

BRISBANE
YOUTH
SERVICE

NEW FUTURES FOR YOUNG PEOPLE



2023
ANNUAL
REPORT

2023 ANNUAL REPORT

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*While some of the photos in this report are of young people supported by
BYS, many are actors and staff depicting real scenarios we experience
day to day.*

HIGHLIGHTS

5 Reconciliation Action Plan



BYS TAKES 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.

— Young Person

16 Complex Needs and Positive Outcomes



36 Hub Intervention and Intake Mai's Story



From the cover: Mai dreams of a career in aviation. The sky is the limit now she has stable accommodation.

IT WAS **REALLY DIFFICULT** TRYING TO FIND SOMEWHERE TO SLEEP, I JUST SAT METHODICALLY WORKING THROUGH A LIST.

— Mai

50

Quality, Research, and Innovation



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Our People Meet the Team



47 Young Women, Families and Safe Relationships Arlene's Story



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BYS

OUR STORY



OUR PURPOSE

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

For over four decades, BYS has worked with homeless and vulnerable young people aged 12 to 25 years, and their children, in Brisbane and surrounding areas.

A respected leader in the community services industry, BYS offers a wide range of free and confidential services, including crisis and transitional housing, emergency relief, physical and mental health services, alcohol and drug interventions, domestic and family violence support, and specialised programs for young women and families.

BYS meets young people at a crucial time of great need, but also great opportunity to provide early intervention supports and create new futures. Using a client-centred, strengths-based practice approach, we help young people to identify their goals and holistically address the range of challenges they face. Even with brief support from BYS, most young people can overcome difficulties, move out of crisis, and achieve life goals.

Through research and evaluation activities, BYS builds knowledge to develop innovative support programs that enhance outcomes for young people. These efforts also assist in advocating for their distinct needs and raising awareness of the challenges affecting vulnerable young people in our community.

Currently, we have over 100 staff operating across seven locations around Brisbane.

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 technological solutions to enhance service delivery and increase operational efficiency.

★ Property

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

RAP

RECONCILIATION ACTION PLAN



Our 2023-24 RAP was endorsed by Reconciliation Australia in January 2023. Young people, sector, and community guests were invited to the official launch, hosted by Patron Steve Renouf, at our biggest Reconciliation Action Week celebration yet on 31 May 2023 at New Farm Park.

Developed with input from First Nations young people, our second Innovate RAP establishes a framework to promote organisational integrity, equity, and equality through meaningful, tangible goals. Our RAP Committee meets monthly to ensure we stay committed to these goals and continue to grow our knowledge of the cultures and histories of First Nations people.










Pictured: The RAP Committee May meeting.

Just under a third of young people we support identify as Aboriginal and/or Torres Strait Islander, and BYS continues to strive to ensure that we offer culturally safe support based on respect and understanding. Our staff attend regular training and induction activities, and we advertise BYS positions with the Aboriginal Employment Strategy.

The BYS RAP Committee is co-chaired by Wiradjuri woman Tanya Lefebvre (BYS Drug and Alcohol Intervention Worker) and Di Mahoney (Service Delivery Director) with representatives from each area of the organisation.

Some of the highlights for 2022-23 included:

-  Endorsement and launch of the 2023-24 Innovate RAP.
-  Reconciliation Action Week Celebration on 31 May 2023 at New Farm Park with Welcome to Country by Turrbal Elder Auntie Vannie, sensory activities, Uncle Ricky Pascoe on the didgeridoo, and weaving workshop with artist Ivy Minniecon.
-  RAP Committee designed culturally-friendly staff t-shirts to ensure welcoming service delivery featuring RAP artwork by local artist Chad Briggs.
-  NAIDOC Week morning tea sharing goodies from Dreamtime Kullilla-Art.
-  Acknowledgement of Country plaques by Kinya Lerrk installed at all BYS service sites.
-  BYS supported Indigenous Literacy Day on 7 September 2022 by purchasing several children's books and hosting a morning tea. Staff were encouraged to donate to the Indigenous Literacy Foundation and shown a short film celebrating stories, cultures, and languages.
-  BYS also supported Days of Significance including NAIDOC Week, Indigenous Business Month, Sorry Day, Dundalli Remembrance Day, and National Aboriginal and Torres Strait Islander Children's Day, and we used these occasions to educate staff and young people about the history and importance of reconciliation.

Pictured (L-R): Launch of our 2023-24 Innovate RAP; Reconciliation Action Week Celebration 2023; Weaving workshop with Ivy Minniecon.

PATRON & BOARD



— STEVE RENOUF, BYS PATRON

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.

Pictured: Steve Renouf with Pam Barker at the CEO Welcome Event – October 2022



OUR BOARD

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

This year we said goodbye to our Treasurer Kelly Moore and Board Member Ben Paris, thanking them for their time and service to BYS. We welcomed a new Treasurer Annette Abrahams and new board members Dr Admire Matsika and Tim O'Brien.

Pictured: Board members at the BYS 2022 AGM.



MARK WHEATLEY
President



ANNA SPENCER
Vice President



SHELLEY SORRENSON
Secretary



ANNETTE ABRAHAMS
Treasurer



MICHELLE WADE
Board Member



JAKE ARDEN
Board Member



DR ADMIRE MATSIKA
Board Member



CHRISTOPHER EMZIN
Board Member



TIM O'BRIEN
Board Member



SNAPSHOT

2022-23 AT A GLANCE



Because of BYS, I feel **connected** with society, I feel **safe**, I feel **confident**, and I look forward to a bright future.

58,664

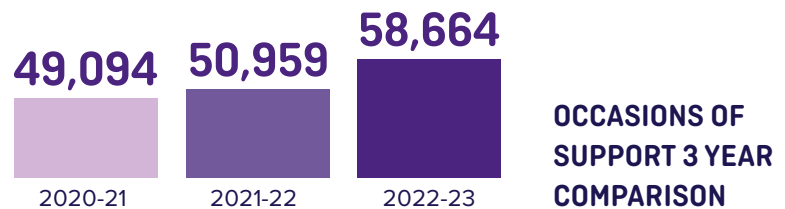
OCCASIONS OF SUPPORT
(UP FROM 50,959 LAST YEAR)

19% INCREASE

in number of times young people engaged with us this year

29% INCREASE

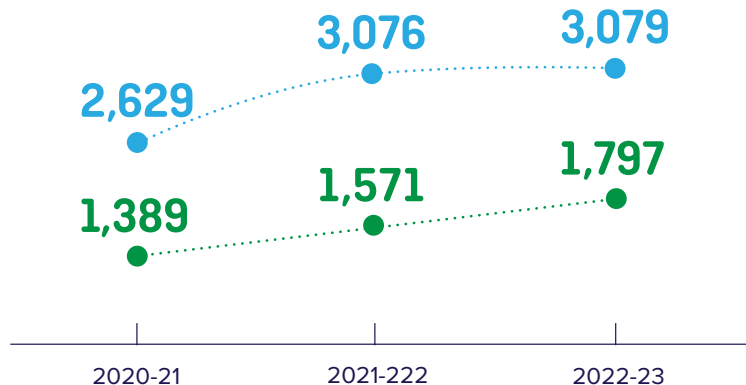
in occasions of support over the past 3 years



THE NUMBER OF REQUESTS FOR BRIEF INTERVENTION HAS STABILISED THIS YEAR

3,079 accessed brief intervention
1,797 accessed ongoing planned support

ONGOING PLANNED SUPPORT VS BRIEF INTERVENTION 3 YEAR COMPARISON



30%

Aboriginal
and/or
Torres Strait Islander



26%

of those supported
were young parents



85%

of young people were 18-25
years old when they accessed
support this year



47%

of young people are
homeless when they
come to BYS



77%

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

ALMOST 3 IN 4
have experienced
PAST FAMILY
VIOLENCE



ALMOST 1 IN 2
have experienced
PAST RELATIONSHIP
VIOLENCE



61% ↑

OF YOUNG PEOPLE
HAVE A MENTAL
HEALTH DIAGNOSIS

(INCREASED BY 22% IN LAST 5 YEARS)

2 IN 5

young people coming to BYS report
suicide risks and almost 1 in 3
identify self-harming behaviours

1 IN 4

young people seeking
support identify as
sexuality diverse



1 IN 5

have disability

PRESIDENT'S REPORT



MARK WHEATLEY
PRESIDENT

What a fast-paced, full, and challenging year it has been at BYS! In the face of the complexity and challenges that the last 12 months have presented, our new CEO, Pam Barker, has clearly demonstrated why she was selected as the successful candidate for the role. Through the wonderful and compassionate efforts of all employees, in the face of a relentless demand for services, BYS has again delivered so much, with so little.

The last 12 months have been particularly tough and often distressing for BYS staff. The housing crisis is very real, and many young people facing homelessness have had their needs neglected by adult-centric strategies. Almost half of the young people seeking support from BYS are homeless. It is frustrating and heartbreaking for our staff when they're not able to provide safety and security to young people. A reality that is, at present, seemingly never-ending.

Our research tells us that most of these young people are also experiencing multiple complex issues such as family violence, disengagement from education, and poor mental health. These concerns cannot be properly addressed without first ensuring that young people have a safe roof over their heads. The Board continues to support the position that the federal government must take immediate action and create a standalone strategy to address youth homelessness.

The housing crisis has forced BYS to urgently consider alternative housing models including youth foyers. We are incredibly thankful to the increased support from Brisbane City Council, who have provided two houses to BYS over the last 12 months. We are also thankful to the Queensland Department of Housing and Hand Heart Pocket for helping to fund support services for the young people in these houses.

One of these premises has been modelled on the Advantaged Thinking 'Foyer' model and is now home to four young people pursuing education and employment. This experience is preparing BYS to respond to any additional opportunities to further develop the Advantaged Thinking model of accommodation. We are thankful for the support from The Foyer Foundation in assisting us to achieve this goal.

Lastly, I would like to express my gratitude to my fellow Board colleagues for their active and constructive participation in 2022-23. They have provided strategic guidance, oversight, and governance to ensure that BYS operates effectively and ethically. I would especially like to acknowledge those who have departed this year, and those who have joined us. The efforts and commitment of departing members Ben Paris and Jake Arden will be missed. They have been instrumental in shaping the direction and culture of BYS, and we wish them all the best for their future endeavours. While it is always difficult to see Board members leave, particularly members who have contributed so much, I am always energised by the level of interest from exceptional people wanting to be part of the BYS Board. In late 2022, we welcomed the appointment of Annette Abrahams as Board Treasurer. Annette's experience and talents in this area are clear, and consistently provide the Board and BYS with great confidence in her financial acumen and leadership. Similarly, Tim O'Brien, a more recent Board member appointment, joined us with extensive financial and senior military experience. Both members have already proven to be great assets to the Board who enhance our capabilities and skill set.

Thank you for your ongoing support and trust in BYS. Together, we can make a positive difference in the lives of young people and our community.

TREASURER'S REPORT



ANNETTE ABRAHAMS
TREASURER

The impact of the housing and cost-of-living crises in Brisbane in 2022-23 saw an 18% increase in grant revenue predominantly from additional brokerage funding from the Department of Communities, Housing and Digital Economy. While this boost in funding did expand supports available to young people facing homelessness, there were significant demands placed on staff and resourcing.

Overall revenue increased by 21% over the previous year, due in part to the generous donations received during the year in addition to increased brokerage mentioned. As part of the BYS financial strategy, the organisation invested in a share portfolio during the 2020 financial year. The portfolio has seen a pleasing turnaround for the fund this year and the investment has increased by 9.25%. An unrealised gain of \$123,101 has been recognised in the profit and loss compared with a \$323,440 unrealised loss in the 2021-2022 financial year.

Overall costs were in line with the increase in grant revenue as a result of the groundwork of previous years in all areas. Client support service expenses have increased by 139% due to the increase in demand for support, which was offset by the additional client brokerage funding received. Increases in the employee benefits of 12% was to assist with the 58,664 occasions of support that BYS provided during the financial year, a 19% increase over the previous year.

The current ratio remains in a strong position at 1.74:1 and the cash position is also strong although there has been a slight decrease since last year. Overall, total Members Funds have increased by 4% for the year as a result of the surplus before comprehensive income of \$106,175.

Congratulations to the executive team in continuing to run a sustainable organisation delivering quality services to vulnerable young people and maintaining a sustainable financial base for the organisation to do so into the future. The results however could not be achieved without the tireless support of all staff members in the organisation.



CEO'S REPORT



PAM BARKER
CHIEF EXECUTIVE OFFICER



Pictured: Pam Barker with Corporate Services Director Jordan McCarthy at the 2022 QCOSS AGM.

“

Our talented and dedicated team believes in the BYS mission and values. In the face of heightened challenges and demand, they have responded with compassion within a strengths-based framework. I am proud to be a part this amazing organisation.

It is an honour to be appointed as CEO of Brisbane Youth Service. I commenced in the role on 5 September 2022, amidst the accelerating Queensland housing crisis.

Over the past year, the numbers of young people sleeping rough have skyrocketed. Never have we seen numbers like these; the lack of affordable housing and the increase to the cost-of-living has created a perfect storm.

Young people are being priced out of the housing market due to an extreme shortage of affordable rentals. The demand on our services has continued to increase, with almost 30 people per day accessing our pantry for basic food, hygiene, and emergency items. The lack of emergency housing for young people has meant that our frontline workers must distribute sleeping bags and develop safety plans to help young people stay safe whilst sleeping on the streets. We are, however, now providing temporary accommodation for young families in hotels and motels across Brisbane to ensure they have a roof over their heads.

While BYS offers a range of housing options, we still do not have enough transitional housing that can enable young people to pursue education and training whilst learning vital life skills to live independently. Current environmental factors and the housing crisis have deeply affected our most vulnerable children and young people, many of whom have escaped domestic and family violence, relationship breakdowns, trauma, or are expecting or new parents.

In our continued efforts to provide appropriate supports, we have expanded many areas of the organisation. Our Young Women, Families, and Safe Relationships team grew the delivery of the innovative K.I.N.D. program to meet the increasing demand from young people seeking support around their use of violence in intimate partner relationships. The high rates of young people experiencing domestic and family violence (DFV) led to the recruitment of a youth DFV specialist clinician to provide intervention and expertise in responding to young people escaping DFV. In addition, we have recruited additional roles in our Hub Intake and Intervention team to provide support to

young people facing crisis. The team are at the coalface of the homelessness situation daily, working tirelessly to find solutions whilst there is no housing. Our Housing Support teams have worked harder than ever to keep young people housed and support them moving into and maintaining their tenancies.

Our medical team in the clinic has remained focused on clinical governance, systems, and processes to ensure that the care we deliver is holistic and trauma-informed. We want young people to know that their health matters and that the BYS team has a range of supports they can access.

Due to the growth across our service delivery teams, we have also needed to expand our Corporate Services team. The Corporate Services team is the backbone of support that keeps the BYS doors open.

Earlier in the year, BYS was awarded the Voice Project's National 'Best Workplace Award' 2022 which recognises outstanding performance in employee engagement, work practices, and culture. We are proud to be an organisation that values its employees and strives to provide a great place to work.



Pictured: Lord Mayor Adrian Schinnerer visited BYS to learn about the Positive Transitions Project, funded by the Brisbane City Council.

The BYS Board has been a wonderful asset base of knowledge and skills. They set the tone from the top, and we are grateful for their dedication and support to BYS mission and values.

BYS is also grateful to our partners who have provided pro bono and low bono support, such as MinterEllison, KPMG, Mills Oakley, Grant Thornton, and many more. Your support is invaluable to us and we are grateful for your contribution to our work.



Pictured: Minister Leeanne Enoch and Minister Grace Grace met with Pam and some of the BYS management team at our Valley Hub.

We also would like to thank the funding bodies who have responded to our request for additional support for young people, including the Department of Housing, the Department of Child Safety, the Department of Seniors and Disability, Brisbane North Public Health Network, Hand Heart Pocket, Shepherd Family Foundation, and the Department of Justice and Attorney General. Without these partnerships we would not be able to provide assistance to the increasing numbers of young people who seek our support.

Despite the huge demand for our services, BYS continued to support thousands of young people in 2022-23. We believe that with the right support, young people and young families can overcome life's challenges and thrive in our community. Our goal is to create new futures for young people, and we achieve this through quality services, innovation, research, and keeping young people at the heart of what we do.

Our talented and dedicated team believes in the BYS mission and values. In the face of heightened challenges and demand, they have responded with compassion within a strengths-based framework. I am proud to be a part of this amazing organisation. I hope you read this report and can see the commitment and hard work our employees put in daily to improve young people's lives. Supporting young people is challenging work, but it is also one of the most rewarding jobs.



WHO WE SUPPORT



ALMOST

1 IN 4 young people identified as LGBTIQAP+

BYS supports young people aged between 12 and 25 years, their children, and their family members. This year, 1,797 people accessed ongoing planned support, a 14% increase since last year.

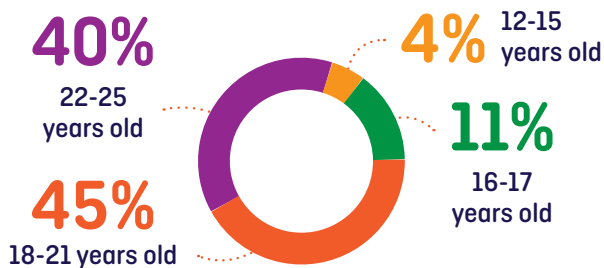
On top of this, 3,079 people accessed brief intervention from BYS. Brief intervention support has stabilised following a sustained trend of yearly increases since the start of the COVID-19 pandemic.

We provided a total of 58,664 occasions of support in 2022-23, a 15% increase from last year.

14% were between the ages of 12 and 17 years when they accessed support

21 YRS OLD was the average age of young people accessing support

This is a **substantial increase from past years** where the average age was between 18 and 19.



26% identified as being sexuality diverse



This year, we have seen a substantial increase in the proportion of young people accessing support who are older, working regularly, and living in private or shared rentals.

The ongoing housing and cost of living crises greatly impact young people with limited financial reserves to cover increasing rents and living costs.

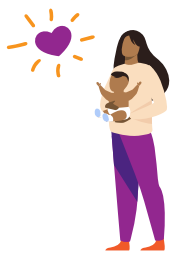
We saw longer engagement with young people, with the lowest number of young people exiting BYS support in the past 5 years (a 21% decrease in exits). This is likely influenced by the lack of safe, affordable, long-term accommodation options available to young people as well as a modest increase in availability of BYS transitional housing that is paired with long-term tenancy sustainment support.

“ BYS provided housing and they always supported me with **all my needs**, including food, money, and my wellbeing. They even help with little things like understanding letters that I receive in the mail as I have difficulty reading English. **”**

WHERE YOUNG PEOPLE ARE LOCATED

No. of young people supported

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



1 IN **4**
OR **26%**

of young people supported this year were young parents (AN INCREASE FROM 22% LAST YEAR)

This year, BYS supported 148 children aged between birth and 11 years old, along with their young parent(s).

Young people who came to us with parenting support needs often had children who were not in their care because of their circumstances (37% of young parents). 17% had care of a new baby.

30%
Aboriginal and/or
Torres Strait Islander

20%
have disability



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, Sudan, Papua New Guinea, South Africa** and **Eritrea**.

AVERAGE OF
31
OCCASIONS OF
SUPPORT

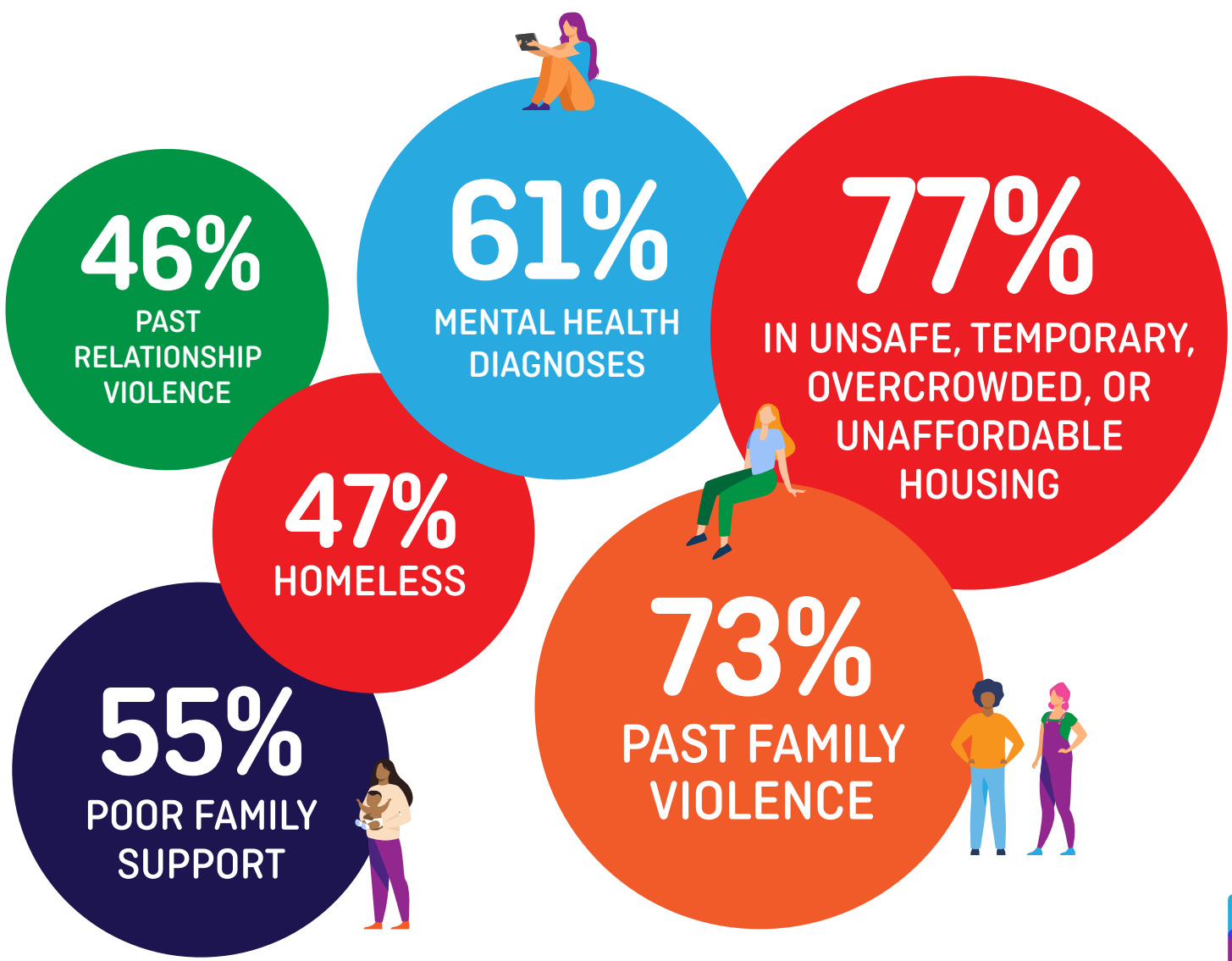


COMPLEX NEEDS AND POSITIVE OUTCOMES



“

BYS services and worker supports have provided stability, reassurance, and **motivation to better myself and create a brighter future**. BYS have provided me with emotional and practical support and linked me with a range of needed services. The workers have always been extremely genuine and nice.



Young people seeking support from BYS come from diverse backgrounds with intersecting, wide-ranging life experiences and challenges when they seek support.

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

With the ongoing housing crisis, BYS saw another increase in the proportion of young people accessing support who were currently employed and living in private or shared rentals, highlighting the lack of available, affordable housing even for those earning a wage.

The number of young people disclosing family and relationship violence increased this year, highlighting the need for interventions and supports specifically designed to address young people’s experiences of violence, which differ to adults. Mental health diagnoses were another concerning issue for the young people we support, with rates remaining high for the fourth year in a row.



Homelessness

In 2022-23, almost half of the young people who came to BYS were homeless (47%).

This is an increase from 44% in 2021-22 highlighting the impact of the housing and cost-of-living crises for young people in Brisbane. Young people are forced to couch surf, stay in motels, sleep in cars, or sleep rough when their rents increase or when they cannot find affordable private rental options. 77% were living in unsafe, temporary, overcrowded, or unaffordable housing when first accessing BYS for support.

Overall rates of homelessness decreased by 54% after BYS support. Couch surfing and sleeping rough reduced after engaging in BYS programs, but the ongoing housing crisis saw more young people exiting into boarding house and crisis homelessness service accommodation this year.

Young people living in stable, suitable housing nearly tripled from 24% to 68% after support.

61% SAID THEIR HOUSING WAS A CRISIS/SERIOUS SITUATION

48% came to BYS asking for help with housing

This year, there were more young people sleeping rough when seeking support (11%). When they came to BYS young people were:

- Living with family **20%**
- Living in a private rental/share house **19%**
- Living in public/community housing **9%**
- Living in crisis housing/boarding house **8%**
- Living in child safety or in an institution **1%**
- Living in other accommodation **5%**

#1



FORM OF HOMELESSNESS REMAINS AS

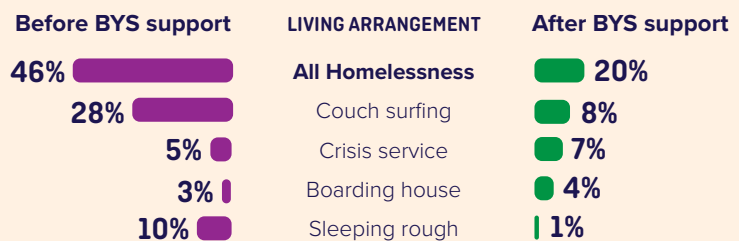
COUCH SURFING

27% of all young people supported

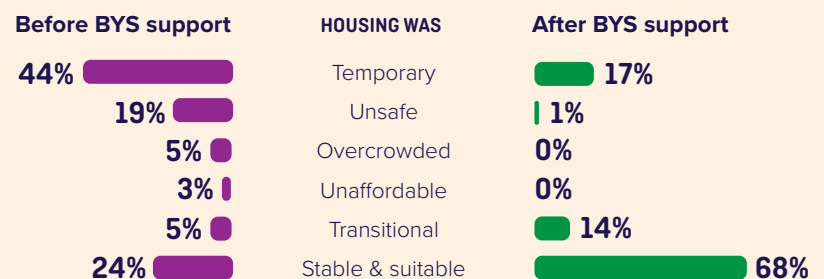
59% of young people who were homeless

UNDER 18s WERE MORE THAN FIVE TIMES MORE LIKELY TO BE COUCH SURFING THAN SLEEPING ROUGH

HOMELESSNESS OUTCOMES¹



HOMELESSNESS SUITABILITY¹



95%
DECREASE IN YOUNG PEOPLE LIVING IN UNSAFE HOUSING

52%


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

- 21% moved to private rental/share housing
- 18% moved to public/community housing
- 13% moved in with family

Mental Health

The proportion of young people who came to BYS with mental health diagnoses has **remained high** at **61%** of young people.

Mental health issues can impact young people’s access to safe, stable housing. Poor mental health can be one pathway into homelessness for young people and can be linked to other intersecting needs like early trauma or family and intimate partner violence. It can also be the result of other stressors associated with homelessness including financial instability, physical health issues, and lack of support.

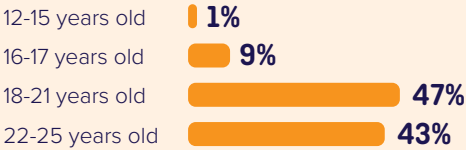
 Without support, mental health issues can be a barrier to young people being able to access and maintain safe and stable housing in the future.

61% HAD A MENTAL HEALTH DIAGNOSIS WHEN THEY CAME TO BYS

39% identified **suicide risks**

30% identified **self harming behaviours**

MENTAL HEALTH DIAGNOSES BY AGE 2022-23



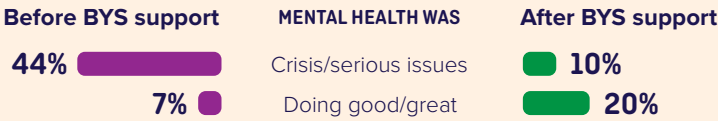
1 IN 6 of those who reported suicide risks were between 12 and 17 years old

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

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



MENTAL HEALTH OUTCOMES¹



With BYS support, young people with

GOOD OR GREAT MENTAL HEALTH MORE THAN TRIPLED

and those with serious or crisis mental health issues decreased by 77%



¹% of all young people who exited in 2022-23.

Violence

In 2022-23, for young people supported across our programs, a total of **73%** had **previously experienced family violence**.

Experience of family and relationship violence are common causes of homelessness for young people. However, violence does not necessarily end when young people leave the family home or an intimate relationship. Young people who are homeless are also often impacted by different ongoing forms of violence and abuse from people in their lives and the community.



Since getting my place with Brisbane Youth Service, I am in a **safer environment and no longer subject to abuse**. I have my own space and don't have to live out of a garage. This allowed me to focus on completing my high school education and begin looking for employment options and progress my future.

1 IN **5**

WERE CURRENTLY EXPERIENCING FAMILY VIOLENCE

1 IN **10**

WERE CURRENTLY EXPERIENCING INTIMATE PARTNER VIOLENCE (LIKELY TO BE UNDER-REPORTED)

46% had previously experienced intimate partner violence

23% had experienced sexual assault/abuse

34% had experienced physical assault/abuse

19% acknowledged at assessment that they themselves used violent or threatening behaviours (likely to be under-reported)

26% 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 (53%)

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 7%

33%

IMPROVEMENT IN YOUNG PEOPLE'S VIOLENCE SITUATIONS

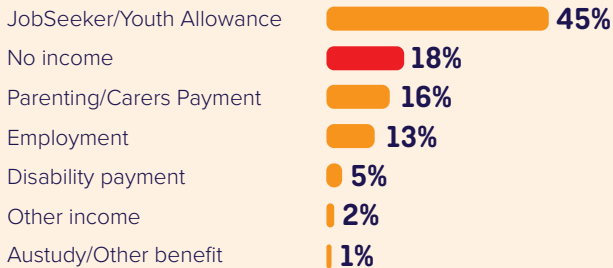


Financial Wellbeing

18%

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

SOURCE OF INCOME BEFORE SUPPORT



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

30% had debts when they came to BYS for support

13% had employment income (up from 11% in 2021-22 and 5% in 2020-21)

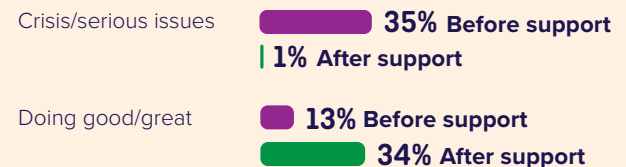
AFTER SUPPORT¹

62%

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



FINANCIAL SITUATION



28% who exited support in 2022-23 were earning **regular income** from employment

This is up from 24% in 2021-22 and 12% in 2020-21

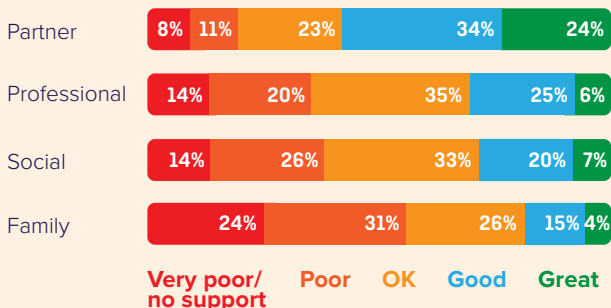
70% of young people were able to stabilise on income support payments

Support in Life

41%

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

YOUNG PEOPLE'S SUPPORT IN LIFE IS



64% had **no partner support**

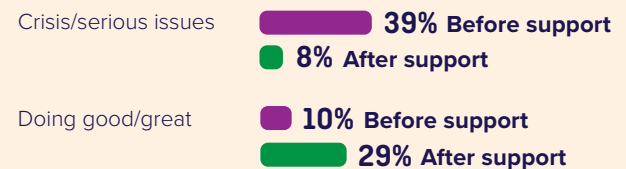
55% had **very poor/poor or no family support**

AFTER SUPPORT¹

GOOD OR GREAT SOCIAL AND PROFESSIONAL SUPPORT **DOUBLED**



QUALITY OF SUPPORT NETWORK



WHEN EXITING SUPPORT, YOUNG PEOPLE'S:

Positive family support **INCREASED BY 78%**

Positive partner support **DECREASED BY 32%** (possibly due to healthy relationships education through group and individual support)

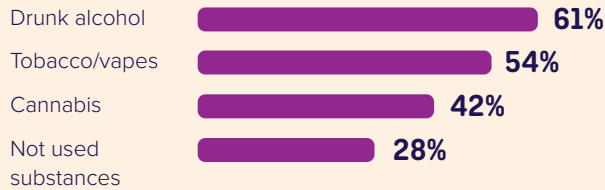
77% of young people said their support networks were a bit or much better after support

Substance Use

1 IN 5 TOLD US THAT THEY THOUGHT SUBSTANCE USE CURRENTLY NEGATIVELY IMPACTED THEIR LIFE

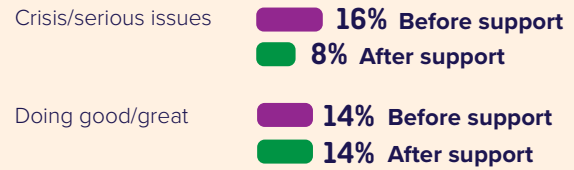
44% said that substance use had negatively impacted their life in the past

IN THE LAST THREE MONTHS, YOUNG PEOPLE HAD



AFTER SUPPORT¹

SUBSTANCE USE CONCERNS



40% said their substance use situation was **a bit or much better** after support

“

BYS and the housing they were able to provide changed my life forever, it gave me a reason to continue to not use substances and gave me hope for a **more fulfilling future**.



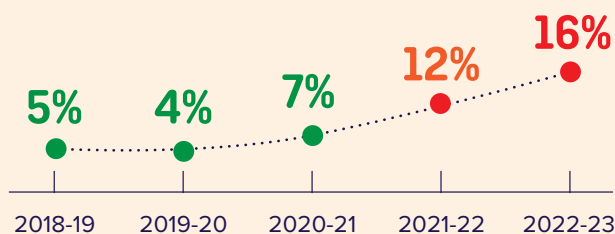
Education/Employment

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

- 27%** were looking for work
- 19%** were regularly attending school or training
- 9%** were enrolled in education but disengaged due to life barriers

Rates of young people seeking support who were employed has doubled since 2020-21 and more than tripled over the last 5 years. This does not necessarily mean youth employment rates have increased, rather more young people are seeking support while they are employed.

Proportion of employed young people at intake to BYS



AFTER SUPPORT¹

51%

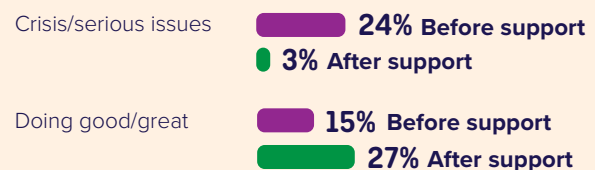
OF YOUNG PEOPLE SAID THEIR EDUCATION/EMPLOYMENT SITUATION WAS A BIT OR MUCH BETTER



55% of young people disengaged from education when presenting for support were attending education regularly after support

1 IN 2 young people with an employment focus were employed after support

EDUCATION AND EMPLOYMENT ISSUES



88% ↓ decrease in the proportion of young people in serious/crisis education/employment situations **after support**

Legal Issues

26%

OF YOUNG PEOPLE IDENTIFIED LEGAL ISSUES WHEN THEY CAME TO BYS

YOUNG PEOPLE'S TOP 3 LEGAL ISSUES



“ They (BYS) gave me hope that my life could get better and made me feel like a person who deserved a good life. They stuck with me; even when I was off the rails and never judged me for it.

AFTER SUPPORT¹

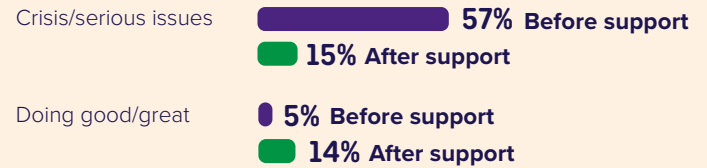
35%

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



62% said their legal situation was about the same

LEGAL SITUATION



74% ↓ decrease in those who had crisis/serious level legal issues

Physical Health

26%

TOLD US THAT THEY HAD A SERIOUS PHYSICAL HEALTH ISSUE

1 IN 6 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 demonstrates 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 improve.

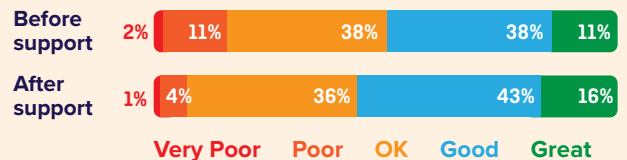
AFTER SUPPORT¹

59%

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

20% INCREASE!

YOUNG PEOPLE'S HEALTH RATINGS



2 IN 3 young people said their physical health was a bit or much better after support

WHAT YOUNG PEOPLE SAY ABOUT US

BYS is committed to hearing and responding to young people's feedback about what works best in supporting them. Our Annual Client Feedback Survey is one of the ways we collect young people's feedback. There was strong participation from young people in this year's survey with 172 responses.

SOLID REPRESENTATION FROM YOUNG PEOPLE WITH DIVERSE BACKGROUNDS AND IDENTITIES

- 18% 17 years old or younger
- 23% Aboriginal and/or Torres Strait Islander
- 47% LGBTIQAP+
- 15% CALD
- 58% Female
- 30% Male
- 12% Gender diverse

NET PROMOTER SCORE (NPS)²



Young people who completed the survey were **very likely to recommend** **BYS to other young people** with a Net Promoter Score of 52 which is considered a great result.

² Net Promoter and NPS are registered service marks, and Net Promoter Score and Net Promoter System are service marks, of Bain & Company, Inc., Satmetrix Systems, Inc. and Fred Reichheld

THE ANNUAL SURVEY REVEALED





“

BYS has been nothing but kind and helpful towards me in my life. I genuinely don't even know where I'd be without them, they got me back into school and helped me reach a lot of goals.



87%

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

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

more supported, more hopeful, happier and safer.

When asked about their overall satisfaction, 83% of young people were **happy or super happy** with BYB support.

76% of respondents thought BYB had a **“big” or “huge” impact** on young people's lives.

“

I was in a really rough spot before engaging with BYS, I didn't have any direction, goals or hope for the future. Since coming to BYS, I have had **stable accommodation** which I value and although it has been difficult at times I have been supported at many different points in my life.



HOUSING SERVICES

The demand for safe and affordable accommodation for young people in Brisbane continued to escalate through 2022-23, amidst an increasingly challenging housing crisis.

Despite the scarcity, BYS Housing Services team worked tirelessly to increase the number of beds available to support young people transitioning to independence. We were successful in securing 11 new beds by acquiring four properties through new and existing partnership options, and continued funding from the Department of Housing.

As well as growing our own tenancies, we continued to work closely in partnership with other housing providers to accommodate young people in community and public housing whilst providing wrap around support to establish and maintain tenancies. These partnerships include five housing units with Brisbane Housing Company (BHC) with a pipeline of planned growth, four housing options at any one time with public housing through the 'Same House, Different Landlord' program, and newly created ten family units with Jacaranda Housing.

In total this year, BYS has acquired or supported access to 40 new beds for young people and young families on top of our existing housing portfolio. With this growth, our Housing Services teams are demonstrating what we do best – role modelling resilience, hard work, and overcoming barriers while supporting young people's needs to achieve their hopes, dreams, and aspirations for a new future.

BYS offers diverse program models of supported accommodation for young people aged between 16 to 25 to meet them where they are at on their journey to independence. Each housing program works to support young people to develop tenancy and living skills that are tailored to their needs and developmental age.

We operate three '24/7' houses, providing around the clock supported accommodation for 16 to 18 year-olds experiencing homelessness. These houses and programs deliver intentional interventions to meet young people's basic needs while developing cooking, cleaning, communication, co-living, and budgeting skills. They provide the space to future-plan and create meaningful life goals or re-engage young people with education and employment. This skill building assists with further capacity to both find and maintain a sustainable independent tenancy.



Our **Housing and Tenancy Support Program** utilises 28 independent units and houses for both shared, single, and family transitional housing accommodation across greater Brisbane. The program delivers outreach and mobile assistance to engage young people aged 16-25 years and their children, with planned support to increase living and tenancy skills. The team consists of both Youth Housing Specialists and Property and Tenancy Management workers who provide wrap around services to empower young people and young families with the skills they need to transition to independence and achieve stable housing outcomes.

This year, BYS commenced an exciting new program to test and strengthen our skills delivering 'Advantage Thinking', a highly successful, evidence-based model that creates sustainable solutions by focusing on young people's strengths and investing in their potential.





Since getting my place with Brisbane Youth Service I am in a safer environment and no longer subject to abuse, I have my own space and don't have to live out of a garage.

Falconer House was made available through the BCC Community Housing Partnership, providing an opportunity to house four young people facing homelessness seeking supports to further their education and employment. Newly appointed BYS Youth Development Coaches are onsite to motivate young people with their learning plans and goals whilst also growing BYS's capacity to deliver an Education First Youth Foyer model.



Pictured: Falconer House working bee - community unites to create safe spaces for young people.

The **Sustaining Young Tenancies Program** has been building and strengthening partnerships with State public housing department centres and other Brisbane Community Housing providers to support young people allocated to public and community housing properties to ensure they can establish, and successfully sustain their tenancies and achieve their living and wellbeing goals. Youth Housing Specialists work with young residents to build the skills required to independently maintain their tenancy via a strength-based planned support model.

The **Positive Transitions Project** continues to achieve successful outcomes, working hand in hand with the housing teams to identify and support residents to prevent their return to homelessness. By strengthening their community support networks and increasing participation in employment and education, we can help young people build lasting future opportunities.

POSITIVE TRANSITIONS PROJECT

The Positive Transitions Project (PTP) is a crucial 'next-step' service that provides 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.

PTP has expanded the opportunities to connect with young people by joining pre-existing social groups within BYS, including the Recovery and Discovery (RAD) program and the Safe Relationships program. This allows young people to make connections with others with similar lived experiences and gain insight through the program activities being delivered with the addition of peer support that builds resilience through wisdom sharing.

In 2022-23, the PTP team supported 80 young people and 6 accompanying children (56% were female, 33% were male, and 12% of young people were gender diverse). 23% identified as Aboriginal and/or Torres Strait Islander and 14% were culturally and linguistically diverse.



Pictured: PTP participant at Vanilla Zulu Cooking School.



AICHA'S STORY

I was born in Guinea and raised in Australia by my mother's side of the family. Being raised by strong independent women is definitely a journey itself. Especially the way they were brought up, it was definitely not something I wanted.

I was very blessed to have noticed at a young age that I was living in a dysfunctional home. The verbal, emotional, and mental abuse I was dealing with was too much for me.

At only 16 years old, I left home for my own wellbeing. That was one of the best and worst decisions I've made. I lost a lot of people and bonds who I never thought would leave my side. My family disowned me and I was scared and alone.

I remember my experience of homelessness as if it was yesterday. I went from house to house, struggling with finding accommodation. I was very lucky that a close friend helped me reach out to the Youth Advocacy Centre to help me find accommodation while I was trying to balance school and life on my own.

Unfortunately, due to moving around so much I started falling behind at school, to the point where I got unenrolled. Faced with these life challenges I was determined to get stable accommodation, stable income, and graduate.

I moved several times couch surfing at friends to strangers continuously. It was extremely exhausting, unsafe, overwhelming, and frustrating not having stability. My mental health, confidence, and hope started going downhill. I lost many friends and the one that hurt the most... I lost my self-love on this journey.

Hopeless, uninterested in anything, broken... was how I felt before entering Phoenix House. Little did I know, that experience I had with them would be the start of a new change in me.

I learnt so many life skills from them, I was so grateful to have been accepted into the house because it was also during the start of COVID. While I was there:

- I learnt how to cook like a pro
- I became more productive
- I felt like it was okay to come out of my shell I'd been stuck in for so long
- I achieved every goal I had set my mind to, including being a 2022 class graduate
- I started to glow differently

Blessings after blessings just kept coming my way after I reached this new version of me. I got upgraded into another very fancy house by BYS. I have to admit I was nervous moving alone, but the greatest part was I still had the support I needed. BYS even gave me a bicycle so I could get to work!



Eli from the Positive Transitions Project helped me realise my dream of being an entrepreneur, growing my own business selling beauty products and accessories online. I've met so many great people in this process, including Holly the owner of Live in Your Light, and Steve Baxter, from Shark Tank. They have definitely helped me understand my business.

This year, I started studying at a school for entrepreneurs, being coached on how to run my business. It helps me to stay organised and focus on achieving my goals.

I couldn't have done it without BYS, they've changed my life so much. One day, when I become well known, I'm definitely going to recommend your services a thousand times for the kids who were once in my shoes.

☀️ For anyone who is losing hope on their journey of being homeless, don't give up and ask for help! And never dim your light for anyone, because your light could be what someone else needs to see.

“ **BYS is the only reason I had **stable accommodation**, began **adulting** and sorted my stuff out.**

“ **When I first attended **BYS**, they were super inviting and helped me settle my nerves and gave me **more hope** that housing was possible.**

SUSTAINING YOUNG TENANCIES

The Sustaining Young Tenancies (SYT) program supports young people and their children living in social and community housing to build skills, knowledge, and access supports required to maintain their housing.

The team continues to expand, welcoming an additional Youth Housing Specialist at the beginning of 2023 to meet the growing need for critical supports.

This year, the team partnered with new community housing provider - Jacaranda Housing. Jacaranda Housing allocate new, safe, and affordable housing to some of the most vulnerable young families supported by BYS, previously accommodated in motels. Once housed, young families are then referred to a Youth Housing Specialist within the SYT program who offer ongoing tenancy sustainment support.

The SYT program meet monthly with housing providers, working 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 Cornwall St housing complex. Since the first young residents moved into the brand-new building in 2021, this amazing opportunity has seen several transition through to new housing opportunities and is currently home to three young women (one with a young child), and two young men. The young people are well supported by SYT and continue to make remarkable progress towards

achieving their goals which include engaging in employment and completing university degrees.

In 2022-23, the SYT program supported 118 young people including 12 accompanying children (70% were female, 26% were male and 4% of young people were gender diverse). 36% identified as Aboriginal and/or Torres Strait Islander and 9% were culturally and linguistically diverse.

HOUSING AND TENANCY SUPPORT

It has been another fast-paced year for the ever-busy Housing and Tenancy Support (HATS) program, with exciting new property partnerships and inspiring outcomes.

We warmly welcomed additional properties to house and support vulnerable young people and young families including two standalone houses leased to BYS through the generosity of Brisbane City Council's 'Community Housing Partnership Project', one headlease property via the Queensland Department of Housing's 'Help to Home' Program, an additional internal headlease, and several long-term and affordable exit options provided to young families via Jacaranda Housing.

BYS's dedicated HATS team provides medium-term transitional accommodation and planned support to young people aged 16 – 25 and their accompanying children, who are experiencing or at risk of homelessness. Our current property portfolio consists of 32 properties which are a mix of units, town houses, and standalone properties.



Pictured: HATS team in yellow for RUOK Day.

This year, the HATS team continued to provide holistic, and best-practice focused planned support to young tenants, to ensure they remain safely housed, build capacity in independent living and tenancy skills, and thrive beyond their time in our program.

It is indeed a joy and a privilege to witness the growth in confidence, knowledge, and skills experienced by young people who spend time with HATS. Their courage, strength, and resilience are truly inspiring.

In 2022-23, the HATS Transitional Housing Program provided accommodation to 52 young people and 33 accompanying children (55% female, 39% male, and 6% were gender diverse). 35% identified as Aboriginal and/or Torres Strait Islander and 19% were culturally and linguistically diverse. 90% of young people who exited HATS Transitional Housing Program in the past year successfully transitioned into supported independent accommodation, private rental, or returned home.

HATS MOBILE SUPPORT PROGRAM

As well as supporting young people living in BYS managed properties, the HATS team offers mobile support to young people and young families experiencing or at risk of homelessness in the community.

Our dedicated workers provide outreach, advocacy, and planned support to address the complex barriers young people face securing and/or maintaining appropriate, safe, stable, and affordable accommodation.



In 2022-23, the HATS team provided Mobile Support to 82 young people and 40 accompanying children (57% female, 36% male, and 7% were gender diverse). 34% identified as Aboriginal and/or Torres Strait Islander and 13% were culturally and linguistically diverse.



WINDSOR HOUSE

Windsor House offers transitional supported housing for young people aged 16–18 years who are experiencing or who are at high risk of experiencing homelessness. At any given time, the program accommodates five young people, helping to stabilise their housing situation through tailored individual support.

A youth worker onsite 24 hours a day, 7 days per week, ensures residents can access vital supports to improve their mental health, safety, and connections to community. Understanding the barriers and challenges that are often faced by young people experiencing homelessness, we work collaboratively with each resident to identify their unique goals for a better future.

The residential program is structured around shared routines and practical living skills such as cooking, cleaning, budgeting, and meaningful activity. The experience of structured communal living also allows residents to build the capacity to coexist in shared housing.

This past year presented considerable challenges for young people including a rapid rise in the cost of living and intensified barriers for young people seeking independent accommodation. Despite this, the resilience of the young residents of Windsor House remained strong, and 71% of program participants were able to move on to safe, stable accommodation.

In 2022-23, Windsor House accommodated 11 young people (55% female, 36% male, and 9% were gender diverse). 18% identified as Aboriginal and/or Torres Strait Islander and 18% were culturally and linguistically diverse. 71% who exited Windsor House in 2022-23 successfully transitioned into supported independent accommodation, private rental, or returned home.



Thanks to the Queensland Government's Community Grant Program, we were able to purchase a replacement vehicle for Windsor House which was affected by the Brisbane 2022 floods.

SANDGATE HOUSE

Sandgate House provides accommodation to four young people aged 16-18 years, supported by a team of youth workers on-site 24 hours a day, 7 days a week. Residents are provided with safe, secure housing, and access to the supports they need through our strength-based, traum-informed program.

We focus on building capacity in essential areas of life such as cooking and cleaning, alongside access to education and employment. We encourage young people to develop and thrive in a safe and structured home-like environment.

Because all young people are different with unique circumstances, we offer tailored supports reflecting their individual situation. If they don't arrive with identified goals, we help young people build them - always led by their own interests, passions, and strengths.

Program participants and staff were eager to re-engage in meaningful group activities outside of the house throughout the year. They enjoyed weekend trips to the waterfront and the crowd favourite, go-karts!

In 2022-23, Sandgate House accommodated 8 young people (50% female, 50% male, and none were gender diverse). 38% identified as Aboriginal and/or Torres Strait Islander and 13% were culturally and linguistically diverse. 60% who exited Sandgate House in 2022-23 successfully transitioned into supported independent accommodation, private rental, or returned home.

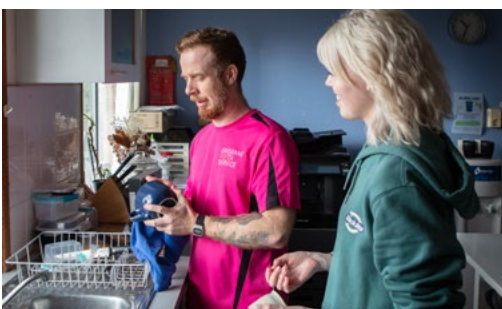
PHOENIX HOUSE

Phoenix House offers supported transitional accommodation to young people aged 16 to 18 years. The program provides strength-based, trauma-informed, and solution-focused support to five young people at any one time, aimed at addressing barriers to access and maintain housing, developing an array of independent living skills, and transitioning into long-term, stable and safe housing.

Phoenix House is staffed with a full-time manager and three part-time youth workers, who all bring their own unique skill sets and wealth of knowledge across homelessness and the housing sector. They diligently employ a compassionate and empathetic approach to foster the growth of young people by nurturing their abilities, fortitude, assurance, and self-worth within a transitional accommodation setting.

Phoenix House provides an environment characterised by safety and optimism, specifically catering to the needs of young people. We offer individual planned support to every resident, encompassing key areas such as independent living skills, tenancy skills, education/employment, self-care, health, and overall well-being. Furthermore, we actively promote participation in a diverse range of structured activities and outings. These include trips to the beach and cinema, visits to parks and gardens, leisurely evening walks, as well as engaging physical activities like escape rooms and laser tag.

In 2022-23, Phoenix House accommodated 11 young people (55% female, 27% male, and 18% were gender diverse). 27% identified as Aboriginal and/or Torres Strait Islander and 18% were culturally and linguistically diverse. 71% who exited Phoenix House in 2022-23 successfully transitioned into supported independent accommodation, private rental, or returned home.



OLLIE'S STORY

I first heard about BYS in 2018 through some searching online. I was unfortunately unable to get any housing support from them at that time, due to being 13 years of age. Determined to move out of the unstable environment at home, I reached out to BYS again in April of 2022, looking for housing and wraparound support.

I was connected to a youth worker straight away. Fast forward to June 2022, I ended up having to leave home. Fortunately, my BYS worker was able to refer me to Phoenix House shortly after that, and I felt very fortunate to have somewhere to live again within days of leaving home.

I have spent just over a year in Phoenix House so far, and the workers there have been nothing short of amazing. They were there for every query and concern I had along the way and helped me look for answers and solutions for every single one of them, no matter how small they might seem.

Not only have I received great support in my day-to-day living skills, such as cooking, budgeting, managing money, learning how to clean properly, and getting to and from appointments. I have also been lucky enough to be supported by Phoenix House to get my learner's license and new glasses, obtain necessary medications and to explore processes for receiving potentially life-affirming diagnosis. I was even supported to explore my studying and TAFE options, with the end goal of becoming a paramedic.

During my time at BYS, my confidence has skyrocketed, and my mental health has also greatly improved. I am so grateful to have a space that I feel comfortable enough in to call home.

“

I remember there were times where I thought I was done, I don't have a family, I don't have a house, I have lost everything. **I didn't see the point anymore.** My first contact with the BYS Hub involved being supported by accessing their food pantry and receiving clothing and being assisted to access temporary accommodation and being supported to secure my current private rental share housing. Now that I am living in a private rental share house, I look back on my journey of homelessness and how far I have come.



THE HUB
FOOD
PANTRY



HUB INTAKE AND INTERVENTION

The Intake and Intervention program, funded by the Department of Housing, and a Perpetual Impact Grant, is situated at the Fortitude Valley Hub. As the first point of call for BYS, the team's focus is on providing brief intervention, assessment, and referral to link young people with the right supports as well as referring them into other BYS integrated programs.

In 2022-23, the team continued to witness the ongoing impact of the Brisbane floods and the reduction of COVID-19 support measures, coupled with the current housing crisis. We face the challenge of navigating a sector without a crisis accommodation response for young people due to the closure of backpackers that were available during the peak of COVID-19.

The Intake and Intervention and Young Women, Families and Safe Relationships teams have collaborated closely to implement the Immediate Housing Response for Families (IHR-F) initiative introduced by the Queensland Government. Additionally, in response to the increasing levels of street-based homelessness, the team re-commenced exploring and delivering assertive outreach to aid young people sleeping rough.

The tight-knit Hub Intake and Intervention team has warmly welcomed the return of workers from maternity leave and some very welcome new additions. A continuing rise in demand combined with an upsurge in the complexity of presentations 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 their work. This year the team experimented with a variety of modalities and somatic pathways as well as an ongoing exploration into the existential components of crisis and brief intervention work.

The Hub benefited from generous donations of food and survival packs from a wide range of community organisations. These include the Brisbane Umbrella Group, Citybeach, XTM/ Anaconda, Ozharvest, Secondbite, Foodbank, Virgin Australia, Thread together, Citipointe College, Kiwanis, Commonwealth Bank, Share the Dignity, St Josephs and Givit. 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 assisted throughout the year supplying and managing our much-needed food and pantry. Our colleagues at LawRight continued to provide on-site legal advice to young people every Monday at the Hub and, with the help of our submission, Kate Adnams received the "Women in Law Award Not-for-Profit Lawyer of the Year".

In 2022-23, the team supported 1,251 young people and their accompanying children, provided 11,195 occasions of intake and intervention support as well as responding to 2,938 triage enquiries. Of those supported through intake and intervention support, 55% were female, 40% were male, and 5% were gender diverse. 30% identified as Aboriginal and/or Torres Strait Islander and 11% were culturally and linguistically diverse.





MAI'S STORY

I moved to Brisbane from Northern NSW after the Lismore floods in July 2022 and was living in a boarding house before I found BYS. I'd ended up homeless in Lismore after moving there in 2021 to be closer to family – but that didn't work out.

With complex physical and mental health needs, I was referred to a mental health service and was on a treatment order but was essentially bounced in and out of hospital – eight times in the past few years.

Eventually, I was referred to a homeless service who allowed me to spend time in a mental health recovery home until I was told I had been there too long and needed to move on. Essentially, I was kicked out of the mental health recovery home into homelessness.

It's been very difficult to maintain treatment without a stable place to live. I did have a regular doctor in Lismore, but they were away on holidays, and then their clinic was wiped out by the flood.

I tried finding accommodation, but eventually stayed with a friend for a few weeks, then ended up back in hospital. The hospital needed the bed, so they paid for a taxi to Byron Bay, and I was stuck there for six weeks.

I was linked into some health support in Byron Bay, but they were not appropriate for my needs. Essentially, I had no support and no access to ongoing medical treatment.

Byron Bay was far too expensive and during Splendour in the Grass there was zero accommodation available, even in hostels, so I came to Brisbane and started calling around homelessness services.

It was really difficult trying to find somewhere to sleep, I just sat methodically working through a list.

Many boarding houses I phoned asked if I was a single female by myself and what my age was. I guess they were trying to work out if it was safe for me. Eventually only one was available but it was disgusting.

I was there for 3.5 months but I hated it. When I arrived the room was filthy, dried pee all over the walls. They seemed more interested in housing older men who were sexually harassing me, than helping me stay safe.

I even showed the hostel owner a letter another older resident had written me, and they pulled me and the man into a room and confronted us. He glared at me, I felt very intimidated, and then she ripped up the letter and told us to work it out.

“ I asked homelessness services if there were any other boarding houses and was told the one I was in was considered **the safest.**

I had no curtain; this man would stand outside my window and watch me. I felt so violated all the time. Even after the boarding managers saw him on camera, they didn't make him leave.

It was during this time that I linked in with BYS who worked on trying to find me new, safe accommodation.

I loved working with my youth worker Ari, he was the one that first mentioned there are doctors at BYS, so I felt comfortable to make an appointment.

I met with Dr Mairaed and now finally have ongoing support from someone I trust. I need someone who specialises in eating disorders and complex therapeutic care. But to access a normal GP is virtually impossible as they don't bulk bill and don't have the expertise.

I need someone I can feel safe with, and being able to receive ongoing medical care at the one place with someone who knows my history means that we can identify any risks or red flags early.

The trust keeps me coming back to check in, it keeps me engaged. Even when I'm not feeling the best.

Dr Mairaed has also been able to recommend times when I need to consider checking in with the hospital. We are able to work together.

Through my job provider, I eventually managed to find some accommodation. Ari supported me with this and even borrowed the BYS ute to help me move!



I'm now taking driving lessons through PCYC's breaking the cycle program.

I have been in my accommodation for 8 months now and they are being quite supportive. I am in my own self-contained unit but the support workers check in and make sure I'm ok. We've had some impromptu game nights which has been fun. I like ice breaker games as they give me something to do with people, otherwise I can find social interactions tiring.

“ Where I'm living at the moment, I have a good view of planes coming and going which I love as **my dream is to be a commercial pilot**. I love aviation, it's always fascinated me. I love going to expos and learning as much as I can about the industry.

I still have a list of things to work through, I want to get my health right so I can pass the medical exams with 'flying' colours. Eventually I will study aviation, hopefully within the next 12 months.

☀️ **My favorite other thing to do is pat dogs, it's good for my mental health! Dogs are my favourite people.**





Pictured: The Health team exploring the outdoors.

In response to another busy year, BYS's health and wellbeing services provided a range of comprehensive primary, Alcohol and Other Drugs (AOD) supports, mental health care, and wellbeing supports for highly vulnerable and at-risk young people with complex health and social needs.

Our services are underpinned by an early intervention and preventive health approach and provision of advocacy and case management support to help young people navigate the social services, hospital, and health sectors.

The health and wellbeing programs operate from our Fortitude Valley Hub, and comprise a free Medical Clinic, the Drug and Alcohol Program (DAP) providing planned care and support, Dual Diagnosis Counselling, the Recovery and Discovery (RAD) Program and Suicide Prevention (The Way Back Support Service). In addition, our Early Intervention team comprises of our Safe and Connected Futures Program and the Youth Support Program, which aim to strengthen family and support networks and young people's connection with community, promote early access to health and wellbeing, increase engagement with employment and training, and secure stable long-term accommodation as a means of avoiding homelessness.



“

BYS workers got me the referrals I need, took my health needs seriously and supported me to attend appointments in a way that works for me. They care and it shows.

Our dedicated team works collaboratively to break down the barriers for young people accessing appropriate health care. Consultation with skilled workers can reduce wait-times for young people seeking important physical and mental health treatment, and specialist support such as NDIS, domestic and family violence counselling, community psychologists, and other allied health professionals.

Appointment of a new Health Services Senior Manager in February 2023 provided an opportunity for our health services team to focus on new strategic directions. This includes the exploration of opportunities for further resourcing of our health programs and building on existing referral pathways and cross collaborations, including our interface with the hospital and health system (e.g., emergency departments, acute mental health and AOD services) and the Institute for Urban Indigenous Health. In our commitment to excellent clinical practice, BYS participates in several collaborative activities which enhance the impact of our health services including a Memorandum of Understanding between BYS and Children's Health Queensland and The Prince Charles Hospital, and a position as Co-Chair of Children's Health Queensland (CHQ) Sponsored Collaborative for Adolescents with Complex Social Needs and The Queensland Child, and Youth Clinical Network.

These partnerships enhance opportunities for co-locating services between BYS and the wider Housing and Homelessness Sector. Furthermore, to support opportunities for growth and enhancement of quality services, BYS undertook an assessment and risk analysis to determine impacts for our clinic undergoing The Royal Australian College of General Practitioners (RACGP) Australian General Practice Accreditation Limited (AGPAL) Accreditation.

HEALTH SERVICES

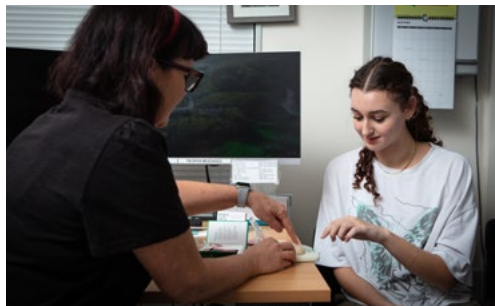
THE MEDICAL CLINIC

The BYS health clinic is a free, youth-focused service offering a range of primary health supports for young people who often face stigma and discrimination that lead to difficulties navigating health care.

Our clinic provides evidence-based health care across a range of domains including sexual and reproductive health, alcohol and other drugs, mental health, eating disorders, maternal and women's health, gender support, general health, and urgent/emergency care. It is part-funded by the Department of Children, Youth Justice and Multicultural Affairs and staffed by a Registered Nurse and three sessional General Practitioners.

While the demand for our services have increased this year, our practitioners have continued to provide a high standard of comprehensive holistic care. Our strong focus on health literacy, preventative care, thorough follow up, and advocacy has led to better engagement with hospitals and services and reduced preventable emergency presentations and admissions. Combining compassion and flexibility has allowed us to provide essential care and improved health outcomes for the many young people accessing our service who face difficult circumstances.

In 2023, the clinic welcomed a new female GP who is passionate about women's health, antenatal and postnatal care, access to contraception, eating disorders, and mental health. In addition, we continue to have a strong focus on providing much needed support for our First Nations young people,



Transgender and Gender Diverse (TGD) young people, Domestic and Family Violence support, Mental Health, and Dental referrals. We were also successful in establishing relationships and pathways with other bulk billing health providers, increasing access for the young people we support.

Proudly, our advocacy and collaboration with BYS Youth Workers has led to positive health outcomes for many conditions and circumstances. For example, support of high-risk pregnancies has resulted in a reduction in the removal of newborn babies from mothers postnatally and improved mental health through access to mental health care plans and appropriate therapeutic supports.

Increasing demands on our services due to the diminishing bulk billing options has resulted in extensive behind the scenes work to support the complex needs young people often bring. To meet these needs, our clinicians continue to undertake further training to upskill to provide services that are unaffordable or have long waiting periods, increasing access for young people, and reducing demands on a highly stressed health service. We are currently developing patient and staff education leaflets, flowsheets, and resources, and would love to start a women's health clinic in the future.

In 2022-23, 299 young people accessed the medical clinic, and 1,617 consultations were provided (52% female, 40% male, and 8% were gender diverse). 26% identified as Aboriginal and/or Torres Strait Islander and 10% were culturally and linguistically diverse.





JAKE'S STORY

Two years ago I was well set up in my life, working 70 hours a week, in a relationship. I'd never been homeless; I had a pretty good life. Then, over the last few years, I was hit with a bad set of circumstances. I broke up with my partner, lost my job, and stopped talking to my family.

It's been a big downturn over the past 2 years, I got really close to hitting rock bottom.

My new partner is my rock. She has been coming to BYS for many years, since she was 17 years old, and receiving support around mental health and housing. I was starting to struggle with mental health, things coming to haunt me from the past, and she recommended I come in also.

It took a while for me to come to BYS as I thought I could handle it myself. My relationship and home life were being impacted.

Eventually I came in, spoke to some case workers, and eventually was put in touch with Emma who is a dual counsellor. She helped me work through my previous drug addiction too. Emma has been amazing; I could not recommend her more to every single person I meet.

We knew our lease was ending and we started looking for housing. I'd lost my job and we were both on Centrelink. It was a really worrying moment.

We found a place that was a bit out of our budget and took it, mainly because we were scared we wouldn't get anything else. It felt like a massive risk, the rent is 60% of our income.

BYS helped us get a rental grant for our bond. We wouldn't have been able to come up with that money otherwise as I wasn't able to work as I was helping out with my partner. I am almost a full-time carer for my partner now.

We have fallen behind on rent due to bills and emergencies that came up. Our relationship with our landlord has been a bit strained, but BYS have really helped us get ahead of rent, avoiding us losing the tenancy.

They negotiated between us and our landlord to keep us safe in our home. Without BYS I was getting to a point where I was running out of options.

I now come in every week to see my counsellor and my partner also comes in. We find we are running out of food most weeks so take food from the BYS pantry.

The pantry is one of the best things about BYS, just helping with simple stuff like pasta and bread. It takes a toll on your mental health; the cost of living has skyrocketed.

Dr Chris suggested it might be a good idea to get a companion animal. At first, I told my partner we couldn't afford to, but we worked up a budget and made it work.

Our dog Jett is our baby. He is my partner's legal companion animal and has been our lifesaver. He has brought a lot of light into our lives over the past few months. The little bit of extra stress trying to feed him is far outweighed by the joy he brings us.


We take him out to a reserve and run with him for hours most days, until my legs hurt. He would be out there every day if he could!

The support we've had from BYS has definitely enabled us to get to where we are now, where we can see a positive future.

I'm super hopeful about the future. Everything is still hard and there is still a long way to go, but I'm prepared to make the sacrifices we need to have the life we want.

My partner and I are in a much better position than so many others, we know what's coming. I see people in the waiting room getting sleeping bags, hygiene products for women, and basic necessities. It's amazing that this is an option for people living in this area.

We need more hubs like this around Brisbane. Like in the Northside – we used to travel from the Northside to come in, it was our safe place.

 ***I see people coming here in serious poverty and I realise just how close we came.***



“ My worker helped me to get a new **psychologist** and to get help from the **doctor**. My worker helps me with **school** and I have learned more about my drug use and my **health**. I have started to cut down on how many drugs I use and I try to be safer.

“ Thanks a lot (to my son’s AOD Worker), I have no words to thank you for all your support, you have been **very important**, you did a great job with him. I’m pretty sure you have changed (his) life; he needs time to understand things, but the seed is already there.

The Drug and Alcohol Program

The Drug and Alcohol Program, funded by the Brisbane North Primary Health Network (PHN), provides short term support and case management for young people experiencing challenges associated with their substance use. The program’s model of care has undergone extensive review this year, based on BYS data and the feedback provided directly by young people.

The Alcohol and Other Drugs (AOD) team recognise that many young people referred to the program do not require ongoing case management and are often seeking more opportunistic brief intervention focused on harm minimisation and psychoeducation. We reviewed our referral and intake procedures to ensure that we are responsive to the needs of these young people and can provide a pathway into ongoing case management for those who choose. In addition to our internal processes, we have dedicated time to reviewing organisation wide policies to support staff to respond to young people who are presenting as intoxicated in a safe way, and to operate our onsite Needle and Syringe Program (NSP) in line with the Queensland NSP Guidelines.

The AOD team have focused on identifying gaps in services across the sector and finding ways to provide holistic health and wellbeing support alongside AOD specific treatment. This year, the AOD team facilitated group programs for young people focused on exercise and movement, nutrition, and self-care as critical components of improving their mental health and wellbeing. Many young people identify that while they are interested in engaging with exercise, they feel that they don’t yet have the

confidence and skills to do so. A member of our team responded to this by developing a pilot personal training program. Young people can access up to eight training sessions, one on one with a trainer, to prepare them for independent or group-based training. The program aim is:

To improve the physical and mental health of young people through an innovative, inclusive, and supportive program that is responsive to all bodies, experiences, and identities.

The feedback on this pilot program has been overwhelmingly positive. Young people have been able to feel safe and comfortable to move their bodies and have made changes to their routine and nutrition because of what they have learned with the trainers. The research indicates that regular exercise and good nutrition are often more effective than medication or counselling at reducing negative mental health symptoms. We hope to continue this program in the next financial year and are looking for grant opportunities to expand the capacity and allow more young people access to the opportunity.

The team received outstanding feedback from young people and their families in 2022-23, an amazing outcome in a year that has been very challenging for so many.

In 2022-23, the Drug and Alcohol program supported 110 young people with 2,839 occasions of support (45% female, 46% male, and 9% were gender diverse). 28% Identified as Aboriginal and/or Torres Strait Islander and 6% were culturally and linguistically diverse.



The Dual Diagnosis Counselling Program

The restructured Dual Diagnosis Counselling Program, funded by Queensland Health, was delivered for the first time across the 2022-23 financial year. This program supports young people who identify their substance use as problematic and want to explore their use and co-occurring mental health challenges in a therapeutic space. Young people are thoroughly screened with both substance use and mental health assessments undertaken to inform treatment goals.

During the year, the Counselling Program team has focused on promotion of the new program and building referral pathways with other service providers, such as Headspace Indooroopilly. We also promoted the program directly to young people and their families at the Brisbane Mental Health Expo, and the Indooroopilly State High School Mental Health Expo. The team ran a photobooth activity at these events for young people to dress up, laugh, and be silly with their friends and family. Engagement with our stall at these events was high, which allowed us to promote the great work of the program, and how young people can be connected with us for support. This meant that our Dual Diagnosis Counselling Coordinator was quickly at capacity and waitlist support was required.

To expand the capacity of the program, the Counselling Coordinator has been supervising a Master of Counselling Student from the University of Queensland this year, as they complete their placement with us. Our student supports a small caseload of young people on her placement days, which means we can provide timely support to an increased number of young people and reduce wait times for access.

The counselling room at the BYS hub was in desperate need of some TLC, so this year the team focused on improving the layout, colour scheme, and comfort of this space with some new soft furnishings and decor. A calming therapeutic space with soft lighting, comfortable seating options, and sensory fidget toys is essential to create a healing environment and provide trauma-responsive care. The young people using this space have already provided

so much positive feedback about the new design of the room, and how safe it feels when engaging with a counsellor.

In 2022-23, 90 young people accessed The Dual Diagnosis Counselling Program, and 1,606 consultations were provided (61% female, 31% male, and 8% were gender diverse). 21% identified as Aboriginal and/or Torres Strait Islander and 6% were culturally and linguistically diverse.

The Recovery and Discovery Program

The Recovery and Discovery (RAD) Program, delivered in partnership with Community, Toowong Private Hospital, Eating Disorders Queensland, and Headspace, provides much needed psychosocial support to young people experiencing severe and complex mental health challenges and associated difficulties with daily functioning. The RAD program is responsive to the needs of young people accessing support from BYS, who identify social isolation as a major concern for them. In 2022-23, many young people reported that social isolation was having a significant impact on their mental health and wellbeing.



Pictured: Beautiful creations from the RAD Clay Group.

This year, the RAD program teamed up with the BYS Positive Transitions Project to co-facilitate groups for young people focused on building employment and/or education skills in a fun, social environment. The program supported participants to complete their Responsible Service of Alcohol certificates, attend a TAFE tour, take a cooking class, and spend an afternoon in a local training café. The group had great attendance rates and received a lot of positive feedback, which has encouraged the team to continue to provide opportunities like these in the coming years.

In 2022-23, the RAD Coordinator supervised a student from Griffith University in her final social work placement, providing the opportunity to offer one on one psychosocial support to young people, and to co-facilitate group programs alongside the program coordinator. The RAD team continue to prioritise student development, to build capacity in the mental health workforce and foster a passion for youth work through their experiences at BYS.



Pictured: 2022 end of year celebration!

To celebrate the end of 2022, RAD ran a December social event for young people across all BYS programs to spend a day playing games, engaging with art activities, and sharing a meal together. We received generous donations from New Farm Dominos and Thread Together Clothing Van to support the event, ensuring that young people were well fed and could access clothing if needed. The Christmas period can be an incredibly lonely time for many people, and most services close their doors for the holidays reducing availability of support. Events like this end of year celebration are important for young people to have positive experiences during the festive season, and will continue to be a focus of the RAD Program.

In 2022-23, 81 young people accessed The Recovery and Discovery program, and 2,275 consultations were provided (60% female, 20% male, and 20% were gender diverse). 20% identified as Aboriginal and/or Torres Strait Islander and 11% were culturally and linguistically diverse.



MARE'S STORY

I was going through a tough time with my mental health and I first contacted Headspace and they referred me to BYS to the RAD program.

I was living in a youth hostel and I was going through a really depressive time. I was trying to find work and I think that's part of what was making me depressed as I wasn't finding anything and I was getting discouraged. I was dealing with Borderline Personality Disorder and moving to a new city and having to make new friends causes a lot of stress and anxiety. I was with Relationships Australia in South Australia, but they were a bit far away to offer real support. I would talk to my foster Dad and he would offer advice to me and that's one of the reasons I tried to find help in the first place.

RAD helped me to go to groups and socialise, and get the one-on-one support that I need. That helped to decrease the stress and anxiety. It's been great for my confidence to get out of the house and get involved in group programs. The social work student with RAD helped me to get funding from Youth Housing and Reintegration Services for my mental health support, she helped me to get secure housing at Falconer House, she was also there as someone to talk to, which really helped.

It's still a bit hard to try and find a job, I'm applying for jobs all the time. I feel a bit more hopeful and motivated now that I have secure housing. Rent is more affordable, so it has made it easier to buy food and other things I need for myself. I've enrolled myself in TAFE for a diploma of graphic design, because I love drawing and anything creative including photography.

☀️ I feel lucky to have the opportunity to be included in this program and it's given me more space to do the things that I love and focus on things easily. It's quiet, and totally different to the hostel.

The Way Back Support Service

The Way Back Support Service operates in partnership with Community and the Institute for Urban Indigenous Health (IUIH) and is delivered by BYS to young people within the Royal Brisbane and Women's Hospital (RBWH) catchment. The Support Coordinator provides up to 12 weeks of intensive aftercare for young people who have experienced a suicidal crisis or following a suicide attempt, following the model developed by Beyond Blue.

This year, we focused on taking a youth-friendly approach to delivering this program, while still meeting the strict timeframes and outcomes required by Beyond Blue. We recognise that when working with this priority population, it is essential to use a compassionate, flexible, and patient approach. Assertive communication and follow up is crucial to ensure young people don't slip through the cracks and can get the most out of this program to support their recovery.

The role of the Support Coordinator in this program requires a diverse set of knowledge and skills. This year, the team focused on upskilling and training in a number of key domains including best practice for supporting those with disordered eating, undertaking thorough risk assessment, and counselling approaches to build the capacity of young people to keep themselves safe and recognise and respond to risk earlier.

In 2022-23, 72 young people accessed The Way Back Support Service, and 685 consultations were provided (83% female, 14% male, and 3% were gender diverse). None identified as Aboriginal and/or Torres Strait Islander and 10% were culturally and linguistically diverse.

**Please note: Aboriginal and Torres Strait Islander young people are typically supported by IUIH, and gender diverse young people are typically supported by the LGBTQIA+ identified worker at Community, under TWBSS partnership model. Therefore, this will be reflected in the above figures.*

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 holistic support to young people aged 12-25 years.

YSP supports young people to achieve their desired goals that may relate to different domains in their life e.g., health and wellbeing, education, relationships, housing, and linking in with other supports.

What young people can expect from the program:

- **Getting to know YSP!**
We catch up at a place that suits the young person and the youth worker. This might be at a local park or café. We get to know the young person, explain the program and ways YSP can support. The young person can then decide if the program is right for them.
- **Assessment / talking about support**
At this point, the young person might like to tell us about themselves, what is going well for them, things that they enjoy, what has been helpful and unhelpful in the past and what they want for their future.
- **Planning and setting goals**
Together, we create a plan that includes what the young person would like to achieve, who can help and support and how they can achieve their goals. Plans help to keep on track with the things young people want support with.
- **Working towards goals**
We catch up regularly to keep our plan on track, while working towards the young person's goals. This might include doing tasks together e.g., applying for housing, opening a bank account, or attending appointments together. *We don't forget to have some fun in this process!*
- **Review**
Together, we check the plan at least every three months to help us keep on track. We look at the goals the young person has achieved and celebrate their work. Plans help us know when it might be time for young people to exit the program.

In 2022-23, the Youth Support Program supported 196 young people, providing 3,743 occasions of support. The team also responded to 213 triaged enquiries. 47% were female, 44% were male, and 9% were gender diverse. 46% identified as Aboriginal and/or Torres Strait Islander and 7% were culturally and linguistically diverse.

Safe and Connected Futures

The Safe and Connected Futures (SCF) Program, funded by Hand Heart Pocket, aims to strengthen the relationship between young people and their chosen family members or important adults in their life to help them remain safely housed and supported.

SCF can help young people and their family members gain a deeper understanding of each other's needs and perspectives, improve communication, and develop skills to resolve conflict. Ultimately, the goal is to support young people and family members to improve their relationships, so they can continue to live together or live independently from each other in a supportive and caring way.

A pilot program that commenced in 2021, SCF continues to establish strong partnerships and referral pathways, leading to a swift and steep increase in referrals and the conclusion of the 2022-23 year at capacity. It has been a year of growth and change for the program which saw an entirely new service delivery team commence mid-2022. It is a great accomplishment that the program has maintained focus on program priorities and exceeded program goals.

The pilot is being evaluated in partnership with The Institute of Social Science Research (ISSR) at the University of Queensland (UQ). SCF will continue to build and enhance service partnerships, integrate further key learnings, refine system processes and resources, and continue the important work with young people and their chosen family member/s. ISSR UQ will provide a thorough evaluation report based on the first two years of the pilot program. While the evaluation report will show program learnings in detail, the current program reports completed to date reflect the growth and need for a youth-specific family support program.



Safe and Connected Futures has been a really good source of support for us. I really appreciate the patience and how flexible the program has been with us. Other programs would have discharged us by now, so thank you, it has been really helpful.

The evaluation has surfaced rich feedback, challenges, and ongoing learnings. A journal article written about SCF has been submitted to a leading journal and is currently undergoing the very thorough and rigorous peer review process. This will be the first in a series of articles on Safe and Connected Futures that will be written in collaboration with ISSR UQ.

This year we have also run a series of successful Youth Insight Groups and Family Reflection Groups to gather essential insights on the program from the program participants. Further groups are scheduled for July 2023. The most exciting part of the program is the feedback we receive from participants (both young people and chosen family members).

In 2022-23, the Safe and Connected Futures program supported 63 individuals (40 young people and chosen 23 family members) providing 1,345 occasions of support and responded to 61 triaged enquiries. 61% were female, 34% were male, and 5% were gender diverse. 13% identified as Aboriginal and/or Torres Strait Islander and 2% were culturally and linguistically diverse.





The Young Women, Families, and Safe Relationships Programs provide holistic planned support to young women and families.

2022-23 was a busy year with our clients deeply impacted by the housing crisis in Brisbane. We offer multiple services across this area and this year we have taken on an additional program to oversee the immediate housing response for our most vulnerable families and pregnant young women experiencing homelessness. Our program has had a restructure to accommodate our growth. All our work sits within a trauma-informed practice framework.

Trauma rewires the brain but so does healing.

Young Women's Program

The Department of Housing funds our Young Women's program, which is dedicated to providing support to young women who are experiencing or at risk of homelessness. These young women have often experienced complex trauma throughout their lives and may lack a safe and supportive person to turn to for help navigating issues such as domestic and family violence, sexual assault, mental health struggles, and social isolation.

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

The ongoing housing crisis has put huge pressures on vulnerable young women this year and we continue to see a significant increase



With the help from BYS, I was able to move on in life as they helped me build the foundation to get me started in life. As a single mother with a 3 year old child, I now have a very secure job which I've had for almost 2.5 years, I secured private rental housing and I have a stable income. It's a win win!

in the rates of domestic violence impacting the young women we support. We were fortunate to be able to provide emergency motel accommodation for pregnant young women facing homelessness through the State Government's Immediate Response funding package. We have then partnered closely with the Department of Housing to move these young women into more sustainable housing arrangements.

Young Families Program

Many of the young people we support are also parenting.

Our Young Families program offers specialist housing assistance and guidance to young parents who are facing or experiencing homelessness. The program is managed by a team of five experienced family support workers, four of whom are backed by the Department of Housing, while one targeted family support worker is funded by the Department of Children, Youth Justice and Multicultural Affairs.

Since most of the young parents we support have experienced developmental trauma, our program provides support in navigating how to foster feelings of safety and connection with their children. The professionals on our team are trained Circle of Security facilitators and Safe and Together Advocates who work one-on-one with each young parent to educate and support attachment to their children.

Additionally, the team assists families who are involved 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.

YOUNG WOMEN, FAMILIES, AND SAFE RELATIONSHIPS




ARLENE'S STORY

I am a young Aboriginal, Gurang Gurang woman, who didn't have the best upbringing which led to me living on the streets. I couldn't live with any other family as it was too over-crowded, and I needed my own space for me and my 3 children. When living on the streets, the friends I made told me about BYS. I then accessed BYS supports for the pantry which is how I knew they might be able to help with housing.

Before BYS could help with finding me a home, my only option was to couch surf with my kids in the Gold Coast. My goal was to return to Brisbane and have my own house. I was adamant about achieving this and regularly reached out to BYS on the phone and I was offered a lot of support despite being out of the catchment area. This meant a lot, as other local services couldn't offer the type of support that BYS did.

I was allocated an IHR-F worker who supported me from afar with access to services, emergency respite accommodation and continued to help me search for properties. BYS kept in contact with me regularly and it felt great to know there was always someone I could call.

In early 2023, my couch surfing option was no longer available, so BYS brought my family up to Brisbane and got us all emergency accommodation in a motel. This was our first taste of being in our own house as a family. My worker helped by putting in referrals for housing and in May 2023, we landed ourselves a house.

 *I just want to say I am very grateful to BYS; without them I wouldn't be where I am now, and I wouldn't be able to do the things I want to do. I finally can pursue my own dreams and goals and know that my family have a safe home.*



Young Families' Immediate Housing Response for Families (IHR-F)

The roll out of the Department of Housing's Immediate Housing Response for Families (IHR-F) enabled us to provide over 150 individual families with motel accommodation, as well as establish new social housing and private rentals, and support for tenancies at risk of breaking down. We have three workers and one manager dedicated to overseeing this crucial program and are proud to have worked closely with young families to establish approximately 40 new social housing tenancies for families experiencing homelessness - which is no small feat in the current crisis.



Young Dads Worker

In line with the Safe and Together model of practice, our team includes a young dad's worker who is dedicated to supporting 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 while supporting 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 parenting, food and nutrition, self-care, communication, play therapy, child development, and decreasing social isolation. A childcare worker supports the young parent's group and promotes play activities with the children in a child friendly group space. The young parents get to be supported by peers with similar experiences in a relaxed and non-judgemental environment.

Safe Relationships Program

The Safe Relationships Program (SRP) includes our Youth Domestic and Family Violence (DFV) Advocates, 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 response to our data revealing the prevalence of experiences of violence for under 25 year olds, BYS rolled out training to all staff in 2022-23, and have self-funded a specialist DFV Advocate (soon to be two) to support staff and clients to respond to the domestic violence issues experienced by young people, including safety planning, risk assessment, and referral pathways. Often young people do not recognise that they are in DFV relationships, and they might not be 'help seeking' in relation to DFV specifically. Their housing might be

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It's been helpful and **cathartic change** to disengage from hostility and anger, and instead reflect on why we are hurt in the first place. This has led to very quick diffusions, before this program it always would have led to a very aggressive fight with a lot of coldness and cruelty.

connected to someone who is using violence against them and/or they may have normalised the experiences of violence due to exposure in their childhood. For these, and many other complex reasons, we need to respond to this growing problem in opportunistic and relational ways through our engagement as a youth service.

Open/trusting relationships between young people and youth workers take considerable time to develop due to the abuse, violation, and trauma experienced by young people in other relationships with adults.

This year we have continued to deliver the K.I.N.D. program funded by Department of Justice and Attorney-General, to work with young people using violence towards a family member or intimate partner. We have also been the lucky recipients of a Paul Ramsay Foundation grant to amplify this important work. The pilot program is a trauma-informed intervention for young people, many of whom have been victims themselves. The K.I.N.D. program was developed in South Australia and is being trialled by BYS, the Department of 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. Last year, 23% of young people supported by BYS acknowledged that they themselves used violent or threatening behaviours, and we recognise this as an opportunity to create change before violence is entrenched.

In addition to this work, we are delivering young women's groups to educate and support young women about respectful healthy relationships, assist them to identify domestic violence, reduce their social isolation, and to develop their ideas and aspirations for their future relationships.

DFV is the number one cause of homelessness for young people we meet, and they are experiencing DFV at alarming rates. We are in a unique position to change the trajectory through youth-friendly interventions that sit within a youth homelessness service. We are also well-placed to lead and guide how to address the specific needs of young people affected by DFV and have had a busy year networking within the sector to share our expertise in this space.

Young people are at a key developmental stage and uniquely change ready which presents an opportunity to create real, lasting change, and break the cycle of violence.

In 2022-23, the Young Women, Young Families and Safe Relationships team supported 408 young people, 174 accompanying children and 8 parents through the K.I.N.D. program with 10,604 occasions of support (69% female, 29% male, 2% were gender diverse). 42% identified as Aboriginal and/or Torres Strait Islander and 8% were culturally and linguistically diverse.





I can honestly say that without BYS and their genuine support, I wouldn't be where I am to this day. I truly am grateful for the undeserving kindness and overall help from the organisation and team that worked alongside me. BYS really live up to the name of "Brisbane Youth Service" and are genuinely present for the youth.

QUALITY, RESEARCH AND INNOVATION

The Quality, Research, and Innovation team is made up of our Quality and Practice Development Manager; Research and Evaluation Coordinator; and our Youth Engagement and Evaluation Coordinator. This year, we also recruited a Quality, Research, and Innovation Senior Manager.

The Quality, Research, and Innovation team was formed this year building on seven years of commitment to data collection, program evaluation, quality service delivery, and impact assessment. The team support evidence-informed quality practice across all BYS services. We help translate research and evaluation learning and industry standards into practice so that BYS can continually improve services and outcomes for vulnerable and disadvantaged young people.

Central to the work of the team is a commitment to ensuring that young people's voices contribute to the work of the organisation. This year, we completed an important collaboration with young people as part of the BYS Youth Participation Framework. The Youth Participation Framework and a roadmap outlining the staged implementation of youth participation at BYS will be launched in the second half of 2023.

Our commitment to evaluation to ensure we deliver relevant and impactful programs and services to young people remained strong this year. The Positive Transitions Program (PTP) evaluated trial demonstrated the many strengths and successes of the program. In particular, the outcomes for housing stability were especially strong, with 83% of young people reporting their housing stability had improved. Young people also indicated that their confidence and skills to meet their education, training, and employment goals has improved.

For example, on exit from the program, 59% of young people were employed in comparison to 17% at the beginning of the program, and 97% of young people reported additional employment outcomes such as increased employment readiness and development of job seeking skills. As a result of these strong outcomes and the overall quality of the program, PTP received additional funding from the Brisbane City Council Pathways out of Homelessness Grant program through to 2025.

An internal evaluation of our Safe Relationships Program was also conducted this year. The program is comprised of our (1) Social and Healthy Relationships Groups for young women who have experienced intimate partner and family violence and (2) the K.I.N.D. program for young people who have used violence in their family or intimate partner relationships. Key benefits for the young people involved in both programs included access to age-appropriate support delivered in a youth-friendly way that is flexible, non-judgmental, and trauma-informed. Strong engagement from young people led to a range of important outcomes to reduce the prevalence of violence in young people's lives, including young women having increased capacity to identify different forms of relationship/ gendered violence and young men having increased ability to identify triggers and patterns in their use of violence. BYS is also participating in an external evaluation of the K.I.N.D. program run by Griffith University, with the results of the evaluation due early next year.

Our research has a continued focus on the critical issues that impact and intersect with young people's experience of homelessness. In collaboration with Dr Katie Hail-Jares at Griffith University, we published new research exploring the direct and indirect relationships between Child Safety involvement and young people's route into couch surfing. The research drew on in-depth interviews with young people,

QUALITY, RESEARCH AND INNOVATION

and identified six different pathways into couch surfing that began as early as the initial investigation of a report. The findings highlight the need to include early access to safe housing for young people in contact with the child safety system. We were proud to present the learning arising from this research alongside Dr Hail-Jares at the 6th Annual Child Protection Forum.

This year, there has been a growing sector interest in the issue of Domestic and Family Violence (DFV) as it specifically relates to young people. Understanding young people's intersectional experiences of homelessness and violence is a strategic priority for research at BYS, in recognition of the need for more evidence-informed and specialised youth-centred DFV programs and services. We have been collaborating with BYS service delivery teams to develop a Youth DFV practice framework and have initiated an exciting new research partnership with The University of Queensland Sexual and Gendered Violence Research Network.



To support our strategic research agenda, we have continued to dive into seven years of data collected from young people commencing BYS support. This comprehensive data set comprises over 3,000 unique young people. Over the next year, we will work hard to explore and produce reports on the intersections between young people's mental health (diagnoses and

self-ratings), age, culture, gender, sexuality, disability, parental status, experiences of violence, and current housing situation.

The team has been actively advocating for young people, and have contributed to an issue of Parity, the homelessness sector journal, on the need for a National Child and Youth Housing and Homelessness Plan that addresses the co-occurring issues that arise from and drive young people's experiences of homelessness. We have also collaborated with service delivery staff on written submissions to government to raise awareness of the circumstances and challenges faced by vulnerable young people, whose perspectives are often overlooked in policy making and legislative reform. Submission topics included Queensland Police Service responses to domestic and family violence, the criminalisation of coercive control, the controversial amendments to Queensland bail and youth justice laws, and an Australian Human Rights Commission Youth Justice and Child Wellbeing reform project.

This year, the Quality and Practice Development Manager supported the successful completion of a Human Services Quality Standards Maintenance Audit, with excellent feedback from the external auditor received and no areas of nonconformity found. Another key project keeping us busy that will strengthen practice at BYS and assist the organisation to manage and mitigate risks and incidents is the successful implementation of a new Quality Management System. This is well underway and will continue through to the end of 2023.

Overall, this has been another productive year for the team as we support continual practice improvement and the delivery of quality programs and services for young people.



YOUTH PARTICIPATION AT BYS

Throughout 2022-23, we have been developing the BYS Youth Participation Framework. Youth Participation enables young people to contribute their voices, insights, and ideas so they can influence the wider work of BYS and the sector beyond this. The Youth Participation Framework will guide this work and underpin all participation activities at BYS.

Youth participation is important at BYS as it elevates young people's voices and embeds these in the work of the organisation. Being guided by young people's voices makes BYS better at what we do by enhancing the organisation's capacity to improve and deliver services that align with young people's needs. Young people have also told us that they benefit from being involved in youth participation at BYS and the positive impact that this has had on their lives. Young people have told us that they value having their voices heard and contributing to the work of BYS.

In 2022-23, we completed an important collaboration with young people as part of the development of the BYS Youth Participation Framework. As the Framework will guide youth participation at BYS, it is essential that this document is informed by young people's voices. A series of ideas sharing sessions were delivered at the start of 2023; 27 young people involved in different programs and services took part. In the sessions, young people contributed their thoughts and insights to the development of the 6 Principles of Participation that will underpin youth participation activities at BYS, and other aspects of the Youth Participation Framework. These insights have been incorporated into the Framework and will continue to play an important role in guiding future participation activities at BYS.

Getting a chance
to speak can
feel affirming.

Important to
know we can all
be a part of what
BYS does and all
share a voice.

Having a positive
impact on your
environment
makes your life
meaningful.



– Young People

As part of this collaboration, young people told us their most important participation must have were:

1. PARTICIPATION MUST BE MEANINGFUL:

You want us to tell you what action is being taken and keep up honest communication if things can't change.

2. YOUR VOICES MUST BE VALUED AND EQUAL:

BYS must create equal, inclusive spaces for your voices to be heard.

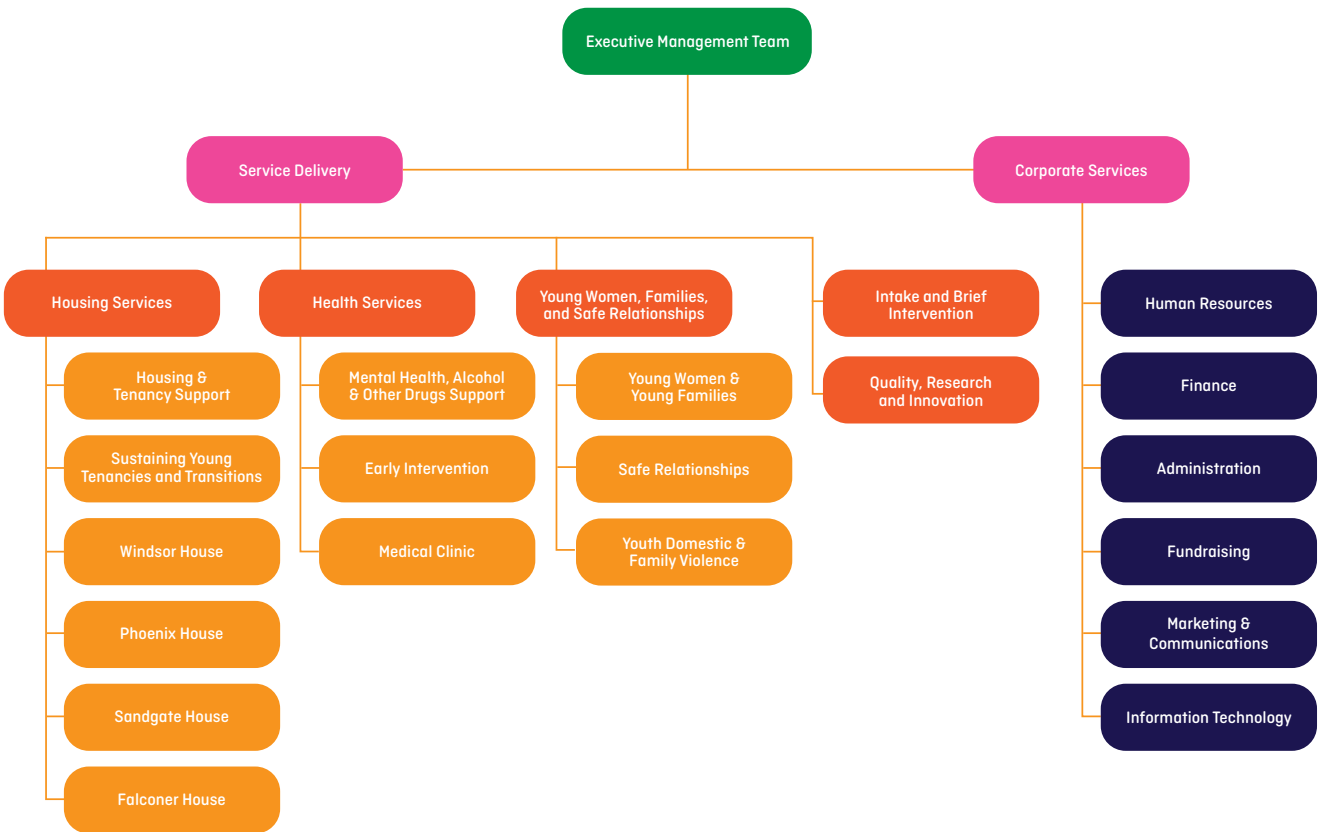
3. PARTICIPATION MUST BE SAFE:

We must actively respond to your needs and reduce risks.

The Youth Participation Framework and a roadmap outlining the staged implementation of youth participation at BYS will be launched in the second half of 2023.

In 2022-23, BYS also ran the Youth Insight Group as part of the Safe and Connected Futures (SCF) program evaluation. This youth participation session saw young people involved in the SCF program providing feedback on this and sharing their ideas about how the program could be further developed in the future. Running the Youth Insight Group means that young people's voices continue to be at the centre of this work. In addition to this youth participation session, BYS also ran the Family Reflection Group with family members who are part of SCF. This provided an ideal opportunity to hear the voices of other participants in the program and incorporate their insights alongside those of the young people.

OUR ORGANISATION





Pictured:
BYS Staff Dog Day
at New Farm Park.

OUR PEOPLE



Pictured: Minister Scanlon visiting BYS in December 2022.

At the heart of Brisbane Youth Service is a diverse team of over 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



PAM BARKER CHIEF EXECUTIVE OFFICER

Pam joined BYS in 2022 after leading two other youth-focused services: Yfoundations, the peak body for youth homelessness in New South Wales, and Open Doors Youth Service, Queensland’s LGBTIQA+ youth service. She is driven by her passion for empowering the next generation of leaders and finding effective solutions to end youth homelessness.

With 18 years of experience working with young people, Pam knows the challenges and opportunities they face. She has been a strong advocate for policy reform at both state and federal levels, partnering with various stakeholders to create positive change for LGBTIQA+ youth in Queensland. She also serves on the board of several organisations that address homelessness issues, such as My Foundations Youth Housing, Homelessness Australia, and Vanguard End Street Sleeping Collaboration.

Pam holds a Bachelor of Psychology and is currently pursuing a postgraduate degree in Clinical Psychology. Pam’s personal story of overcoming homelessness and child protection as a young person inspires her to achieve better outcomes for others in similar situations.



DI MAHONEY 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.



STRATEGIC PARTNERSHIPS

Brisbane Youth Service's valued partners and supporters play a pivotal role in helping to provide a way out of homelessness and hope for a brighter future for the vulnerable young people and young families we serve.

So much of what we achieve as an organisation, and the young people's stories of transformation and growth that emerge from our programs, are the direct result of your support and unwavering belief in their potential. It is with immense gratitude that we recognise and thank the many individuals, organisations, businesses, and the wider community for their compassion, dedication, and generosity this past year.

PARTNERSHIPS

Brisbane Youth Service is incredibly proud to be aligned with organisations that share our compassion and commitment, and who dedicate their time, expertise, and funds to support new futures for the vulnerable and at-risk youth in our community.

BHC

The partnership between Brisbane Youth Service and BHC continues to grow each year. Our Sustaining Young Tenancy workers continue to support five tenancies within BHC's affordable housing complex in Woolloongabba. BHC are also currently building more social and affordable housing complexes throughout the Brisbane region. When those developments are ready, BYS will expand our supported tenancies for young people by up to 30 additional units of housing. We are so thankful to BHC for their ongoing commitment to supporting young people in Brisbane.

Grant Thornton

Valued partner and proud supporter of our annual campaigns and appeals for many years, Grant Thornton and the Grant Thornton Foundation continue to make a positive impact on the lives of the young people Brisbane Youth Service works to support. This year, we were honoured to be involved in Grant Thornton's Vacation Program, with their Brisbane vacationers undertaking some valuable research in the philanthropy and major giving space on our behalf.

Pictured:
Grant Thornton vacationers present their research findings to BYS at the firm's Brisbane Office.



Hand Heart Pocket

Throughout 2022-23, Hand Heart Pocket continues to be one of Brisbane Youth Service's strongest community partnerships. Their ongoing generosity and support of our early intervention Safe and Connected Futures program is making a huge impact by helping reconnect families and prevent young people from becoming homeless. Hand Heart Pocket has also helped fund a new youth foyer-like model at a property secured with Brisbane City Council. Finally, they have supported us with the development of a property strategy to hopefully secure the long-term future of Brisbane Youth Service.

Holding Redlich

Holding Redlich and the Holding Redlich Social Justice Fund have proudly supported Brisbane Youth Service for many years, donating funds, food, 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.

KPMG

In addition to their valued pro-bono consultancy and support, KPMG are also proud supporters of our annual campaigns and appeals. Their Brisbane RunWell running club also partnered with Brisbane Youth Service for Bridge to Brisbane, helping to raise our profile within the major community event as well as vital funds for young people and young families in need.

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 our community. They continue to work with us to create new and better futures for young people, proudly supporting our annual campaigns and appeals. This year, we were once again honoured to be involved in MinterEllison's bi-annual clerkship program where the firm kindly donated funds for the clerks to put together wellness packs for young people supported by Brisbane Youth Service.



Pictured: Antoinette Rusby-Perera and Georgia Quinn from the Property Industry Foundation join generous corporate sponsors at the Falconer House working bee.

Property Industry Foundation

One of our valued allies in the sector, the Property Industry Foundation, and a team of supporting sponsors transformed a four-bedroom property, that had been made available to Brisbane Youth Service to house young people experiencing or at risk of homelessness. Special mention to ADG Engineers, Bluebird Property, Urbis, TTM, MBM, and King Living who donated new furniture and volunteered their time to set up fresh new living spaces for the four young people that now call Falconer House a home.

Jacaranda Housing

An exciting new partnership with Jacaranda Housing enabled us to move 10 young families out of motel accommodation and into brand new housing, just in time for Winter 2023. We will continue to expand our partnerships with community housing providers to ensure young people and young families have access to new accommodation as it's created, while receiving support from BYS to sustain their tenancies.

Service Delivery Partnerships

Brisbane Youth Service also works alongside many other organisations to deliver quality services and support for young people and young families. Our service delivery partnerships include Memorandums of Understanding and agreements with the Queensland Children's Hospital, The Prince Charles Hospital, LawRight, Community and Hart 4000, MICAH and Street to Home, Brisbane Domestic Violence Service (BDVS), Brisbane Zero, Bric Housing, Zig Zag, Children by Choice (CbyC), Terry White Pharmacy Fortitude Valley, GynaeHealth, SouthMetro Oral Health, AXIS Psychology, Mind Wise Psychology, ATSICHS, IUHI, Murriwatch, Red Cross Night Café, Open Doors Youth Service, Eating Disorders Queensland, Sisters Inside, and Brisbane City Council Community Housing Partnerships.



FUNDRAISING

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

Funds raised are crucial to help us address the immediate needs of young people in crisis while the bigger work is done to advocate for and create new support programs and housing options. These unrestricted funds also allow us to respond quickly to areas of most immediate need as they arise or change.



Pictured: Reidy House Dean, Michael Wooldridge and students from St Joseph's College Gregory Terrace deliver 130 hampers for young people and young families in need over the holidays.

APPEALS

A heartfelt thank you to everyone who generously gave to our annual Christmas Appeal helping to raise just over \$40,800 towards funding vital emergency relief, accommodation, and life-changing support for vulnerable young people experiencing or at risk of homelessness. 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 escalating housing crisis and rising cost of living continue to have an impact. Special thanks to Insurance Advisernet Foundation and National Australia Bank for their significant support.

Special mention also to Fulton Hogan Utilities, Grant Thornton, KPMG, MinterEllison, Queensland State Office Department of Social Services, Ray White Alderley, Reidy House St Joseph's College Gregory Terrace, and Wheller House Brisbane Boys College who kindly donated over 400 food hampers which were gifted to young people and young families over the holidays. Thank you!

Our deepest thanks also to all those who supported young people and young families caught in crisis – many of whom were sleeping in cars and on the streets throughout the cold, winter months – by generously donating to our Youth Homelessness Crisis Appeal over the end-of-financial-year period. Over \$53,800 was raised towards providing comfort, food, and warmth which, in turn, helps create some breathing space and a much-needed reprieve while they work out their next steps. Special thanks to BCU Bank, Oztix, Rotary Club of Fortitude Valley, and the Thunderbird 2 Foundation.

COMMUNITY SUPPORT

We are very grateful for the incredible support received from local community groups, organisations, and schools who help raise vital funds to support our work while increasing community awareness of youth homelessness and the issues and challenges facing vulnerable young people. Special thanks to Reidy House at St Joseph's College Gregory Terrace who have been friends of Brisbane Youth Service and loyal supporters for many years, as well as Brisbane Girls Grammar, QUT Women in Business, Unentitled (Rise Up Brissy), Vague Intentions, and Wheller House Brisbane Boys College.



Pictured: Passionate about helping young people in need, Matt and Courtney from creative hub Vague Intentions choose Brisbane Youth Service as beneficiary of their art exhibition fundraiser.





Pictured: Mills Oakley Partner, Luke Geary invites Brisbane Youth Service CEO, Pam Barker to speak to their trivia night fundraiser guests about how donations will support vulnerable young people in need.

CORPORATE SUPPORT

A big thank you to our appreciated corporate donors – outcomes for the young people we work with are significantly improved thanks to their generosity and support. Special mention to City Beach, Mega Electrics, Mills Oakley, Myer Brisbane City, Shaw and Partners Foundation, and Student One.



Pictured (Clockwise): Daggy Jumper Day with Grant Thornton; Elevate Residential; and BHC.

DAGGY JUMPER DAY

Brisbane Youth Service's 10th annual Daggy Jumper Day took place on 3rd August 2022. Special thanks to BHC and Elevate Residential, Brisbane Catholic Education, Fulton Hogan Utilities, Give Back Health, Grant Thornton, Hand Heart Pocket, Holding Redlich, Insurance Advisernet, KPMG, Reidy House St Joseph's College Gregory Terrace, and Urbis – Give Back Qld for their fundraising efforts and wonderful support.

PHILANTHROPY

Brisbane Youth Service is very grateful to the Shepherd Family Foundation for their significant investment in supporting young people through our housing, health, and family support programs. The Foundation's generous contribution will help to provide a safe and supportive place for young people to live while actively pursuing their education and employment goals.

Special thanks also to the Banksii Foundation, Frangipani Foundation, Goodman Foundation, and the Thunderbird 2 Foundation.

YOUTH HOMELESSNESS MATTERS DAY

Brisbane Youth Service invited our partners and supporters to join us in acknowledging Youth Homelessness Matters Day – the annual national day to raise awareness, break stereotypes, and advocate for greater supports for young people experiencing homelessness. This year, our theme was 'Not For Rent' highlighting the lack of accommodation and affordable housing available for young people experiencing or at risk of homelessness who have nowhere safe to sleep. In addition to appealing for financial support to provide crisis relief to meet the immediate needs of these young people, Brisbane Youth Service encouraged our partners, supporters, and the wider community to sign the petition to develop a standalone national strategy to end child and youth homelessness.



Pictured: Antoinette Rusby-Perera and Georgia Quinn from the Property Industry Foundation and Lady Musgrave Trust CEO Victoria Parker showcase the reality of the accommodation options available to young people in crisis.

ANNUAL GENERAL MEETING

Held at:

42 McLachlan Street, Fortitude Valley
Tuesday, 22 November 2022 at 3:30pm.

Attendees	
Adam Barnes	BYS Member
Admire Matsika	BYS Board Member
Alexander Crowley-Brown	BYS Staff Member
Anna Spencer	BYS Board Member - Vice President
Annemaree Callander	BYS Member
Annette Abrahams	BYS Board Member - Treasurer
Annie Harris	BYS Staff Member
Ben Paris	BYS Board Member
Brian Tucker	BYS Member
Cheryl Mason	Pitcher Partners
Chris Emzin	BYS Board Member
Connie Reed	BYS Staff Member
Craig McLean	BYS Staff Member
Danica Morgan	BYS Staff Member
Daniel Lobo	BYS Staff Member
Danielle Davidson	Queensland University of Technology
Darcy Robertson	BYS Staff Member
David Archibald	BYS Staff Member
Deborah McConnell	Department of Communities, Housing and Digital Economy
Denise Buchan	BYS Staff Member
Di Mahoney	BYS Staff Member / BYS Member
Emily Nunes	BYS Staff Member
Emma Hawkes	BYS Staff Member
Erin Boath	BYS Staff Member
Gai Lemon	PHN Brisbane North
Jacob Arden	BYS Board Member
Jason Deng	BYS Staff Member
Jessica Yam	BYS Staff Member
Jillian Measday	BYS Staff Member
Joel Laycock	BYS Staff Member
Jordan McCarthy	BYS Staff Member / BYS Member
Katherine Hayes	Youth Advocacy Centre Inc.
Madonna Cuthbert	Department of Communities, Housing and Digital Economy
Manjula Cranswick Smith	BYS Staff Member
Marcus Paichl	BYS Staff Member
Mark Wheatley	BYS Board Member - President

Attendees	
Mel Bradford	BYS Staff Member
Michelle Wade	BYS Board Member
Pam Barker	BYS Staff Member / BYS Member
Ratna Beekman	BYS Staff Member
Rebecca Duell	BYS Staff Member
Rebecca Mitchell	BYS Staff Member
Renee Bull	BYS Staff Member
Robert Reed	MinterEllison
Roslynn Black	Hand Heart Pocket
Sara Parrott	Hand Heart Pocket
Sarah Dybing	BYS Staff Member
Sasha Tranter	BYS Staff Member
Shelley Sorrenson	BYS Board Member - Secretary
Simone Bursey	BYS Staff Member
Sophie Swart	BYS Staff and Member
Tanya Lefebvre	BYS Staff Member
Tracey Woodward	BYS Staff Member
Tyla King-Paul	BYS Staff Member
Wally Dethlefs	BYS Member
Zoe Lloyd	BYS Staff and Member

Apologies	
Aimee McVeigh	Queensland Council of Social Service
Ann Wallin	BYS Supporter
Anna Havill	Saunders Havill Group
Antoinette Rusby-Perera	Property Industry Foundation
Ben Stevens	Hand Heart Pocket
Cheryl Walker	Department of Justice and Attorney General
Clare O'Connor	Department of Communities, Housing and Digital Economy
Hon. Grace Grace MP	Minister for Education, Minister for Industrial Relations and Minister for Racing
Jane Sadural	Commonwealth Bank of Australia
Jane West	BRIC Housing
Katherine Saffioti	Department of Communities, Housing and Digital Economy
Dr. Katie Hail-Jares	Griffith University
Kirby Leeke	Hand Heart Pocket
Kylie Murray	Micah Projects
Norm McGillivray	Beddown
Pamela Grayson	BYS Supporter
Paul Ellwood	BYS Supporter
Paul Lucas	BYS Supporter
Paul Martin	PHN Brisbane North
Poopalasingam Brahman	BYS Supporter
Rebecca Oelkers	BHC
Siyavash Doostkhah	Youth Affairs Network of Queensland
Stephanie Tonkin	BYS Supporter
Vicki Howard	Councillor for Central Ward and Civic Cabinet Chair for Community, Arts and Nighttime Economy

Opening:

Mark Wheatley opened the meeting at 3:35pm, thanked everyone for attending and passed on apologies for those that could not attend.

Welcome to Country:

Jahmarley Dawson, an emerging Aboriginal leader, led the Welcome to Country which included an acknowledgement of the Turrbal and Jagera people, a performance, and blessing.

Special Acknowledgement:

Mark Wheatley made a special acknowledgement to BYs's Patron, Steve Renouf. Although Steve could not make it to the AGM, his significant contributions were noted.

Guest Speaker – James:

James shared his experiences of homelessness along with a physical disability affecting less than 1% of the population. He spoke of the support he received from BYs, where he was able to get assistance with his finances, NDIS, driving lessons, housing support, and employment. He expressed his sincere thanks to BYs, who he added, provided him with hope.

Guest Speaker – Zalie:

Zalie shared her personal journey as a young mother, and how BYs helped her navigate several hardships and challenges. She was able to graduate from high school, complete a TAFE Certificate and continues to receive guidance and support. Zalie recited a quote by Josh Shipp she found inspiring:

“Every kid is one caring adult away from being a success story.”

Guest Speaker – Aicha:

Aicha spoke of her experiences and how her life turned around after being accepted into BYs housing. With appropriate supports, she was able to achieve many goals, including graduating high school, getting her licence, and a job. She remains determined and confident that she can continue to “smash” out her goals in the future.



Chair's Report:

Mark Wheatley spoke to the Chair's report noting, the challenges experienced during the 2021/22 financial year, which included the housing crisis, COVID-19 pandemic, and Brisbane floods. These events have all had a negative impact on housing availability and contributed to worsening levels of mental health concerns. He noted that over the past year, support has increased, including 50,959 occasions of support, and a 17% increase in brief interventions to 3,067 young people. He emphasised the key issues faced by young people seeking assistance from BYs.

Mark thanked former CEO, Annemaree Callander, for her 11 years of service to BYs. He also thanked Di Mahoney for stepping in as acting CEO and acknowledged BYs's newly appointed CEO Pam Barker, recognising her passion and strategic vision. He highlighted the significant renewal of the Board during the period, including the departure of Treasurer Kelly Moore, and the appointment of Admire Matsika and Annette Abrahams. He gave special thanks to BYs's government and industry partners and donors.

Treasurer's Report:

Mark Wheatley again acknowledged Kelly Moore, BYs's former Treasurer, who resigned in July 2022 after five years sitting on the BYs Board. Mark spoke to the Treasurer's report noting, various matter including that there was a decline in event fundraising due to COVID-19 impacts and an increase in technology costs to support with flexible work practices.

Motion: That the Treasurer's Report be accepted.

Moved: Shelley Sorrenson **Seconded:** Jake Arden
Motion carried.

CEO's Report:

Di Mahoney spoke to the CEO's Report highlighting the key issues faced by young people seeking the services of BYs and the impact BYs has made. She thanked all the BYs staff for their assistance during the CEO transition period and thanked all the young people for sharing their stories.

Di flagged the 82% decrease in young people living in unsafe housing and 64% improvement of young people's mental health following BYs support. She noted that sadly, violence continues to be a prevalent issue in the lives of young people and families. She highlighted that BYs is committed to making a difference in this space, including continuing to work on its domestic and family violence strategy. Di concluded by noting the positive feedback received by young people in the BYs annual survey.

CEO's Update:

Pam Barker thanked former CEO, Annemaree Callander for her service and expressed her excitement to take on an organisation that is well governed and recognised as an employer of choice. Pam spoke to service growth areas including housing, mental health, domestic and family violence. She spoke to BYs's five strategic priorities moving forward including workforce, innovation and research, youth engagement, digital and technology, and property into the year ahead.

Adoption of 2021 AGM Minutes:

Mark Wheatley called for BYs members to confirm and accept the 2021 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 23 November 2021 be accepted.

Moved: Brian Tucker **Seconded:** Christopher Enzim
Motion carried.

Election of the 2022 Board:

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

Nominee	Proposer	Seconded
Mark Wheatley	Jordan McCarthy	Di Mahoney
Michelle Wade	Jordan McCarthy	Admire Matsika
Christopher Emzin	Mark Wheatley	Di Mahoney
Benjamin Paris	Di Mahoney	Jordan McCarthy
Admire Matsika	Mark Wheatley	Di Mahoney
Annette Abrahams	Mark Wheatley	Admire Matsika

A vote was called from BYs Members with 17 votes were received **For** the nominations and 0 votes were received **Against** the nominations. All positions were declared elected unopposed by the Returning Officer.

Acknowledgement of New Board Members:

Mark Wheatley acknowledged Dr. Admire Matsika, who is a registered medical practitioner with more than 20 years of experience in various areas of clinical medicine, having worked in the UK, African and Australian health systems. Mark also acknowledged Annette Abrahams, who is a skilled chief financial officer with broad industry experience, including most recently in the healthcare and not-forprofit sectors. She is an experienced senior leader with a finance background as a Chartered Accountant.

Appointment of Auditor:

Mark Wheatley called for the appointment of the Auditor for 2022-2023.

Motion: That the Auditor for the financial year 2022-2023 be Pitcher Partners Brisbane.

Moved: Pam Barker **Seconded:** Annemaree Callander
Motion carried.

Meeting Close:

There being no further business, Mark Wheatley declared the meeting closed at 4:52pm.

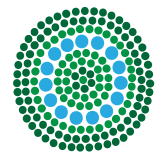
Confirmed:


Mark Wheatley | President

Date: **23/02/2023**



Pictured: Jahmarley Dawson performing the Welcome to Country at the BYS 2022 AGM.



FINANCIAL REPORT 2022-23



1. BRISBANE YOUTH SERVICE INC.
STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE
INCOME FOR THE YEAR ENDED 30 JUNE 2023

	Note	2023 (\$)	2022 (\$)
Revenue and other income			
Grant revenue	3	10,419,172	8,812,230
Other revenue	4	901,295	567,564
Other income	4	151,359	100,993
		11,471,826	9,480,787
Less: expenses			
Employee benefits expense	5	(8,116,236)	(7,252,209)
Client support services expense		(1,401,666)	(587,033)
IT costs		(382,382)	(304,040)
Property expenses		(337,360)	(290,769)
Depreciation expense	5	(175,959)	(192,896)
Motor vehicle and travel expenses		(148,795)	(147,518)
Audit, legal and consultancy fees		(208,563)	(115,562)
Insurance expense		(112,358)	(70,824)
Finance costs	5	(5,371)	(2,450)
Financial assets fair value loss		-	(352,902)
Other operating costs		(476,961)	(480,462)
		(11,365,651)	(9,796,665)
Surplus/(loss) before income tax expense		106,175	(315,878)
Income tax expense		-	-
Surplus/(loss) for the year		106,175	(315,878)
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	18	100,000	352,300
Net change in fair value of financial assets designated at fair value through other comprehensive income, net of tax	18	51,228	(60,598)
Other comprehensive income for the year		151,228	291,702
Total comprehensive income/(loss)		257,403	(24,176)

The accompanying notes form part of these financial statements.

2. BRISBANE YOUTH SERVICE INC.
STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2023

	Note	2023 (\$)	2022 (\$)
Current assets			
Cash and cash equivalents	8	2,917,884	3,064,281
Receivables	9	222,162	49,704
Other assets	10	94,541	75,006
Total current assets		<u>3,234,587</u>	<u>3,188,991</u>
Non-current assets			
Receivables	9	68,227	9,027
Other financial assets	11	3,089,887	2,828,061
Lease assets	13	93,135	135,812
Property, plant and equipment	12	2,455,268	2,376,406
Total non-current assets		<u>5,706,517</u>	<u>5,349,306</u>
Total assets		<u>8,941,104</u>	<u>8,538,297</u>
Current liabilities			
Payables	14	625,439	822,149
Lease liabilities	13	100,143	77,374
Provisions	16	637,060	573,032
Contract liabilities	17	496,649	291,295
Total current liabilities		<u>1,859,291</u>	<u>1,763,850</u>
Non-current liabilities			
Lease liabilities	13	-	58,313
Borrowings	15	238,000	238,000
Provisions	16	175,021	66,745
Total non-current liabilities		<u>413,021</u>	<u>363,058</u>
Total liabilities		<u>2,272,312</u>	<u>2,126,908</u>
Net assets		<u>6,668,792</u>	<u>6,411,389</u>
Equity			
Reserves	18	1,575,502	1,424,274
Accumulated surplus		5,093,290	4,987,115
Total equity		<u>6,668,792</u>	<u>6,411,389</u>

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 2023

	Reserves (\$)	Accumulated Surplus (\$)	Total Equity (\$)
Balance as at 1 July 2022	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	<u>291,702</u>	<u>(315,878)</u>	<u>(24,176)</u>
Transfers to retained earnings, upon disposal of financial assets designated at fair value through other comprehensive income	(18,893)	18,893	-
Balance as at 30 June 2023	<u><u>1,424,274</u></u>	<u><u>4,987,115</u></u>	<u><u>6,411,389</u></u>
Balance as at 1 July 2022	1,424,274	4,987,115	6,411,389
Surplus for the year	-	106,175	106,175
Other comprehensive income for the year	151,228	-	151,228
Total comprehensive income for the year	<u>151,228</u>	<u>106,175</u>	<u>257,403</u>
Balance as at 30 June 2023	<u><u>1,575,502</u></u>	<u><u>5,093,290</u></u>	<u><u>6,668,792</u></u>

The accompanying notes form part of these financial statements.

4. BRISBANE YOUTH SERVICE INC.
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2023

	Note	2023 (\$)	2022 (\$)
Cash flow from operating activities			
Receipts from grantors, donors and tenants		12,244,981	9,995,475
Payments to suppliers and employees		(12,293,103)	(9,733,331)
Dividends received		120,011	142,861
Interest received		22,270	5,608
Finance costs		(5,371)	(2,450)
Net cash provided by operating activities		<u>88,788</u>	<u>408,163</u>
Cash flow from investing activities			
Proceeds from sale of property, plant and equipment		-	5,000
Proceeds from sale of investments		173,976	690,956
Payment for property, plant and equipment		(44,200)	(62,035)
Payment for investments		(261,473)	(925,278)
Net cash used in investing activities		<u>(131,697)</u>	<u>(291,357)</u>
Cash flow from financing activities			
Payment for lease liabilities		(103,488)	(110,943)
Net cash used in financing activities		<u>(103,488)</u>	<u>(110,943)</u>
Reconciliation of cash			
Cash at beginning of the financial year		3,064,281	3,058,418
Net increase/(decrease) in cash held		(146,397)	5,863
Cash at end of financial year	8	<u><u>2,917,884</u></u>	<u><u>3,064,281</u></u>

The accompanying notes form part of these financial statements.

5. BRISBANE YOUTH SERVICE INC.
NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2023

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

The financial report is a general purpose financial report that has been prepared in accordance with the *Associations Incorporation Act 1981* and the *Australian Charities and Not-for-profits Commission Act 2012*, and Australian Accounting Standards - 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*.

The financial report covers Brisbane Youth Service Inc. as an individual entity. Brisbane Youth Service Inc. is an association, formed 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 was approved by the committee on the date of signing this report.

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 2023

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 2023

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 2023

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 2023

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 useful lives commencing from the time the asset is held available for use, consistent with the estimated consumption of the economic benefits embodied in the asset.

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

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

Class of fixed asset	Useful lives	Depreciation basis
Leasehold improvements at cost	4 years	Straight line
Motor vehicles at cost	4-5 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.

5. BRISBANE YOUTH SERVICE INC.
NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2023

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(k) Leases (continued)

Lease assets

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

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

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

Lease liabilities

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

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.

(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 2023

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 2023

NOTE 3: GRANT REVENUE

	2023 (\$)	2022 (\$)
Grant revenue (recognised over time)	<u>10,419,172</u>	<u>8,812,230</u>
Revenue by type of customer		
Federal Government	645,892	640,048
State Government	9,052,455	7,366,393
Local Government	150,000	301,382
Other	570,825	504,407
	<u>10,419,172</u>	<u>8,812,230</u>
Revenue by Department		
QLD Department of Communities, Housing and Digital Economy	7,725,471	6,080,641
QLD Department of Children, Youth Justice and Multicultural Affairs	840,378	797,729
Partners 4 Health Ltd trading as Brisbane North Primary Health Network	645,892	640,048
Hand Heart Pocket	356,325	320,407
Brisbane City Council	150,000	301,382
QLD Department of Justice and Attorney-General	243,223	256,385
QLD Department of Health	243,383	231,638
Perpetual Impact	120,000	120,000
Other funding sources	-	64,000
Communify	94,500	-
	<u>10,419,172</u>	<u>8,812,230</u>

NOTE 4: OTHER REVENUE AND OTHER INCOME

	2023 (\$)	2022 (\$)
Other revenue		
Dividend income	120,011	142,861
Interest income	22,270	5,608
Donation revenue	457,917	173,869
Medicare revenue	57,834	56,149
Rental revenue	243,263	189,077
	<u>901,295</u>	<u>567,564</u>
Other income		
Profit on sale of property, plant and equipment	-	5,000
Financial asset fair value gain	123,101	-
Other income	28,258	95,993
	<u>151,359</u>	<u>100,993</u>

5. BRISBANE YOUTH SERVICE INC.
NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2023

NOTE 5: OPERATING PROFIT

	2023 (\$)	2022 (\$)
Surplus/(loss) before income tax has been determined after:		
Finance costs		
Interest expense on lease liabilities	5,371	2,450
Employee benefits expense		
Short term benefits	7,183,763	6,398,183
Superannuation guarantee contributions	726,704	613,872
Other employee benefits	205,769	240,154
	<u>8,116,236</u>	<u>7,252,209</u>
Loss on fair value of borrowings	-	86,564
Realised loss on sale of investments	-	29,462
Unrealised (gain)/loss on sale of investments	-	323,440
Depreciation		
Motor vehicles	65,338	80,779
Furniture, fixtures and fittings	-	389
Lease assets	110,621	111,728
	<u>175,959</u>	<u>192,896</u>

NOTE 6: REMUNERATION OF AUDITORS

	2023 (\$)	2022 (\$)
Audit and assurance services		
Audit of the financial report	18,000	17,000
Other services		
Compilation of the financial report	3,000	3,000
Grant acquittal audits	9,240	8,800
	<u>30,240</u>	<u>28,800</u>

NOTE 7: KEY MANAGEMENT PERSONNEL COMPENSATION

	2023 (\$)	2022 (\$)
Total compensation paid or payable to key management personnel	<u>537,865</u>	<u>448,120</u>

5. BRISBANE YOUTH SERVICE INC.
NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2023

NOTE 8: CASH AND CASH EQUIVALENTS

2023 (\$) **2022 (\$)**

(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
Cash at bank	2,917,884	3,064,211
	<u>2,917,884</u>	<u>3,064,281</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 \$67,944 (2022: \$153,127) and a corresponding lease liability of \$67,944 (2022: \$153,127).

NOTE 9: RECEIVABLES

2023 (\$) **2022 (\$)**

CURRENT

Trade receivables	184,682	37,388
Other receivables	37,480	12,316
	<u>222,162</u>	<u>49,704</u>

NON CURRENT

Other receivables	<u>68,227</u>	<u>9,027</u>
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NOTE 10: OTHER ASSETS

2023 (\$) **2022 (\$)**

CURRENT

Prepayments	83,020	64,245
Other current assets	11,521	10,761
	<u>94,541</u>	<u>75,006</u>

5. BRISBANE YOUTH SERVICE INC.
NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2023

NOTE 11: OTHER FINANCIAL ASSETS

	2023 (\$)	2022 (\$)
NON CURRENT		
Financial assets at fair value through profit or loss		
Investment in managed investment funds	2,360,719	2,155,221
Financial assets at fair value through other comprehensive income		
Investment in equity securities	729,168	672,840
	<u>3,089,887</u>	<u>2,828,061</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 gain of \$51,228 (2022: unrealised loss of \$60,598).

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 gain of \$131,140 (2022: unrealised loss of \$323,440).

5. BRISBANE YOUTH SERVICE INC.
NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2023

NOTE 12: PROPERTY, PLANT AND EQUIPMENT

	2023 (\$)	2022 (\$)
Land and buildings		
Land and buildings at fair value	2,275,000	2,175,000
Accumulated depreciation	-	-
	<u>2,275,000</u>	<u>2,175,000</u>
Leasehold improvements		
Leasehold improvements at cost	140,027	140,027
Accumulated depreciation	(140,027)	(140,027)
	-	-
Total land and buildings	<u>2,275,000</u>	<u>2,175,000</u>
Plant and equipment		
Motor vehicles at cost	686,707	642,507
Accumulated depreciation	(506,439)	(441,101)
	180,268	201,406
Office equipment at cost	401,470	401,470
Accumulated depreciation	(401,470)	(401,470)
	-	-
Furniture, fixtures and fittings at cost	45,188	45,188
Accumulated depreciation	(45,188)	(45,188)
	-	-
Total plant and equipment	<u>180,268</u>	<u>201,406</u>
Total property, plant and equipment	<u><u>2,455,268</u></u>	<u><u>2,376,406</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 2023. 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	2,175,000	1,822,700
Net revaluation increments	100,000	352,300
Closing carrying amount	<u><u>2,275,000</u></u>	<u><u>2,175,000</u></u>

5. BRISBANE YOUTH SERVICE INC.
NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2023

NOTE 12: PROPERTY, PLANT AND EQUIPMENT (CONTINUED)

	2023 (\$)	2022 (\$)
(b) Reconciliations (Continued)		
Motor vehicles		
Opening carrying amount	201,406	220,150
Additions	44,200	62,035
Depreciation expense	(65,338)	(80,779)
Closing carrying amount	<u>180,268</u>	<u>201,406</u>

NOTE 13: LEASE ASSETS AND LEASE LIABILITIES

	2023 (\$)	2022 (\$)
(a) Lease assets		
Land and buildings under lease	313,711	262,654
Accumulated depreciation	(220,576)	(126,842)
Total carrying amount of lease assets	<u>93,135</u>	<u>135,812</u>

Reconciliations

Land and buildings

Opening carrying amount	135,812	94,413
Additions	67,944	153,127
Depreciation	(110,621)	(111,728)
Closing carrying amount	<u>93,135</u>	<u>135,812</u>

(b) Lease liabilities

CURRENT

Land and buildings under lease	<u>100,143</u>	<u>77,374</u>
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NON CURRENT

Land and buildings under lease	<u>-</u>	<u>58,313</u>
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(c) Maturity analysis of future lease payments

Not later than 1 year	100,143	77,374
Later than 1 year and not later than 5 years	-	58,313
Total future lease payments at the reporting date	<u>100,143</u>	<u>135,687</u>

The lease of land and buildings is for a average term of 2 years, with an average effective interest rate of 3.69% per annum. The final lease ends on 30 June 2024.

5. BRISBANE YOUTH SERVICE INC.
NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2023

NOTE 14: PAYABLES

	2023(\$)	2022 (\$)
CURRENT		
Unsecured liabilities		
Trade creditors	36,407	139,166
GST payables	134,747	163,731
Sundry creditors and accruals	454,285	519,252
	<u>625,439</u>	<u>822,149</u>

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

NOTE 15: BORROWINGS

	2023 (\$)	2022 (\$)
NON CURRENT		
Secured liabilities		
Mortgage loans	<u>238,000</u>	<u>238,000</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

	2023 (\$)	2022 (\$)
CURRENT		
Annual leave	462,200	385,852
Long service leave	167,569	180,627
Other employee entitlements	7,291	6,553
	<u>637,060</u>	<u>573,032</u>
NON CURRENT		
Long service leave	<u>175,021</u>	<u>66,745</u>

5. BRISBANE YOUTH SERVICE INC.
NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2023

NOTE 17: CONTRACT LIABILITIES

	2023 (\$)	2022 (\$)
CURRENT		
Unspent grant funds	496,649	291,295

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

		2023 (\$)	2022 (\$)
Asset revaluation reserve	18(a)	1,522,838	1,422,838
Financial assets at fair value through other comprehensive income reserve	18(b)	52,664	1,436
		<u>1,575,502</u>	<u>1,424,274</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	1,422,838	1,070,538
Revaluation of property, plant and equipment, net of tax	100,000	352,300
Closing balance	<u>1,522,838</u>	<u>1,422,838</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	1,436	80,927
Net change in fair value of financial assets designated at fair value through other comprehensive income	51,228	(60,598)
Transfers to retained earnings, upon disposal of financial assets designated at fair value through other comprehensive income	-	(18,893)
Closing balance	<u>52,664</u>	<u>1,436</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 2023

NOTE 20: CONTINGENT LIABILITIES

The company had no contingent liabilities as at 30 June 2023.

NOTE 21: EVENTS SUBSEQUENT TO REPORTING DATE

There has been no matter or circumstance, which has arisen since 30 June 2023 that has significantly affected or may significantly affect:

- (a) the operations, in financial years subsequent to 30 June 2023, of the association, or
- (b) the results of those operations, or
- (c) the state of affairs, in financial years subsequent to 30 June 2023, 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

NOTE 23: COMMITMENTS

2023(\$) **2022 (\$)**

Amounts payable under managed services contracts:

Not later than one year	16,620	16,620
Later than one year and not later than five years	31,855	48,475
	<u>48,475</u>	<u>65,095</u>

6. STATEMENT BY MEMBERS OF THE COMMITTEE

The committee of the association declare that:

1. In the committee's opinion, the financial statements and notes thereto, as set out on pages 63-82, satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*, including:
 - (a) (a)complying with Australian Accounting Standards - Simplified Disclosures and the *Australian Charities and Notfor-profits Commission Regulations 2022*; and
 - (b) giving a true and fair view of the financial position as at 30 June 2023 and performance for the year ended on that date of the association.
2. In the committee opinion, there are reasonable grounds to believe that the association is able to pay all of its debts, as and when they become due and payable.

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



Mark Wheatley | President

Dated this **28th** day of **September** 2023

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 2023, the statement of profit or loss and other comprehensive income, statement of changes in members funds 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 2023 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 2023, 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



CHERYL MASON
Partner

Brisbane, Queensland
28 September 2023

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Brisbane, QLD 4000

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Brisbane, QLD 4001

p. +61 7 3222 8444

The Directors
Brisbane Youth Service Inc.
42 McLachlan Street
FORTITUDE VALLEY QLD 4006

Auditor's Independence Declaration

In relation to the independent audit for the year ended 30 June 2023, to the best of my knowledge and belief there have been no contraventions of APES 110 *Code of Ethics for Professional Accountants* (including *Independence Standards*).



PITCHER PARTNERS



CHERYL MASON
Partner

Brisbane, Queensland
28 September 2023

Brisbane Sydney Newcastle Melbourne Adelaide Perth

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KAREN LEVINE

EDWARD FLETCHER
ROBERT HUGHES

PROGRAM HIGHLIGHT

POSITIVE TRANSITIONS PROJECT

This basket weaving workshop was delivered through our **Recovery and Discovery Program** (delivered in partnership with Community, Eating Disorders Queensland, and Headspace) and our Positive Transitions Project (proudly supported by Brisbane City Council). The two programs are working in partnership to help young people aged 18-25 build employability skills, expand their social engagement, and improve their mental wellbeing.



BYS staff attended a tour of Southbank TAFE's training facilities as part of the **Positive Transitions Project (PTP)** to find out how their programs could support young people transitioning to independence.

"I feel more confident in introducing TAFE options to young people, knowing that they could be well supported," said one BYS worker.



PTP continued to take young participants to 'Reason to Thrive' equine therapy this year. This hands-on, innovative, and practical way of gaining personal development and building essential life skills, takes place in an outdoor classroom, with a horse as the teacher.

"One young participant told me that they have learned to believe in themselves and trust their gut instincts more often after spending the day with horses," said a BYS PTP worker.



THANK YOU

Brisbane Youth Service extends our sincere gratitude to each and every organisation, funding body, and individual who supported our work throughout 2022-23.

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.

ADG Engineers	JDM Streetcrew	Justice, Employment, Small Business and Training Queensland State Office
Alexilum	King Living Foundation	Department of Social Services
Anglican Church Grammar School	Kiwanis	QUT Women in Business
Apollo Property	KPMG	Ray White, Alderley
Aryon	Law Image	Reidy House, St Joseph's College Gregory Terrace
Banksii Foundation	LawRight	Residential Tenancies Authority
BCU Bank	Level Twenty Seven Chambers	Rhian Thomas
Beca	Light Coffee	Rob Crook
BlackWolf	Lush Chermside	Road Agent Touring Services
Bluebird	Mark Crocker Photographer	Rotary Club of Fortitude Valley
Brisbane City Council	Mater Emotional Health Unit, Amanda Flynn Clinic	RSM Australia
Brisbane Girls Grammar School	MBM	Secret SisinBiz Society
Brisbane North Primary Health Network	Mega Electrics	Share the Dignity
BHC	Mills Oakley	Shaw and Partners Foundation
City Beach	MinterEllison	Shepherd Family Foundation
Commonwealth Bank, Ann St Branch	Moore	Student One
Commonwealth Bank, Eagle St Branch	Mosaic Property	The Little Black Dress Shop
Commonwealth Bank, Valley Branch	Myer, Brisbane City	The Nappy Collective
Communify	National Australia Bank	The University of Queensland
CS Energy	Newton Spicer Consulting	Thunderbird 2 Foundation
Dominos, New Farm	OzHarvest	True Relationships and Reproductive Health
Evolution Private	Oztix	TTM Consulting
fiftyfive5	Paul Ramsay Foundation	Umbrella Brisbane
Flip	Pepper Kids Therapy	Unentitled - Rise Up Brissy
Foodbank	Perpetual	Urbis
Foot Solutions Hurstville	Pitcher Partners	Vague Intentions
Frangipani Foundation	Play Matters – Sing and Grow	Wheller House, Brisbane Boys' College
FTI Consulting	Promo and Print Co	
Fulton Hogan Utilities	Property Industry Foundation	
Give Back Health	Queensland Department of Child Safety, Seniors and Disability Services	
Givit	Queensland Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts	
Goodman Foundation	Queensland Department of Health	
Grant Thornton Foundation	Queensland Department of Housing	
Guitar Brothers	Queensland Department of Justice and Attorney-General	
Hand Heart Pocket	Queensland Department of Youth	
Holding Redlich		
iFUKu WORX		
Insurance Advisernet Foundation		

HOW TO SUPPORT US

- Donate at www.brisyouth.org, by credit card over the phone on 07 3620 2400, 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 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

