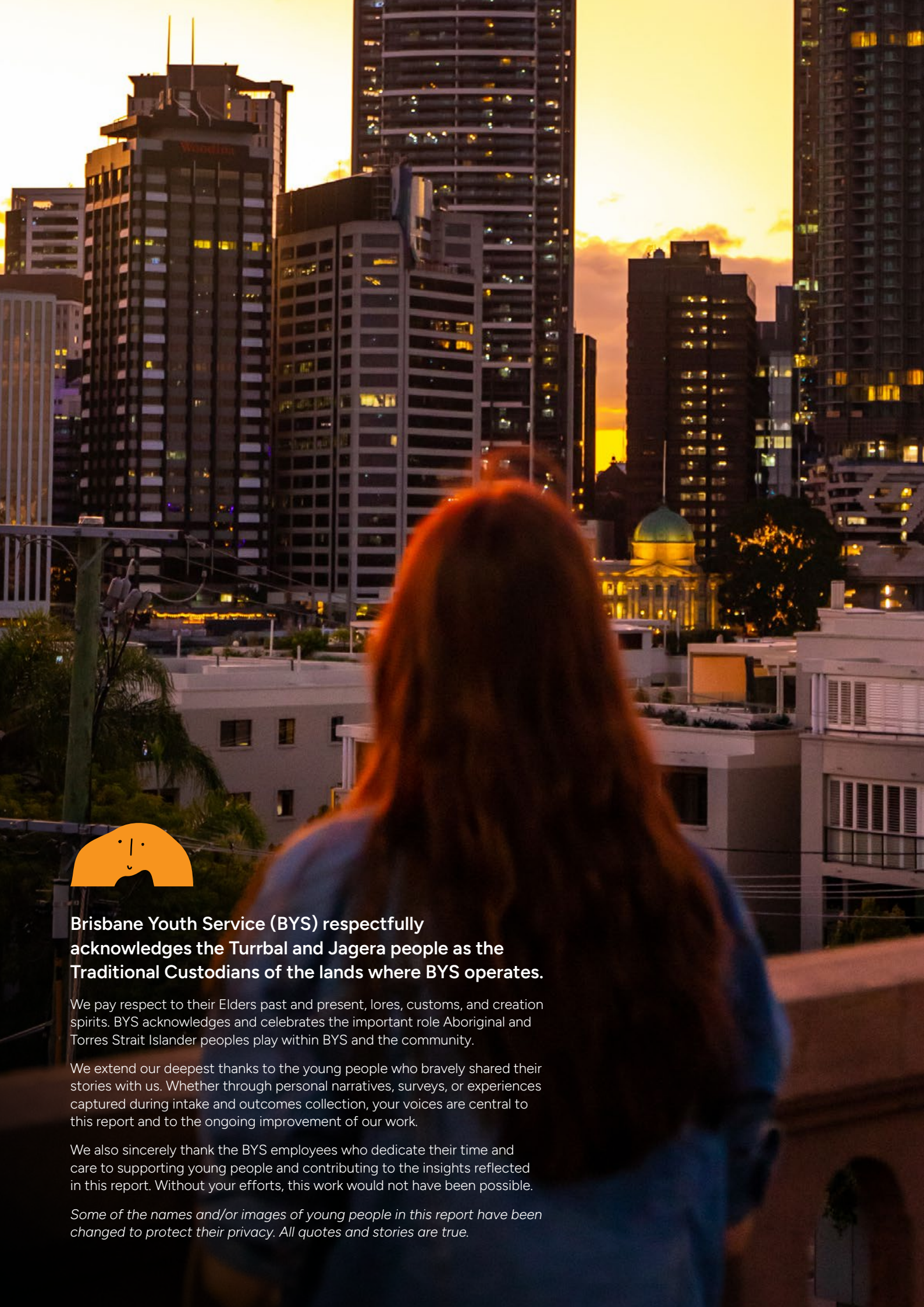
2026 ANNUAL REPORT



BRISBANE YOUTH SERVICE

NEW FUTURES FOR YOUNG PEOPLE



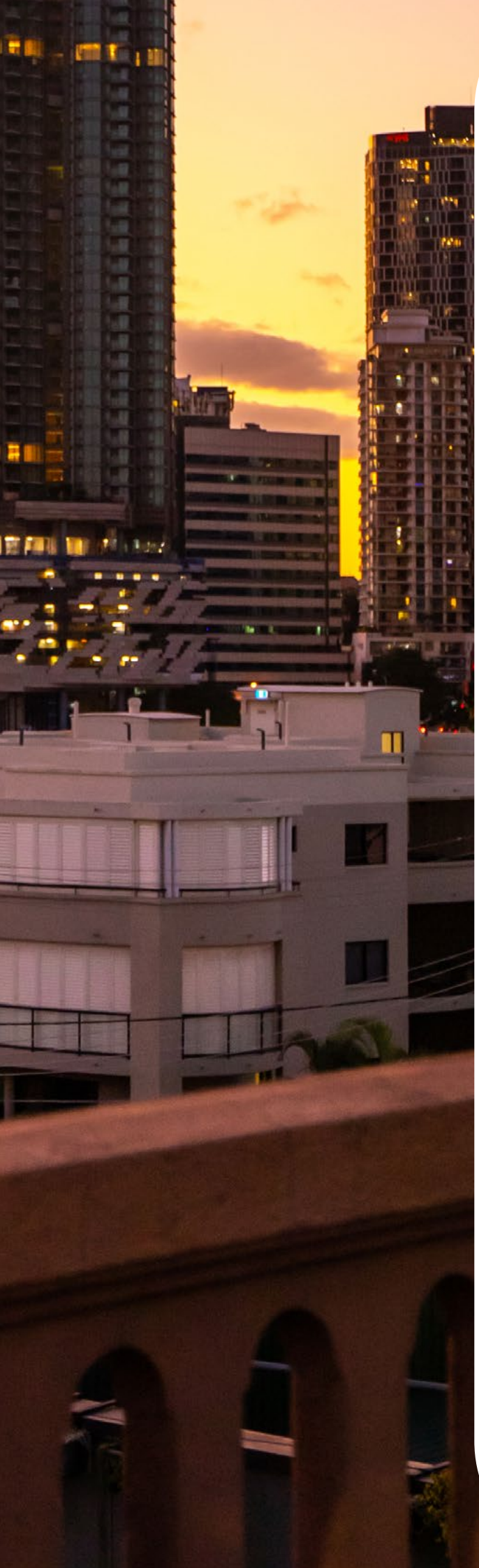
Brisbane Youth Service (BYS) respectfully acknowledges the Turrbal and Jagera people as the Traditional Custodians of the lands where BYS operates.

We pay respect to their Elders past and present, lores, customs, and creation spirits. BYS acknowledges and celebrates the important role Aboriginal and Torres Strait Islander peoples play within BYS and the community.

We extend our deepest thanks to the young people who bravely shared their stories with us. Whether through personal narratives, surveys, or experiences captured during intake and outcomes collection, your voices are central to this report and to the ongoing improvement of our work.

We also sincerely thank the BYS employees who dedicate their time and care to supporting young people and contributing to the insights reflected in this report. Without your efforts, this work would not have been possible.

Some of the names and/or images of young people in this report have been changed to protect their privacy. All quotes and stories are true.



2026 ANNUAL REPORT

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ABOUT BRISBANE YOUTH SERVICE

Our mission

Brisbane Youth Service (BYS) supports young people (aged 12–25) and young families experiencing or at risk of homelessness to overcome barriers and thrive in the community.

Since 1977, BYS has been supporting young people in Brisbane and surrounding areas.

Today, we work with around 3,000 young people and their children each year – offering early intervention and wraparound support to break the cycle of homelessness into adulthood.

Our free, confidential services include:

- crisis and transitional housing
- early intervention and prevention programs
- emergency relief
- physical and mental health services
- alcohol and drug interventions
- specialist domestic and family violence support
- specialised programs for young women and young families.

Vision

NEW FUTURES FOR YOUNG PEOPLE

Long-term vision

At a glance

BYS is a trusted leader in the sector, delivering high-quality services and partnerships that prevent and reduce youth homelessness, strengthen young people's futures, and contribute to lasting system change.

Values



Strategic priorities 2026–29

Organisational health

Building a capable and supported workforce, and strong organisational culture.

Service excellence

Delivering consistent, high-quality, evidence-informed services that support young people to thrive.

Sustainability and strategic partnerships

Strengthening and diversifying funding, partnerships, and system influence to maximise impact.

OUR RECONCILIATION JOURNEY

During 2025–26, Brisbane Youth Service (BYS) continued to advance our commitment to reconciliation by growing cultural capability, embedding reconciliation into everyday practice, and progressing the development of our new BYS Innovate Reconciliation Action Plan (RAP).

To support this work, the RAP Committee formalised its governance structure by developing Terms of Reference and establishing two dedicated subcommittees: the RAP Drafting Subcommittee and the RAP Events and Engagement Subcommittee. These groups were created to better harness members' interests and expertise, encourage shared ownership of reconciliation initiatives, and strengthen coordination across the organisation.

2025–26 reconciliation activity highlights

July 2025
Musgrave Park Family Fun Day

BYS employees volunteered and hosted a stall at the annual Musgrave Park Family Fun Day, which brought together Aboriginal and Torres Strait Islander peoples, organisations, and the broader community to celebrate First Nations cultures, identity, and strength. The event provided an opportunity to connect with young people and young families supported by BYS, engage with other service providers, and share information about BYS's purpose and programs.



Pictured: Temporary tattoo station at Musgrave Park Family Fun Day.



Pictured: Musgrave Park Family Fun Day.

May 2026
National Reconciliation Week

As part of National Reconciliation Week and the theme 'All In', BYS hosted a Lunch and Learn session with the Queensland Aboriginal and Torres Strait Islander Child Protection Peak (QATSICPP). Employees gained valuable insights into community-led approaches, cultural safety, and the priorities impacting Aboriginal and Torres Strait Islander children, young people, and communities.

To encourage participation across the organisation, 'All In' activity packs were distributed to BYS-managed houses and teams, inviting employees and young people to reflect on their vision for a more inclusive future. The activity created opportunities for conversation and connection, reflecting the theme's call for all Australians to play an active role in reconciliation.

May 2026
Supporting First Nations storytelling through art

As work on our Innovate RAP entered its final stages, BYS developed an artwork brief and invited Aboriginal and/or Torres Strait Islander artists – through a public call-out across BYS social media channels – to express interest in creating a new RAP artwork.

The commissioned artwork by chosen artist Lisa Anne Caruana will help tell the story of our reconciliation journey, reflect our commitment to culturally safe spaces, and bring to life the aspirations of our next RAP.

June 2026
Preparing for our Innovate RAP

Throughout the year, the RAP Drafting Subcommittee and Diversity and Inclusion Officer worked alongside Reconciliation Australia and key stakeholders to develop BYS's new Innovate RAP.

Building on the foundations of our previous Innovate RAP, this work marks an important step in BYS's ongoing commitment to reconciliation.

As we continue this work, we remain committed to listening and walking alongside Aboriginal and Torres Strait Islander peoples with respect, accountability, and a shared vision for a more equitable future.

OUR BOARD

Brisbane Youth Service (BYS) is governed by a dedicated Board of professionals who volunteer their time and expertise to provide strategic leadership and oversight of organisational performance, financial sustainability, risk, and governance in support of BYS's mission and long-term sustainability.

2025–26 marked an important milestone in BYS's governance journey, with the transition from an incorporated association to Brisbane Youth Service Limited, a company limited by guarantee. The transition reflected a new governance structure for BYS, including the move to a Board of Directors and the conclusion of the former offices of Treasurer and Secretary.

The Board was pleased to welcome Jeremy Turner as a Director during the year, bringing additional experience and perspective to the Board. The Board also acknowledges Sophie Swart for her role as Company Secretary and her support for the Board and its Committees throughout the transition.

During the year, the Board farewelled Rachana Rajan and acknowledged her valued contribution and service to BYS.

BYS thanks all Board Members and Directors who served during 2025–26 for their commitment, leadership, and contribution to the organisation.

Above all, the Board acknowledges the young people and young families BYS serves, whose experiences and aspirations remain at the heart of the organisation's purpose and direction.



Michelle Wade
CHAIRPERSON



Tim O'Brien
DEPUTY CHAIRPERSON



Jeremy Turner
DIRECTOR AND CHAIR OF THE AUDIT AND RISK COMMITTEE



Dr Admire Matsika
DIRECTOR AND CHAIR OF THE CLINICAL GOVERNANCE COMMITTEE



Pictured: BYS CEO Pam Barker and BYS Chairperson Michelle Wade.



Loretta Lynch

DIRECTOR AND CHAIR OF THE PROPERTY COMMITTEE



Anna Spencer

DIRECTOR



Catherine Scott

DIRECTOR



Joshua Maris

DIRECTOR

Steve Renouf

PATRON

Steve became the Patron of Brisbane Youth Service in 2016 to help shine a light on the complex challenges faced by young people and young families in Brisbane.



2025–26 SNAPSHOT

BYS provided 104,264 occasions of support.

OUR HIGHEST NUMBER TO DATE ↑ UP FROM 82,992 LAST YEAR

26%↑

increase in occasions of support

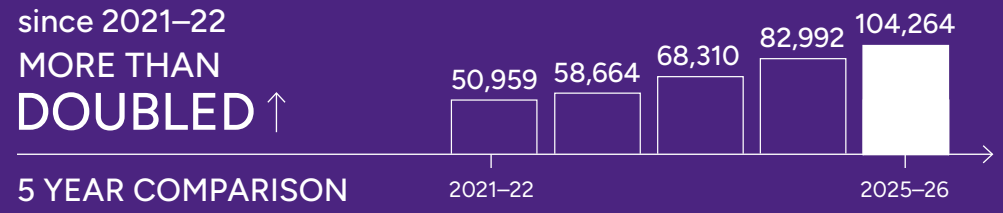
Occasions of support include each time a young person, their children, or their chosen family member connects with BYS for support.

3%↑

increase in the number of people supported through ongoing planned support

Ongoing planned support is when a key worker provides regular support to a young person, their children, or their chosen family member over time, rather than as a brief or one-off interaction.

Occasions of support since 2021–22 MORE THAN DOUBLED ↑



5 YEAR COMPARISON

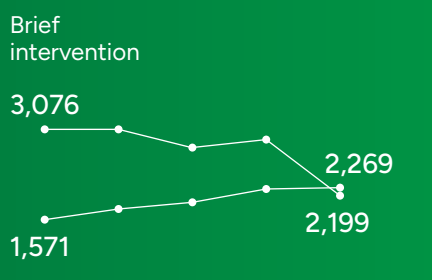
2,199

accessed brief intervention

Brief intervention occurs when a young person, professional, or community member contacts BYS seeking information, referral options, or support. Brief intervention aims to meet the person's need within that interaction.

2,269

accessed ongoing planned support



5 YEAR COMPARISON 2021–22 2025–26

JUST OVER
1 in 4 identified as sexuality diverse

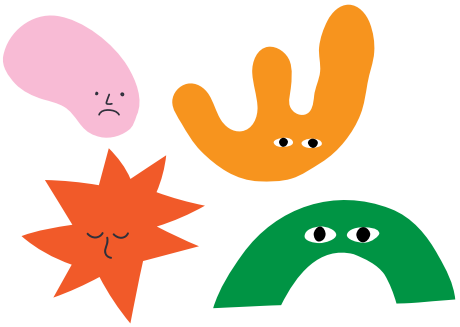
1 in 4 lived with disability

1 in 3 were
Aboriginal and/or Torres Strait Islander

1 in 3 were
young parents



8 in 10 were
18–25 years old

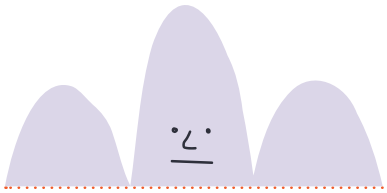


4 in 5
had unsafe, temporary, overcrowded, or unaffordable living arrangements

MORE THAN
1 in 2
were homeless when they came to BYS

ALMOST
3 in 4 had experienced past family violence

ALMOST
1 in 2 had experienced past relationship violence



MORE THAN **1 in 2** had a
mental health diagnosis

CEO'S REPORT



Pam Barker
CEO

The past three years at Brisbane Youth Service (BYS) have been defined by **rapid growth**: more young people supported, more services delivered, and a new Youth Support Centre that has transformed how we work.

This year, our focus turned to consolidation. Alongside continuing to meet rising demand, 2025–26 has focused on strengthening the systems, governance, structures, and processes needed to sustain that growth long-term.

We undertook an organisation-wide service renewal and realignment, creating stronger coordination across BYS and establishing a new service structure better suited to our size and complexity. We also focused on culture, collaboration, and organisational health, recognising that our workforce's wellbeing and capability make everything else possible. This work culminated in our 2026–29 Organisational Strategy, published in June 2026, which sets out BYS's next phase of development as we approach a significant milestone: our 50th anniversary.

In 2025–26, BYS delivered 104,264 occasions of support, a 26% increase on last year, and more than double what we delivered in 2021–22. This continued growth in demand reflects the depth of the housing and cost-of-living pressures facing young people across Brisbane.

More than half (56%) of the young people who came to BYS were already experiencing homelessness. The proportion of young people sleeping rough has slowly increased, to 14% (up from 10% last year), while couch surfing remains the most common form of homelessness experienced by young people we support.

Health remains central to our work. At Intake, 44% of young people told us their mental health was 'in crisis' and a quarter identified serious physical health issues. The impact of our support is clear: 92% of young people said their mental health was a bit or much better after receiving support from BYS, and 78% said the same of their physical health. In February 2026, BYS achieved Australian General Practice Accreditation Limited accreditation for our primary health service, recognising the quality and safety of the care our clinical team delivers and providing an important foundation as we continue to grow our health services.

This year we strengthened BYS's influence through lived experience, evidence, and advocacy. The independent evaluation of Safe Young Mums and Bubs was completed and released, confirming the value of this residential model for young mothers and their children, while evaluation of Ruby's Reunification Program continues. This evidence base is critical: it lets us show what works, refine our programs, and make the case for sustained investment in youth-specific responses.



Pictured: Homelessness Ministerial Advisory Council.

I was honoured to be appointed to the Queensland Government's LGBTQIA+ Roundtable, administered by the Department of Families, Seniors, Disability Services and Child Safety, and BYS continued its role on the Homelessness Ministerial Advisory Council, co-chairing the Supportive Housing Working Group.



Pictured: BYS CEO Pam Barker and Families and DFV Senior Manager Lou Baker at Queensland Child Protection Week Awards.

In September 2025, BYS received the Queensland Child Protection Week Thriving Communities Initiative Award, in recognition of our commitment to keeping young people safe and connected. We also began working on a property development strategy to ensure BYS has the physical infrastructure it needs to keep pace with demand well into the future.

In February 2026, we welcomed Simone Schofield to the Executive Leadership Team as Housing and Programs Director. Simone's experience strengthens our leadership as we implement our new service structure and continue to build the systems that support our people and programs. Growth has brought complexity, and our priority remains investing in our workforce's capability, so it is strong, sustainable, and responsive to the needs of the young people we serve. We said a heartfelt goodbye to Di Mahoney, who was one of the inaugural Executive team members. Di dedicated almost eight years to BYS and was a key person in supporting the organisation's growth. She leaves a legacy that will not be forgotten, and we thank her for her commitment to young people.

As we look ahead to BYS's 50th anniversary, we do so on a stronger footing than ever with a new organisational strategy, a realigned service structure, growing evidence of our impact, and a leadership team equipped to guide the next stage of our journey.



Pictured: Councillor Vicki Howard, BYS CEO Pam Barker, and Rebecca Young MP at 2026 BYS Youth Homelessness Day breakfast.

The challenges facing young people in Brisbane, including housing affordability, mental health issues, family instability, and domestic and family violence remain urgent. But this year has shown that with the right systems and the right people in place, BYS is well positioned to meet that need.

To the BYS team, Board, funders, partners, and friends: thank you for your dedication and belief in our mission. And most importantly, to the young people who trust us with their stories and aspirations, Brisbane Youth Service is here to create new futures for young people.



2025

July

First year of dedicated Queensland Government funding for specialist youth domestic, family, and sexual violence (DFSV) support begins.

First young people stay at Ruby's Reunification Program house.

August

CEO Pam Barker is appointed to the Queensland Government LGBTQIA+ Roundtable, administered by the Department of Families, Seniors, Disability Services and Child Safety.

September

Brisbane Youth Service (BYS) receives the Queensland Child Protection Week Thriving Communities Initiative Award.

2026

January

Partnership with The Lady Musgrave Trust and Churches of Christ creates new housing pathways for young mothers and their children.

February

Service renewal and realignment is implemented, creating stronger coordination across BYS and establishing new service structure.

Simone Schofield is welcomed to the Executive Leadership Team as Housing and Programs Director.

AGPAL accreditation is achieved by the BYS Health Clinic.

March

Safe Young Mums and Bubs independent evaluation finds mums developed stronger bonds with their babies, greater parenting confidence, and reduced anxiety.

April

BYS hosts a Youth Homelessness Matters Day breakfast with Rebecca Young MP and a bridge lighting event with the Hon Sam O'Connor MP and the Property Industry Foundation.

Brisbane Zero Coordinator position is recruited.

Second annual Positive Transitions Program Employment and Training Expo is held – 88 young people and double the stallholders attend from the first year.

May

2026–29 Organisational Strategy is published, marking the transition into BYS's next phase of development.

CHAIR'S REPORT



Michelle Wade
CHAIRPERSON

On behalf of the Board, I am pleased to present the Brisbane Youth Service (BYS) Annual Report for 2025–26.

This has been a year of significant change in how BYS is governed. On 9 June 2026, BYS transitioned from an incorporated association to Brisbane Youth Service Limited, a company limited by guarantee. Our purpose, services, and commitment to young people are unchanged. The new structure gives us a modern constitution and governance framework suited to an organisation of BYS's size, complexity, and public accountability. The Board led this transition carefully, with legal and financial advice, so that services carried on without interruption and members, key stakeholders, and employees were kept informed. We now enter our first full year under the new structure. We are aware that it brings clearer obligations for Directors and greater expectations of transparency, and we welcome both.

Over the past three years, BYS has grown rapidly. During 2025, our CEO and Executive team commenced work on the 2026–29 Organisational Strategy, which the Board endorsed in June 2026. The strategy gives the Board a clear framework for setting priorities, allocating resources and holding the organisation to account as we approach BYS's 50th anniversary.

Quality and safety remain central to the Board's oversight. We were pleased that BYS's primary health service achieved accreditation in February 2026 through Australian General Practice Accreditation Limited. Accreditation gives independent assurance that the clinical care BYS provides meets national standards. Independent evaluations of Safe Young Mums and Bubs, along with the ongoing evaluation of Ruby's Reunification Program, strengthen the evidence the Board relies on to judge whether our services are making the difference we intend.

The Board's most important responsibility is to keep BYS financially sustainable. Revenue grew by 14% to $30.9 million and expenditure grew by 19% to $31.2 million, producing an operating deficit of $276,049. BYS's balance sheet remains sound, with $9.2 million in net assets and $8.0 million in cash and investments. However, the gap between rising costs and funding is a risk the Board is monitoring closely. In the year ahead the Board, through the Audit and Risk Committee, will keep close watch on budget performance, cash flow, and the effect of these funding changes on young people. We will also keep looking at ways to diversify BYS's income. The property development strategy now under way will need equally careful oversight. Infrastructure decisions are long-term commitments, and the Board will test them against our strategy and our appetite for risk.

My thanks go to my fellow Directors for their commitment and judgement during a demanding year of transition. I would like to thank Jeremy Turner for his work as Secretary, taking over from Rachana Rajan in July 2025. I also acknowledge Tim O'Brien, who served as Treasurer through the company transition and continues as Deputy Chair. Under the new arrangements, financial oversight is a collective responsibility of the whole Board, and Tim's work has given us a strong footing for that.

On behalf of the Board, I thank our CEO, Pam Barker, and the Executive Leadership Team for their leadership through a year of growth and renewal. We welcome Simone Schofield as Housing and Programs Director, and we thank Di Mahoney for almost eight years of service. To the employees, volunteers, funders, and partners of BYS, thank you. Most of all, we thank the young people who trust BYS with their lives and futures.

FORMER TREASURER'S TRANSITION YEAR COMMENTARY



Tim O'Brien
FORMER TREASURER, DEPUTY CHAIR

I am pleased to present this commentary on the financial performance of Brisbane Youth Service (BYS) for the financial year ended 30 June 2026.

This year marks an important transition for BYS. On 9 June 2026, the organisation transitioned from an incorporated association to Brisbane Youth Service Limited, a company limited by guarantee. The transition did not change BYS's operations, activities or charitable purpose, with the financial statements reflecting the organisation's activities and performance for the full financial year.

Government grant funding continues to be the key financial driver for BYS, supporting the services, workforce, and facilities required to deliver our services. In 2025–26 we saw further growth in both income and expenditure as BYS continued to deliver services at scale. The key features of the financial statements are outlined below.

Revenue

Total revenue and income reached $30.9 million, compared with $27.2 million in the previous year. Grant revenue increased from $25.7 million to $29.3 million and remained BYS's primary source of income. BYS also continued to generate income from other sources, including donations, rental income, dividends, interest, and Medicare revenue.

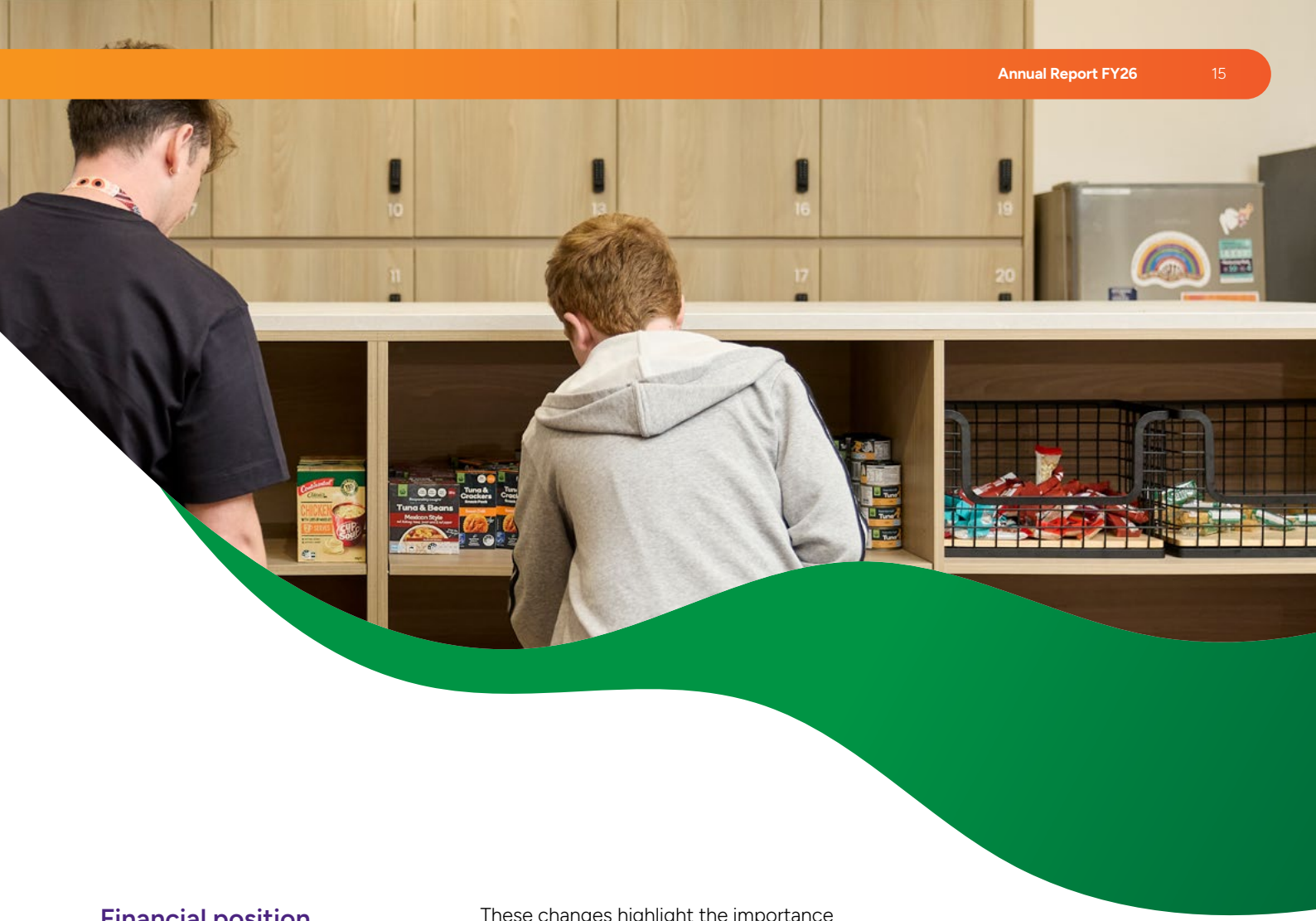
Operating expenditure

Total expenditure increased to $31.2 million, compared with $26.3 million in the previous year. Employee costs of $19.3 million remained the largest expenditure category, with a further $7.1 million directed to client support services. This continues to demonstrate the direct relationship between BYS's funding base, its workforce, and the services it delivers.

Operating result

BYS recorded an operating deficit of $276,049, compared with a surplus of $879,396 in the previous year. The result includes $780,669 in depreciation expenses. Although depreciation is a non-cash expense, it remains part of our operating result and reflects the use of assets in delivering services.

The result reinforces the importance of continuing to carefully manage expenditure, funding, and cash flow as the cost of delivering BYS services increases.



Financial position

BYS maintains a positive overall financial position, with $9.2 million in net assets, including $4.3 million held in cash and cash equivalents at year end, together with $3.7 million in managed investment funds and equity securities. Property, plant and equipment totalled $4.47 million, including the land, buildings, and leasehold improvements supporting BYS's operations and service delivery.

As with previous years, BYS remains dependent on government funding to operate. The combination of cash, investments, and the organisation's net asset position provides an important foundation as BYS moves into its first full financial year as a company limited by guarantee.

Looking ahead

The coming year will require careful financial management. BYS has been advised of a significant reduction in Immediate Housing Response funding for 2026–27, while funding for the Specialist Mental Health Program has also been decommissioned.

These changes highlight the importance of maintaining disciplined financial oversight while ensuring BYS can continue to deliver quality services in a financially sustainable way.

The transition to a company limited by guarantee also marks an evolution in our governance arrangements. Financial oversight will continue to be a collective responsibility of the Board, supported by the Audit and Risk Committee and the Executive Leadership Team.

Finally, I would like to acknowledge the Finance team and Executive Leadership Team for their dedication and professionalism throughout a year of growth, transition, and increasing complexity. I also thank my fellow Directors for their commitment to responsible financial oversight and governance.

Most importantly, I thank the employees of BYS whose work each day ensures that the funding entrusted to the organisation translates into meaningful support for young people and young families.



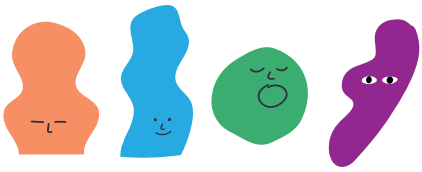
WHO WE SUPPORT

In 2025–26, Brisbane Youth Service (BYS) supported young people aged between 12 and 25, their children, and their chosen family members across a range of BYS programs and services.

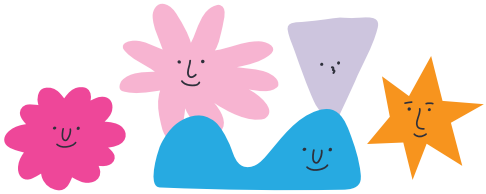
This year has seen young people engaging with BYS support for **longer periods of time**.



4% gender diverse



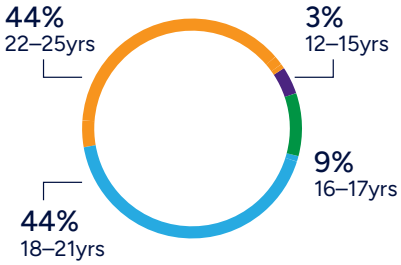
40% male



56% female

12%

of young people were between the ages of **12–17**



10%

culturally and linguistically diverse

The most common countries of birth, outside of Australia, were New Zealand, Papua New Guinea, England, India, and South Africa.

The most common languages spoken at home other than English were Persian, Arabic, Dari, Somali, Spanish, and Punjabi.

222

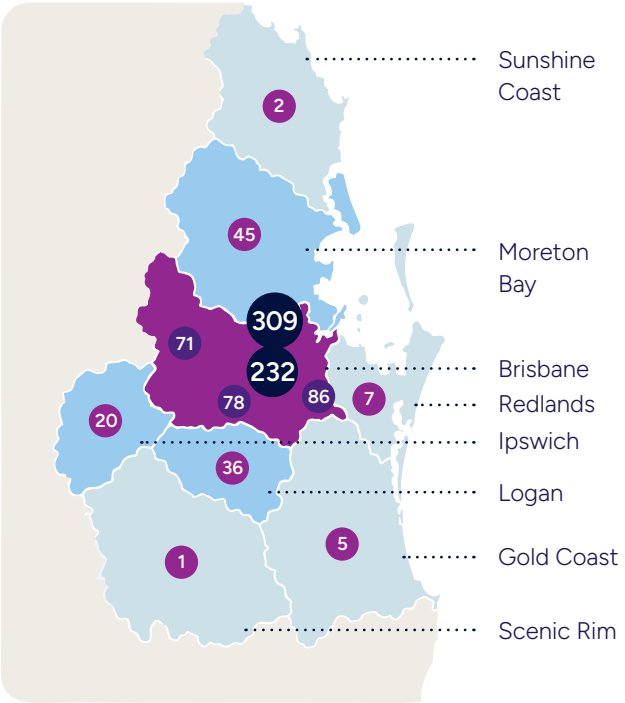
children were supported

aged between birth and 11 years old, along with their young parent(s).

22%

of young parents

were caring for a newborn when they connected with BYS.



20 **21** 22

was the average age of young people accessing support

This is the fourth year we've seen a substantial increase from the previous average age of 19 in 2021–22.

While BYS primarily supports young people within Greater Brisbane, in 2025–26, we also assisted individuals from outside the region, including the Darling Downs, New South Wales, and Victoria.

Please note that postcode data was not collected for all individuals supported.

YOUNG PEOPLE'S INTERSECTING NEEDS AND POSITIVE OUTCOMES

See page 27 to learn how our Positive Transitions Program supports young people to take steps towards education, training, employment, and community connection.

See page 44 to learn about our Safe Relationships programs.



See page 32 to learn how our Intake and Brief Intervention team assists with emergency support.

See page 26 to learn about our programs to help young people secure and sustain safe housing, including tenancy support and supported accommodation.

See page 42 to learn about our groups for women, LGBTIQA+ folk, and young parents, as well as how our Ruby's Reunification Program seeks to repair family relationships.

Young people supported by Brisbane Youth Service (BYS) come from diverse backgrounds and often experience interconnected challenges affecting their health, safety, and housing.

Many of the young people who came to BYS in 2025–26 had experienced past family violence and significant mental and physical health concerns. Without a safe place to live, trauma, poor health, limited income, and weak support networks can compound, creating barriers to accessing care and securing and sustaining housing. BYS responds through youth-focused, trauma-informed wraparound support, bringing housing, mental health, physical health, safety, and wellbeing responses together. With coordinated care at the right time, young people can shape their own futures.

HOMELESSNESS

In 2025–26, **just over half** of the young people who came to Brisbane Youth Service (BYS) were homeless (56%). This proportion has steadily climbed since 2021–22, highlighting the ongoing impact of the housing and cost-of-living crises for young people in Brisbane.

COUCH SURFING

continues to be the **most common** form of homelessness for young people, experienced by just over a quarter (26%) of young people accessing support.

It involves temporarily staying with friends, relatives, or acquaintances without a secure place to live. While it may seem safer than sleeping rough, couch surfing often exposes young people to serious risks, including physical, sexual, and financial exploitation.[1]

83%

had **unsafe, temporary, overcrowded, or unaffordable** living arrangements when they first connected with BYS.

NEARLY HALF

(49%) said their housing situation was a **crisis/serious situation** when they first connected with BYS.

YOUNG PEOPLE SEEKING ONGOING PLANNED SUPPORT WERE:

- Couch surfing **26%**
- Living with family **17%**
- Sleeping rough/squatting **14%**
- Crisis homelessness service **13%**
- Private rental/share house **12%**
- Other living situation **7%**
- Public/community housing **6%**
- Boarding house **3%**
- Institution **1%**

HOMELESSNESS OUTCOMES[2]
Young people exiting support in 2025–26



HOUSING SUITABILITY[2]
Young people exiting support in 2025–26



65%
DECREASE IN YOUNG PEOPLE LIVING IN UNSAFE, UNAFFORDABLE, TEMPORARY, UNSTABLE, OR OVERCROWDED HOUSING

86%

of young people who were homeless when they came to BYS were able to move into **more secure** forms of housing:

17% moved into **private rental/ share housing**.

45% moved into **public/ community housing**.

19% moved in with **family**.

[1] *Hail-Jares, K., Vichta-Ohlsen, R., & Nash, C. (2021). Safer inside? Comparing the experiences and risks faced by young people who couch-surf and sleep rough. Journal of Youth Studies, 24(3), 305–322. https://doi.org/10.1080/13676261.2020.1727425.*

[2] *% of all young people who exited in 2025–26.*

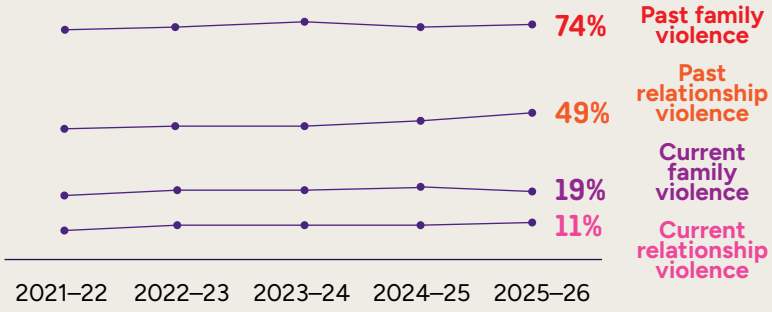
VIOLENCE

In 2025–26, **almost half** of the young people supported by BYS had experienced past intimate partner violence, and **almost three-quarters** had experienced past family violence.

FIVE YEARS OF STABLE DATA

highlights the need for young people who are experiencing or at risk of homelessness to have **continued access** to domestic, family, and sexual violence (DFSV) support.

5 YEAR COMPARISON – YOUNG PEOPLE'S EXPERIENCES OF VIOLENCE:



Experiences of DFSV are a major driver of youth homelessness, often forcing young people to leave unsafe homes or relationships without secure housing or support. For many, approaching a youth homelessness service is the first opportunity to disclose violence and access support. Youth-specific, trauma-informed DFSV responses are therefore essential – not only to address immediate safety, but also to support young people to secure and sustain safe housing and reduce the risk of ongoing homelessness.

IN ADDITION:

34% had experienced **physical assaults or abuse.**

18% acknowledged at assessment that they had used **violent or threatening behaviours.**

14% had experienced **sexual abuse.**

These experiences may be underreported when young people first connect with a youth worker. Over time, through relationship-based support, young people can feel safe enough to share more about their experiences and access the help they need.

[2]% of all young people who exited in 2025–26.

AFTER SUPPORT[2]

JUST OVER HALF

of young people described their violence situation as **a bit or much better** after support (51%).

"BYS has helped change my life … I am no longer homeless. I'm getting help with DV. I'm getting more support with my mental health, and I have somewhere I can feel safe to ask for help."

— YOUNG PERSON

"[BYS] have been my biggest support during my darker days … I couldn't have done what I've accomplished without the support and guidance they have given me."

— YOUNG PERSON

MENTAL HEALTH

Nearly 2 in 5 young people (39%) who accessed BYS described their mental health situation as poor or very poor.

INTERSECTING EXPERIENCES

Mental health challenges are often **connected with trauma, violence, homelessness, financial stress, and a lack of support**. These intersecting experiences can act as a barrier for young people to access services. BYS provides relationship-based support that respects young people's experiences, choices, and strengths. Feeling heard and treated as an equal can help young people build trust, engage with support, and take steps towards improved mental health and greater stability.

JUST OVER HALF

(55%) shared that they had a mental health diagnosis. The most common diagnoses were **anxiety** (70%), **depression** (66%), and **PTSD** (35%).

1 IN 4 shared they had **suicidal ideation.**

1 IN 5 identified **self-harming behaviours.**

AFTER SUPPORT[2]



92%

said their mental health **improved** with BYS support.

139%
INCREASE IN GOOD OR GREAT MENTAL HEALTH

[2]*% of all young people who exited in 2025–26.*

PHYSICAL HEALTH

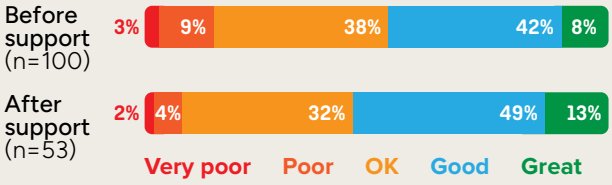
1 in 4 young people shared they had a serious physical health issue when they first connected with BYS.

BEATING THE STIGMA

Young people experiencing or at risk of homelessness often face significant challenges to their physical health, including **unsafe living conditions, poor nutrition, disrupted sleep, and limited access to health care**. These factors can contribute to existing health issues or lead to new ones. Experiences of stigma and trauma can also make seeking support feel unsafe or overwhelming, particularly when services are not designed for young people. BYS provides free, youth-friendly, and trauma-informed health services where young people can access care in a supportive environment and take control of their health and wellbeing.

AFTER SUPPORT[2]

YOUNG PEOPLE'S HEALTH RATINGS:



78% said their physical health was **a bit or much better** with BYS support.

BYS health data suggest that many young people may have limited access to reliable information and support to accurately assess and manage their physical health. While young people often rate their health positively when they first engage with services, 78% reported that their physical health was a bit or much better after receiving support from BYS. This highlights the important role safe, stable, and accessible health services play in helping young people recognise and address their health needs.

EDUCATION, EMPLOYMENT, AND FINANCIAL WELLBEING

Education and employment can support young people to **access and sustain** safe and suitable housing.

However, young people may encounter barriers to attending education or maintaining their employment when they are experiencing or at risk of homelessness.

1 IN 3

young people with an employment focus were looking for **more work to better suit their needs** when they first connected with BYS.

JUST OVER 1 IN 4

young people with an education focus were enrolled in education but **experiencing life barriers to attend**.

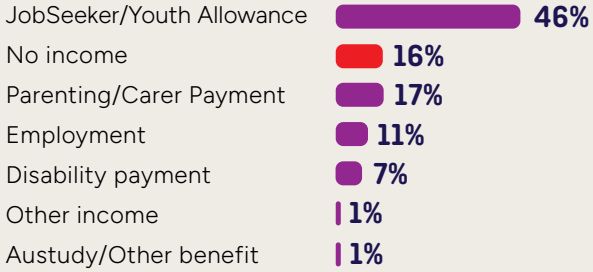
1 IN 6 had **no source** of income.

1 IN 3 told us their financial wellbeing was in **crisis or a serious** situation.

NEARLY 1 IN 3

(28%) had **debts** when they came to BYS for support.

SOURCE OF INCOME BEFORE SUPPORT:



AFTER SUPPORT[2]

2 IN 3 (67%) young people said their education/employment situation **improved.**

MORE THAN HALF

(56%) said their financial wellbeing was **a bit or much better.**

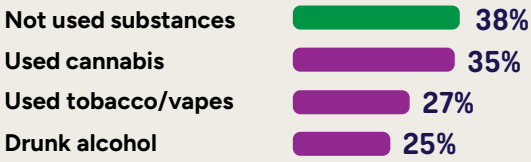
SUBSTANCE USE

2 in 5 young people (38%) told us that substance use had negatively impacted their lives in the past.

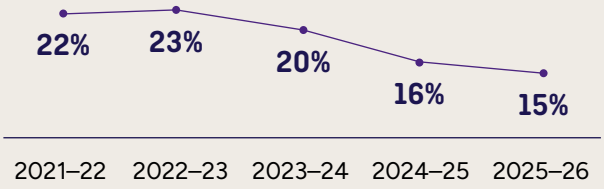
However this year, 15% of young people told us that they thought substance use currently negatively impacted their lives, the **lowest in the past five years.**

IN THE LAST 3 MONTHS

Young people had:



5 YEAR COMPARISON – CURRENT CONCERNS ABOUT SUBSTANCE USE:



AFTER SUPPORT[2]

NEARLY HALF

(47%) said their substance use situation was **a bit or much better.**

THOSE WHO SAID THEIR SUBSTANCE USE SITUATION WAS IN CRISIS **DROPPED TO 7%**

[2]% of all young people who exited in 2025–26.

LEGAL ISSUES

1 in 4 young people (26%) identified legal issues when they came to BYS.

SUPPORT IN LIFE

Nearly 2 in 5 young people (36%) shared that the lack of support in their lives was a crisis or a serious level issue.

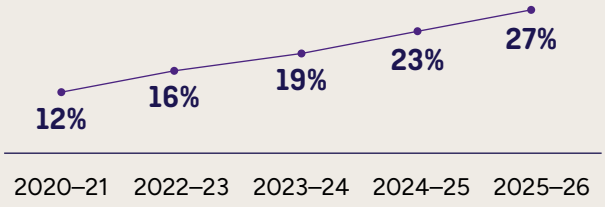
TOP THREE LEGAL ISSUES

Young people had:



The proportion of young people applying for a Domestic Violence Order (DVO) as aggrieved parties has steadily increased over the past five years. This increase might reflect that young people are becoming more aware of how to access this step in their journey away from domestic and family violence.

5 YEAR COMPARISON – DVO (AGGRIEVED)



AFTER SUPPORT[2]

0%

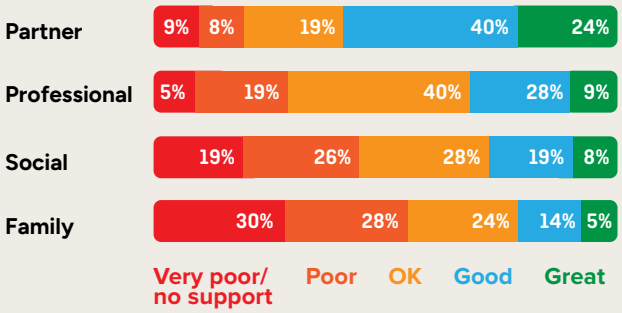
SAID THEIR LEGAL SITUATION WAS AT A CRISIS OR SERIOUS LEVEL

2 IN 5

said that their legal situation was **a bit or much better.**

TYPES OF SUPPORT

Young people had:



AFTER SUPPORT[2]

86% said their support networks were **a bit or much better** after support.

WHEN EXITING SUPPORT:

35% INCREASE **in positive social support.**

64% INCREASE **in positive family support.**

33% DECREASE **in positive partner support*.**

*Possibly due to increased access to healthy relationships education through group and individual support.

QUALITY OF SUPPORT NETWORK:

68% DECREASE

in young people who described their support networks as **a crisis or a serious level** issue.

[2]% of all young people who exited in 2025–26.

WHAT YOUNG PEOPLE SAY ABOUT US

Every year we conduct an **Annual Feedback Survey** to better understand who is accessing our service and how they feel about the support they receive at Brisbane Youth Service (BYS).

Who shared their voice?

94[1] individuals took the time to share with us their experiences of BYS support during the month of September 2026. We had fair representation from young people of different backgrounds and identities supported by BYS:

16% 17 years old or younger

39% LGBTQIAP+SB

32% Aboriginal and/or Torres Strait Islander

22% From a culture outside of Australia

69% Female

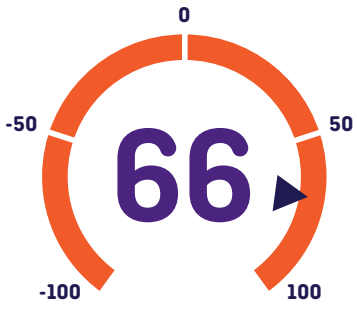
22% Male

9% Gender diverse[2]

29% Young parents

39% Living with disability

20 21 **22** was the average age of respondents



Net Promoter Score

Survey respondents generally reported that they would recommend BYS to someone in a similar situation to them, with **74% rating us on a 1-10 scale as 9 or 10**.

The Net Promoter Score (NPS) this year was 66. This is slightly lower than 2025's score of 68, but is still considered an excellent score.

67%
said they feel safer

63%
said they have more support in their life

MORE THAN HALF
said they feel happier and heard, and have a better housing situation

ALMOST 1 IN 2
said they have more hope, confidence, and have improved mental health

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. What is a good net promoter score? (2022 NPS Benchmark). Retrieved from: https://www.retently.com/blog/good-net-promoter-score/

[1]98 responses were recorded on the Annual Feedback Survey in 2026. Of these, 4 entries were identified as duplicates, leaving a final sample of 94.
[2]Note: 'Gender diverse' comprised responses of non-binary, trans-masc, and transqueer.

Overall satisfaction

Survey respondents were generally very happy with the support they received at BYS.

For nearly all questions we asked, a higher proportion of respondents reported satisfaction this year as compared with last year.



"I can come to [BYS] with whatever I'm going through without any judgement. The support is amazing."

— YOUNG PERSON

"I feel well supported and accepted. My voice and opinions are listened to and valued."

— YOUNG PERSON

"BYS makes me feel heard and seen, and I am grateful for the support I receive from them."

— YOUNG PERSON

"The [workers] are always approachable. Always convenient to speak to and reach out to for support."

— YOUNG PERSON

HOUSING SERVICES

Safe and stable housing provides **a foundation** for wellbeing, education, employment, and social participation.

Through transitional housing, tenancy sustainment support, and guidance to pursue learning and work opportunities, Brisbane Youth Service (BYS) walks alongside young people to build that foundation and move toward greater independence and stability.

As housing affordability and availability continue to place pressure on young people and young families across Brisbane, BYS works alongside government, community housing providers, and other partners to strengthen long-term housing outcomes.

Housing and Tenancy Support

Housing and Tenancy Support (HATS) provides transitional housing and tailored support for young people and young families. There is currently a total of 29 properties managed by HATS with a capacity of 57 beds. Young people can stay in HATS housing for up to 18 months. During this time, Youth Housing Specialists work with them to navigate their tenancy and strengthen practical living skills.

During the year, BYS secured two properties through a partnership with National Affordable Housing. BYS also maintained full occupancy across four Same House Different Landlord properties, a Queensland Government initiative that enables young people to transition to long-term public housing without moving homes.

This year, the HATS team supported 12 young people or young families to transition into longer-term housing, including private rental, social housing, and family-based arrangements. Team members also introduced new community activities designed to create opportunities for connection and personal growth.

The team also developed the HATS Housing Journey and Phased Support Model, creating a clearer framework for how young people move through transitional housing. The model recognises that transitional housing should be a purposeful period of growth and preparation, supporting young people to build skills, strengthen community connections, and work towards long-term housing.

Workers continue to respond to increasingly complex housing circumstances, particularly for young people affected by domestic, family, and sexual violence (DFSV). Working alongside BYS Youth DFSV Specialists and the wider organisation, HATS provides holistic support that recognises the many factors influencing a young person's housing journey.

Housing Mobile Support

As young people establish and maintain a tenancy, workers can meet them where they feel most comfortable and help them navigate the challenges that can arise when moving into a new home. Support may include assistance with tenancy responsibilities, connecting with local services, building community connections, and developing a sense of belonging in their neighbourhood. The program also provides continuity for young people transitioning from BYS housing programs.



"BYS pretty much saved my life. I don't know where I'd be without them. I was homeless, and now I have a permanent roof over my head and a job. The workers have been so kind and supportive … I am grateful they stayed with me right through it all until I was 100% securely housed."

— YOUNG PERSON

Sustaining Young Tenancies and Transitions

Sustaining Young Tenancies and Transitions brings together two complementary programs: Sustaining Young Tenancies, which helps young people stay in their housing, and the Positive Transitions Program, which supports young people to pursue education, training, employment, and community participation opportunities.

Sustaining Young Tenancies

Sustaining Young Tenancies plays an important role in preventing future homelessness. The team works with young people whose housing may be at risk due to financial pressures, domestic and family violence, relationship challenges, or other circumstances. By identifying challenges early and responding before a tenancy breaks down, the team can support young people to stay housed, which reduces pressure on the broader homelessness system.

The program continues to operate through strong partnerships with government and community housing providers, such as Jacaranda Housing and Brisbane Housing Company. This year, five homes became available to young mothers and their children through a partnership between The Lady Musgrave Trust, Churches of Christ, and BYS. Under this model, The Lady Musgrave Trust provides the properties, Churches of Christ manages the tenancies, and BYS nominates suitable young people and delivers ongoing support.

"[My worker] has helped me to go to TAFE and get study supplies. I love coming to the workshops as they are fun and teach me new skills."

— YOUNG PERSON

Positive Transitions Program

Through individual coaching, practical workshops, and connections with employers and education providers, the Positive Transitions Program (PTP) supports young people to identify and take meaningful steps towards their goals.

A highlight this year was the second annual Positive Transitions Program Employment and Training Expo, held in April. We welcomed 88 young people to the BYS Youth Support Centre, where they connected with employers, training providers, and community organisations. Stallholders included TAFE Queensland, Arethusa College, Asset College, APM, atWork Australia, and Hungry Jack's.

Follow-up reporting identified 52 education placements and three employment outcomes, demonstrating the expo's role in unlocking opportunities for young people. Young people also reported overwhelmingly positive experiences of the event, which continues to grow as an important annual initiative.



Pictured: Positive Transitions Program Employment and Training Expo.



Specialised Youth Housing

Specialised Youth Housing provides a higher level of support than BYS's other transitional housing, helping young people build the skills and confidence to live independently.

Phoenix House, Sandgate House, and Windsor House support young people aged 16 to 18, with 24/7 staffing providing more intensive day-to-day support. Falconer House provides semi-supported housing for young people engaged in education or employment and ready for greater independence.

What is Advantaged Thinking?

Advantaged Thinking comes from Colin Falconer's work at the Foyer Federation in the UK. This approach is key to the Foyer model. It focuses on young people's strengths, talents, and aspirations rather than their problems. Youth Development Coaches connect young people with opportunities, resources, and networks that build on these strengths and support them as they work toward the future they want.

"...the narrative about young people was predominantly negative. Too often, we knew more about what young people couldn't do than what they could. We talked about the need to help people cope, without always understanding or caring that people also need to thrive."

– Colin Falconer

Phoenix, Sandgate, and Windsor Houses

Phoenix House, Sandgate House, and Windsor House each provide accommodation for five young people aged 16 to 18.

House managers or youth workers are present 24 hours a day, supporting young people with everything from cooking, budgeting, and tenancy skills to accessing health services, education, and employment. They also work closely with each young person one-to-one, providing tailored support as they navigate challenges and work towards their goals.

The houses operated at capacity throughout the year. Some young people transitioned into a range of housing types, including shared accommodation and family reunification.

Falconer House

Falconer House provides semi-supported accommodation across two neighbouring properties for eight young people aged 18 to 25. Youth Development Coaches provide on-site support, helping young people pursue their goals, build connections, and make the most of opportunities in education, employment, and the community. Outside staffed hours, young people live independently.

Falconer House continued to provide a stable platform for young people pursuing education, employment, and other personal goals. During the year, several residents transitioned into other forms of housing, creating pathways for other young people to access the program.

Falconer House plays an important role in BYS's vision for expanding youth-specific housing options in Queensland. During the year, workers visited the Gold Coast Youth Foyer to learn from the experience of delivering a large-scale Foyer model. As BYS continues to build its experience in the Foyer approach, Falconer House provides a valuable opportunity for learning, innovation, and practice development.


BRISBANE
BRISBANE
YOUTH
SERVICE



KYLIE'S* STORY

There was a lot of neglect in my home growing up. My parents never wanted to be parents in the first place, which left me constantly feeling unwanted. I remember being told, ***"five words or less."*** If I wanted something, I would have to say it in as little words as possible or write it on our noticeboard.

If my mum had to spend $20 on me, she would treat me as if I'd stolen $5,000 out of her wallet. You had to appreciate every cent she spent on you like you owed her your entire life, even when it was something a parent should provide for their child.

My parents divorced when I was 12, and after that I bounced between my mum's house, my dad's house, and friends' houses. There were also quite a few nights I slept on park benches with one of my best friends because both of our households weren't the most stable.

When I was 18, I was sexually assaulted. It put me in a really bad place and I knew I needed to ask for help.

I called about eight support services with no luck. One of them even told me I was too much for them because I had too much trauma, something I'd heard many times before growing up and navigating the public health system.

Eventually I was referred to an acute hospital where I saw a doctor and psychiatrist. From there, I was referred to The Way Back Service provided by Brisbane Youth Service (BYS) and eventually connected with a BYS key worker for one-to-one support. Let's call her Rachel*.

I cannot begin to explain the number of ways that Rachel not only helped but saved my life. I went through my story with her and shared some of the most traumatic moments I had been through; from quite literally the moment I was born until the day we met. She never looked at me any differently and was always happy to help.

Every time we met, I would word-vomit everything that was on my mind and what I was struggling with. It was like I was taking out a tradie's bag of tangled ratchet straps, and she was reeling them all back up and organising them.

She was also incredibly encouraging. Whenever I said, *"I want to try this,"* she'd say, *"Okay, what's next?"* She never once made me feel like I was dreaming too much or had unrealistic expectations. She was always proud of how much work I was putting into building a better future for myself.

After confiding in her of my suspicions of ADHD and autism (AuDHD), Rachel linked me to the nurse and psychiatrist at BYS to get assessed. I had always known that I was different, and the signs of AuDHD were always there from a very young age, but over time I had learned to mask a lot. After going through testing, the psychiatrist told me, *"Yes, you were right all along."*

I sat up for about five hours that night Googling the absolute hell out of AuDHD. I thought I already knew quite a lot, but my diagnoses helped put a lot of pieces together about my life, the way my brain works, the way I handle situations, and why I react to things the way I do. It made a lot of sense. From then on, instead of telling myself, *"You're just weird because you're different,"* I would say, *"Well, I'm different, and that's okay."*

**Kylie's name and image have been changed to protect her real identity.*

Rachel was also there for me when my life came crashing down again, and I had to leave home because of severe intimate partner violence.

I'd spoken to Rachel about some things that were happening at home. Just a lot of really bad stuff. When I left, I met her at a local coffee shop, and we started planning, including beginning the Victims Assist application process. That's also when we talked about me moving into crisis accommodation to keep me safe.

I remember my first night there. It was such a whirlpool of emotions. I had finally gotten out of the immediate fear. And though I didn't sleep at all and could barely eat or drink, it felt so peaceful. It was the quietest my life had been in a very long time. I spent two months in that hotel accommodation, and although it was lonely, Rachel made sure I had appointments with her as much as possible. In those moments, all you can do is think, plan, and consider what's next. At least in my mind anyway.

During this time, Rachel brought up that a room had opened up at BYS's Falconer House. We'd just been to the Department of Housing to put in my applications when we sat down at a coffee shop and started filling out the Falconer House application. It was a bit of a waiting game, but after making it through to the next round and attending an interview, I got the call a week before my 20th birthday that I'd been successful.

Falconer House very quickly felt like home. It was a safe space – honestly like a haven.

Just knowing there was support there when I needed it was really comforting. When I came home, I knew that 9.8 out of 10 times there would always be a BYS worker there to talk to and debrief about my day, which helped me get better at emotionally regulating too.

One of my goals when I moved in was to use my voice more. I wanted to work on my childhood trauma of feeling ignored and not being able to speak up or use more than five words. I wanted to be a support worker, so I knew that going into that line of work meant that I had to be a good communicator, and it was something I wanted to improve on for myself.

To support with this, Rachel and I made a pact that every day when I walked through the door at Falconer House, if there was a worker there, I would talk to them for a minimum of two minutes. Sometimes when I was talking to them, I would look at my phone and think, *"Okay, it's been two minutes. I can go to my room now."* But over time, I opened up and became a lot better at communicating and using my voice. This, along with getting to know my housemates, has helped bring me out of my comfort zone. It is night and day compared to the person I used to be. Four years ago, I went mute for a good six months and barely even spoke. Now you can barely shut me up.

Falconer House also gave me the stability to leave my temporary office job, so I could focus on my studies in support work through TAFE.

Today, I work full-time as a support worker.

I wanted to get into this line of work initially because I wanted to learn more about myself and my AuDHD. I had also been through multiple support systems and found ways that I liked being supported. Truth be told, there are a lot of services that aren't the greatest, so I wanted to be a big advocate in the industry and walk alongside people in the way they need.

My clients tell me I'm the biggest supporter they've had, and I thank Rachel for that because she really showed me how to support someone in a time of need. She taught me to be compassionate, to listen and to put everything else aside and say, *"Okay, this is the situation in front of us. Let's break it down."* That is something I now apply to the way I support other people.

The best part of support work is being able to share the good moments. Don't get me wrong, there are some really, really hard days, but there are also moments when I get to be there for someone through something difficult and then see them make a huge accomplishment. Being there during hard times and seeing people continue to do new things is definitely one of my favourite parts of the job.

When I reflect on everything, honestly, I have become the person that I would have needed.

When I was an eight-year-old girl who had experienced family violence, abuse, and neglect, and who never had a safe space, I needed somebody who would have protected little me.

I know that I'm far from perfect and I have a lot of work to do on myself, but there were a lot of adults around me when I was younger who didn't protect me, and I have become the person who I know would have stood up for younger me.

I feel like that's the biggest accomplishment you can ever make as a person, making the younger you proud.

I have come a long way. I know now that I don't have to use violence to protect myself and keep myself safe, and I don't always have to have the loudest voice in the room to be heard.

Healing isn't linear. It's the biggest roller-coaster ever, but if you find a really good worker like I did, things do start to fall into place, and you will slowly find yourself again.

INTAKE AND YOUTH SUPPORT

The Intake and Youth Support Team is often the **first point of connection** for young people accessing Brisbane Youth Service (BYS).

Whether through the BYS Youth Support Centre, over the phone, in the community, or through emergency accommodation responses, workers provide a welcoming and inclusive space where young people can access support and explore their options.

This year, our teams focused on strengthening and consolidating how support is delivered across BYS. Three major review processes informed this work: examining how service portfolios are structured across the organisation, how young people access support through Intake, and how Housing First for Youth practice is delivered at The Nest.

The outcomes of these reviews have shaped several important developments. This includes the creation of a dedicated Youth Support Team, which combines the Youth Support Program with Community Outreach and Youth Liaison. In addition, the Immediate Housing Response program was brought into this portfolio, which now sits under the leadership of the Health and Intake Director.

Across each program, workers support young people in crisis through practical assistance, advocacy, and relationship-based support. Together, these changes are helping build more coordinated pathways into support while ensuring services remain flexible and responsive to young people's needs.

Intake and Brief Intervention

The Intake and Brief Intervention team remains the front door to BYS. Support may include assistance with housing applications, referrals to BYS programs and external services, and access to immediate essentials, such as food and toiletries. Workers help young people safety plan, identify goals, and navigate complex systems.

This year, the team continued to respond to high demand, including increasing numbers of young people seeking support for the first time as rising rents and living costs place pressure on young people and young families.

Brisbane Zero

BYS has continued to strengthen its commitment to Housing First through active participation in Brisbane Zero and implementation of the Advance to Zero (A to Z) Framework. Brisbane Zero is a collaborative initiative that brings together homelessness services, housing providers, government, and community organisations with the shared goal of making homelessness rare, brief, and non-recurring. Through common tools such as the By-Name List and Australian Homelessness Vulnerability Triage Tool (AHVTT), services work together to better understand homelessness patterns, identify people experiencing the greatest need, and coordinate pathways into housing and support.

This year, BYS appointed a dedicated Brisbane Zero Coordinator. The role strengthens participation in Brisbane Zero initiatives and supports workers in applying these approaches in their practice.

BYS also continues to lead the Brisbane Zero Youth Coordination Group, which is working towards a youth cohort strategy.

The Nest

The Nest is BYS's 19-room supported accommodation service for young people experiencing homelessness. It operates within a Housing First for Youth (HF4Y) framework. Unlike traditional approaches that require young people to demonstrate 'housing readiness', HF4Y is based on the belief that safe, stable housing provides the foundation from which young people can strengthen wellbeing and work towards other goals.

This year, a practice review informed several service improvements, including strengthened practice leadership and additional senior worker positions. Together, these changes are helping build greater capacity to respond to complexity while maintaining the individualised, youth-centred approach at the heart of HF4Y practice.

Immediate Housing Response

The Immediate Housing Response (IHR) program coordinates temporary accommodation for young people and young families through a network of motel providers. Workers remain actively involved throughout a young person's stay, providing regular support as they navigate housing options and work towards their goals.

As housing demand continues to outpace available options across Brisbane, the team remains committed to advocating for long-term housing outcomes, while helping young people explore their options and maintain connections to support.



Youth Support Team

Community Outreach

Community Outreach workers engage with young people who may not access centre-based services. The team works with young people experiencing homelessness and social isolation, many of whom are sleeping rough.

By meeting young people where they are, Community Outreach provides a flexible and responsive service that prioritises trust and accessibility. This approach ensures support remains available to young people whose needs or circumstances may prevent them from accessing services.

Youth Liaison

Youth Liaison workers are usually the first point of contact for young people and other visitors to BYS. Through reception, phone, and service navigation functions, the team plays an essential role in ensuring young people can access information, appointments, and support in a timely and welcoming way.

This year, the team continued managing significant demand across walk-in and telephone enquiries, helping young people understand the supports available to them and connecting them with the most appropriate services.

Youth Support Program

The Youth Support Program (YSP) provides intensive and flexible support for young people experiencing family conflict, school disengagement, housing instability, and other challenges that place them at risk of homelessness.

Workers support young people for the duration of their need, providing tailored support that reflects individual circumstances, strengths, and goals. They support young people to strengthen family and community connections, remain engaged in education, training, and social activities, and access the resources needed to navigate challenges both now, and into the future.

Through consistent relationships and a strengths-based approach, YSP walks alongside young people as they build their support networks and work towards outcomes that matter to them.

"I was homeless trying to finish Year 12 and go to uni. Luckily, [BYS] took me in and gave me a place to sleep, study and eat, as well as giving me great advice."

— YOUNG PERSON



LILAH'S* STORY

My name is Lilah. I moved to Australia in 2024 to **escape an abusive relationship**. I had just finished my first year in university when I made the decision to leave.

My ex-partner was much older than me and the relationship was abusive from the start. He was controlling, verbally abusive, and physically harmful. I found myself in hospital multiple times with injuries. I tried to seek help from authorities, but because of differences in family status and cultural expectations, my efforts were unsuccessful.

In my culture, there is a phrase used to describe relationships like mine: *maret life*, which loosely means normal marital issues. Because of this, my experience was dismissed as something normal. After ending the relationship, I relocated five times, moved to two different provinces and three different suburbs, dropped out of university, and gave up on my dream to complete my degree. At that moment it felt like my only way forward was to leave. So, I did.

When I arrived in Australia, I only had $500 in cash, no idea where I was going, or how I was going to manage.

It was a time filled with anxiety and uncertainty. I felt like crying every two seconds, probably more frequently than I care to admit. After leaving the airport, I went to one of the support centres I had researched ahead of time. Unfortunately, the support worker told me they couldn't help because the centre was going through a restructure. I was then directed somewhere else, but that place told me they couldn't assist because I was under 25 and they then directed me to Brisbane Youth Service (BYS).

Now, picture this: a girl whose idea of cold is anything below 25 degrees and a mild sunburn. I was dragging my suitcase around Fortitude Valley, asking random people where BYS was. It seemed like I was the only one there who was new to Brisbane, but it turned out everyone I asked looked just as lost as I felt! By the grace of God, a kind lady approached me and asked if I was lost. She helped me find the BYS Hub, which is now the BYS Youth Support Centre. I arrived there at 4:40 pm, it closed at 5 pm. I hurried in and was able to speak with an Intake worker. By 5:30 pm, they had secured a place for me to stay. Getting accommodation felt like finally breathing again after holding my breath underwater.

For the first two weeks, I was so nervous about losing that place that I went back to BYS every day. I didn't always get to speak to someone, but just being at the Hub gave me comfort. Eventually, I was assigned a key worker. She was amazing, she had this energy that made me feel so at ease. The first time we met, she gave me a hug. I didn't realise how much I needed a simple hug until that moment. She checked in on me often, she made me feel less alone and sad. It was a rare and beautiful feeling to know someone actually cared. With her support, I moved to a safer location.

The first few weeks at that second location were still very hard. I felt depressed, anxious, and utterly exhausted. It was as if I'd left one struggle only to step into another. Everything felt overwhelming and foreign, life seemed out of control,



**Lilah's name and image have been changed to protect her real identity.*

and I felt out of place. So, I spent many days in my room, focusing all my energy on the things I could change. I learned that sometimes the greatest strength comes from simply managing what's within your control and being patient.

One day, my key worker called me about an opening at BYS's Falconer House, which is based on the Foyer model. We applied together and I had an interview. I was accepted into the program. Finally, after months of uncertainty, I felt like I had a home. Not a motel, not a temporary shelter, but a real home. The transition wasn't easy, but the Youth Development Coaches at Falconer were patient and kind. They listened without judgment and never made me feel small. I am truly grateful for their support.

One of the many ways the coaches supported me was by referring me to a BYS psychologist. I had broken down in front of them after telling my coaches I had not slept in three nights.

Seeing a psychologist was the best thing that has happened to me. She was professional and provided emotional support. She helped me understand my anxiety, taught me techniques to sleep again, and helped me learn so much about myself. Her office was a safe space, and her help gave me confidence. She is someone I am truly grateful for.

With my coaches' help, I enrolled and completed my Certificate II in Hospitality, and I even got my first job! After completing my Certificate II, I went on to complete my Certificate III in Individual Support, focusing on ageing and disability. I have worked as a room attendant, food and beverage attendant, and I now work as both a mental health residential assistant and an assistant in nursing. These roles are more than just jobs, they're opportunities for me to give back, support others, and continue building my confidence. Looking back, I'm a lot more confident now than I was a year ago. I'm glad I took a chance on myself and made those hard decisions.

The biggest gift BYS gave me wasn't just a roof over my head; it was a support system that truly had my back.

Someone to rely on, a helping hand, and a guide through some of the hardest times. I am now that support system for others through my work, and that makes me incredibly proud. I've also learned the importance of setting boundaries and navigating the workforce independently. Having independence means knowing your worth, standing firm on what you need, and not being afraid to ask for help when you need it. It means recognising your limits, as well as celebrating your strengths.

To those reading, I want to say: **Your struggles do not define you. You are stronger than you realise. Make those hard choices when you need to, even if they scare you. Don't be afraid to ask for help, it's not a sign of weakness, but a step toward healing. And above all, be kind to yourself. You deserve that kindness just as much as anyone else.**



HEALTH SERVICES

Good health is one of the **building blocks** that enables young people to sustain housing, maintain relationships, pursue education and employment, and work towards their goals.

At Brisbane Youth Service (BYS), we support young people to access health care, strengthen wellbeing, and build the confidence and skills needed to navigate the health system beyond BYS.

Our approach recognises that physical health, mental health, housing, relationships, life experiences, and connection to community are all interconnected. Rather than focusing on a single issue, we work alongside young people to understand the whole picture and respond to the factors shaping their wellbeing.

Throughout the year, BYS continued to strengthen how health services are delivered across the organisation. This included achieving Australian General Practice Accreditation Limited (AGPAL) accreditation for the BYS Health Clinic and continuing to develop a more integrated approach to mental health and alcohol and other drug support. These improvements help ensure young people receive safe, high-quality, and coordinated care that is responsive to their needs.



The Health Clinic

Many young people face barriers to accessing health care, including cost, transport, fragmented service systems, and previous experiences of stigma or trauma. To help overcome these barriers, the BYS Health Clinic provides free, youth-specific health care in a safe, welcoming environment for young people engaged with BYS and their children.

Open Monday to Friday, the fully bulk-billed clinic is staffed by two General Practitioners, a Registered Nurse, a Social Support Coordinator, and a Practice Manager. The service provides general health care, including sexual and reproductive health support, health assessments, referrals, and care coordination.

The team works with young people to understand treatment options, connect with specialist and community-based services, develop health literacy, and make informed decisions about their wellbeing.

Throughout the year, BYS continued strengthening its clinical governance framework, supported by a Clinical Governance Committee that oversees quality, safety, risk management, and best-practice clinical care across the organisation. A significant milestone was achieving accreditation through AGPAL, confirming that the clinic meets national standards for clinical governance, quality, and safety. This reflects significant work to strengthen policies, procedures, quality improvement processes, risk management, and clinical oversight across the service.

The clinic also continued strengthening partnerships with Children's Health Queensland, Metro North Hospital and Health Service, local pharmacies, and community health providers.


Welcome to country



JANE'S* STORY

I'd like you to think of someone who is experiencing homelessness.

Who came to mind? Did you picture a 17-year-old? Did you picture someone trying to finish high school? Did you picture someone who grew up in a financially comfortable family?

Probably not. **But that was me.**

I grew up in a financially well-off family. We had a nice house, travelled often and money wasn't something I ever had to worry about. I didn't know then that domestic violence could happen to anyone. I didn't realise then that nothing you did made you deserve violence, even if it was behind closed doors. But violence is violence. Abuse is abuse.

I thought homelessness happened to other people – not to someone like me. But homelessness isn't always caused by financial hardship. For me, it happened because home was not a safe place to be.

I made the decision to leave because of domestic violence. With no extended family, leaving meant walking away from everything familiar without knowing where I'd sleep the next week, whose couch I'd be on, or how long I'd be welcome before I became a burden. Every day I wondered where I would go next.

I spent my final year of high school couch surfing between friends' houses before I was incredibly fortunate that a childhood friend offered to take me in long-term. At times, it felt like I had evicted myself from society. I believed I had destroyed my future. My plans for university disappeared overnight, and for the first time in my life, I felt completely alone and out of options. These moments come to haunt me now still, years after.

When you lose hope, unhealthy coping mechanisms can start to look like solutions. Alcohol, drugs, and nightlife suddenly seemed appealing – not because I wanted that life, but because I couldn't see another future. I just wanted to numb myself to my emotions and the reality that seemed too hard to handle. Anything felt better than going home. My world of opportunity and future had collapsed.

But something unexpected happened instead. After leaving my family home, my terror and fear also left, and my mindset began to shift. Options I didn't even know existed appeared.

Growing up, I thought independence meant dealing with everything on my own. That kept me complacent and scared, fearing disappointment. Anger. Looking back now, I realised I wasn't independent. I was surviving. When I left home, I wasn't just searching for somewhere to stay. I was searching for somewhere I could finally begin to heal.

When I first connected with Brisbane Youth Service (BYS), I thought I just needed housing. Instead, I found people who helped me rebuild my life, one step at a time. I first connected with a youth worker in the BYS Youth Support Program. For the first time, I had someone who listened without judgement. They didn't expect me to have everything figured out. They simply met me where I was and helped me take



**Jane's name and image have been changed to protect her real identity.*

the next step. For the first time in a long time, I didn't feel alone.

One of the most important supports I received was through the BYS Health Clinic. A big barrier I faced was accessing health care. Something as simple as looking after my reproductive health was financially out of reach. Growing up, regular health care wasn't something that was prioritised in my family, so I never developed those habits myself.

The clinic supported me to rebuild my relationship with my health. It gave me access to health care in a place where I felt safe, comfortable, and most importantly, respected. It taught me that my wellbeing mattered, and that taking care of myself wasn't something I had to earn.

Later, I moved into BYS's Falconer House. Having stable housing changed everything. Once I knew I had somewhere safe to sleep, I finally had the mental space to think beyond tomorrow. I could start planning for study, work, and the future instead of simply surviving each day. I also joined the BYS SAGE program, where I learned skills I never realised I was missing. I am still working on these skills today. Communities of people informed in trauma care taught me how to recognise healthy relationships, communicate honestly, build trust, and slowly become comfortable accepting support from others. For the first time, I was surrounded by other young people who understood what I'd been through. That helped me realise I wasn't broken – I had simply never been taught some of the life skills that many people take for granted.

Looking back, each BYS program became another building block. The Youth Support Program gave me guidance. The Health Clinic helped me care for my physical and mental health. Falconer House gave me stability. SAGE gave me confidence, life skills, and healthy relationships. Together, they taught me that accepting help isn't weakness. It's often the first step towards independence. I learned so much about myself, and so much about how options don't disappear when life changes. They come back in different forms, dressed differently. But when you come healed, you're going to notice self-confidence and calmness to challenges you didn't have before.

Before BYS, I thought independence meant never relying on anyone. Now I understand that real independence looks very different. Real independence is knowing when to ask for help, making informed decisions, taking responsibility for your wellbeing, and having the confidence to keep moving forward because you have the right support around you. The support I received transformed both my physical and mental health.

I began accessing health care regularly and learned how important it is to look after myself before things become a crisis. Mentally, I finally stopped living in survival mode. When you're constantly worried about where you'll sleep or whether you'll be safe tomorrow, it's almost impossible to think about your future. Having a safe place to live, regular meals, health care, and therapy gave me something I'd been missing – stability. Once I had that, I finally had the capacity to think about my future instead of just surviving each day.

Today I'm completing my Certificate III in Individual Support, working as a support worker, and pursuing a Diploma of Nursing at TAFE Queensland, with the goal of continuing on to university. Those achievements didn't happen because somebody handed me a future. They happened because BYS gave me the tools, opportunities, and confidence to build one myself. That's what great support does. It doesn't create dependence. It creates independence.

Young people need to know they have choices. They don't have to settle for violence. They don't have to settle for unhealthy relationships. They don't have to believe that surviving is the same as living. And they don't have to believe that asking for help is a sign of weakness.

Sometimes, all it takes to change that young person's future is someone who believes them, supports them, and reminds them they have a choice.

BYS was that for me. They gave me far more than housing. They gave me safety, health care, support, and the opportunity to rebuild my life. If my story helps one young person realise they deserve support or helps one person better understand what youth homelessness can really look like, then sharing it has been worth it.

Mental Health, Alcohol, and Other Drugs

Dual Diagnosis Approach

The vast majority of young people accessing the BYS Mental Health, Alcohol, and Other Drugs (MHAOD) Service experience both mental health and alcohol and other drug challenges, commonly referred to as a dual diagnosis. Young people with a dual diagnosis benefit from integrated mental health and alcohol and other drugs services, which provide the safest and most effective pathway to care.

Over the past year, BYS strengthened its Mental Health, Alcohol, and Other Drugs (MHAOD) Model of Care, with a key focus on integrating the Specialist Mental Health Service and Drug and Alcohol Program into a unified service response. This includes enhancing collaboration between practitioners and implementing a shared referral and triage process to ensure young people can access the most appropriate support at the right time.

Specialised Mental Health Service

The Specialised Mental Health Service (SMHS) provides youth-focused clinical mental health support for young people experiencing complex mental health challenges.

Through comprehensive assessment, therapeutic intervention, and ongoing care coordination, psychologists support young people to improve wellbeing and build pathways to longer-term support. Assessments can open pathways to formal diagnoses, specialist services, disability supports, and other appropriate care options.

The team also provides consultation and specialist expertise across BYS, strengthening the organisation's capacity to respond effectively to the mental health needs of young people.

The SMHS was funded by Brisbane North PHN during 2025–26. On advice that PHN funding will be redirected to Headspace Plus, BYS has committed to funding psychology services for the next 12 months while a sustainable long-term funding source is secured.

Drug and Alcohol Program

Funded by Brisbane North PHN and Queensland Health, the Drug and Alcohol Program continued to deliver evidence-based harm minimisation services for young people experiencing alcohol and other drug-related challenges.

Harm minimisation recognises that positive change is often gradual, non-linear, and is achieved through trusted relationships and ongoing support. Through outreach, counselling, case management, Needle and Syringe Program services, and the Take-Home Naloxone program, the team supports young people to reduce harm, improve wellbeing, and work towards goals that are meaningful to them.

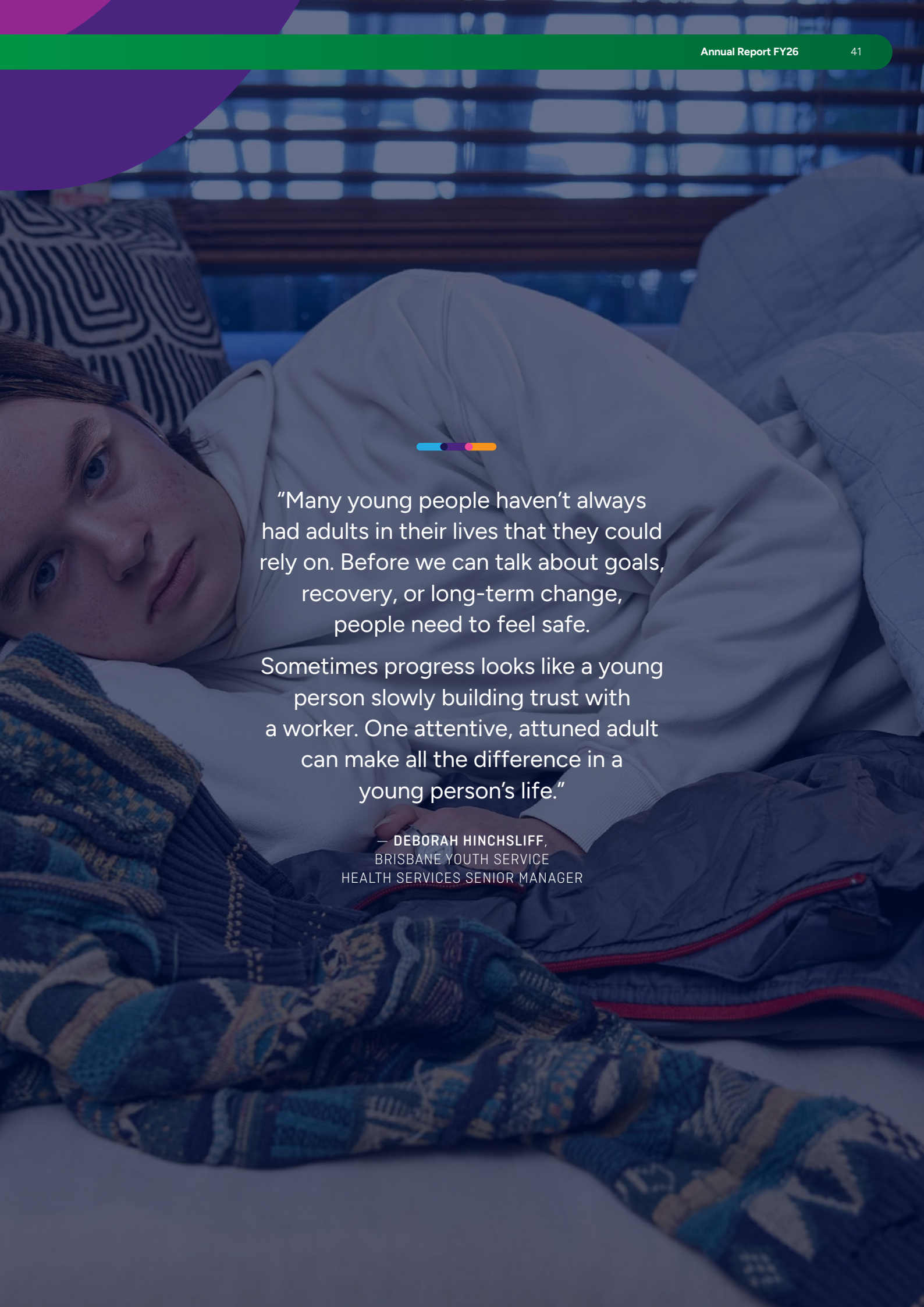
BYS also continued its partnership with the State Penalties Enforcement Registry (SPER), helping eligible young people to reduce outstanding SPER debt through engagement with drug and alcohol services.

The Way Back Support Service

For much of the year, BYS delivered The Way Back Support Service in partnership with Communify. Based on Beyond Blue's aftercare model, the program supported young people following a suicide attempt or suicidal crisis as they transitioned from hospital back into the community.

BYS brought youth-specific expertise to the partnership, helping ensure support was trauma-informed, developmentally appropriate, and responsive to the unique challenges young people may experience.

In 2026, BYS reviewed the service and its alignment with organisational priorities. While The Way Back Support Service provided valuable support to young people, the partnership model required significant coordination across two organisations and supported a broader cohort of young people than BYS's primary focus on those experiencing or at risk of homelessness. Following this review, the partnership has now concluded. This decision reflects BYS's commitment to directing resources towards specialised, homelessness-focused services where we can have the greatest impact.



"Many young people haven't always had adults in their lives that they could rely on. Before we can talk about goals, recovery, or long-term change, people need to feel safe.

Sometimes progress looks like a young person slowly building trust with a worker. One attentive, attuned adult can make all the difference in a young person's life."

— **DEBORAH HINCHSLIFF**,
BRISBANE YOUTH SERVICE
HEALTH SERVICES SENIOR MANAGER

YOUNG WOMEN, FAMILIES, AND SAFE RELATIONSHIPS

Children and young people need safe, supportive relationships and stable environments to thrive. For many of the young people who come to Brisbane Youth Service (BYS), experiences of homelessness, domestic, family, and sexual violence (DFSV), and relationship breakdown have **fractured these foundations**.

The BYS Young Women, Families, and Safe Relationships portfolio works with young people and their children to strengthen relationships, build safety, and support wellbeing.

During the year, the Ruby's Reunification Program also came under this leadership structure. This has brought together all programs funded by the Queensland Department of Families, Seniors, Disability Services and Child Safety, creating greater opportunities for collaboration across programs supporting children and families.

Young Women's Program

The Young Women's Program supports young women experiencing or at risk of homelessness, many of whom have experienced domestic violence, sexual assault, or complex trauma. The team provides intensive case support and advocacy.

Young Families Program

The Young Families Program supports young parents and their children.

A key focus of the program is strengthening parent-child relationships. The team is trained in Circle of Security, an attachment-based parenting approach that supports parents to understand what children may be communicating through their behaviour, recognise when a child needs comfort or encouragement to explore, and reflect on how their own experiences may shape their parenting.

Alongside this work, a Targeted Family Support Worker provides early intervention for families whose children may be at risk of entering the child protection system.

Children can access specialised support through play therapy, which helps them process experiences and build emotional wellbeing. Currently funded through philanthropy, the service is limited in scope, and additional investment would allow more children to benefit.



Young Parents Group

The Young Parents Group continued weekly during school terms, supporting parents to build confidence, strengthen attachment, and connect with other young families.

For families without reliable access to a kitchen or suitable play space, the group also provides the opportunity to spend time together in a homely environment.

Ruby's Reunification Program

The Ruby's Reunification Program supports young people aged 12 to 15 who are at risk of homelessness due to family conflict or relationship breakdown. Delivered through dedicated houses on Brisbane's northside and southside, the program combines short-term stays, family counselling, and therapeutic support to rebuild trust, strengthen relationships, and enable young people to remain safely connected to family. During the year, funding from Hand Heart Pocket also supported outreach counselling for young people and their families.

This year, BYS began an independent evaluation in partnership with The University of Queensland Institute for Social Science Research (UQ ISSR) to better understand the program's outcomes and impact.



Safe Mums and Young Bubs

Now in its second year, Safe Young Mums and Bubs provides accommodation and intensive support for young mothers experiencing homelessness, DFSV, and challenges around their parenting.

This year, an independent evaluation by UQ ISSR found that the program delivered significant improvements in parenting confidence, life skills, mental health, and healthy relationships. As at 30 June 2026, four young women had graduated and moved into stable housing with their children, demonstrating the impact of a model designed to keep families safely together.

A highlight of the year has been establishing a playgroup that supports graduates and their children to maintain connections and build supportive peer networks.

"My BYS workers are the only people I've got in my life, and they've been so helpful navigating me through my new adjustment as a mum."

— YOUNG PERSON

"It was a struggle in the beginning, but then we found our way. Turns out this was what was missing, and I'm glad I chose to stay."

— POEM EXERPT, YOUNG PERSON

Young Dads

The Young Dads team expanded to two workers this year. The program supports young fathers and young men in fathering roles to build safe, positive relationships with their children, regardless of their level of contact or custody.

Workers support fathers to strengthen their parenting identity, be accountable for their actions, and make choices that prioritise their children's safety and wellbeing.

Safe Relationships

Our Safe Relationships programs support young people to recognise, navigate, and recover from DFSV. By embedding specialist DFSV expertise within a youth homelessness service, young people can access support from trusted workers in a familiar environment, which can reduce barriers to seeking help.

Youth Domestic, Family, and Sexual Violence Specialists

BYS now has dedicated funding from the Queensland Department of Families, Seniors, Disability Services and Child Safety for Specialist Youth DFSV support. While BYS has long responded to violence in the lives of young people, this investment recognises our expertise in providing trauma-informed DFSV support for young people experiencing or at risk of homelessness.

Four Youth DFSV Specialists provide crisis response, safety planning, risk assessment, and advocacy. Demand remains high, reflecting both the prevalence of violence among young people accessing BYS and the complexity of challenges they face.

Beyond direct support, the team provides consultation across BYS, strengthening the organisation's capacity to respond to DFSV. BYS continues to be recognised for youth-focused DFSV expertise within Brisbane's Integrated Service System Response and High Risk Teams.

SAGE

SAGE is a group program for young women and non-binary young people who have experienced DFSV. The group offers a safe, supportive space to reflect, heal, and build understanding of healthy relationships. It helps reduce isolation and strengthen wellbeing through peer connection and trauma-informed support.

SAGE+

SAGE+ is a group program for LGBTIQA+SB young people aged 18 to 25 who have experienced DFSV. SAGE+ supports healing, safety, and connection for young people who are often overlooked in violence prevention and recovery services.

BYS remains proud to be involved in the Partners in Prevention of Sexual Violence Project, led by La Trobe University's ReGEN Research Group. Through this collaboration, SAGE+ contributes to growing evidence about effective approaches to preventing sexual violence among LGBTIQA+SB young people.

KIND (Kinship, Improving relationships, No violence, Developing skills)

KIND is an evidence-based, voluntary program for young people using violence, past or presently, in their family setting or intimate partner relationships. Through a therapeutic and strengths-based approach, the program supports young people to understand the impact of their behaviour, build safer ways of relating, and develop skills for emotional regulation.

Demand for KIND remains strong. However, the program continues to operate with limited dedicated funding.



"I'm able to feel heard and be comfortable to talk about my problems and work on them in a safe space, especially as a member of the LGBTQIA+ community."

— YOUNG PERSON


EXIT



MEAGAN'S* STORY

I was 17 years old, finishing high school, and caring for a **newborn baby** when I made the decision to leave home.

I had been living in a toxic family environment for a long time. Everything had to be perfect and to unrealistic standards, and once I became pregnant and she was born, that just wasn't possible anymore. I spent my days rushing to keep up and then bracing for impact. Eventually, it all became too much.

I'd only had my car for a few days when I decided I couldn't live there any longer. Every night I told myself I couldn't do it anymore, and every morning I wondered where we were going to go – until one day, I left for good.

My daughter and I slept in the car for the next couple of nights. I was terrified. Every car that slowed down felt like a threat. And doing this with a newborn was exhausting – the constant shuffling, the air mattress that never lasted, the lack of rest.

And even still, those nights felt safer than being at home.

When I turned 18, my daughter and I went to Brisbane Youth Service (BYS) for help.

The Intake team were so lovely. When we arrived, my daughter needed a nappy change and I was completely exhausted. The first thing they did was take me straight to the pantry, helped us get cleaned up, and made sure we had food. They didn't even wait.

It felt like I had been walking past people all day and no one knew what was going on. And then finally someone just looked at me and just knew. There was no rushing. They didn't need my whole story. They just asked one simple question: *"Do you have anywhere to go?"*

I said no. And that was enough.

That same day, BYS got us off the street. By five o'clock, my daughter and I had a roof over our heads in a motel. I remember lying on this massive super-king bed, stretching my arm out and barely touching the other side. It felt like luxury, not because it was fancy, but because we were safe.

We stayed in crisis accommodation for about six and a half weeks. I'm incredibly thankful for that time. Having a roof over our heads meant so much.

At the same time, it's important to be honest about the reality of crisis accommodation, especially with a baby. Even with somewhere to stay, it could still feel pretty scary. Some of the people there made me feel uncomfortable, and there was always this background worry about how long we'd be able to stay. What made a big difference was that BYS stayed alongside me. They helped extend our accommodation when needed and made sure we weren't suddenly left without a roof over our heads. I was so grateful for that continuity of care.

One other really positive thing during that time was finally feeling a sense of community.

I'd gone from being a teenager at school, surrounded by friends, to being 18 with a baby waking me up every three hours and spending most days staring at four walls. Life felt so small. I made friends with the mum in the room next to mine, and there was another mum with older kids who my daughter loved being around. Being able to connect with other people, even just



**Meagan's name and image have been changed to protect her real identity.*

one or two, and not feel so invisible meant more to me than I realised at the time.

Not long after that, BYS called to let me know my daughter and I could move into one of their Housing and Tenancy Support (HATS) houses.

You know that whole-body excitement you get when you go to the beach? It took months for that feeling to wear off. For the first time, I felt the kind of freedom and independence I'd never had before. The best thing about that time was that I got to just be with my daughter. I got to watch her grow from this tiny little blob who couldn't even hold her head up into a whole human with opinions. We took daily walks for naps, sometimes twice a day, and life slowed right down.

There's a real beauty in boredom. We try to keep so busy as humans, but sometimes it's nice to do nothing. To stop needing to be in survival mode and to just breathe.

That was also when I started working closely with my BYS key worker.

He was incredible the entire time. He supported me with every aspect of life, but what meant the most to me was his consistency. The weekly check-ins and having something to show up for. When life feels like an endless cycle of waking up through the night, the days don't really feel like they have an end, so having something to look forward to was really important to me.

He also helped me with goal-setting and accountability. Not because I wasn't setting goals myself, but because he helped me think about how I could make my life better and move forward. We talked about budgeting, saving money, and staying on top of life admin.

Even small things like writing to-do lists or putting money aside for tax instead of scrambling later. They're habits I still carry with me today.

I was also part of BYS's SAGE group. It was one of the first opportunities I had to do something just for myself and learn about healthy boundaries. The workers were incredibly supportive with my daughter. She was a very hands-on baby and only wanted me, and they worked patiently to help her feel safe and settled. Knowing she was okay meant I could actually focus.

Another turning point came when my BYS key worker supported my social housing application and wrote me a recommendation letter.

Because of that support, my daughter and I were able to move into stable housing much sooner than I ever could have managed on my own.

When we moved in, I remember thinking, *"here we go again, another move"*.

But this one felt different. It was for the long term. I planted plants in the ground. We installed air-conditioning. It stopped feeling temporary and started feeling like home. The word *bliss* comes to mind.

Around the same time, I connected with a BYS Youth DFSV Specialist. She supported me to process the circumstances surrounding my pregnancy and apply for Victim Assist Queensland funding. This opened up so many more possibilities for us. It gave me the resources to help build a life for my daughter. I could buy the things she needed and make our house feel like a home. She even has her own little berry garden now.

Just knowing she wouldn't have to keep moving around after already living in four different places was the biggest relief of all. For the first year of her life, she was incredibly clingy. I couldn't



leave the room without her screaming. I couldn't even go to the toilet in the middle of the night without bringing her with me. She didn't know what was happening, but I know she didn't feel secure.

Now, it's different. She plays independently. She explores. She's starting to seek her own independence. And that tells me she finally feels safe.

Looking back now, the biggest thing I've learned about myself is honestly that my determination is second to none. If I want something badly enough, I can make it happen.

I'm more sure of myself now and of who I am. I didn't have much confidence before and I didn't feel like I had a lot going for me. But I've watched myself build something, brick by brick.

QUALITY, RESEARCH, AND INNOVATION

The Quality, Research, and Innovation (QRI) team continued to strengthen quality practice, research, evaluation, and organisational improvement across Brisbane Youth Service (BYS) throughout 2025–26.

In the quality, auditing, and compliance space, BYS successfully maintained accreditation against the Human Services Quality Framework Standards in July 2025 and passed the Housing Services Review against the Specialist Homelessness Services Standards in August 2025. The team also coordinated the National Regulatory System for Community Housing annual compliance return, with results pending at the time of publication.

As we do every year, the Continuous Quality Improvement Group and Diversity and Inclusion Group continued to identify and implement improvements across BYS. These employee-led groups play an important role in enhancing service quality, strengthening practice, and ensuring our services continue to evolve in response to the needs of young people.

Our commitment to research and evaluation remained strong throughout the year. We continued our partnership with the Institute for Social Science Research (ISSR) at The University of Queensland to evaluate innovative responses to youth homelessness prevention and family wellbeing.

This included a collaborative evaluation of the Ruby's Reunification Program, a specialist family reunification model designed to prevent young people entering the homelessness system by strengthening family relationships and supporting young people to remain safely connected with family. Early findings indicate encouraging improvements in young people's relationship skills, family functioning, and housing stability, while also contributing valuable evidence about effective early intervention approaches for youth homelessness prevention.

We also partnered with ISSR to undertake an interim evaluation of the Safe Young Mums and Bubs (SYMB) program, an innovative BYS initiative supporting young mothers and their children who are experiencing homelessness, domestic and family violence, and risk of child protection intervention. The evaluation found strong evidence that the program is achieving its intended outcomes for participating families, with young mothers reporting improved mental health, increased parenting confidence, stronger independent living skills, and enhanced relationships with their children. Workers and participants highlighted the value of the program's 24/7 wraparound support model, trauma-informed practice, and focus on building parent-child attachment. The evaluation also identified the critical role of safe housing in supporting young families to remain together and thrive.

The QRI team also continued to lead major organisational projects. A significant focus was the transition from our legacy client record management system to CSnet. Extensive planning, employee engagement, system configuration, training, and change management activities were undertaken throughout the year to prepare the organisation for implementation. The project will deliver improvements in data quality, reporting capability, and service delivery efficiency across BYS.

Alongside this work, our Practice Lead and First Nations Practice Lead developed and completed an extensive project to create a new BYS Practice Framework. The framework is designed to strengthen consistency of practice across services and articulate the evidence, principles, and values that underpin our work with young people, children, and their families. The framework, currently in its final stages of drafting, brings together BYS values, worker wisdom, young people's voices, and evidence-informed approaches into a shared foundation for ethical, reflective, and high-quality practice. Developed through consultation with young people and workers across BYS, the framework identifies five connected practice streams: Cultural Responsiveness and Cultural Safety, Seeing the Child, Growing Inclusion, Collaboration for Better Outcomes, and Creating Safer Possibilities. These streams provide a common language for supervision, induction, service delivery, case consultation, and continuous improvement, while supporting teams to reflect on what good practice looks like in everyday decisions, relationships, and responses to risk and complexity.

This year has been another successful year for the QRI team as we continue to strengthen quality systems, contribute to the evidence base for effective youth services, support organisational change, and ensure the voices of young people remain central to the work of BYS.

Youth Engagement

This year, BYS launched the most recent version of the Youth Engagement Framework. The framework was created in collaboration with young people at BYS. It guides youth engagement work at BYS across two key strands: young people participating in decision making and BYS Storytellers, where young people share their personal stories to raise awareness and influence the sector beyond BYS. While the document is internal, the focal point of the framework is the Six Principles of Youth Engagement, which can be found on the BYS website: **brisyouth.org/about/youth-engagement**.

For much of 2025–26, the Youth Engagement team has been developing the BYS Youth Advisory Group (YAG). This is an exciting new initiative that builds on the strong foundation of co-design and youth participation at BYS. It will provide young people with a formal and ongoing mechanism to influence organisational decision making. The YAG has been designed to ensure young people's voices contribute to policy, research, service design, and organisational strategy, supporting BYS's commitment to meaningful youth participation.

Throughout the year, Youth Engagement collaborated with over 40 young people across the organisation to design services and programs at BYS. One important project was the design of the new BYS Practice Framework. Youth Engagement conducted approximately 15 hours of discussions with young people, and their insights and ideas have been incorporated into the development of this piece of work, ensuring that the practice approach at BYS is informed by young people and their lived experience.

Youth Engagement has also supported ten young people to engage with BYS Storytellers this year, and they have contributed their stories and lived experience to over 25 story sharing opportunities, including speaking events, campaigns, and social media. As part of the ongoing development of BYS Storytellers, Youth Engagement has been strengthening the BYS Storytellers processes throughout the year, increasing mechanisms around safety and support, and building young people's transparency and decision making in how they share their stories.



OUR PEOPLE

At the heart of Brisbane Youth Service (BYS) is a diverse team of more than 200 full-time, part-time and casual employees dedicated to creating new futures for young people.

United by a shared purpose and values, BYS workers bring a wealth of skills, experience, and perspectives to their work. Through collaboration, ongoing learning, and a commitment to service excellence, they help create lasting positive change in the lives of young people and young families.

EXECUTIVE LEADERSHIP



Pam Barker

CHIEF EXECUTIVE OFFICER

Pam joined BYS in 2022, bringing 18 years of experience in youth-focused services across organisations, including Yfoundations, the Black Dog Institute, ACON, and Open Doors Youth Service.

She is deeply passionate, with strong government relationships, a passion for advocacy, and a sound record of influencing policy reform at both state and federal levels, particularly in relation to young people experiencing homelessness, those involved in the child protection system, and LGBTIQA+SB young people.

Pam volunteers her expertise on several ministerial advisories and is well respected nationally across the youth homelessness sector.

Pam holds a Bachelor of Psychology, is a graduate of INSEAD and Harvard Business School, and has completed executive postgraduate education. She is also a graduate of the Australian Institute of Company Directors and the Australian Institute of Clinical Governance.

Her visionary leadership, strategic acumen, and lived experience of overcoming homelessness drive her unwavering commitment to creating meaningful, lasting change for young people.



Jordan McCarthy

OPERATIONS DIRECTOR

Jordan joined BYS first as the Corporate Services Director in early 2021, and assumed the role of Operations Director in 2026. With extensive experience across the not-for-profit, tertiary education, and IT sectors, Jordan has focused on helping 'for-purpose' organisations build their reputations, become more client-focused, modernise systems for greater efficiency, and ensure financial sustainability.

Jordan is an Australian Institute of Company Directors graduate and holds master's degrees in International Business and International Communications, and a Bachelor of Science in Management (Finance).

Jordan currently oversees Brisbane Youth Service's Operations teams:

- Finance
- Fundraising, Marketing, and Communications
- Quality, Research, and Innovation
- Operations and Technology



Caroline McGuire

PEOPLE AND CULTURE DIRECTOR

Caroline joined BYS as the People and Culture Director in 2024. She is a Fellow Certified Practitioner Human Resources (FCPHR) with a Master of Business Psychology and qualifications in coaching and change management.

Caroline has held prominent leadership roles with the Australian HR Institute (AHRI) and across a variety of other organisations and sectors. She is skilled in designing and implementing HR strategies that support strategic organisational objectives. Her accomplishments include building diverse teams, driving cultural transformation, coaching leaders, introducing effective HR systems, and supporting organisations through periods of growth and change.

At BYS, Caroline leads the organisation's People and Culture initiatives, supporting and enabling the strategic direction and capability of the organisation through the development and implementation of Human Resources, Industrial Relations, and Work, Health, and Safety strategies. As the primary custodian of culture, she embraces BYS's vision, values, and objectives, fostering an inclusive, high-performance, and accountable workplace culture.



Paul Moran

HEALTH AND INTAKE DIRECTOR

Paul joined BYS as the Clinical Health Services Director in 2025 and assumed the role of Health and Intake Director in 2026. Paul brings over 25 years of nursing experience, including more than 15 years in senior leadership roles across public and private health sectors.

He holds a Master of Clinical Leadership and has led clinical teams across paediatric, youth, and adult services. Paul is passionate about evidence-based practice, collaboration, and improving young people's experiences. His role is central to advancing our wraparound support model, ensuring young people receive integrated, holistic health services tailored to their needs.

Paul currently oversees Brisbane Youth Service's Health and Intake teams:

- Intake and Youth Support
- The Health Clinic
- Health Services
- Brisbane Zero



Simone Schofield

HOUSING AND PROGRAMS DIRECTOR

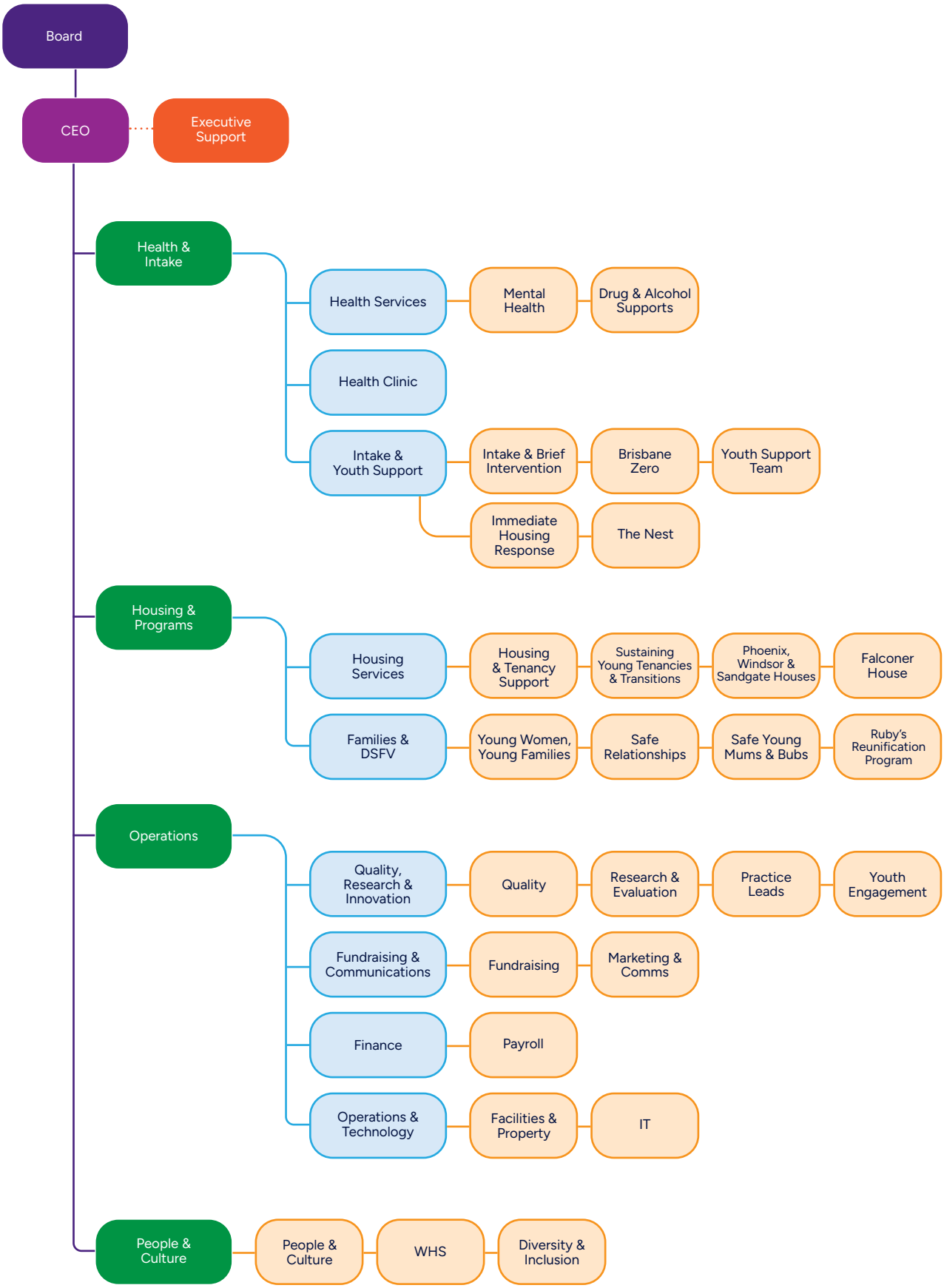
Simone joined BYS as the Housing and Programs Director in 2026, bringing extensive leadership experience across the human services and professional services sectors. Driven by social justice, operational excellence, and community impact, she has led diverse portfolios across aged care, disability, housing, and youth and family services. Simone brings valuable expertise in management consulting and fractional leadership within complex, regulated environments, focusing on service improvement, governance, and sustainable organisational change.

She holds qualifications in Law (LLB) and Applied Science (Hons), is a certified Project Management Professional (PMP), and is currently completing postgraduate studies in Counselling. Her experience spans local and international contexts, shaping a broad perspective she brings to her work at BYS to enhance equity and housing stability for communities experiencing disadvantage.

In her role, Simone oversees:

- Housing Programs
- Families and Domestic, Family, and Sexual Violence (DFSV) Programs

OUR ORGANISATION



OUR PARTNERS AND SUPPORTERS

Every safe place, practical opportunity, and moment of support is **made stronger** by the people and organisations who stand alongside Brisbane Youth Service (BYS) and the young people we support.



Across the year, our community contributed through generous donations, philanthropic funding, workplace and community fundraising, pro bono expertise, volunteering, and practical goods. Each contribution played a part in supporting young people to access safe housing, personalised care, and the brighter futures they deserve.

We are deeply grateful to everyone who shared their resources, skills, time, and belief in our work.

To every supporter and partner who walks alongside us and the young people we support, thank you! Your belief in our mission and your commitment to young people is truly inspiring. Together, you show what's possible through collective purpose and community-led action. Together, we are creating pathways for young people to access the support, opportunities, and resources they need to rebuild their lives.



Pictured: MinterEllison employees with BYS employees Jessie Jackson, Laura Watson, and Vanessa Tan during 2025 Christmas Hamper Drive.

What partnership and support made possible

Creating safe and welcoming spaces

Our partners and supporters helped make BYS accommodation and service environments safe, practical, and welcoming. Contributions ranged from property and professional expertise to furniture, essential items, working bees, and improvements to spaces used by young people and young families. Each contribution helped create places where young people are treated with dignity and can feel supported from the moment they arrive.

Daggy Jumper Day

Held during Homelessness Week each year (first full week of August), Daggy Jumper Day brings people together to raise awareness, spark conversations, and show support for young people experiencing homelessness.

This year marked our 13th Daggy Jumper Day, with schools, workplaces, community groups, corporate partners, sector organisations, and local and state government representatives embracing the spirit of the event with plenty of daggy flair. Across Brisbane, supporters pulled on their most colourful, creative, and nostalgic jumpers to raise vital funds and demonstrate that hope is always in style.

Our annual breakfast event and much-loved fashion parade brought supporters together for a morning of connection, celebration, and a little friendly competition for the coveted title of 'daggiest jumper'. From laughter and community spirit to meaningful conversations about youth homelessness, the day reinforced what can be achieved when people come together behind a shared cause.

We're incredibly grateful to everyone who got involved and helped make Daggy Jumper Day 2025 such a vibrant and inspiring success. Together, you're helping create brighter futures for young people across Brisbane.



Pictured: Councillor Vicki Howard, BYS Board Director Loretta Lynch, BYS CEO Pam Barker, Bluebird Founder and Managing Director Riye Arai-Coupe, and St Joseph's College Reidy House Dean Michael Wooldridge at 2025 Daggy Jumper Day.









Pictured (clockwise from top left): Architectus employees at BYS Windsor House working bee; Finalyson's Timber and Hardware present cheque to BYS; young people attend Cirque du Soleil thanks to supporters; BYS CEO Pam Barker with Charter Hall Regional Development Director Qld & WA Bradley Norris.

Investing in programs and lasting change

Philanthropic, corporate, and community funding helped BYS strengthen essential services and create new opportunities for young people and young families. This support enabled us to respond to immediate needs while investing in housing, health, family support, and early intervention and prevention approaches that help young people move towards greater safety, stability, and independence.

Sharing expertise, time, and influence

Businesses, schools, community groups, and individuals used their skills, networks, and creativity to support young people. Through pro bono assistance, workplace and community fundraising, volunteering, and events, they helped strengthen our work and build a greater understanding of youth homelessness across the wider community.

Working together to deliver support

BYS works alongside housing, health, legal, education, government, sector, and community organisations so young people can access coordinated support responsive to their individual circumstances. These partnerships and referral pathways connect young people with additional expertise and opportunities, while contributing to a stronger, more connected service system.

Youth Homelessness Matters Day

Joined by Rebecca Young MP, Councillor Vicki Howard, the Hon Di Farmer MP, the Hon Grace Grace MP, Joe Kelly MP, BYS Patron Steve Renouf, and supporters from across our community, the morning focused on the power of collaboration, early intervention, and youth-specific support. Through interactive activities and discussions, guests gained insight into the challenges young people can face when experiencing homelessness and the role we can all play in creating lasting change.

The event provided an opportunity to reflect, listen, and recommit to the work of ending youth homelessness. It highlighted that ending youth homelessness requires more than awareness. It requires commitment, collaboration, and action across the community, government, and private sector, backed by investment in proven solutions that support young people to thrive.

We thank our supporters, partners, and advocates for standing with BYS and helping amplify the voices of young people. Your support strengthens our collective impact and brings us closer to a future where no young person experiences homelessness because, as our CEO, Pam Barker reminded guests on the day, we can't do it alone, but together we can create meaningful change.



Pictured: BYS Operations Director Jordan McCarthy, Health and Intake Director Paul Moran, People and Culture Director Caroline McGuire, and Housing and Programs Director Simone Schofield at 2026 BYS Youth Homelessness Matters Day Breakfast.

With thanks

We extend our sincere thanks to every individual, business, foundation, school, community group, and organisation that supported BYS throughout 2025–26.

Funding and philanthropic partners and supporters

Australian Philanthropic Services Foundation, Banksii Foundation, Brisbane City Council, Hand Heart Pocket, Paul Ramsay Foundation, Property Industry Foundation, The Frangipani Foundation, The John Waller Foundation, The Shepherd Family Foundation, and Thunderbird 2 Foundation.

Corporate and pro bono partners and supporters

Alexilum, Architectus, Bluebird, Charter Hall, City Beach, Commonwealth Bank, Euvoric, Findex Community Fund, Finlayson's Timber and Hardware, Grant Thornton, Holding Redlich, Insurance Advisernet Australia, Investa, KPMG, MinterEllison, National Australia Bank, Oztix, Patch Agency, and Reef Digital Agency.

> *"Everything we do at Charter Hall is built on a philosophy of mutual success. As our business grows, so should our contribution to the communities in which we operate. What began as a place-based partnership with Brisbane Youth Service through the development of 360 Queen Street has grown into a broader commitment to supporting young people experiencing, or at risk of, homelessness. Through fundraising, volunteering, and targeted capacity building, we're helping BYS expand its impact, including funding a dedicated play therapist within its Young Families program to support more young people and families across Brisbane."*
>
> *— Natalia Devlin, Chief Experience Officer Brand, Sustainability & Experience, Charter Hall.*

Community partners and supporters

Brisbane Boys' College, Brisbane Girls Grammar School, Brisbane Grammar School, Cannon Hill Anglican College, Corinda State High School, Oakleigh State School, Reidy House St Joseph's College Gregory Terrace, Real Feels Music, Share the Dignity, and Umbrella (Brisbane).

> *"We're really proud to be hosting our third annual Raising the Roof this year. We wanted to give back to the community, especially because I spent eight to six months homeless myself when I was a teenager. It just felt like a really good reason to raise money to help people. We chose Brisbane Youth Service because the show falls just after Homelessness Week, and we wanted to focus on young people. I think the more we can do for young people to change their environment and offer them support, the better we can do as a whole."*
>
> *— Sam Geddes, Founder, Real Feels Music.*

Your support helps create a community where young people are heard, valued, and able to build safer, more hopeful futures.

2025 ANNUAL GENERAL MEETING (AGM) MINUTES

Held at:

Brisbane Youth Service Youth Support Centre

518 Brunswick Street, Fortitude Valley

Tuesday 25 November at 3 pm

Proceedings:

Meeting open

Michelle Wade, Board President, opened the meeting at 3:11 pm, welcomed attendees, and noted the apologies received from those unable to attend.

Welcome to Country

Refiti Tovi led the Welcome to Country on behalf of Song Woman Maroochy of the Turrbal People, acknowledging the Traditional Owners of the land and sharing a blessing song.

Introduction to BYS Storytellers

Dr Jenny Penton, Youth Engagement Lead, highlighted BYS's commitment to amplifying the voices of young people with lived experience of homelessness through the BYS Storytellers program. She explained that the collaborative process enables young people to share their stories safely and on their own terms, helping audiences better understand both the challenges they face and their resilience.

Guest Speaker – Seth*

Seth shared his personal story, including his background and experiences of working with BYS through a conversation with his key worker. Michelle Wade thanked Seth and acknowledged other young people who contributed to the Annual Report: Helen, Jessy, Amy, and Jason.

**Young person's name has been changed for privacy.*

Adoption of 2024 minutes

Michelle Wade called for BYS members to confirm and accept the 2024 AGM minutes. No objections were raised.

Motion: That the minutes of the Brisbane Youth Service Annual General Meeting held on 26 November 2024 be accepted.

Moved: Loretta Lynch

Seconded: Catherine Scott

Outcome: Motion carried

President's Report

Michelle Wade presented the President's Report, reflecting on increased demand for services and key achievements over the previous 12 months, including the opening of the BYS Youth Support Centre and establishment of the BYS Health Clinic. She thanked Board and Committee members, the Executive Leadership Team, Service Managers, employees, and government, sector, and philanthropic partners for their support.

Looking ahead, she outlined a focus on strengthening organisational foundations to ensure sustainability and maintain quality services. She concluded by thanking all stakeholders for their ongoing support.

Treasurer's Report

Tim O'Brien presented the Treasurer's Report, noting that the organisation recorded an operating surplus for the financial year. He explained that expenditure on services for young people had increased substantially over the past 12 months, alongside a similar increase in funding. Despite this growth, the surplus had decreased, reflecting the organisation's not-for-profit purpose, where growth translates into increased service delivery rather than profit.

He emphasised the importance of maintaining a strong financial position and noted that the organisation remained in a robust position, supported by reserves and investments. He also thanked government and philanthropic donors and acknowledged the work of the Finance team.

Motion: That the annual financial statements and the auditor's report for the year ended 30 June 2025 be adopted.

Moved: Timothy O'Brien

Seconded: Loretta Lynch

Outcome: Motion carried

CEO's Report

Pam Barker reflected on the organisation's history, paying tribute to Michael Tansky for his role in helping establish the service nearly 50 years ago. She also recognised the important contribution of First Nations young people and leaders throughout BYS's history. Looking ahead to the organisation's 50th anniversary in 2027, she described it as both a sombre and exciting milestone.

Pam highlighted the realities faced by young people experiencing or at risk of homelessness and emphasised that the statistics presented in the Annual Report represent real lives. She noted that most young people reported that BYS had made a big or huge difference in their lives.

Key achievements highlighted included:

- Opening the BYS Youth Support Centre and Health Clinic.
- Launching the Youth Domestic, Family, and Sexual Violence Practice Framework.
- Advocating for youth-specific homelessness policy.

Pam thanked the Executive Leadership Team, former Service Delivery Director Di Mahoney, the Board, employees and partners for their commitment and support.

She outlined the need to strengthen internal structures to ensure sustainability while continuing to innovate in response to increasing demand and concluded by thanking young people and stakeholders for supporting BYS's mission to create new futures.

Confirmation of Public Liability Insurance

Michelle Wade confirmed that the Board had complied with the Associations Incorporation Act by reviewing and maintaining public liability insurance for the 2025–26 financial year and providing cover details to all incoming members.

Election of the 2025 Board

The AGM was declared quorate by Laura Watson, Returning Officer. Five Board Member positions were declared vacant and open for nomination. The nominees were:

- Joshua Maris
- Admire Matsika
- Timothy O'Brien
- Anna Spencer
- Jeremy Turner

A vote was called from BYS members. Fourteen votes were received in favour of the nominations and zero votes against. This total included two proxy votes.

All nominees were declared elected unopposed by the Returning Officer.

Appointment of Auditor

Motion: That Pitcher Partners be appointed as auditors of the Association for the financial year ending 30 June 2026.

Moved: Jeremy Turner

Seconded: Loretta Lynch

Outcome: Motion carried

Meeting close

There being no further business, Michelle Wade declared the meeting closed at 4:01 pm.

Confirmed by: Michelle Wade, Board President, on 26 February 2026.

Confirmed:



Michelle Wade **Date** 26.02.2026
Board President

FINANCIAL REPORT 2025–2026

Concise Financial Report

The information contained in the concise financial report is expressed in Australian dollars. In addition, the Committee make the following representations:

- The concise financial report is an extract from the financial report;
- The financial statements and specific disclosures included in the concise financial report have been derived from the financial report;
- The concise financial report cannot be expected to provide a full understanding of the financial performance, financial position, and financing and investing activities of the entity as the full audited financial report; and
- Further information can be obtained from the full audited financial report and that financial report is available, free of charge, on request to the organisation.

The concise financial report includes the statement of financial position as at 30 June 2026, the statement of profit or loss and other comprehensive income and statement of changes in equity for the year then ended. Copies of our 2025–26 audited financial reports can be obtained by writing to the Secretary, Brisbane Youth Service, PO Box 1389, Fortitude Valley QLD 4006.

1. BRISBANE YOUTH SERVICE INC.
STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2026

	2026 ($)	2025 ($)
Revenue and other income		
Grant revenue	29,278,997	25,722,112
Other revenue	1,228,890	918,513
Other income	424,246	533,878
	30,932,133	27,174,503
Less: expenses		
Employee benefits expense	(19,299,282)	(14,733,126)
Client support services expense	(7,137,854)	(7,231,876)
IT costs	($718,329)	(864,185)
Property expenses	(1,323,096)	(1,291,971)
Depreciation expense	(780,669)	(501,685)
Motor vehicle and travel expenses	(131,544)	(120,095)
Audit, legal and consultancy fees	(502,933)	(150,391)
Insurance expense	(142,427)	(145,760)
Finance costs	(43,482)	(40,285)
Other operating costs	(1,128,566)	(1,215,733)
	(31,208,182)	(26,295,107)
(Deficit) / surplus before income tax expense	(276,049)	879,396
Income tax expense	-	-
(Deficit) / surplus for the year	(276,049)	879,396
Other comprehensive income		
Items that will not be reclassified subsequently to profit and loss		
Net change in fair value of financial assets designated at fair value through other comprehensive income, net of tax	(2,315)	7,891
Other comprehensive income for the year	(2,315)	7,891
Total comprehensive income	(278,364)	887,287

The accompanying notes form part of these financial statements.

2. BRISBANE YOUTH SERVICE INC.
STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2026

	2026 ($)	2025 ($)
Current assets		
Cash and cash equivalents	4,321,521	6,725,426
Receivables	225,061	845,514
Other assets	238,603	36,420
Total current assets	4,785,185	7,607,360
Non-current assets		
Receivables	277,362	216,104
Other financial assets	3,727,643	3,582,549
Lease assets	471,234	651,424
Property, plant and equipment	4,466,539	4,744,051
Total non-current assets	8,942,778	9,194,128
Total assets	13,727,963	16,801,488
Current liabilities		
Payables	1,868,547	2,939,216
Lease liabilities	249,515	270,564
Provisions	1,300,800	1,062,980
Contract liabilities	72,305	1,972,800
Total current liabilities	3,491,167	6,245,560
Non-current liabilities		
Lease liabilities	238,372	368,436
Borrowings	391,000	391,000
Provisions	444,864	355,568
Total non-current liabilities	1,074,236	1,115,004
Total liabilities	4,565,403	7,360,564
Net assets	9,162,560	9,440,924
Equity		
Reserves	1,670,587	1,652,701
Accumulated surplus	7,491,973	7,788,223
Total equity	9,162,560	9,440,924

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 2026

	Reserves ($)	Accumulated Surplus ($)	Total Equity ($)
Balance as at 1 July 2024	**1,647,949**	**6,905,688**	**8,553,637**
(Deficit) / surplus for the year	-	879,396	879,396
Other comprehensive income for the year	7,891	-	7,891
Total comprehensive income for the year	7,891	879,396	887,287
Transfer to retained earnings on disposal of financial assets	(3,139)	3,139	-
Balance as at 30 June 2025	**1,652,701**	**7,788,223**	**9,440,924**
Balance as at 1 July 2025	**1,652,701**	**7,788,223**	**9,440,924**
(Deficit) / surplus for the year	-	(276,049)	(276,049)
Other comprehensive income for the year	(2,315)	-	(2,315)
Total comprehensive loss for the year	(2,315)	(276,049)	(278,364)
Transfers to retained earnings, upon disposal of financial assets at fair value through other comprehensive income	20,201	(20,201)	-
Balance as at 30 June 2026	**1,670,587**	**7,491,973**	**9,162,560**

The accompanying notes form part of these financial statements.

4. BRISBANE YOUTH SERVICE INC.
NOTES TO FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2026

Basis of preparation

The concise financial report is a general purpose financial report that has been prepared in accordance with 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 (AASB). 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 was approved by the Committee on 24 September 2026.

The financial report has been prepared on a going concern basis, which contemplates continuity of normal business activities and the realisation of assets and the settlement of liabilities in the ordinary course of business.

Conversion from Incorporated Association to Company Limited by Guarantee

On 9 June 2026, Brisbane Youth Service Inc. converted from an incorporated association registered under the Associations Incorporation Act 1981 (Qld) to a company limited by guarantee registered under the Corporations Act 2001 as Brisbane Youth Service Limited. The conversion did not result in a change to the nature of the company's operations or principal activities. Upon conversion, the assets, liabilities and operations of Brisbane Youth Service Inc. continued in Brisbane Youth Service Limited.

New, Revised or Amended Accounting Standards and Interpretations Adopted

Brisbane Youth Service Limited has adopted all new, revised or amended Accounting Standards and Interpretations issued by the Australian Accounting Standards Board that are mandatory for the current reporting period.

PITCHER PARTNERS

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Independent Auditor's Report to the Members of Brisbane Youth Service Limited

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Brisbane Youth Service Limited (the "Registered Entity"), which comprises the statement of financial position as at 30 June 2026, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes to the financial statements including a summary of material accounting policies, and the director's declaration.

In our opinion the financial report of Brisbane Youth Service Limited 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 2026 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 Regulations 2022*.

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 2026, 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.

Adelaide | Brisbane | Melbourne | Newcastle | Perth | Sydney

bakertilly NETWORK MEMBER

Nigel Fischer, Mark Nicholson, Peter Camenzuli, Jason Evans, Kylie Lamprecht, Norman Thurecht, Brett Headrick, Warwick Face, Cole Wilkinson, Simon Chun, Jeremy Jones, Tom Splatt, James Field, Daniel Colwell, Robyn Cooper, Felicity Crimston, Cheryl Mason, Kieran Wallis, Murray Graham, Andrew Robin, Karen Levine, Edward Fletcher, Robert Hughes, Tracey Norris, Anthony Kazamias, Sean Troyahn, Adele Smith, Alex Pollock

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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.

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Independence

In conducting our review, we have complied with the independence requirement of the ACNC Act. We confirm that the independence declaration required by the ACNC Act, which has been given to the responsible entities of Brisbane Youth Service Inc., would be in the same terms if given to the responsible entities as at the time of this auditor's report.

PITCHER PARTNERS

CHERYL MASON
Partner

Brisbane, Queensland
24 September 2026

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Brisbane Youth Service extends our sincere thanks to the organisations, funding partners, service delivery partners, and individuals who stood alongside us throughout 2025–26.

Whether you give financially, share your expertise, partner with us, or refer a young person, your support helps create the opportunities and connections young people and their children need to thrive.

Aboriginal and Torres Strait Islander Community Health Service (ATSICHS)

Alexilum

Architectus

Archway

Aruga

Aryon

Australian Philanthropic Services Foundation

AXIS Psychology

Banksii Foundation

BHC

Bluebird

Bric Housing

Brisbane Boys' College

Brisbane City Council

Brisbane City Council Community

Brisbane City Doctors

Brisbane Domestic Violence Service (BDVS)

Brisbane Girls Grammar School

Brisbane Grammar School

Brisbane North Primary Health Network

Brisbane South Youth Justice Centre

Brisbane Zero

Cannon Hill Anglican College

Charter Hall

Children By Choice

Children's Health Queensland

Churches of Christ

Citipointe Christian College

City Beach

Commonwealth Bank

Communify and HART4000 (Homelessness Assessment and Referral Team)

Corinda State High School

DVConnect

Eating Disorders Queensland

Elevate Residential

Euvoric Pty Ltd

Evolution Private

Findex Community Fund

Finlayson's Timber and Hardware

Foodbank

Foyer Foundation

GIVIT

Grant Thornton

Griffith University

Guitar Brothers

Gynae Health

Hand Heart Pocket

Holding Redlich

Housing Partnerships

Institute for Social Science Research, The University of Queensland

Insurance Advisernet Foundation

Investa

Jacaranda Housing

Kiwanis Brisbane

KPMG

La Trobe University

Law Image

LawRight

Life Church

Metro North Hospital and Health Service

Metro South Oral Health

Micah Projects and Street to Home

Mind Wise Psychology

MinterEllison

MP Studio

Murriwatch

National Affordable Housing

National Australia Bank

Oakleigh State School

Open Doors Youth Service

OzHarvest

Oztix

Patch Agency

Paul Ramsay Foundation

Pepper Kids Therapy

Perpetual

Professor Jeanine Young AM

Property Industry Foundation

Queer and Trans Workers Against Violence (QTWAV)

Queensland Council of Social Service (QCOSS)

Queensland Department of Families, Seniors, Disability Services and Child Safety

Queensland Department of Health

Queensland Department of Housing and Public Works

Queensland Kids Partnership

Queensland State Office, Department of Social Services

Real Feels Music

Red Cross Night Cafe

Reef Digital Agency

Reidy House, St Joseph's College Gregory Terrace

Residential Tenancies Authority

Services and Practitioners for the Elimination of Abuse Queensland (SPEAQ)

Share the Dignity

Play Matters Australia

Sustainable Solutions International Pty Ltd

Terry White Pharmacy Fortitude Valley

The Bubs Collective

The Frangipani Foundation

The Institute for Urban Indigenous Health (IUHI)

The John Waller Foundation

The Lady Musgrave Trust

The Nappy Collective

The Shepherd Family Foundation

Thread Together

Thunderbird 2 Foundation

True Relationships and Reproductive Health

Turrbal Dippil

Umbrella (Brisbane)

Uniting Communities

Zig Zag



HOW TO SUPPORT US

- Donate online at give.brisyouth.org, over the phone on 07 3620 2466, or send 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 Brisbane Youth Service annual fundraising campaign or event. Visit www.brisyouth.org for more information.
- Leave a bequest to Brisbane Youth Service in your will.

Donations are tax-deductible

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

Email **fundraising@brisyouth.org**

BRISBANE YOUTH SERVICE

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