALS

Thanks to everyone who contributed to our annual Christmas Appeal helping to raise \$50,247 in life-changing funds. It can be a tough time of year for many of the young people we work with, made even more so as the effects of the COVID-19 pandemic continue to take their toll.

Special thanks also to Holding Redlich, MinterEllison, KPMG, Grant Thornton, Fulton Hogan, Foot Locker, Crestone Wealth Management, Ray White Alderley, Hand Heart Pocket and Legal Services Commission for donating over 250 food hampers gifted to young people and young families over the holidays.

Thank you also to all those who supported young people and young families out of homelessness by donating to our end-of-financial-year Mid-Year Appeal. \$22,000 was raised, helping to ensure critical support and services remain available for young people when they need them most.

DAGGY JUMPER DAY

Brisbane Youth Service's 9th annual Daggy Jumper Day took place on 25th August 2021, raising just over \$7,000 thanks to those who donated and signed up to fundraise on our behalf.

Special thanks to Grant Thornton, BHC, MinterEllison, Deception Bay Community Youth Program, YMCA Queensland Youth Parliament, McGrathNicol Brisbane and SJ Higgins Group for their fundraising efforts and wonderful support.

COMMUNITY SUPPORT

We are very grateful for the incredible support received from local community groups, organisations and schools who help raise important funds to support our vital work while increasing community awareness of youth homelessness. Special thanks to Reidy House at St Joseph's College Gregory Terrace who have been loyal supporters for many years, as well as Loreto College and Kenmore State High School.



FORTITUDE VALLEY HUB YOUTH SPACE MAKEOVER

Our Fortitude Valley headquarters youth space received a makeover thanks to our friends at Snap Inc. Brisbane. The team volunteered their time and donated funds to transform the space as part of Snap Inc.'s annual *Global Week of Service* initiative. In only a few hours, they completely revamped the space, including new plants, décor, storage, games, art supplies, sensory toys, a full 'pantry' restock, and a new and improved open layout. On behalf of our young clients who now get to enjoy the revitalised space, thank you to Snap Inc. for their continued and valued support.



BYS's Daggy Jumper Day Morning Tea.

CrossFit Newstead Function Well, Daggy Jumper Day.



Brisbane Snapchat crew restocking the BYS Hub pantry.

“

If I owned a 23-room mansion I would reserve a couple of rooms for myself, and allow homeless young people to fill the rest. As I do not own such a mansion, the next best thing is to support Brisbane Youth Service who support those who, for myriads of reasons, find themselves homeless, and for whom BYS is their first, and indeed, perhaps, their only port of call as they struggle to cope with the storms and choppy waters of homelessness. I am just so glad to be able to help this wonderful organisation and its committed and dedicated staff.

— Brian Tucker

Former BYS Treasurer for many years and regular giving supporter since 2015



ANNUAL GENERAL MEETING

Held at:

New Farm Bowls Club, 969 Brunswick Street,
New Farm, Queensland

Opening:

Dr Stepanov opened the meeting at 3:35pm, thanked everyone for attending and passed on the apologies of those who could not attend.

Attendees:

Name	Organisation
Amanda Jones	BYS Member
Annemaree Callander	BYS Staff Member / BYS Member
Annie Harris	BYS Staff Member
Benjamin Paris	BYS Board Member
Bettina McFadyen	BYS Staff Member
Brian Tucker	BYS Member
Cheryl Mason	Pitcher Partners
Chris Emzin	BYS Member
Connie Reed	BYS Staff Member
Daisy Fearn	BYS Staff Member
Di Mahoney	BYS Staff Member / BYS Member
Emma Hawkes	BYS Staff Member
Georgianna Rossomando	BYS Staff Member
Jacob Arden	BYS Board Member
Jacqui de la Rue	BYS Staff Member
Jessica Gregg	Dept Communities, Housing & Digital Economy
Joel Laycock	BYS Staff Member
Jordan McCarthy	BYS Staff Member / BYS Member
Julie Geraghty	BYS Staff Member / BYS Member
Kelly Moore	BYS Board Member – Treasurer
Laura Watson	BYS Staff Member
Louise Baker	BYS Staff Member
Marcus Paichl	BYS Staff Member
Mark Wheatley	BYS Board Member

Attendees (Continued):

Name	Organisation
Mel Bradford	BYS Staff Member
Melissa Naidoo	BYS Member
Michael Tansky	BYS Member
Michelle Wade	BYS Board Member
Nikola Stepanov	BYS Board Member – President
Noel Dancey	BYS Staff Member
Renee Bull	BYS Staff Member
Renee Head	BYS Staff Member
Sara Parrot	Hand Heart Pocket
Shaniah Thomason	Traditional Chepara
Shelley Sorrenson	BYS Board Member – Secretary
Simone Bursey	BYS Staff Member
Simone Gott	BYS Staff Member
Vicki Campbell	Brisbane City Council
Wayne Weaver	BYS Member

Apologies:

Name	Organisation
Dr Andrew Gunn	BYS Member
Anna Havill	Saunders Havill Group
Anna Spencer	BYS Board Member – Vice President
Chris Deighton	Dept Communities, Housing & Digital Economy
Jeremy Festa	Rochele Painting
Kym Sheppard	National Australia Bank Limited
Maree Lyons-Micic	Brisbane North PHN
Professor Lisa McDaid	UQ Institute for Social Science Research
Rebecca Oelkers	BHC
Robert Reed	MinterEllison
Trevor Evans MP	Federal Member for Brisbane
Cr Vicki Howard	Councillor, Brisbane City Council

Welcome to Country:

Shaniah Thomason paid respect to and acknowledged the Traditional Custodians of the meeting place. She talked through the local cultural history of New Farm as well as engaged the audience in a song.

Guest Speaker Emma Hawkes, Drug Intervention and Rehabilitation Worker:

Emma Hawkes spoke on behalf of Shannon, a young Aboriginal person supported by BYS. She shared her story of how BYS supported her into stable housing and that Shannon is now studying.

President's Report:

Dr Stepanov thanked Shania and Emma for their time and presentations. She spoke to the Chair's Report, highlighting the challenges experienced by BYS and the sector due to COVID-19 impacts. She commended the BYS team, the innovation and caring support of one another as well as BYS clients. She also spoke about the significant increase in both enquiries and occasions of support and highlighted some of the key statistics and demographics from the past year.

Dr Stepanov extended her thanks for including her in the BYS family as she steps down from the Board and her role as Chair.

Treasurer's Report and Adoption of Audited Financial Statements:

Ms Moore spoke to the Treasurer's Report noting the increase in demand from young people coming in for brief intervention and highlighted the new programs launched last year. She also flagged a decline in fundraising due to COVID-19 impacts and an increase in IT costs to support with flexible work practices. Ms Moore highlighted the importance of BYS continuing to invest in sustainable service delivery.

Motion: That the Treasurer's Report be accepted.

Moved: Jake Arden

Seconded: Julie Geraghty

Motion carried.

CEO's Report:

Ms Callander spoke to the increased rate of young people and families in need over the last year, particularly in those young people accessing crisis and brief intervention support. She spoke to the resilience and determination of both the staff and young people at BYS through this challenging period.

Ms Callander 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.

Adoption of 2020 AGM Minutes:

Dr Stepanov called for BYS members to confirm and accept the 2020 minutes. There were no objections to the minutes as they were recorded.

Motion: That the minutes of the Brisbane Youth Service Annual General Meeting held on 24 November 2020 be accepted.

Moved: Michelle Wade

Seconded: Di Mahoney

Motion carried.

Special Resolutions – Amendment of the Rules:

Dr Stepanov explained that the Constitution was reviewed in light of changes to the Associations Act 1981 (Qld) and the ACNC requirements and called for the changes to the rules be formally adopted.

Motion: 'That pursuant section 48(1) of the Associations Incorporation Act 1981 (Qld) and section 43 of the rules, the amended rules set out in Annexure A to the Notice be approved and adopted as the rules of the Association in substitution for, and to the exclusion of, the existing rules.'

Moved: Benjamin Paris

Seconded: Julie Geraghty

Motion carried.

Election of the 2021 Board:

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

Nominee	Proposer	Seconded
Anna Spencer	Annemaree Callander	Jordan McCarthy
Shelley Sorrenson	Nikola Stepanov	Annemaree Callander
Benjamin Paris	Di Mahoney	Jacob Arden
Jacob Arden	Shelley Sorrenson	Nikola Stepanov
Christopher Emzin	Jordan McCarthy	Julie Geraghty
Melissa Naidoo	Julie Geraghty	Di Mahoney

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 2020-21 Board Members be accepted.

Moved: Jordan McCarthy

Seconded: Di Mahoney

Motion carried.

Awarding of Life Memberships and Other Certificates:

Dr Stepanov awarded Shelley Sorrenson Life Membership for serving ten years on the BYS Board. She also awarded Certificates of Appreciation to BYS staff members, Annemaree Callander, Bettina McFadyen, Renee Head and Jacqui de la Rue, for their decades of service.

Motion: That the Auditor for the financial year 2021/22 be Pitcher Partners Brisbane.

Moved: Julie Geraghty

Seconded: Benjamin Paris

Motion carried.

Meeting Close:

There being no further business, Dr Stepanov thanked attendees and declared the meeting closed at 4.42pm.

Confirmed:


Mark Wheatley | President

Date: **24/02/2022**

FINANCIAL REPORT 2021-22

1. BRISBANE YOUTH SERVICE INC.
STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE
INCOME FOR THE YEAR ENDED 30 JUNE 2022

	Note	2022 (\$)	2021 (\$)
Revenue and other income			
Grant revenue	3	8,812,230	7,963,378
Other revenue	4	567,564	577,339
Other income	4	100,993	110,643
		<u>9,480,787</u>	<u>8,651,360</u>
Less: expenses			
Employee benefits expense	5	(7,252,209)	(6,396,495)
Client support services expense		(587,033)	(695,488)
IT costs		(304,040)	(304,415)
Property expenses		(290,769)	(261,965)
Depreciation expense	5	(192,896)	(172,584)
Motor vehicle and travel expenses		(147,518)	(144,555)
Insurance expense		(115,562)	(48,464)
Audit, legal and consultancy fees		(70,824)	(58,292)
Finance costs	5	(2,450)	(2,306)
Other operating costs		(833,364)	(337,693)
		<u>(9,796,665)</u>	<u>(8,422,257)</u>
Surplus/(loss) before income tax expense		(315,878)	229,103
Income tax expense		-	-
Surplus/(loss) for the year		(315,878)	229,103
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		352,300	257,700
Net change in fair value of financial assets designated at fair value through other comprehensive income, net of tax		(60,598)	282,061
Other comprehensive income for the year		291,702	539,761
Total comprehensive income/(loss)		(24,176)	768,864

The accompanying notes form part of these financial statements.

2. BRISBANE YOUTH SERVICE INC.

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2022

	Note	2022 (\$)	2021 (\$)
Current assets			
Cash and cash equivalents	8	3,064,281	3,058,418
Receivables	9	49,704	32,992
Other assets	10	75,006	110,046
Total current assets		3,188,991	3,201,456
Non-current assets			
Receivables	9	9,027	3,361
Other financial assets	11	2,828,061	3,007,239
Lease assets	13	135,812	94,413
Property, plant and equipment	12	2,376,406	2,043,239
Total non-current assets		5,349,306	5,148,252
Total assets		8,538,297	8,349,708
Current liabilities			
Payables	14	822,149	601,194
Lease liabilities	13	77,374	93,503
Provisions	16	573,032	575,593
Contract liabilities	17	291,295	424,625
Total current liabilities		1,763,850	1,694,915
Non-current liabilities			
Lease liabilities	13	58,313	-
Borrowings	15	238,000	151,436
Provisions	16	66,745	67,792
Total non-current liabilities		363,058	219,228
Total liabilities		2,126,908	1,914,143
Net assets		6,411,389	6,435,565
Equity			
Reserves	18	1,424,274	1,151,465
Accumulated surplus		4,987,115	5,284,100
Total equity		6,411,389	6,435,565

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 2022

	Reserves (\$)	Accumulated Surplus (\$)	Total Equity (\$)
Balance as at 1 July 2020	617,434	5,049,267	5,666,701
Surplus for the year	-	229,103	229,103
Other comprehensive income for the year	539,761	-	539,761
Total comprehensive income for the year	539,761	229,103	768,864
Transfers to retained earnings, upon disposal of financial assets designated at fair value through other comprehensive income	(5,730)	5,730	-
Total transactions with owners in their capacity as owners	(5,730)	5,730	-
Balance as at 30 June 2021	1,151,465	5,284,100	6,435,565
Balance as at 1 July 2021	1,151,465	5,284,100	6,435,565
Loss for the year	-	(315,878)	(315,878)
Other comprehensive income for the year	291,702	-	291,702
Total comprehensive income/(loss) for the year	291,702	(315,878)	(24,176)
Transfers to retained earnings, upon disposal of financial assets designated at fair value through other comprehensive income	(18,893)	18,893	-
Total transactions with owners in their capacity as owners	(18,893)	18,893	-
Balance as at 30 June 2022	1,424,274	4,987,115	6,411,389

The accompanying notes form part of these financial statements.

4. BRISBANE YOUTH SERVICE INC.
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2022

	Note	2022 (\$)	2021 (\$)
Cash flow from operating activities			
Receipts from grantors, donors and tenants		9,995,475	9,588,572
Payments to suppliers and employees		(9,733,331)	(8,920,592)
Dividends received		142,861	99,508
Interest received		5,608	7,291
Finance costs		(2,450)	(2,306)
Net cash provided by operating activities		408,163	772,473
Cash flow from investing activities			
Proceeds from sale of property, plant and equipment		5,000	20,762
Proceeds from sale of investments		690,956	139,057
Payment for property, plant and equipment		(62,035)	(171,701)
Payment for investments		(925,278)	(181,061)
Net cash used in investing activities		(291,357)	(192,943)
Cash flow from financing activities			
Payment for lease liabilities		(110,943)	(129,907)
Net cash used in financing activities		(110,943)	(129,907)
Reconciliation of cash			
Cash at beginning of the financial year		3,058,418	2,608,795
Net increase in cash held		5,863	449,623
Cash at end of financial year	8	3,064,281	3,058,418

The accompanying notes form part of these financial statements.

5. BRISBANE YOUTH SERVICE INC.
NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

The financial report covers Brisbane Youth Service Inc. as an individual entity. Brisbane Youth Service Inc. is a association limited by shares, incorporated and domiciled in Australia. Brisbane Youth Service Inc. is a not-for-profit entity for the purpose of preparing the financial statements.

The principal activities of the association is to support homeless and vulnerable young people, and their children, to secure and maintain housing, address physical and mental health issues, establish successful relationships and support networks, and access pathways to education and employment.

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 - Simplified Disclosures, Interpretations and other applicable authoritative pronouncements of the Australian Accounting Standards Board. This includes compliance with the recognition and measurement requirements of all Australian Accounting Standards, Interpretations and other authoritative pronouncements of the Australian Accounting Standards Board and the disclosure requirements of AASB 1060 *General Purpose Financial Statements - Simplified Disclosures for For-Profit and Not-for-Profit Tier 2 Entities*.

This financial report is the first financial report of the association prepared in accordance with Australian Accounting Standards - Simplified Disclosures. The prior year financial report was prepared in accordance with Australian Accounting Standards – Reduced Disclosure Requirements. The transition from the previous financial reporting framework to Australian Accounting Standards - Simplified Disclosures has not affected the association's reported financial position, financial performance and cash flows.

The financial report was approved by the directors on 28 September 2022.

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.

5. BRISBANE YOUTH SERVICE INC.
NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(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.

Significant accounting estimates and judgements

The preparation of the financial report requires the use of certain estimates and judgements in applying the association's accounting policies. Those estimates and judgements significant to the financial report are disclosed in Note 2 to the financial statements.

(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) 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.

(d) Donations and grant revenue

The association derives income from donations and operating grants.

Donations

Cash donations are recognised as income when the association obtains control of the asset. Cash is recognised at the fair value of the consideration received.

Operating grants

Grants under arrangements that contain enforceable and sufficiently specific performance obligations are initially recognised as a liability (unspent grants funds), and subsequently recognised as income as, or when, the association satisfies the conditions under the grant agreement. The liability is unwound when the costs are incurred on the grant.

Assets arising under arrangements that do not contain enforceable and sufficiently specific performance obligations are recognised at fair value in income when the association obtains control of the asset.

5. BRISBANE YOUTH SERVICE INC.
NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(e) Other revenue and other income

Dividend and other distributions

Dividend and other distribution revenue is recognised when the right to receive a dividend or other distribution has been established.

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).

(f) 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.

(g) 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*.

5. BRISBANE YOUTH SERVICE INC.
NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(h) 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.

Investment in managed funds

The association holds investments in managed funds which are puttable financial instruments as the right to redeem the units directly with the issuer creates an obligation for the managed fund to repurchase or redeem that instrument for cash or another financial asset.

Puttable financial instruments are accounted for at fair value through profit or loss in accordance with the relevant criteria in AASB 9.

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.

(i) 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.

5. BRISBANE YOUTH SERVICE INC.
NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(i) Property, plant and equipment (continued)

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.

Class of fixed asset	Useful lives	Depreciation basis
Leasehold improvements at cost	4 years	Straight line
Motor vehicles at cost	4-5 years	Straight line
Office equipment at cost	4 years	Straight line
Furniture, fixtures and fittings at cost	4 years	Straight line

(j) 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 cash-generating 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.

(k) 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.

5. BRISBANE YOUTH SERVICE INC.
NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(k) Leases (continued)

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.

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.

COVID-19 related rent concessions

As permitted by Australian Accounting Standards, the association has elected not to assess whether COVID-19 related rent concessions are 'lease modifications', and to instead account for any changes in lease payments resulting from such rent concessions as if the changes were not 'lease modifications'.

The practical expedient only applies to rent concessions occurring as a direct consequence of the COVID-19 pandemic and only if all the following conditions are met:

- (a) the change in lease payments results in revised consideration for the lease that is substantially the same as, or less than, the consideration for the lease immediately preceding the change;
- (b) any reduction in lease payments affects only payments due on or before 30 June 2022; and
- (c) there is no substantive change to other terms and conditions of the lease.

(l) 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.

(m) 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.

(n) Comparatives

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

5. BRISBANE YOUTH SERVICE INC.
NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(o) 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: SIGNIFICANT ACCOUNTING ESTIMATES AND JUDGEMENTS

In the process of applying the association's accounting policies, management makes various judgements that can significantly affect the amounts recognised in the financial statements. In addition, the determination of carrying amounts of some assets and liabilities require estimation of the effects of uncertain future events. Outcomes within the next financial year that are different from the assumptions made could require a material adjustment to the carrying amounts of those assets and liabilities affected by the assumption.

The following outlines the major judgements made by management in applying the association's accounting policies and/or the major sources of estimation uncertainty, that have the most significant effect on the amounts recognised in the financial statements and/or have a significant risk of resulting in a material adjustment to the carrying amount of assets and liabilities within the next financial year:

(a) Impairment of non-financial assets

All assets are assessed for impairment at each reporting date by evaluating whether indicators of impairment exist in relation to the continued use of the asset by the association. Impairment triggers include declining product or manufacturing performance, technology changes, adverse changes in the economic or political environment and future product expectations. If an indicator of impairment exists the recoverable amount of the asset is determined.

No impairment indicators were identified by management at balance date.

(b) Fair value of financial assets and land and buildings

The association fair values its land and buildings and investment in managed investment funds and equity securities in accordance with the fair value hierarchy discussed in note 1(a). Refer to note 11 and 12 for the fair value methods.

(c) Leases assets and lease liabilities

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. In order to measure a lease asset and corresponding lease liability, the association is required to make a determination of the lease term. This determination includes an assessment of whether the association is reasonably certain to exercise an option to extend the lease or to purchase the underlying asset, or not to exercise an option to terminate the lease. In making this judgement, the association considers all relevant facts and circumstances that create an economic incentive for the association to exercise, or not to exercise, the option, including any expected changes in facts and circumstances from the commencement date of the lease until the exercise date of the option.

Where the interest rate implicit in a lease cannot be readily determined, an incremental borrowing rate is estimated to discount future lease payments to measure the present value of the lease liability at the lease commencement date. Such a rate is based on what the association estimates it would have to pay a third party to borrow the funds necessary to obtain an asset of a similar value to the right-of-use asset, with similar terms, security and economic environment.

5. BRISBANE YOUTH SERVICE INC.
NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022

NOTE 3: GRANT REVENUE

	2022 (\$)	2021 (\$)
Grant revenue (recognised over time)	8,812,230	7,963,378
Revenue by type of customer		
Federal Government	640,048	641,002
State Government	7,366,393	7,026,258
Local Government	301,382	91,107
Other	504,407	205,011
	8,812,230	7,963,378
Revenue by Department		
QLD Department of Communities, Housing and Digital Economy	6,080,641	5,686,255
QLD Department of Children, Youth Justice and Multicultural Affairs	797,729	848,468
Partners 4 Health Ltd trading as Brisbane North Primary Health Network	640,048	713,588
Hand Heart Pocket	320,407	116,196
Brisbane City Council	301,382	91,107
QLD Department of Justice and Attorney-General	256,385	-
QLD Department of Health	231,638	418,949
Perpetual Impact	120,000	-
Other funding sources	64,000	88,815
	8,812,230	7,963,378

NOTE 4: OTHER REVENUE AND OTHER INCOME

	2022 (\$)	2021 (\$)
Other revenue		
Dividend income	142,861	99,508
Interest income	5,608	7,291
Donation revenue	173,869	185,578
Medicare revenue	56,149	60,772
Cashflow boost revenue	-	37,500
Rental revenue	189,077	186,690
	567,564	577,339
Other income		
Profit on sale of property, plant and equipment	5,000	20,762
Realised profit on sale of investments	-	(89)
Unrealised profit on fair value of investments	-	75,480
Other income	95,993	14,490
	100,993	110,643

5. BRISBANE YOUTH SERVICE INC.
NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022

NOTE 5: OPERATING PROFIT

	2022 (\$)	2021 (\$)
Surplus before income tax has been determined after:		
Finance costs		
Interest expense on lease liabilities	2,450	2,306
Employee benefits expense		
Short term benefits	6,398,183	5,696,577
Superannuation guarantee contributions	613,872	515,864
Other employee benefits	240,154	184,054
	<u>7,252,209</u>	<u>6,396,495</u>
Loss on fair value of borrowings	86,564	15,436
Realised loss on sale of investments	29,462	-
Unrealised loss on sale of investments	323,440	-
Depreciation		
Motor vehicles	80,779	45,520
Furniture, fixtures and fittings	389	1,045
Lease assets	111,728	126,019
	<u>192,896</u>	<u>172,584</u>

NOTE 6: REMUNERATION OF AUDITORS

	2022 (\$)	2021 (\$)
Audit and assurance services		
Audit of the financial report	17,000	15,000
Other services		
Compilation of the financial report	3,000	3,000
Grant acquittal audits	8,800	7,800
	<u>28,800</u>	<u>25,800</u>

NOTE 7: KEY MANAGEMENT PERSONNEL COMPENSATION

	2022 (\$)	2021 (\$)
Total compensation paid or payable to key management personnel	<u>448,120</u>	<u>441,206</u>

5. BRISBANE YOUTH SERVICE INC.
NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022

NOTE 8: CASH AND CASH EQUIVALENTS

2022 (\$) **2021 (\$)**

(a) 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 as follows:

Cash on hand	70	477
Cash at bank	3,064,211	3,057,941
	<u>3,064,281</u>	<u>3,058,418</u>

(b) Non-cash financing and investing activities

During the year, the association entered into the following non-cash investing and financing transactions (which are not included in the Statement of Cash Flows):

- The association commenced new leases of premises during the financial year, resulting in the recognition of additional lease assets of \$153,127 (2021: \$109,527) and a corresponding lease liability of \$153,127 (2021: \$109,527).

NOTE 9: RECEIVABLES

2022 (\$) **2021 (\$)**

CURRENT

Trade receivables	37,388	23,531
Other receivables	12,316	9,461
	<u>49,704</u>	<u>32,992</u>

NON CURRENT

Other receivables	<u>9,027</u>	<u>3,361</u>
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NOTE 10: OTHER ASSETS

2022 (\$) **2021 (\$)**

CURRENT

Prepayments	64,245	98,835
Other current assets	10,761	11,211
	<u>75,006</u>	<u>110,046</u>

5. BRISBANE YOUTH SERVICE INC.
NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022

NOTE 11: OTHER FINANCIAL ASSETS

	2022 (\$)	2021 (\$)
NON CURRENT		
Financial assets at fair value through profit or loss		
Investment in managed investment funds	2,155,221	2,228,122
Financial assets at fair value through other comprehensive income		
Investment in equity securities	672,840	779,117
	<u>2,828,061</u>	<u>3,007,239</u>

Basis of determining fair value

Investments in managed investment funds and equity securities are valued using a level 1 fair value measurement, being the quoted market price at the reporting date.

Net change in fair value of financial assets

The net change in fair value recognised in other comprehensive income for the financial year in relation to financial assets designated at fair value through other comprehensive income was an unrealised loss of \$60,598 (2021: unrealised gain of \$282,061).

The net change in fair value recognised in the profit or loss for the financial year in relation to financial assets designated at mandatorily designated at fair value through profit or loss was an unrealised loss of \$323,440 (2021: unrealised gain of \$75,480).

5. BRISBANE YOUTH SERVICE INC.
NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022

NOTE 12: PROPERTY, PLANT AND EQUIPMENT

	2022 (\$)	2021 (\$)
Land and buildings		
Land and buildings at fair value	2,175,000	1,822,700
Accumulated depreciation	-	-
	<u>2,175,000</u>	<u>1,822,700</u>
Leasehold improvements		
Leasehold improvements at cost	140,027	140,027
Accumulated depreciation	(140,027)	(140,027)
	<u>-</u>	<u>-</u>
Total land and buildings	<u>2,175,000</u>	<u>1,822,700</u>
Plant and equipment		
Motor vehicles at cost	642,507	595,488
Accumulated depreciation	(441,101)	(375,338)
	<u>201,406</u>	<u>220,150</u>
Office equipment at cost	401,470	401,470
Accumulated depreciation	(401,470)	(401,081)
	<u>-</u>	<u>389</u>
Furniture, fixtures and fittings at cost	45,188	45,188
Accumulated depreciation	(45,188)	(45,188)
	<u>-</u>	<u>-</u>
Total plant and equipment	<u>201,406</u>	<u>220,539</u>
Total property, plant and equipment	<u><u>2,376,406</u></u>	<u><u>2,043,239</u></u>

(a) Valuations

The fair value of freehold land and buildings has been determined by an independent valuer with an effective date of 30 June 2022. The fair value was determined using comparable sales for suburbs in which the properties are owned. Such valuations are determined using a level 3 fair value measurement, being the amounts for which the assets could be exchanged between market participants in an arm's length transaction at the valuation date.

(b) Reconciliations

Land and buildings

Opening carrying amount	1,822,700	1,565,000
Net revaluation increments	352,300	257,700
Closing carrying amount	<u><u>2,175,000</u></u>	<u><u>1,822,700</u></u>

5. BRISBANE YOUTH SERVICE INC.
NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022

NOTE 12: PROPERTY, PLANT AND EQUIPMENT (CONTINUED)

	2022 (\$)	2021 (\$)
(b) Reconciliations (Continued)		
Motor vehicles		
Opening carrying amount	220,150	93,969
Additions	62,035	171,701
Depreciation expense	(80,779)	(45,520)
Closing carrying amount	<u>201,406</u>	<u>220,150</u>
Office equipment		
Opening carrying amount	389	1,434
Depreciation expense	(389)	(1,045)
Closing carrying amount	<u>-</u>	<u>389</u>

NOTE 13: LEASE ASSETS AND LEASE LIABILITIES

	2022 (\$)	2021 (\$)
(a) Lease assets		
Land and buildings under lease	262,654	297,485
Accumulated depreciation	(126,842)	(203,072)
Total carrying amount of lease assets	<u>135,812</u>	<u>94,413</u>
Reconciliations		
Land and buildings		
Opening carrying amount	94,413	110,905
Additions	153,127	109,527
Depreciation	(111,728)	(126,019)
Closing carrying amount	<u>135,812</u>	<u>94,413</u>
(b) Lease liabilities		
CURRENT		
Land and buildings under lease	<u>77,374</u>	<u>93,503</u>
NON CURRENT		
Land and buildings under lease	<u>58,313</u>	<u>-</u>
(c) Maturity analysis of future lease payments		
Not later than 1 year	77,374	93,503
Later than 1 year and not later than 5 years	58,313	-
Total future lease payments at the reporting date	<u>135,687</u>	<u>93,503</u>

The lease of land and buildings is for a average term of 2 years, with an average effective interest rate of 3.88% per annum.
The final lease ends on 1 June 2024.

5. BRISBANE YOUTH SERVICE INC.
NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022

NOTE 14: PAYABLES

	2022(\$)	2021 (\$)
CURRENT		
Unsecured liabilities		
Trade creditors	139,166	137,588
GST payables	163,731	104,368
Sundry creditors and accruals	519,252	359,238
	<u>822,149</u>	<u>601,194</u>

Trade payables are non-interest bearing and are generally due for payment within 30 days of the invoice date.

NOTE 15: BORROWINGS

	2022 (\$)	2021 (\$)
NON CURRENT		
Secured liabilities		
Mortgage loans	<u>238,000</u>	<u>151,436</u>

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 16: PROVISIONS

	2022 (\$)	2021 (\$)
CURRENT		
Annual leave	385,852	339,978
Long service leave	180,627	231,097
Other employee entitlements	6,553	4,518
	<u>573,032</u>	<u>575,593</u>
NON CURRENT		
Long service leave	<u>66,745</u>	<u>67,792</u>

5. BRISBANE YOUTH SERVICE INC.
NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022

NOTE 17: CONTRACT LIABILITIES

	2022 (\$)	2021 (\$)
CURRENT		
Unspent grant funds	291,295	424,625

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 18: RESERVES

		2022 (\$)	2021 (\$)
Asset revaluation reserve	18(a)	1,422,838	1,070,538
Financial assets at fair value through other comprehensive income reserve	18(b)	1,436	80,927
		<u>1,424,274</u>	<u>1,151,465</u>

(a) Asset revaluation reserve

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

Movements in reserve

Opening balance	1,070,538	812,838
Revaluation of property, plant and equipment, net of tax	352,300	257,700
Closing balance	<u>1,422,838</u>	<u>1,070,538</u>

(b) Financial assets at fair value through other comprehensive income reserve

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.

Movements in reserve

Opening balance	80,927	(195,404)
Net change in fair value of financial assets designated at fair value through other comprehensive income	(60,598)	282,061
Transfers to retained earnings, upon disposal of financial assets designated at fair value through other comprehensive income	(18,893)	(5,730)
Closing balance	<u>1,436</u>	<u>80,927</u>

NOTE 19: RELATED PARTY TRANSACTIONS

(a) Transactions with key management personnel of the entity

The association is not party to any related party transactions except for those disclosed in note 7.

5. BRISBANE YOUTH SERVICE INC.
NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022

NOTE 20: 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 was repayable if the association was in default of the terms of the mortgage agreement and/or the property was sold. The agreement expired on 19 December 2021 with the association no longer being liable for the mortgage. The association has yet to obtain formal mortgage release at the date of signing these accounts.

NOTE 21: EVENTS SUBSEQUENT TO REPORTING DATE

There has been no matter or circumstance, which has arisen since 30 June 2022 that has significantly affected or may significantly affect:

- (a) the operations, in financial years subsequent to 30 June 2022, of the association, or
- (b) the results of those operations, or
- (c) the state of affairs, in financial years subsequent to 30 June 2022, of the association.

NOTE 22: ASSOCIATION DETAILS

The registered office of the association is:

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

6. STATEMENT BY MEMBERS OF THE COMMITTEE

The directors 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 Commission Act 2012*.

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



Mark Wheatley | President

Dated this **4th** day of **October** 2022

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 2022, 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 2022 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 2022, 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
4 October 2022

THANK YOU

Brisbane Youth Service extends our sincere gratitude to each and every organisation, funding body, and individual who supported our work throughout 2021-22.

Your generous contributions and commitment help us ensure that vital supports and services continue to be available for vulnerable and at-risk young people, and their children, when they need them most.



Alexilum	Grill'd Emporium	Queensland Youth Housing Coalition
Aryon	Guitar Brothers	QUT Women in Law
Aurizon	Hand Heart Pocket	Ray White Alderley
Australian Communities Foundation	Holding Redlich	Reason to Thrive
Australia Post	Holding Redlich Social Justice Fund	Reidy House, St Joseph's College Gregory Terrace
Australian Dental Students Association	Institute for Social Science Research – The University of Queensland	Rent My Property
Baby Give Back	Insurance Advisernet Foundation	Residential Tenancies Authority
Backbone Youth Arts	Jade Tree Ceramics	Rhian Thomas
Banana Life	Jamie Washington	Rob Crook
Basket Brigade	Jeff Jones Real Estate	Rochele Painting
Beca	Jetts Chermside West	Salvos Re Cycle Bikes (SRCB)
Bric Housing	JL Property Service	Saunders Havill Group
Brisbane Domestic Violence Service	Kenmore State High School	Services Australia South Brisbane Service Centre
Brisbane Housing Company (BHC)	Kennedy McLaughlin & Associates	Simic Real Estate
Brisbane North Primary Health Network	KPMG	SJ Higgins Group
Community Services Industry Association	LawRight	Snapchat Brisbane
Children by Choice	Legal Services Commission	Sue Crook
Children's Health Queensland	Loreto College	Suncorp Metway
Citipointe Christian College	Lowdown Vintage	System Planning Branch, Queensland Health
Commonwealth Bank	Lush Chermside	The Child and Youth Mental Health Service
Communify	Maud Creative	The Finance People
Crestone Wealth Management	McGrathNicol Brisbane	The Frangipani Foundation
Deception Bay Community Youth Program	MICAH	The Institute for Urban Indigenous Health
Department of Children, Youth Justice and Multicultural Affairs	MinterEllison	The Lady Musgrave Foundation
Department of Communities, Disability Services and Seniors	MP Studio	The Metamorphic Foundation
Department of Communities, Housing and Digital Economy	Myer Brisbane	The Prince Charles Hospital
Dr Danielle Davidson, Queensland University of Technology	National Australia Bank	The Removalists
Dr Katie Hail-Jares, Griffith University	Oztix	The Shepherd Family Foundation
Foot Locker Australia	Paediatric Society of Queensland	Thunderbird 2 Foundation
Frog Glass	Perpetual IMPACT Program	TMS Consulting
Fulton Hogan	Property Industry Foundation	Tom Keating
Gala on the Green Committee	Queensland Council of Social Services	OzHarvest
Give Back Health	Q Shelter	University of Queensland Pro Bono Econos International
GIVIT	Queensland Health	Urban Climb
Grant Thornton	Queensland Mental Health Commission	Walshs Financial Planning
Grant Thornton Foundation	Queensland Police Service Human Resources	YMCA Queensland Youth Parliament
	Queensland Treasury Corporation	

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

P 07 3620 2400 **E** admin@brisyouth.org

W brisyouth.org **ABN** 83 967 756 338

A 42 McLachlan Street, Fortitude Valley



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