2021 ANNUAL REPORT



BRISBANE YOUTH SERVICE

NEW FUTURES FOR YOUNG PEOPLE



JACOB'S STORY

> **I am drug-free, have found my confidence, and can finally imagine a positive and successful future. I commenced a Cert III in Community Services as a pathway to university, where I want to study to become a Youth Worker.**

In the care of Child Safety from 9 months old, Jacob* (name changed) took some time to develop trust when he first arrived at Brisbane Youth Service aged 18. 10 months on, he has become a role model to fellow residents and wants "to give back to other young people what I have received at Phoenix House – HOPE!"

When I first arrived at Phoenix House 10 months ago, after transitioning out of the care of Child Safety, I was timid and extremely withdrawn, and found it difficult to make eye contact with other people. I had been in the care of Child Safety from 9 months old until recently, where I experienced significant trauma during my foster placement.

After foster care, from ages 14 to 18 years, I was put into therapeutic residentials, where life was tough. When I eventually arrived at Phoenix House, I was using drugs daily, primarily because of long-term insomnia. After years of neglect, abuse and instability with people coming and going from my life, I found it difficult to believe that good things could happen to me.

Staff worked hard to earn my trust and, after a month or so, I started to feel comfortable and safe and starting making eye contact. I began to open up and trust not only the staff, but also the other residents in the house. I mentioned that I was keen to investigate my Aboriginal heritage, and the House Manager immediately completed a referral for Gallang Place, a counselling service for Aboriginal young people, to build my support network through connection with Aboriginal peoples. This has helped me to discover who I am, and where I want to go.

BYS referred me onto supports that have improved my issues with sleep considerably, including a sleep therapy clinic at the Princess Alexandra Hospital, consultation with a doctor who prescribed medication and counselling through Gallang place.

The staff/youth workers that I had met in my past were not always positive, however, since coming to Phoenix House, I have been inspired by the staff and BYS as an organisation, due to the unconditional respect and value they have given me.

I am drug-free, have found my confidence, and can finally imagine a positive and successful future. I commenced a Cert III in Community Services as a pathway to university, where I want to study to become a Youth Worker.

*At Brisbane Youth Service we respect everyone who comes to us for help, and many are working toward a fresh start in life. So, while their quotes and stories are true, client names and ages have been changed to protect their privacy and images are not always a true representation of the young person who has bravely shared their story. Thank you for understanding.

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ABOUT BYS

OUR PURPOSE

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

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

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

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

Our Vision:

New futures for young people

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

- Respect
- Optimism
- Accountability
- Resilience

Our Commitment:

To promote a just society for young people

STRATEGIC PLAN GOALS 2018-21

1 LEADERSHIP

Advocate with and for young people to enable new futures.

2 QUALITY

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

3 PEOPLE

Build a capable, engaged and effective workforce.

4 PARTNERING

Enhance outcomes for young people and improve financial resilience.

5 SUSTAINABILITY

Meet current and emerging needs of young people.



RECONCILIATION ACTION PLAN

RAP 2019-21

During 2020-21, significant progress was achieved across all activities in our Reconciliation Action Plan (RAP).

Our RAP committee actively met at least once every month to ensure we delivered on our commitments and offered young people plenty of opportunities to get involved and learn! With First Australians making up 31% of the young people seeking support from BYS – we were also proud to note this year that 86% of First Australian clients were satisfied or very satisfied with the support they got from BYS workers.

BYS remains strongly committed to ensuring our services are culturally safe. Our staff participate in regular training and induction activities, we have two Identified Positions and we advertise all employment vacancies through the Aboriginal Employment Service. This year we completed 90% of the activities listed in our RAP and continued to work towards achieving the remaining commitments.

Pictured above: Quandamooka Chef, 'Yarn in the Park' Reconciliation Week event

Some of the highlights for 2020-21 included:

- Our Patron Steve Renouf starring in a new video welcoming young people to get involved in our Deadly Yarns program.
- Celebrating our 'Yarn in the Park' Reconciliation Week event with a Welcome to Country, Cultural conversations with Uncle John Briggs and a cooking demonstration / tasting of native foods from Quandamooka Chef, Keiron Anderson.
- Holding a NAIDOC week event in November at our Fortitude Valley Hub.
- Tanya (a Wiradjuri woman from Trangie NSW) our RAP co-chair attended the Reconciliation Australia National RAP Conference.
- Collaborating with the Aboriginal College of the Performing Arts (APAC) to host traineeships for young people and a Reconciliation Action Week movie screening of Warwick Thornton's film 'We Don't Need A Map' at the Judith Wright Centre.
- Making friends and building a partnership with the mob from the Queensland Health Better Together Van.
- Hosting our first Identified University student placement through a partnership with the Oodgeroo Unit at QUT.
- Partnering with Communify and the Institute for Urban Indigenous Health (IUIH) in a successful program tender for The Way Back Support Service.
- Submitting our first RAP Impact Measurement Report.



BYS PATRON

STEVE RENOUF

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

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

BYS BOARD

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



Board Growth Strategy Workshop 2020



DR NIKOLA STEPANOV
President



ANNA SPENCER
Vice President



SHELLEY SORRENSON
Secretary



KELLY MOORE
Treasurer



JAKE ARDEN
Board Member



BEN PARIS
Board Member



MICHELLE WADE
Board Member



MARK WHEATLEY
Board Member

2020-21 SNAPSHOT

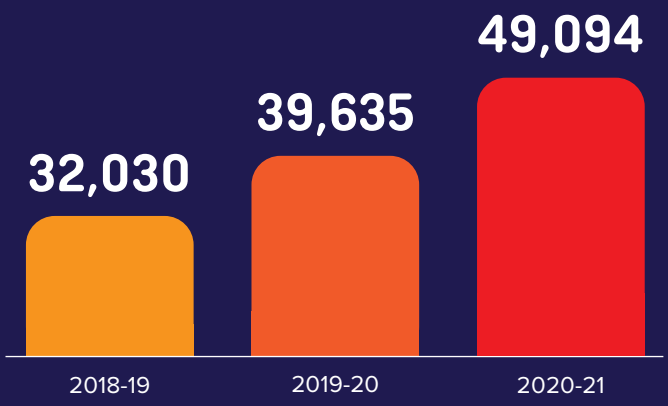
24%↑

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

49,094

occasions of support

(UP FROM 39,635 LAST YEAR)



3 YEAR COMPARISON

53%↑

INCREASE IN OCCASIONS OF SUPPORT OVER THE PAST 3 YEARS

98%↑ increase in requests for brief intervention over the past 3 years

1,389

accessed ongoing planned support

2,629

accessed brief intervention

3 YEAR COMPARISON



ALMOST

ONE THIRD

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

1 IN 5

YOUNG PEOPLE WERE ONLY 12-17 YEARS OLD

when they accessed support this year

26% of those supported were young parents



53% of young people are **homeless** when they come to BYS

82% are living in **unsafe, temporary, overcrowded or unaffordable housing**



Engagement with young people identifying as **sexuality diverse** has **increased by 42%** this year

Those coming to BYS with a disability have risen by

17%

TO

1 IN 5

YOUNG PEOPLE

ALMOST

40%

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

AND

60%

of young people have a diagnosed mental illness **(INCREASE OF 25% IN THE LAST FIVE YEARS)**

45% have experienced **past relationship violence**

72% of young people come from **violent homes**



PRESIDENT'S REPORT

It has been another challenging year for Brisbane Youth Service. However, the challenges have also been shared by many community associations and enterprises and we acknowledge the issues faced by all in the not-for-profit sector.

The board and I have been immensely proud of the team at Brisbane Youth Service (BYS) who have met each challenge with agility and grace and continued to provide outstanding care and support to vulnerable young people in crisis.

This year, BYS provided a total of 49,094 occasions of support to young people through ongoing planned support and brief intervention. This represents a 24% increase on last year's figure. A total of 46,465 occasions of ongoing planned support were provided to 1,389 young people engaged in BYS programs. In addition, there were 2,629 total occasions of brief intervention, a huge 60% increase since last year. Overall, this year also showed that the average number of occasions of planned support provided to each young person has grown, with one in five young people engaging more than 50 times in the year, and the number of young people who only engage once decreasing from 35% to 30%.

This increased engagement by young people with BYS reflects the complexity of the issues they are dealing with and the proactive work done by the BYS team to keep young people connected to support throughout periods of lockdown.

Concerningly, the average age of young people who access support has declined from 18.6 years of age to an average age of 18.25 years. This is the lowest average for the last five years. The youngest age group who received support were 12 to 15 years old who made up 4% of the total number of young people support by BYS. A further 19% of supported young people were aged 16-17 years old. At a time in their lives when they ought to be safe, secure, and nurtured, particularly in a pandemic, these very young people were in crisis and needed assistance.

Sadly, of all those who sought support from BYS this year, 60% had already been diagnosed with a mental illness. This is the highest number since this data has been collected. Many rate their current mental health as being poor or very poor.

Whilst most young people who sought assistance from BYS over the past year due to unsafe, unstable, overcrowded, unaffordable or temporary accommodation issues, the support provided by BYS is not limited to housing. BYS also provides holistic care that extends to include food, transport, psychological services, health care, life education, and most importantly, a place to go and staff who will listen and help.

On that note it is appropriate to consider the stellar work of the amazing team at BYS led by Chief Executive Officer, Annemaree Callander. What a collection of the most caring, committed, and considerate superstars!

BYS continues to provide safe and effective support to those young people in need and this is because of the amazing efforts of the BYS team. On behalf of the Board, I thank you! Our community who will grow and develop and lead us into the future.

And finally, to our BYS clients, you are our hope. You are our future. Do not give up. We are privileged to be able to support you when you needed help, and we know that in the future you too will extend a hand to support others.

Dr Nikola Stepanov
President

TREASURER'S REPORT



In response to the increasing need of vulnerable young people, 2021 has been another year of significant growth for Brisbane Youth Service (BYS). BYS saw a 60% increase in new requests for brief intervention from young people which placed a significant demand on our resourcing.

To support this growing demand, we were pleased to roll out two new programs – Our Hand Heart Pocket partnership creating Safe and Connected Futures as well as our Safe Relationships program.

Income for the year was up by 9.8% on the prior financial year due to the these new programs and indexation on existing funding. Fundraising income continues to suffer since the start of the pandemic, primarily due to a decline in community and event fundraising initiatives. This decrease is reflective of the nation's overall giving rates. The JBWere NAB Charitable Giving Index indicated that the 16% decline in giving for 2021 took us back to the donation rates of 2016.

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

Overall costs remained in line with the increased revenue. They included six months of the new Community Services Portable Long Service Leave levy which is 1.35% of wages. Client support service expenses have increased by 21% due to the increase in demand for support, which was offset by the additional client brokerage funding received. Information technology costs are up by 56% as there was a need to upgrade a large portion of the computers in the organisation to ensure staff could work flexibly through the pandemic. These increases have been somewhat offset by a reduction in travel, finance and depreciation costs.

The reported surplus of $257,700 is related to funding that was received in FY2021 but will not be expended until FY2022 and as such will be offset next year.

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

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

Kelly Moore
Treasurer

CEO'S REPORT

"It always seems impossible until it's done." — Nelson Mandela

It's been a tough, busy, yet productive year at Brisbane Youth Service.

As the data in this report shows, we have responded to a dramatic increase in requests for assistance, whilst also adapting service responses and participating in emergency housing responses during lockdowns. In addition, we have implemented service and organisational improvements and kicked off several new initiatives.

COVID-19 has required ongoing flexibility from all staff to pivot to remote working or maintain services unchanged. Several of our services including the three shelters, the medical clinic and the Hub remained staffed and open throughout each lockdown period and ensured essential services were accessible to young people. Everyone at BYS worked hard to respond to the heightened level of need, but I must make particular mention of



Cornwall St Project with Rebecca Oelkers, BHC Creating Liveable Communities CEO

the Intake and Brief Intervention Team at the Valley Hub who overwhelmingly bore the brunt of the increased workload. They supported each other, persisted, and somehow managed to retain their good humour during very challenging times. Kudos to you all.

During 2020-21, there were many great achievements and exciting developments which are outlined in the program reports, but here are a few highlights.

Access to safe, affordable housing remains the number one issue for young people seeking help from BYS so it was very exciting when the new BHC housing at Cornwall Street opened its doors in February. Four young people and one young family supported by BYS were housed in Cornwall Street. We had fantastic support from BHC and other corporate partners to furnish and equip the five units to create welcoming homes for the new tenants.

We have continued to work with the Property Industry Foundation and the Queensland Government to progress planning for the construction of new housing for young people in Clayfield. This has been many years in the making and we got one giant step closer this year when the Department of Communities, Housing and Digital Economy committed $1.4M under the Partnering for Growth Initiative towards this project.

Our Couch Surfing Hotline trial was completed, and a new Couch Surfing Risk Screening Tool has been developed and shared with a wide range of organisations working with vulnerable young people. There are important learnings from this project about how to assess and manage risk for young couch surfers especially in relation to their mental health.

Our Reconciliation Action Plan (RAP) Committee were active throughout the year helping progress our RAP commitments and hosting several great events including the "Yarn in the Park" during Reconciliation Week.

Safeside Suicide Prevention training was rolled out to all service delivery staff across the organisation to strengthen the knowledge, skills, and confidence of staff to manage high risk situations. With almost 40% of young people coming to BYS this year reporting suicide risk this was important and timely.

The partnership with the Brisbane Domestic Violence Service to co-fund an embedded Specialist Youth Domestic and Family Violence Worker is ongoing and much needed given the high numbers of young people we meet who have experiences of violence.



Our innovative work in the domestic violence space led to BYS and young people featuring in Jess Hill's podcast, "The Trap," and enabled us to secure a grant from the Department of Children, Youth Justice and Multicultural Affairs for a Safe Relationships Program Pilot. This pilot will deliver healthy relationship education to young women and trial a trauma informed behaviour change program for young men who use violence. My thanks to our sector colleagues for their support in helping us to obtain this funding and their confirmation that a trauma informed program for young men is much needed.

This year we were fortunate to receive philanthropic funding from Hand Heart Pocket to trial a Safe and Connected Futures Program. This program has a dual focus, firstly, to intervene early and prevent young people becoming homeless by strengthening family support, or to assist them to transition from home into stable housing. Secondly the program aims to ensure young people have strong family and community support networks as they exit BYS support and transition to independent living, to prevent a re-entry to homelessness.

As part of this new program, we undertook our first formal codesign process with young people in partnership with the Institute of Social Science Research. Utilising a creative engagement approach, we gained valuable insights from young people to inform the program design.

The Positive Transitions Program funded by Brisbane City Council also commenced this year and has delivered positive employment, education, and training outcomes for young people.

In partnership with Communify and the Institute for Urban Indigenous Health we successfully bid to deliver the Way Back Support Service (TWBSS) to commence in 2021/22. TWBSS provides non-clinical, tailored support for up to three months following discharge from hospital after a suicide attempt or suicidal crisis.

Our commitment to research and evaluation has kept us busy ensuring new initiatives have clear evaluation frameworks, undertaking qualitative research into the risks of couch surfing and establishing new research partnerships. We have also presented at several conferences throughout the year and participated in three panel discussions at the National Youth Homelessness Conference.

Our focus on quality and continuous improvement is ongoing with a new clinical governance framework finalised, and successful audits under both the Human Services Quality Framework and the National Regulatory System for Community Housing.

A few significant organisational projects have also been underway throughout the year including the transition to portable Long Service Leave arrangements, a refresh of our website informed by consultation with young people, a governance review, and the establishment of growth targets to inform our next strategic plan.

We have had great support from our corporate partners and the broader community with our best Christmas and Tax Appeal results ever. Additionally, MinterEllison and Holding Redlich have generously provided extensive pro bono assistance across a range of matters during the year for which we are most grateful.

BYS is fortunate to have a committed and capable Board and they have my sincere gratitude for guiding and supporting the organisation, and myself, through some unique and critical challenges this year.

The achievements of BYS are always a team effort and I want to recognise the great collaborative work of the leadership team across the organisation and thank them for their hard work, adaptability, and stewardship. All the staff at BYS have gone above and beyond this year and demonstrated resilience, flexibility and persistence and they have my utmost admiration.

Annemaree Callander
Chief Executive Officer

WHO WE SUPPORT

BYS supports young people aged between 12 and 25 years old and their children. This year, 1389 young people accessed ongoing planned support.

In addition, 2629 accessed brief intervention from BYS. This is a 60% increase in new demand for brief intervention since last year.

We provided a total of 49,094 occasions of support in 2020-21, a 24% increase from last year.



KEY

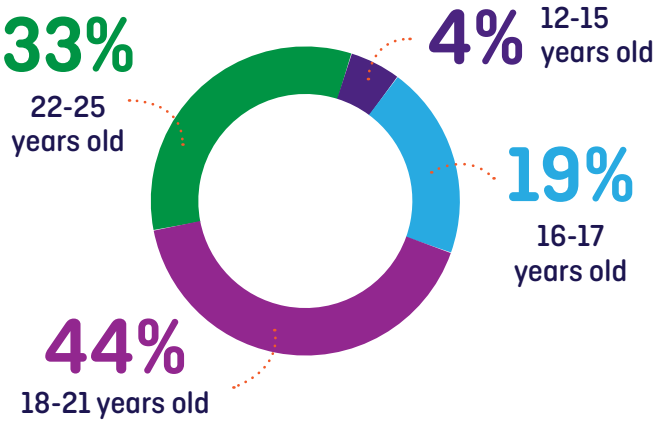
1-10	41-80
11-20	81-100
21-40	>100

> **My support workers helped me make wiser choices and taught me A LOT overall, they were a great support network.**

Young people's average age was

18.25 YEARS OLD

23% were between the ages of 12 and 17 years when they accessed support



21%

have an identified disability

Half of those with disabilities had **learning/behavioural disabilities (47%)**, one quarter had **intellectual/ developmental disabilities (26%)** and 13% were **physical/sensory disabilities**.

31%

Aboriginal and/or **Torres Strait Islander**



13% culturally and linguistically diverse

9% of young people supported at BYS identified as migrant or refugee. The most common countries of birth, outside of Australia, were ***New Zealand, Sudan, Afghanistan, England, South Africa, Papua New Guinea and Iran***. There were small numbers of young people born in a range of African Nations and Pacific Countries.



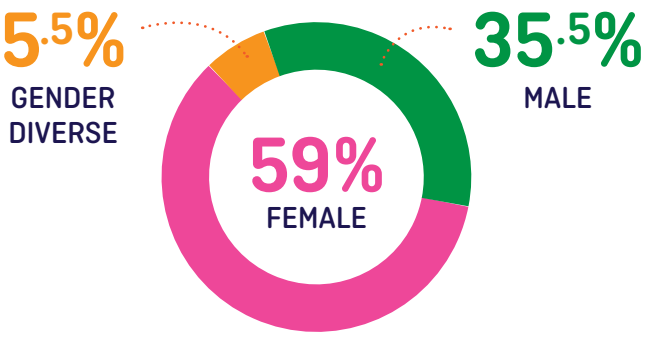
MORE THAN

1 IN 4 young people identified as **LGBTIQ+**

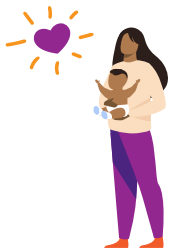
27% sexually diverse

This level of engagement is a **42% increase** from last year, and is the highest in more than 5 years.





This year we saw a 6% increase in the number of young women supported from last year.



1 IN 4 OR 26%

of young people supported this year were **young parents**

(AN INCREASE FROM 22% LAST YEAR)

This year BYS supported 141 children aged between birth and 11 years old, along with their young parent.

Young people who came to us with parenting support needs often had children who were not in their care because of their circumstances (29% of young parents). 16% had care of a new baby.



60% INCREASE IN NEW REQUESTS FOR SUPPORT

As the complexity of young people's support needs increases, they need more support to overcome barriers to a positive future.

The average number of times we supported each young person has reached its HIGHEST LEVEL EVER, at **33 occasions of support per young person** engaged in our programs in 2020-21.



YOUNG PEOPLE'S

COMPLEX NEEDS AND POSITIVE OUTCOMES

Young people who come to BYS for support are diverse and bring a wide range of complex life experiences and challenges.

This year, as in past years, the most common issue of concern is young people living in unstable and unsuitable/unsafe housing situations, including more than half of young people supported being homeless when they come to BYS.

Other significantly concerning issues continue to be the very high levels of family and relationship violence experienced by young people, high and increasing levels of mental health issues, unemployment and a critical lack of support in young people's lives.





28%
LEGAL ISSUES

18%
NO SOURCE OF INCOME

18%
ATTENDING SCHOOL/ TRAINING

45%
PAST DOMESTIC VIOLENCE

53%
HOMELESS

21%
CURRENT FAMILY VIOLENCE

72%
PAST FAMILY VIOLENCE

57%
POOR FAMILY SUPPORT

60%
DIAGNOSED WITH MENTAL HEALTH ISSUES

25%
CURRENT SUBSTANCE USE ISSUES

23%
SERIOUS HEALTH ISSUES

28%
ACCRUED DEBTS

42%
CRITICAL LACK OF SUPPORT

35%
UNEMPLOYED/ UNDER-EMPLOYED

HOMELESSNESS

In 2020-21, **more than half** of the young people who came to BYS were **homeless (53%)**. 82% were living in unsafe, temporary, over-crowded or unaffordable housing.

All forms of homelessness significantly reduced after engaging in BYS programs. Despite the challenges of increased demand and COVID-19 impact on housing availability in 2020-21, young people's rates of homelessness showed a 72.5% reduction after accessing BYS support. Young people living in stable, suitable housing nearly quadrupled from 14% to 67% after support.

79% **came to BYS asking for help with housing**

68% **said their housing was a crisis/serious situation**

This year there were fewer young people sleeping rough or living in public or community housing when seeking support. When they came to BYS young people were:

Living with family **15%**

Living in a private rental/share house **13%**

Living in crisis housing/boarding house **10%**

Living in child safety or in an institution **3%**

#1

FORM OF HOMELESSNESS:



COUCH SURFING

32% of all young people supported

59% of young people who were homeless

UNDER 18s are twice as likely to be couch surfing than sleeping rough

HOMELESSNESS OUTCOMES[1]

Before BYS support	LIVING ARRANGEMENT	After BYS support
58%	All Homelessness	16%
34%	Couch surfing	11%
9%	Crisis service	4%
3%	Boarding house	2%
14%	Sleeping rough	1%

HOMELESSNESS SUITABILITY[1]

Before BYS support	HOUSING WAS	After BYS support
46%	Temporary	12%
23%	Unsafe	3%
9%	Overcrowded	4%
3%	Unaffordable	2%
6%	Transitional	13%
14%	Stable & suitable	67%

87%
DECREASE IN YOUNG PEOPLE LIVING IN UNSAFE HOUSING

79%

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

28% moved to private rental/share housing

26% moved to public/community housing

19% moved in with family

[1]% of all young people who exited in 2020-21.

MENTAL HEALTH

The proportion of young people who came to BYS with diagnosed mental health issues has **increased** by 20% in the last three years.

Mental health issues intersect closely with young people's other vulnerabilities and access to safe housing. Poor mental health can be a part of why young people become at risk of homelessness; it can be linked to other reasons for housing instability, like early trauma or family violence; and it can be a result of stressors associated with experiences of homelessness.

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

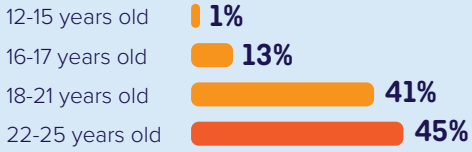
60% had a diagnosed mental illness when they came to BYS
Increase of 9% since last year

1 IN 4	Post Traumatic Stress Disorder
1 IN 10	Bipolar disorder
14%	Personality disorder
7%	Psychotic illness
5%	Drug induced psychosis addictive disorders
4%	Eating disorders

39% identified suicide risks
Increase of 30% since last year

30% identified self harming behaviours
Increase of 24% since last year

DIAGNOSED MENTAL ILLNESS BY AGE 2020-21



1 IN 5 of those who reported suicide risks were between 12 and 17 years old

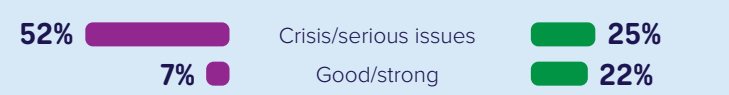
44% described their mental health as poor/very poor
10% ↑ INCREASE

52% described their mental health as a crisis/serious situation
18% ↑ INCREASE

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

TWO THIRDS of those with mental illness were diagnosed with **anxiety**

MENTAL HEALTH OUTCOMES[1]



With BYS support, young people with

GOOD OR GREAT MENTAL HEALTH DOUBLED

and those with serious or crisis mental health issues halved.



60% SAID THEIR MENTAL HEALTH IMPROVED WITH BYS SUPPORT

[1] *% of all young people who exited in 2020-21.*

VIOLENCE

In 2020-21, for young people supported across our programs, a total of **72% had previously experienced family violence**.

Family and intimate partner violence are well recognised as common causes of homelessness. However violence doesn't necessarily end when young people leave home. Young people who are experiencing homelessness are very often also impacted by different and ongoing forms of violence and abuse from people in their lives.

45% had previous experience of a violent relationship

12% currently in a violent relationship
Likely to be under-reported

37% had been threatened or experienced violence from someone outside of their family or partner

30% had experienced sexual or physical assault/abuse

23% acknowledged at assessment that they themselves used violent or threatening behaviours

36% told us that violence was a crisis or serious concern in their lives

1 IN 3

requested BYS support with issues related to violence

1 IN 5

were currently experiencing family violence

AFTER SUPPORT[1]

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

MORE THAN HALF (54%)

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

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

DROPPED BY OVER HALF TO 16%

62% ↑

IMPROVEMENT IN YOUNG PEOPLE'S VIOLENCE SITUATIONS



[1] *% of all young people who exited in 2020-21.*

Financial Wellbeing

18%

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

SOURCE OF INCOME BEFORE SUPPORT

Newstart/Youth Allowance	56%
No income	18%
Parenting/Carers Payment	12%
Disability Payment	6%
Employment	5%
Austudy/Other benefit	3%

38% requested BYS support with helping improve their income situation

38% told us that their income situation was a serious or crisis issue

28% had accrued debts when they came to BYS for support

AFTER SUPPORT[1]



44%

OF YOUNG PEOPLE SAY THAT THEIR FINANCIAL SITUATION IS A BIT OR MUCH BETTER

FINANCIAL SITUATION

Crisis/serious issues	37%	Before support
	6%	After support
Good/strong	9%	Before support
	35%	After support

12% who exited support in 2020-21 were earning **regular income** from employment

84% of young people were able to stabilise on income support payments

Support in Life

42%

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

YOUNG PEOPLE'S SUPPORT IN LIFE IS

Legend	Very poor/ no support	Poor	OK	Good	Great
Family support	27%	30%	27%	11%	5%
Social support	17%	25%	30%	20%	8%
Professional support	20%	21%	32%	19%	9%
Partner support	10%	11%	22%	28%	29%

41% said that they wanted help from BYS to improve the support in their lives

67% had no partner support

57% had very poor/poor or no family support

AFTER SUPPORT[1]



4X

MORE YOUNG PEOPLE SAY THEY HAVE GOOD OR STRONG SUPPORT NETWORKS

QUALITY OF SUPPORT NETWORK

Crisis/serious issues	40%	Before support
	8%	After support
Good/strong	11%	Before support
	41%	After support

When exiting support, nearly five times as many young people had positive family support in their lives (increased to 56%), and nearly six times as many had a strong professional support network (increased to 64%).

51% of young people who exited BYS support in 2020-21 had a positive social support network

[1]% of all young people who exited in 2020-21.

Substance Use

1 IN 4 TOLD US THAT THEY THOUGHT THEY HAD A CURRENT ISSUE WITH ALCOHOL OR DRUG USE

19% rated their substance use issues at a crisis or seriously concerning level

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

MOST COMMONLY USED OTHER DRUGS

Cannabis (52%), **Methamphetamines** (16%), **Sedatives** (8%), **Ecstasy** (7%), **Hallucinogens** (6%), **Opioids** (4%) and **Cocaine/crack** (4%).

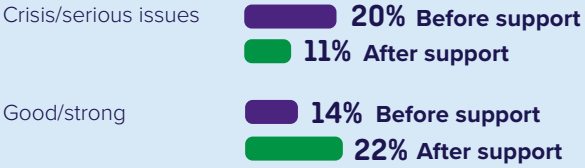
24% who had used drugs had injected

IN THE LAST THREE MONTHS I HAVE



AFTER SUPPORT[1]

SUBSTANCE USE CONCERNS



1 IN 2 saw a reduction in the amount and frequency of substance use

22% described a good or strong situation with control of their substance use issues

Education/Employment

ONE THIRD OF YOUNG PEOPLE WANTED HELP FROM BYS WITH EDUCATION OR EMPLOYMENT

35% were looking for work

18% were regularly attending school or training

10% were enrolled in education but disengaged due to life barriers

OVER HALF were unemployed

1 IN 4 described their education or employment situation as a crisis/serious issue

29% of young people were on education pathways, and of these more than a third were experiencing barriers that prevented regular attendance.

71% of young people were on employment pathways and, of these, half were unemployed and looking for a job and 10% were working at the time they came to BYS.

Rates of unemployment have increased from 31% to 35% over the last three years.

AFTER SUPPORT[1]

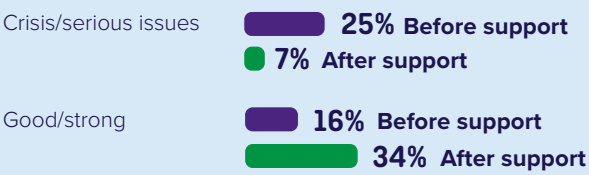


46% OF YOUNG PEOPLE SAY THEIR EDUCATION/EMPLOYMENT SITUATION IS A BIT OR MUCH BETTER

43% reduction in unemployment

17% of those who were disengaged from education got a job

EDUCATION AND EMPLOYMENT ISSUES



The proportion of young people in serious/crisis education/employment situations dropped by 73% after support.

[1] % of all young people who exited in 2020-21.

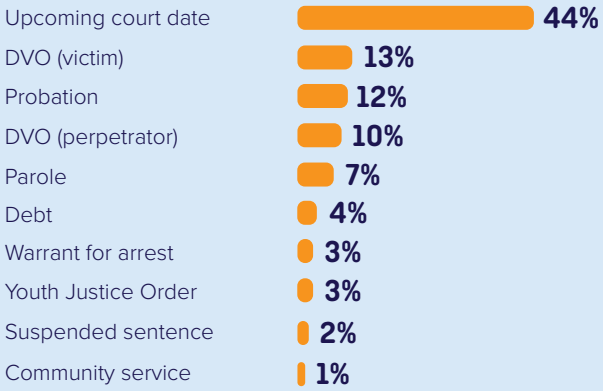
Legal Issues

28%

OF YOUNG PEOPLE IDENTIFIED LEGAL ISSUES WHEN THEY CAME TO BYS

OF THESE, HALF felt that they were at a crisis/serious level (49%) and 38% asked BYS to help with addressing legal concerns

YOUNG PEOPLE'S LEGAL ISSUES



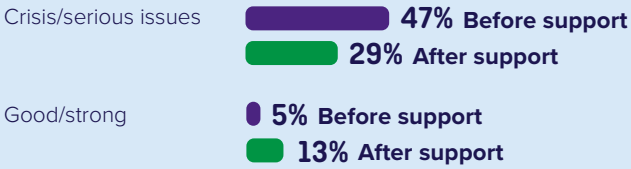
AFTER SUPPORT[1]

44%

OF YOUNG PEOPLE SAY THAT THEIR LEGAL SITUATION IS A BIT OR MUCH BETTER



LEGAL SITUATION



40% ↓ **decrease** in those who had crisis/serious level legal issues

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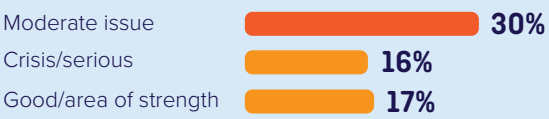
Physical Health

23%

TOLD US THAT THEY HAD A SERIOUS PHYSICAL HEALTH ISSUE

16% said their physical health issues were a crisis/serious concern in their lives

YOUNG PEOPLE SAID THEIR PHYSICAL HEALTH WAS



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

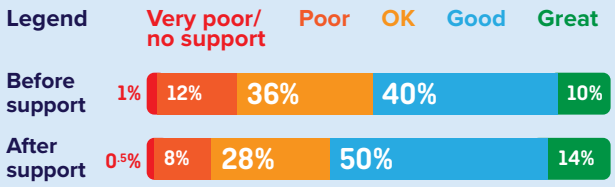
AFTER SUPPORT[1]

64%

28% INCREASE!

OF YOUNG PEOPLE SAY THAT THEIR PHYSICAL HEALTH IS GOOD OR GREAT

YOUNG PEOPLE'S HEALTH RATINGS



[1] % of all young people who exited in 2020-21.

WHAT YOUNG PEOPLE SAY ABOUT US

BYS is committed to listening to young people, to being responsive to young people's experiences and knowledge about what works best in supporting them. One of the ways we do this is through our Annual Feedback Survey. This year's survey received a record 224 responses, or 16% of the annual client number for the 2020-21 year.

WE HAD STRONG DIVERSE REPRESENTATION IN SURVEY RESPONDENTS

19% 17 years old or younger

29% Aboriginal or Torres Strait Islander

27% LGBTIQ+

16% CALD

56% Female

35% Male

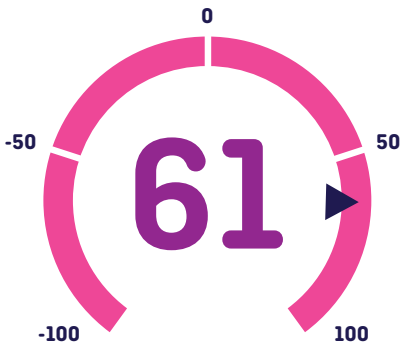
9% Gender diverse*

*Highest recorded to date.

THE ANNUAL SURVEY REVEALED:

Workers are supportive, open and non-judgmental	87%
BYS supports me with all the important things	85%
I feel safe and comfortable with BYS	85%
Workers help me plan to achieve goals	81%
Its quick and easy to get help from BYS	81%
Workers are reliable and follow-up with me	79%
BYS links me to other good supports	78%
I know how to complain or give feedback	76%

NET PROMOTOR SCORE (NPS):



Young people who completed the survey were very likely to recommend BYS to other young people with an average of 8.84 out of 10. The Net Promotor Score was 61 which is considered a great result.



81%

of respondents thought BYS had a **"big"** or **"huge"** impact on young people's lives.

> **BYS is one of the only spaces I feel comfortable in. It's much easier to behave well in a space that accepts us for who and what we are.**

When asked what had changed in their lives since coming to BYS,

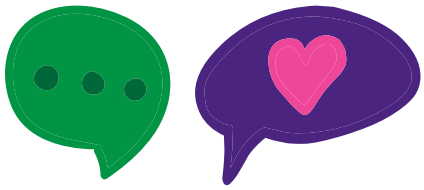
more than half

of young people surveyed said they feel **more supported** (65%), **happier** (57%) **safer** (53%), **more confident** (52%) and they have **better housing** (52%).

When asked about their overall satisfaction,

87% of young people were happy or super happy with BYS support.

Over three quarters of respondents were "happy" or "super happy" with the measures of accessibility; holistic support; coordinated support and knowing how to provide feedback.



88%

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

HOUSING SERVICES

BYS offers a range of housing and support options focused on moving young people out of homelessness and equipping them with the knowledge and skills needed to sustain safe housing and live autonomously in the community.

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

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

The Sustaining Young Tenancies Program works in partnership with the Department of Communities, Housing, and Digital Economy, Bric Housing, and BHC to support young people to maintain their tenancies and achieve their goals.

A welcome addition to Housing Services in the last 12 months, the Positive Transitions Program (PTP) works with young people to prevent a return to homelessness by strengthening their participation in employment, education and community support networks. The PTP program is proudly supported by Brisbane City Council.

This year saw the completion of BHC's newest affordable housing project in Woolloongabba where a partnership between BHC and BYS created much needed housing for young people and young families. Four modern, purpose-built studio units, and a two-bedroom family unit have been made available to young people who are supported by the Brisbane Youth Service SYT team.

A major highlight in 2020-21 was the Furnishing Young Futures Project where corporate partners generously donated funds to outfit each of the units at Woolloongabba with new furniture and household items. On Furnishing Young Futures Day, the corporate partners worked alongside BYS staff to assemble furniture, unpack household items and decorate each unit with soft furnishings creating welcoming homes ready for the young people to move in.

HOUSING AND TENANCY SUPPORT

2020-21 was a big year of developments and changes in the Housing and Tenancy Support (HATS) team, including the commencement of a new Manager, two new Housing Support Workers, and the development and implementation of the Positive Transitions Project (PTP).

The HATS team manages 25 units of housing for young people and young families across Brisbane. A variety of housing models are provided to suit a diverse range of young people including young families, couples, single occupancy, specialist young women's housing and shared housing.

The HATS team work intensively with young people to support them to build the skills they need to maintain their tenancy, navigate challenges, identify and achieve personal goals and ultimately to transition into sustainable long-term accommodation.

In 2020-21, the HATS Transitional Housing Program provided accommodation to 55 young people and 22 accompanying children (66% female, 32% male and 1 young person was gender diverse). 34% identified as Aboriginal and/or Torres Strait Islander and 21% were culturally and linguistically diverse. 63% of young people who exited HATS Transitional Housing Program in the past year successfully transitioned into supported independent accommodation, private rental or returned home.

> **In the last six months, I was a girl with a plummeting education, extreme family issues, severe financial hardship and was couch surfing. BYS helped me grow into a woman who is now about to graduate, is independently living, achieving a stable income, and maintaining strong relationships with my relatives and friends.**

MOBILE SUPPORT PROGRAM

The HATS Housing Support Workers also provide mobile support to young people and young families who are experiencing or at risk of homelessness to assist them to obtain housing sustain their current accommodation.

In 2020-21, the Housing and Tenancy Support Team provided Mobile Support to 108 young people including 22 accompanying children (67% female, 32% male and 1 young person was gender diverse). 42% identified as Aboriginal and/or Torres Strait Islander and 18% were culturally and linguistically diverse.

SUSTAINING YOUNG TENANCIES

The Sustaining Young Tenancies (SYT) program supports young people and their children living in public housing and social housing to build skills and knowledge and access the support they need to maintain their housing. BYS works in partnership with 3 Housing Service Centres, and community housing providers Bric, and BHC to ensure that young people who may experience challenges in sustaining their tenancies, are well supported by SYT Housing Support Workers.

The program receives direct referrals for young people/ young families who would benefit from additional support to sustain their tenancies. The team assists with establishing tenancies, setting young people up with essential household items, facilitating positive relationships with their housing provider, education on daily living and tenancy skills, and referring to and facilitating connection with other services.

The team meets monthly with housing providers to coordinate support for the young people and discuss new referrals.

In February 2021 BYS supported 5 young people to access housing in BHC's newest affordable housing complex in Woolloongabba. This amazing opportunity allowed 5 young women, one with a young child, to move into brand new, furnished apartments. For some of the young women, this was their first independent tenancy. The young women are well supported by the SYT team and are all making amazing progress towards achieving their goals and creating new futures.

In 2020-21, the SYT team supported 70 young people including 26 accompanying children (59% female, 41% male, no young people were gender diverse). 47% identified as Aboriginal or Torres Strait Islander and 7% were culturally and linguistically diverse.



Furnishing Young Futures Day



Shannon's Story

Shannon's experience has inspired her to help future generations of young people know they are not alone and to encourage them to seek support.

I am an Aboriginal, Wakka Wakka woman. Born and raised in Inala, I first left home at 18. I spent the next two and half years in and out of prison and was released in November 2019. I have now been out for nearly two years and live on the Northside in my own unit that Ella from Brisbane Youth Service helped me get.

I work with BYS for appointments, counseling, support and pretty much anything I need. BYS help me get around Brisbane to go to important appointments.

I'm clean now. I was an addict for seven years, but I've been clean for three months now. I engage with my job agency because I want to work and study Mental Health Peer Support at College. I suffer mental health disabilities and take medication regularly. I want to help the younger generations to get the support that is out there and know they are not alone. I don't want them to go down the same path as me because it is a hike to get out.

Drugs are not always the only option. There is support out there.

POSITIVE TRANSITIONS PROJECT

The Positive Transitions Project (PTP) commenced in late 2020 and assists young people specifically in the areas of employment, education, training and community connection with the goal of supporting their transition to independence. Throughout the year the PTP worker has helped young people to enrol in TAFE, university, and apprenticeships, gain employment, and to volunteer in their local communities.

Since the development of PTP in October 2020, the project has provided support to 28 young people (46% female, 50% male and 1 young person was gender diverse). 36% identified as Aboriginal and/or Torres Strait Islander and 21% were culturally and linguistically diverse.



League legends giving their time to meet young people enrolled in Brisbane Broncos hospitality courses

WINDSOR HOUSE

Windsor House is an immediate response housing and support program for young people aged between 16–18 years who are experiencing homelessness. The program aims to assist young people move out of crisis through the provision of stable accommodation, food, material needs and tailored support to increase independent living skills and build the capacity of young people to maintain housing.

With a youth worker available on-site providing 24-hour supervision, 7 days a week, Windsor House can offer up to five young people safe and secure transitional housing and support while they work on their goals and obtain longer term housing. The program builds upon the strengths and resilience of young residents, supporting them to access vital supports to improve their mental health, safety, and connections within community.

Windsor House uses a collaborative approach that recognises the barriers and challenges that are often faced by young people experiencing homelessness and works alongside each young person to identify their goals for a better future. In addition to the planned support to help young people realise their full potential and referral to identified supports, Windsor House offers young people the opportunity to build practical living skills including managing money, shopping, cleaning, and cooking.

2020-21 saw the outcomes of the Windsor House action research project, 'Co-creating a safe place: A novel response to crisis accommodation for homeless young people' presented as part of the 5th Annual International Conference on Practice Research.



> **When I was homeless and had no one else to rely on, BYS provided me with reliable consistent support to help get me back on my feet, and I don't think I could have done it without that help.**

Undertaken in partnership with Dr Danielle Davidson from QUT, the project has helped Windsor House develop into a truly homely environment where young people can relax and feel safe and valued.

In 2020-21, Windsor House accommodated 19 young people (42% female, 47% male and 11% of young people were gender diverse). 16% identified as Aboriginal and/or Torres Strait Islander and 21% were culturally and linguistically diverse. 80% who exited Windsor House in 2020-21 successfully transitioned into supported independent accommodation, private rental or returned home.

SANDGATE HOUSE

Sandgate House offers transitional housing and support to young people aged 16–19 years who are homeless or at risk of homelessness. Supported by a team of youth workers, the program provides client centered, trauma informed support and group outings and activities aimed to build capacity in areas such as independent living skills, tenancy skills, education, self-care, pro-social skills, health, and wellbeing. Through a culture of inclusiveness, safety, growth, and learning, Sandgate House fosters an environment of security and hope for young people.

In 2020-21, Sandgate House welcomed two new youth workers to the team which continues to offer wrap around support to young people, often with complex needs. The house is excited to make plans for some great activities in the year to come, perhaps including camping or a high sea sailing adventure!

With a strong emphasis on health and wellbeing, young people at Sandgate House are encouraged to nourish mind, body and soul via healthier nutritional choices, physical activity, and regular house outings. Residents engage in an ongoing weekly cooking program where culinary and nutrition skills are developed and shared amongst the household. This back-to-basics program, where each young person commits to cooking dinner for the house one day a week, provides an opportunity to develop an array of skills beyond meal preparation such as time management, commitment, accountability, budgeting, planning, safe food practices, communication, nutrition, the art of conversation around the table and the caring for and nurturing of others.

Though COVID-19 "cramped our style" somewhat this year, when it comes to getting out and about, Sandgate House are glass half-full people. The crew made the most of every opportunity to explore the great outdoors and, as a household, visited the beach, picnicked, went to the Sunshine Coast, paddle boarded, go-karted, played basketball, did yoga in the park, thrifted, walked on the beach front, and took lazy Sunday drives.

Sandgate House itself has benefited from some maintenance and upgrades to enhance the physical environment and create a calm and nurturing energy. Once-sad fencing was replaced, and Rochele Painting gave fresh life to the bedrooms, upstairs hallway, interior staircase, and the recently upgraded study.

Drawing on the many health benefits of plants, work continues greening up the communal outdoor and indoor areas as well as the youth worker bedroom. To enhance worker well-being in a particularly tough year, the youth worker bedroom also received health promoting additions such as art and aromatherapy to regulate and balance often tested nervous systems and energy levels.

Through another year of often sudden changes and much uncertainty resulting from the pandemic, the team rode the wave, buoyed, and supported each other at every stage of the journey.

In 2020-21, Sandgate House accommodated 14 young people (50% female, 43% male and 1 young person was gender diverse). 21% identified as Aboriginal and/or Torres Strait Islander and 14% were culturally and linguistically diverse. 75% who exited Windsor House in 2020-21 successfully transitioned into supported independent accommodation, private rental or returned home.

"I was couch surfing and never had a stable place to call home over the last 2 years. I am now in a property supported by BYS and will be starting my studies soon."

PHOENIX HOUSE

Phoenix House is a transitional housing and support program that supports young people between the ages of 16-18 years who are experiencing or are at risk of homelessness. The program works alongside young people to facilitate positive change in their lives, focusing on mental, physical, emotional, and psychological well-being.

Phoenix House staff strive to provide a positive and supportive environment, where young people can develop their self-esteem, overcome barriers, and discover their true potential. The team recognises the impact of trauma on young people and aims to build upon a young person's inherent strengths, capacity, and resilience to work towards a future full of hope and aspiration.

Over the past year the staff and young people have worked together to enhance the physical environment of Phoenix House by painting old furniture, planting gardens, and nurturing indoor pot plant pots expertly painted by the young people, offering colour and beauty throughout the house. This project has seen young people experience a sense of creativity, and input into creating a space that is calm, nurturing, and enhances their sense of wellbeing.

Phoenix House maintains a strong focus on education, with many young residents successfully maintaining or re-engaging in some form of study. In 2020-21, one young person graduated Year 12 with a near perfect ATAR score after Phoenix House successfully advocated for a scholarship so the young person could remain at their private school after family breakdown resulted in homelessness. Currently, two young residents are engaged in secondary school and three are engaged in TAFE courses. Two have expressed a passion to become youth workers, inspired by the support they have received through the Phoenix House program.

In 2020-21, Phoenix House accommodated 17 young people (59% female, 35% male, 1 young person was gender diverse). 1 young person identified as Aboriginal and/or Torres Strait Islander and 12% were culturally and linguistically diverse. 63% of young people who exited Phoenix House in the past year successfully transitioned into supported independent accommodation, private rental or returned home.



HUB INTAKE AND INTERVENTION

The Hub Intake and Intervention team works with young people who are homeless or at-risk of homelessness, providing young people with support and skill development to improve their life circumstances.

The team is made up of four programs; the Youth Support Program, funded by the Department of Children, Youth Justice and Multicultural Affairs; the Intake and Brief Intervention Program, funded by the Department of Communities, Housing and Digital Economy; the Couch Surfing Hotline, funded by the Queensland Mental Health Commission; and the Safe and Connected Futures Program funded by the Hand Heart Pocket Foundation.

INTAKE AND BRIEF INTERVENTION

Brief Intervention work at the Fortitude Valley Hub remains fast paced, with the team supporting a large and rapidly growing number of vulnerable young people and young families. To manage the increase in demand, the team have implemented a triage process and have secured three new temporary positions to assist in responding to the surge in demand. Working effectively with trauma, violence, complex and challenging behaviours remains high on the agenda, with the team continuing professional development in Brief Solutions Focused practice, as well as working with challenging behaviours and de-escalation. Several workers completed training in the KIND program in 2020-21, increasing the team's capacity to provide appropriate support to young people with experiences of intimate partner violence/domestic & family violence.

Prioritising the health and wellbeing of the team remains crucial to prevent overwhelm from demand pressures and ongoing challenges of working through the COVID-19 pandemic. The team continued their strong self-care practices and completed a 'befriending your nervous system' workshop in February which explored somatic pathways to addressing tension and vicarious trauma.

The team have also greatly appreciated the weekly presence of Lawright who have played a crucial role in addressing the needs of young people facing legal challenges and assisting them to navigate interactions with the legal system.

In 2020-21, the team supported 934 young people and 9 accompanying children, provided 8235 occasions of intake and intervention support as well as responded to 2577 triaged enquiries (total 3520 young people). 54% identified as female, 44% male and 2% of young people were gender diverse. 29% identified as Aboriginal and/or Torres Strait Islander and 11% were culturally and linguistically diverse.





YOUTH SUPPORT PROGRAM

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

The YSP team worked together with the Health Services team to deliver an Adventure Based Therapy program that engages young people in innovative and therapeutic recreational activities, giving them opportunities to experience exciting risk-taking activities in a safe and supportive environment. Adventure Based activities continued with some interruptions to scheduling due to Queensland Health lock-down directives. It continues to be a powerful and popular part of the program.

In 2020-21, the Youth Support Program supported 433 young people and 2 accompanying children, providing 6007 occasions of support. The team also responded to 647 triaged enquiries. 52% identified as female, 44% male and 3% of young people were gender diverse. 28% identified as Aboriginal and/or Torres Strait Islander and 10% were culturally and linguistically diverse.

SAFE AND CONNECTED FUTURES

In 2021 BYS was successful in securing funding from the Hand Heart Pocket Foundation for the Safe and Connected Futures (SCF) program. The SCF proposal was developed from internal BYS data showing increasing numbers of young people seeking housing support as a result of family breakdown and this additional demand leading to a continued pressure on the existing transitional housing supply.

The SCF program has two key priorities: (1) to intervene early through working with young people and their chosen family member/s to ensure they can stay safely housed at home preventing entry into the homelessness system and; (2) to support young people who have been in BYS transitional housing to strengthen their family, social and community support networks to support their exits to independence from homelessness services.

Central to both elements of the program is the importance of working with the young person and their chosen family member/s to strengthen their relationship and capacity for the sustainable support that enables better life outcomes. The SCF program includes a partnership with the University of Queensland's Insititute for Social Science Research (ISSR) that involved a collaboratively facilitated series of co-design workshops that enabled 20 young people to contribute their valuable knowledge and insights to help shape the SCF program design.

The co-design workshops utilised an innovative participatory approach whereby young people created a fictional character and used the character to give feedback and input rather than share their own specific experiences of homelessness or family breakdown. This externalising approach protected them from risks and stressors associated with self-disclosures and improved confidentiality and personal safety in the process. Participants found the co-design process empowering and many described how being able to give useful feedback to help design a program to support other young people as a really positive experience.

The Safe and Connected Futures program will be delivered over the next two years and evaluated by The UQ Institute for Social Science Research.

"While I was homeless, BYS always did all they could do to help. If I'm in a place it's only thanks to them. I also received a lot of help with food, food vouchers and go-card top up."

THE COUCH SURFING HOTLINE

The Couch Surfing Hotline was a 14-month evaluated trial run by Brisbane Youth Service and funded by the Queensland Mental Health Commission (QMHC). The hotline commenced service delivery in October 219 and wrapped up in December 2020.

The service was targeted at responding to the needs of:

1. **Young people who are couch surfing as a form of homelessness**
2. **Family members/carers of young people who are couch surfing**
3. **Community members who are providing "couch" accommodation to young people**

The trial engaged with a total of just over 200 young people, family members, couch providers and services, with approximately 35 young people actively supported by the service through brief intervention and case management.



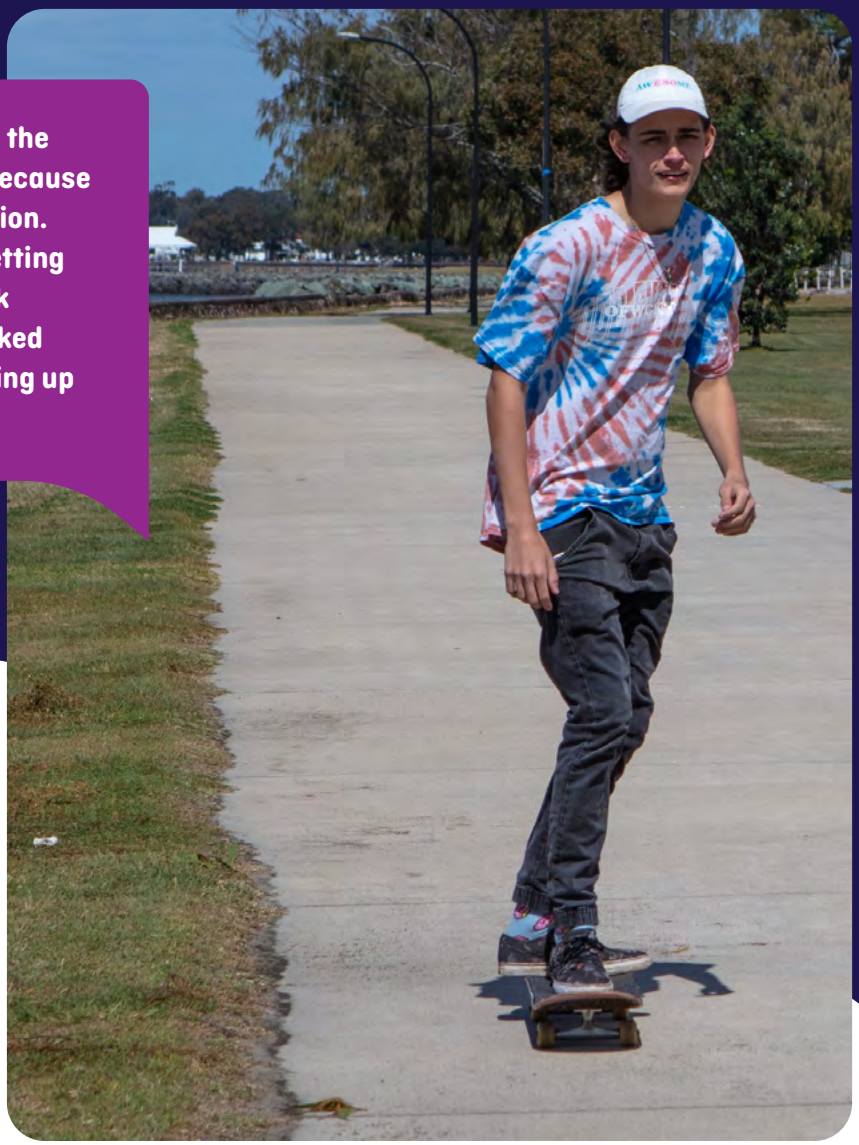
Using a risk screening tool, which was specifically developed for the hotline, young people demonstrated significantly decreased risk patterns at the pre- and post- intervention measures of young people's couch surfing risks.

42.5% of young people identified being as high or very high overall risk level at intake to the service which reduced to 3.5% (one young person only) post support. 50% of young people who were found to be at a medium risk level, mental health issues and a lack of support for mental health were found to be key risk factors. Critical questions asked were around the expectations of staying, and the mental health impacts of couch surfing. These assessments showed that young people's mental health was a significant concern while couch surfing and, as such, required specialist responses to stabilise their safety while couch surfing and alternative housing options were sought.

The Risk Screening Tool and the overall findings of the evaluated trial were presented at an online Sector Learning Forum in February 2021 with 76 people attending from a broad range of organisations and service providers across Queensland and was well received with positive feedback.

The Risk Screening Tool was also externally disseminated to the sector through presentation at the Child and Youth Mental Health Conference, Youth Support Coordinators in QLD metropolitan and regional schools, and through publications in Parity sector journal. The Risk Screening Tool was also internally disseminated to all BYS practice teams (with training and integration into the client database suite of practice tools).

> **I especially loved the music program because music is my passion. I felt like I was getting positive feedback and regularly looked forward to catching up with everyone.**



Xander's Story

Xander was erratic and struggled with self-worth before engaging with a range of supports across Brisbane Youth Service.

It was during COVID that my family counsellor linked me into BYS as they thought it would be good for me. They were worried about my relationships and my education.

I originally met with Craig from the Youth Support Program at school. Craig helped me get identification, apply for Centrelink and get into a university course when school finished. The workers taught me mindfulness, to look at things from a different perspective.

They were also like mini counsellors; giving me guidance, someone to talk to in tough times. The appointments provided a break between the week. Sometimes I could be having a bad time and I looked forward to catching up with my workers.

Craig introduced me to Denise from the Health Team. Denise educated me about different substances and their dangers so I could make safe decisions and help others when they needed it. Denise also showed me that I can use sensory things to calm myself down. I was also taught about 'Hyper' and 'Hypo' arousal, I learnt lots of things.

I also engaged with the Counselling service which helped me feel calm and understand situations, view things in a positive way. Denise and Craig also introduced me to the Adventure Therapy Program which included lots of different challenging activities where the workers helped me to overcome my fears.

It grounded me, I felt more happier every week because it was like another family. I also joined Jill's Social Groups. I especially loved the music program because music is my passion. I felt like I was getting positive feedback and regularly looked forward to catching up with everyone.

Life is a lot easier to go through now. I feel happier with myself and the things around me. I am about to start work, I attend Uni each week, and make good decisions. I have a different perspective of situations and understand my emotions better.

Shout out to the Adventure Therapy and Music Group, you know who you are!

XANDER'S RAP

BYS IS THE BEST

ADVENTURE THERAPY WAS A COOL QUEST

MY EMOTIONS WERE EXPRESSED

NOW I'M HARDLY STRESSED!

HEALTH SERVICES

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

This year the Health Services played a key role in supporting BYS to navigate the complex challenges of COVID-19 and embraced new opportunities for funding from Queensland Health's COVID-19 Immediate Support Measure. This funding facilitated development of the Mental Health Outreach project, where BYS worked in partnership with key services in the northern corridor of Brisbane to build their capacity to respond to young people requiring support.

Through a series of pop-up community events and staff development activities, community organisations and neighbourhood centres enhanced their capacity to support young people and their families locally, so they did not have to travel to metro areas to access services.

A range of resources were developed to build young people's awareness of the online options and applications available to them when needing mental health support. Additional resources were also developed to inform young people, local services and their communities how to access face-to-face support via a Mental Health Care Plan. The project was designed around a 'rapid stand up-stand down' model, specifically targeted to address the unique challenges of COVID-19, however, the benefits of community development and the forging of valuable new partnerships will be enjoyed for many years to come.

THE MEDICAL CLINIC

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



BYS has Registered Nurses on site to support clients



Pictured above: Adventure Therapy horse-riding

This year the clinic increased the focus on health promotion through key initiatives including immunisation catch ups and delivering a record number of flu vaccines.

The clinic also played a key role in ensuring young people's mental health was monitored and supported throughout COVID-19, and beyond, by offering Mental Health Care Plans and referrals to psychological supports both internal and external to BYS. Throughout each lock down, the Clinic remained open and fully operational so that young people seeking healthcare always had a service available to them.

In 2020-21, 224 young people accessed the medical clinic and 1319 consultations were provided (53% female, 45% male and 2% of young people were gender diverse). 21% identified as Aboriginal and/or Torres Strait Islander and 4% were culturally and linguistically diverse.

THE DRUG AND ALCOHOL PROGRAM

The AOD team continued trialling innovative and exciting projects in 2020-21, including another term of Adventure Therapy (pictured above) and a popular fitness group co-facilitated by an AOD worker and Personal Trainer Darren from MP Studio. The team collaborated with the clinic to deliver a health and wellness group called WOW (Work on Wellness) addressing key areas such as sleep hygiene, sexual health, exercise and healthy eating.

The Counselling Program has a specific dual diagnosis focus and is coordinated by a registered Health Psychologist, who supervises on-site psychologist interns (4 per year) increasing the capacity of the program to provide much needed, free counselling for young people. Over the course of the year, the counselling program received the highest number of referrals in its 10-year history, with client retention rates remaining stable, indicating that young people faced significant challenges with their mental health.

Our team ensured that in addition to supporting young people directly, all BYS staff were also supported to develop their mental health skills and knowledge through training and professional development. The Safeside Suicide Prevention Model, a gold-standard framework in suicide support, was rolled out across each team. This built capacity to connect with young people and confidently navigate the challenging area of talking about suicide and managing the associated risks. The model has been incorporated into BYS' annual professional development calendar so that all staff, existing and incoming, can access the training and its refresher courses.

In 2020-21, the Drug and Alcohol program supported 251 young people with 6657 occasions of support (54% female, 43% male and 2% of young people were gender diverse). 23% identified as Aboriginal and/or Torres Strait Islander and 12% were culturally and linguistically diverse.

BYS was my only hope because I was either going to end up dead or in jail. I started seeing one of the drug and alcohol workers who helped save my life.

I was able to get through the court battles, out of a domestic violence relationship, build relationships with friends and family again, and most importantly get clean and start to better my life. I got into long-term accommodation which provided a sense of independence, led me to get into TAFE and then University, and gave me a chance to be able to achieve my dreams.

NATIONAL PSYCHOSOCIAL SUPPORT MEASURE TRANSITION (NPST) PROGRAM

The NPST program is a program for young people previously supported under the Day-to-Day Living Program, aimed at assisting eligible young people transition to NDIS supports. The program finished service delivery on 30 June 2021 after successfully transitioning a key group of young people over to the NDIS or to Continuity of Supports (COS) programs.

Some excellent outcomes were achieved by assisting young people access their NDIS packages and plan for a lifetime of sustainable supports, focused on helping them achieve their hopes and dreams. For many other young people, increased knowledge of the benefits of engaging with healthcare and mental health providers was gained through the support of the NPST worker, ensuring continued recovery.

Overall, the impact of the program will be ongoing both for young people who have accessed invaluable psychosocial supports, and staff whose capacity to navigate the intricate landscape of the NDIS was strengthened through the insights of the NPST worker.

In 2020-21, the NPST program supported 22 young people with 1148 occasions of support (47% female, 45% male and 8% of young people were gender diverse). 19% identified as Aboriginal and/ or Torres Strait Islander and 9% were culturally and linguistically diverse.

THE RECOVERY AND DISCOVERY HUB

In partnership with Communify, Toowong Private Hospital, Eating Disorders Queensland and Headspace, the team provides individual psychosocial support, clinical care coordination and group activities for young people through the Recovery and Discovery Hub (RAD).

The program enjoyed another year of excellent collaboration with partners where the unique challenges of 2020-21 were collectively problem-solved and addressed to ensure young people continued to receive mental health support and inclusion in social opportunities. A refreshed group activity calendar was introduced that included a Skateboarding Group and Circus Group, both of which provided young people with fun and novel ways of coming together to beat isolation and loneliness in safe and supportive environment.

In 2020-21, 127 young people accessed the RAD HUB and 2712 consultations were provided (51% female, 42% male and 7% of young people were gender diverse). 17% identified as Aboriginal and/or Torres Strait Islander and none were culturally and linguistically diverse.



Lucy's Story

Sleeping rough and using alcohol to cope with life, Lucy's world looked grey before a doctor's referral to BYS began a journey of self-discovery and transformation.

I was homeless off and on for the course 3 years. In the beginning, I couch surfed, staying at mates' places and the homes of kind strangers I would encounter. But unfortunately, that could only last so long. I eventually turned to anyone that would offer shelter for a night just to find a sense of security, for a home was always a safe place in my eyes. This new system would not last and within months I ended up on the streets. Terrified, depleted emotionally, physically, and mentally and beyond exhausted I turned to alcohol as a vice to make my world a little less grey.

BYS came to my aid in early 2014. A doctor I was seeing discovered I was homeless and offered a referral to get assistance with my situation. Not knowing there was support like this was out there I jumped at the first opportunity. At the time I was too independent for my own good, as receiving help and support wasn't part of my nature. So, encountering this service would be a prove to be more difficult than expected. But through the kindness and gentle push of BYS workers I was propelled onto a path of self-discovery and transformation.

> "I eventually turned to anyone that would offer shelter for a night just to find a sense of security, for a home was always a safe place in my eyes. This new system would not last and within months I ended up on the streets. Terrified, depleted emotionally, physically, and mentally and beyond exhausted I turned to alcohol as a vice to make my world a little less grey. "

BYS helped with many problems I faced over the years, pushing me out of my comfort zone and into a new way of life that will benefit me for years to come. They provided me with housing and a safe place to call home, a friendly face to talk to in troubling times, alcohol and drugs support that helped me to become sober and transform my relationship with substances, and counselling that led me on the path of self-healing and allowed wide opportunity for self-growth.

I am now 25 years old and while I still have a long way to go on this journey of self-healing, I am beyond grateful for the foundation BYS has helped me build. They have helped me reclaim my power and give me drive and purpose to live a fulfilling and abundant life.

YOUNG WOMEN AND YOUNG FAMILIES

> **My support worker has helped with my mental health and talked with me about issues in my relationships and around my kids.**

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

YOUNG WOMEN'S PROGRAM

The Young Women's program is comprised of two Young Women Support Workers and is funded by the Department of Communities, Housing and Digital Economy. The team provides support to young women who are experiencing or at risk of homelessness many of whom have experienced complex trauma throughout their lives and often lack a safe and supportive person to turn to. They walk alongside the young women to navigate complex and traumatic issues such as domestic and family violence, sexual assault, mental health issues and social isolation. The young women define their own goals for support and the worker assists them by advocating for their needs and supporting them to understand systems such as housing, child safety, legal, Centrelink, education, and health.

YOUNG FAMILIES PROGRAM

The Young Families program provides specialised housing assistance and support for young parents experiencing or at risk of homelessness. The team is comprised of four Family Support Workers funded by Department of Communities, Housing and Digital Economy, and one Targeted Family Support Worker funded by Department of Children, Youth Justice and Multicultural Affairs. The team are trained Circle of Security facilitators and work with young parents one-on-one to educate and support attachment to their children.

Most young parents are victims of violence and trauma, so the program provides support in navigating how to foster feelings of safety and connection with their children. In some cases, the team assists families who have involvement with or are at risk of entering the child protection system.

In 2020-21, a new Healthy Dads Worker position has been created in the team to support young dads or young men in a fathering role who have varying levels of contact with or custody of their children. The focus is on assisting dads to secure stable housing, strengthen their relationships and parenting skills, and improve their own health and wellbeing including recovery from trauma. Advocacy and support are also provided to navigate complex systems and engage in employment or further study.

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



Fotina's Story



SAFE RELATIONSHIPS PROGRAM

A high proportion of young people that access BYS have past or current experiences of Domestic and Family Violence. In partnership with the Brisbane Domestic Violence Service, BYS co-funds an embedded Specialist Youth Domestic and Family Violence worker who supports our workers to respond to the domestic violence issues experienced by our clients including safety planning, risk assessment and referral pathways.
BYS is also currently partnering with QUT to evaluate the embedded role as a response to the intersectionality of homelessness and domestic violence for young people.

Building on this work, this year BYS was successful in attracting funding for a Safe Relationships Program pilot project from the Department of Children, Youth Justice and Multicultural Affairs. The project is delivering education to young women about respectful healthy relationships to assist them to identify domestic violence. In addition, the project is piloting a trauma informed behaviour change program for young men who use violence, many of whom have been victims themselves. The KIND program was developed in South Australia and is being trialled by BYS, Youth Justice and the Child and Youth Mental Health Service with an evaluation being undertaken by Griffith University. The KIND program aims to support emotional regulation skills development. This is exciting and much needed to address the pressing issue of domestic violence for young people.

In 2020-21, the BYS Centre for Young Women and Young Families team supported 217 young people and 77 accompanying children with 3872 occasions of support (78% female, 21% male, 1 young person was gender diverse). 40% identified as Aboriginal and/ or Torres Strait Islander and 17% were culturally and linguistically diverse.

With support from a Young Families worker, Fotina overcame parenting challenges and found renewed belief in herself and an inspired direction for the future of her young family.

I was referred to BYS around 2017 at a time in my life when I felt very vulnerable and alone. Life and parenting was overwhelming and I needed support to cope and map out a new future for myself and my young son.

I was given a God-sent Families Worker, who really understood me and my journey.

Things started to make sense as a parent, I started to understand my son better, learning about his needs, communication, and development. The pressure I was placing on him started to ease. I had been treating him as a young man, rather than the young child he was.

I have learnt so much in this journey with BYS as an individual, as a parent and as a career driven individual and the balance needed. I learnt different coping skills, love languages, emotional needs, and communication cues from my son.

When my son started Prep, he struggled with the transition and was finding it difficult to settle in. I thought that I had failed as a parent, I was busy, working and studying my bachelors and being a single parent. But Renee was there to assure me that it was ok and with the right supports he would get through, all children are different and with the right fit and support he would be ok.

This helped me accept the new phase of our life and adjustments were made. Through research on different types of schools and supports with my worker, my son started a new school which was a better fit for him.

I will forever be grateful for BYS and especially to Renee who I know I could rely on when I got stuck in life.

I have learnt that no-matter what stage of life you are at there is always going to be help for you, when you need it and there is going to be someone who believes in you, even when you do not believe in yourself and that's what BYS showed me and that's what Renee taught me.

Now my son is doing well at school with friends and amazing feedback from teachers. I am about to start my Masters in Human services. My lifetime goal is to start an organisation that will help parents and families who face the same or greater challenges in parenting hood as I have.

The key to this message is to trust your journey and everything that we go through is to shape us and prepare us for the greater Good.

**Thank you for always being there for me and my son.
Words cannot express my gratitude.**

QUALITY PRACTICE AND INNOVATION

The Quality Practice and Knowledge Team is made up of our Quality Practice and Development Manager; our Research and Evaluation Manager and, this year, we have expanded the team to include two part-time Research and Evaluation Officers. Our work supports staff across the organisation, to do their best work with young people in ways that are evidence-driven; translate knowledge into continually improved quality practice; and ensure that young people's voices are captured in ways that enable us to advocate for better knowledge, services and outcomes for vulnerable young people.

This year has, excitingly, seen the achievement of our goal of investing in the development of a BYS Youth Participation Strategy, building on our sustained commitment to listening to the voices and wisdom of young people. This has included embedding regular Youth Advisory Groups and Community Advisory Groups into our newly funded programs Positive Transitions Program and Safe and Connected Futures Program) to ensure that we sustain a focus on being guided by the knowledge, experience and stories of young people, community and stakeholders.

This year has also seen us undertake our first ever co-design process, working with young people and stakeholders to design the new Safe and Connected Futures program which will seek to prevent and reduce homelessness by strengthening young people's sustainable support from chosen family members. Young people contributing to the co-design across 4 workshops successfully identified a range of key program components and mechanisms of change that they felt were central to program effectiveness.

Each year we survey young people for their feedback on our programs and how our support makes a difference in their lives. The results of the survey are fed back into the organisation and recommendations are responded to by the Continual Quality Improvement working group. This year this process of being guided by young people's feedback has seen us improve our informed consent processes; enhance our triage to build increase responsiveness during high demand times; improve accessibility to our feedback and complaints processes with clear, youth friendly and visible information about how to have your say.

Our research continues to focus on the critical issues that impact and intersect with young people's homelessness. Intersectional violence and homelessness experiences for young people remain a key focus, with a new funded research initiative with Dr Danielle Davidson exploring frontline worker's experiences of working with young people who are experiencing family and relationship violence in the context of homelessness risks. This project is being delivered in collaboration with Monash University in Melbourne and includes a focus on understanding the impact of the role of the embedded Brisbane Domestic Violence Service domestic violence specialist at BYS.

We have maintained to develop our understanding of the risks associated with couch surfing for young people, with the successful completion of a substantial qualitative research project in collaboration with Dr Katie Hail-Jares of Griffith Criminology Institute.

> **Before I came to BYS I was homeless and on the streets. I am safe in my own house now and I have stayed in this house for almost 1 year. I have my own space, and no one can take that.**



Interviewing 65 young couch surfers has yielded rich learning about the dynamics, stressors and situational risks associated with couch surfing. Findings were presented at an online Sector Learning Forum in February 2021 and have been widely shared across BYS teams, school based Youth Support Coordinators across QLD and published in Parity homelessness journal. A range of academic journal publications, including specific exploration of the mental health issues associated with couch surfing, are in progress.

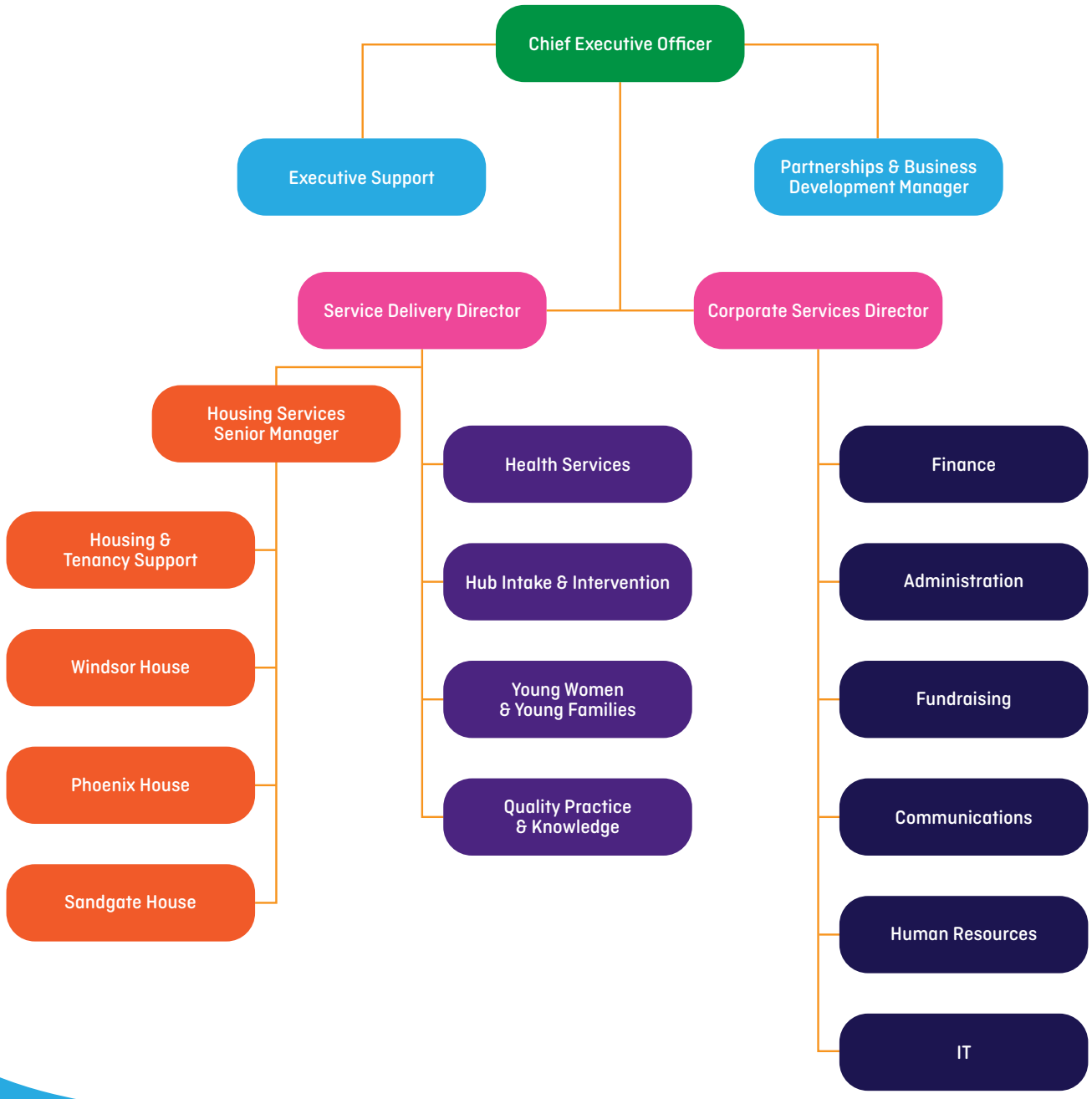
The team has been busy setting up the evaluation frameworks and tools for our newly funded innovation programs, the Positive Transitions Program, the Safe and Connected Families Program and the Safe Relationships Program, as well as finalising the evaluation of the Couch Surfing Hotline Service.

While most conferences were cancelled or postponed in the last 12 months, we were able to share our learning in 2021 at the Child and Youth Mental Health Conference; at the Practice Meets Research Conference, The Youth Homelessness Conference and at smaller targeted online learning opportunities including the Couch Surfing Learning Webinar delivered in February 2021 and recorded for ongoing online access.

The team worked to support the organisation through the peak COVID-19 impact period by being rapidly responsive to the need for new policy and practice guidelines and ensuring all staff had easy access to the most up to date information they needed to sustain safe quality practice. We also worked hard to ensure that the organisation was able to track and respond to emerging and changing patterns of young people's support needs through the pandemic and its aftermath.

Despite the upheaval of COVID-19, the team successfully led the organisation through accreditation for both the Human Services Quality Framework (HSQF) and the National Regulatory System for Community Housing (NRSCH). Strong positive feedback was received from the auditors regarding our comprehensive systems for ensuring that, in all of our work, young people are respected, their rights are proactively upheld and we are guided, at all times, by young people's best interests and needs.

OUR ORGANISATION





If it wasn't for BYS,
I wouldn't be as
successful as I am today.



OUR PEOPLE

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

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

EXECUTIVE MANAGEMENT

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



ANNEMAREE CALLANDER
CHIEF EXECUTIVE OFFICER

Annemaree has been the CEO of BYS since 2011. She holds a Bachelor of Social Science and has worked in the Human Services Industry for 35 years in both government and non-government organisations.

She has policy, program and service delivery experience in the areas of child protection, youth justice, homelessness, youth health, youth development and early childhood. Annemaree is passionate about young people and evidence-informed policy and practice.



DI MAHONEY
SERVICE DELIVERY DIRECTOR

Di joined BYS in 2018 after four years working at Griffith University in student diversity and inclusion. Di has a Master of Human Services, Graduate Diploma in Education and Training and a Bachelor of Social Science. Prior to moving to Brisbane in 2014, Di was the Director of Byron Youth Service.

She has more than 20 years experience working in the community sector with expertise in service delivery design and development, grant seeking, staff coaching and mentoring, social enterprise and organisational development.



JORDAN MCCARTHY
CORPORATE SERVICES DIRECTOR

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

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

STRATEGIC PARTNERSHIPS

2020-21 saw a high focus on growth of the service to meet the needs of young people in the community.

With the ongoing demands on the organisation and the broader environment from COVID-19 and other external factors, there continues to be a need for change management and innovation in service responses. This has also necessitated an evaluation and expansion of strategic service and corporate partnerships based on a key values alignment to ensure the BYS purpose is realised within the community.

During the 2020-21 year, there were significant investments made by BYS's visionary Board to achieve ongoing excellence in young-person centred care. Key activities in the service partnerships and business development included:

- Finalisation of the organisational growth strategy facilitated by KPMG, highlighting key priority areas for our future focus and development by the BYS Board, Executive Management Team, and key stakeholders
- Development of the BYS Strategic Partnerships Plan 2020-2021
- Engagement with new and existing partners to achieve the finalisation of the Furnishing Young Futures project, in conjunction with Brisbane Housing Company and corporate sponsors Saunders Havill, Knisco, Stokes Wheeler and MinterEllison
- Internal business developments to support projected growth and opportunities
- Successful application of government and philanthropic grants to facilitate strategic business and data driven outcomes
- Pro-bono and funding support from major partners Holding Redlich and MinterEllison
- Expansion of engagement into new industries, with facilitation from partners including Rochele Painting, and resulting from the introduction of new programs such as Positive Transitions Project, which facilitates young people to access employment, education, and training pathways'
- Identifying the emerging needs of young people in the community to inform the development of new programs
- Following the environmental trends for opportunities to expand current services
- Facilitation of service partnerships for community-based events such as Mental Health Week

In conjunction with the Executive Management Team, BYS continues to scope the external environment to position itself to achieve the strategic and long-term goals of the organisation.



BYS Partner MinterEllison featuring Rob Reed



BHC Cornwall
Street Development





Pictured top: BYS Partner Rochele Painting featuring Sam Festa
Pictured above: Furnishing Young Futures Project



BYS partnered with The VacSeen Project to help deliver COVID-19 vaccines to young people

"We're proud to stand with BYS, supporting vulnerable young people to have a brighter future."

— Saunders Havill Group

FUNDRAISING

COMMUNITY SUPPORT

BYS is grateful for the incredible support received from local community groups, organisations and schools which enable us to continue vital work with young people and their children.

Special thanks to the following for raising important funds while increasing community awareness of youth homelessness:

Reidy House at St Joseph's College Gregory Terrace who have been loyal supporters of BYS for many years, as well as All Hallows' School, Clayfield College and Loreto College.

CHRISTMAS APPEAL

Thanks to our amazing partners and supporters who made the BYS 2020 annual year-end appeal one of our most successful ever, raising more than $52,500 and donating over 300 food hampers and over $2,000 in gift cards and vouchers. The holidays can be a difficult and lonely time for young people and young families doing it tough, made even more so this year through the impact of COVID-19.

So thank you to everyone who contributed, helping to spread some much-needed Christmas joy, especially:

Grant Thornton, Holding Redlich, KPMG, MinterEllison, Brisbane Boys' College Wheller House, Centrelink Toowong, Console Group, Crestone Wealth Management, Ethos Urban, Foot Locker Australia, Fulton Hogan, Grit Programming, Icon Group, Insurance Advisernet Foundation, Legal Services Commission, Little Ducks Childcare New Farm, MatchWorks, MAX Solutions, National Australia Bank, Nandos Queensland, Queensland Academy of Creative Industries, Ray White Alderley, Warner Brothers Studio, Wood Australia Pty Ltd.

TAX APPEAL

Thank you to all those who invested in the futures of vulnerable young people with their tax-deductible contributions to this end-of-financial-year's Tax Appeal. Over $35,500 in vital funds was raised to help Brisbane Youth Service meet the growing demand for our services, ensuring life-changing support continues to be available for a dramatically rising number of young people when they need it most.



Melissa Downes, Nine News Presenter, supports Daggy Jumper Day

DAGGY JUMPER DAY

Brisbane Youth Service's eighth annual Daggy Jumper Day was a great success again this year, going 'virtual' to raise awareness around youth homelessness and just over $6,500 in much-needed funds to help meet the increasing need for services for young people.

Special thanks to the following for their wonderful support:

BHC, Rochele Painting, Grant Thornton, KPMG, Foot Locker Australia, Energy Queensland, Junction Park State School, and Rainworth State School.

Christmas
Hamper Drive





Tyrone Shandiman, Insurance Advisernet

Property Industry
Foundation Charity Regatta





Daggy Jumper Day,
Elijah Buol OAM,
Australia Day
Ambassador and
2019 Queensland
Local Hero of the year

I'm not a plumber, so I pay one to fix the busted pipe in my backyard. I'm not a lawyer, so I pay one to write up a contract for me. And I don't understand the struggles of homeless youth like Brisbane Youth Service does, so I donate so they can help those that need it most.

Alexilum generously donate $5 to Brisbane Youth Service for every BAS they lodge on behalf of their clients through their Under Cover Community Giving and Support Program, they have also set up a Workplace Giving Program for their employees.



MINUTES OF THE

ANNUAL GENERAL MEETING

Held at:

42 McLachlan Street, Fortitude Valley and on Zoom
on Tuesday 24 November 2020 at 3.30pm

Opening:

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

Attendees:

Name	Organisation
Adam Barnes	BYS Member
Amanda Jones	BYS Staff Member
Anna Spencer	BYS Board Member - Vice President
Annemaree Callander	BYS Staff Member / BYS Member
Awhina Faulkner	BYS Staff Member / BYS Member
Ben Paris	BYS Board Member
Dawn Daylight	-
Deb McConnell	Department of Housing and Public Works
Di Mahoney	BYS Staff Member / BYS Member
Jacob Arden	BYS Board Member
Jessica Cotton	Department of Housing and Public Works
Julie Geraghty	BYS Staff Member / BYS Member
Kate Hands	BYS Staff Member / BYS Member
Kelly Moore	BYS Board Member - Treasurer
Michelle Wade	BYS Board Member
Nikola Stepanov	BYS Board Member - President
Shelley Sorrenson	BYS Board Member - Secretary
Wendy Hovard	Brisbane Housing Company

Apologies

Name	Organisation
Dr Alexander Robinson	BYS Board Member
Dr Andrew Gunn	BYS Member
Anastasia Maynes	Minter Ellison
Cr Vicki Howard	Councillor, Brisbane City Council
Emma Rawlings	Metro North Hospital & Health Service
Deb Parker	Zig Zag
Dianne Mellone	Foot Locker
Helen Wood	BYS Member
Laura Christie	-
Judy Mckillop	Dept Child Safety, Youth & Women
Mark Crocker	Mark Crocker Photography
Peter Waterhouse	Supporter
Walley Dethlefs	BYS Life Member

Welcome to Country:

Aunty Dawn Daylight paid respect to and acknowledged the Turrbal and the Jagera people as the Traditional Custodians of the meeting place.

Guest Speaker Kurt:

Kurt told his story and spoke to his time in the Windsor house and the support he had received from the BYS Youth Workers. Kurt thanked the staff for their understanding, care, and assistance throughout his time in accommodation noting he is in a much better place because of BYS's support.

Life And Honorary Memberships:

Ms Callander thanked and awarded life membership to Adam Barnes after 11 years' service. She acknowledged his work at BYS as Housing Manager particularly on the Sustaining Young Tenancies project. Life membership was also awarded to Coral-Lee Bamford and Laura Christie for their commitment and hard work over the past 10 and 12 years, respectively.

Adoption Of 2019 Minutes:

Ms Callander called for BYS members to confirm and accept the 2019 minutes. There were no objections to the minutes as they were recorded.

Motion: That the minutes of the Brisbane Youth Service Annual General Meeting held on 12 November 2019 be accepted.

Moved: Shelley Sorrenson
Seconded: Anna Spencer
Motion carried.

Chair's Report:

Ms Stepanov thanked Aunty Dawn Daylight and Kurt for their time and presentations. She spoke to the Chair's Report, noting the challenges experienced by BYS and its clients as result of the COVID-19 pandemic and all the work carried out during the year. She commended the work and dedication of the BYS Executive team and staff noting their grace and agility throughout what has been a very challenging and unpredictable year. She spoke to the breadth of support provided by BYS and the importance of continuing to support young people, who are our future leaders. She thanked the Board members for their service to the organisation during the year and congratulated everyone on meeting the challenges of a tough year.

Treasurer's Report:

Ms Moore spoke to the Treasurers Report noting, fundraising and return on investment was hampered due to COVID-19 pandemic. She noted an increase in technology spend also due to remote working environments needing to be deployed. She spoke to the additional grants and brokerage services received to respond to COVID-19. She commended the BYS staff on their hard work throughout the year and their ability to continue to serve and support Brisbane's most vulnerable young people.

Motion: That the Treasurer's Report be accepted.
Moved: Jacob Arden
Seconded: Shelley Sorrenson
Motion carried.

Chief Executive Officer's Report:

Ms Callander spoke to the 2019-20 snapshot and support data in the Annual Report noting, the 24% increase in demand on the service over the past year. She spoke to the young people's complex needs data and positive impact of BYS on young people's wellbeing.

She canvassed the outcomes of the BYS's annual feedback survey, and the challenges experienced by the organisation as a result of COVID-19 pandemic. She noted a number of accomplishments in the last year by BYS including successful partnerships with Brisbane Domestic Violence Service and Brisbane Housing Company. She spoke to the increased demand on the BYS Hub over the past six months and the need to refocus on dealing with and resourcing this accordingly in the coming months.

Ms Callander thanked the staff for their resilience and resourcefulness shown during a very challenging year. She also thanked BYS's corporate and community partners, donors, volunteers for their belief in and continued support of the organisation. She thanked the Board for their guidance and support throughout the year.

Nomination Of Board Members:

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

Nominee	Proposer	Seconder
1. Nikola Stepanov	Julie Geraghty	Kate Hands
2. Kelly Moore	Coral-Lee Bamford	Annemaree Callander
3. Michelle Wade	Kate Hands	Coral-Lee Bamford
4. Jacob Arden	Annemaree Callander	Julie Geraghty
5. Mark Wheatley	Awhina Faulkner	Annemaree Callander

A vote was called from BYS Members by an online poll.

Thirteen votes were received ***For*** the nominations.
Zero votes were received ***Against*** the nominations.

All positions were declared elected unopposed by the Returning Officer.

Appointment Of Auditor:

Motion: That the Auditor for the financial year 2020/2021 be Pitcher Partners Brisbane.
Moved: Michelle Wade
Seconded: Kelly Moore
Motion carried.

Meeting Close:

There being no further business, Ms Callander thanked attendees and declared the meeting closed at 4:25pm.

Confirmed:



Nikola Stepanov | Board Chair Date: 24/11/2020

FINANCIAL REPORT 2020-21

1. BRISBANE YOUTH SERVICE INC.
STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2021

	Note	2021 ($)	2020 ($)
Revenue and other income			
Grant revenue		**7,963,378**	7,293,333
Other revenue	3	**577,339**	563,628
Other income	3	**110,643**	19,383
		8,651,360	7,876,344
Less: expenses			
Employee benefits expense	4	**(6,391,487)**	(5,849,404)
Client support services expense		**(695,488)**	(574,877)
IT costs		**(304,415)**	(194,670)
Property expenses		**(261,965)**	(250,584)
Depreciation expense	4	**(172,584)**	(188,109)
Motor vehicle and travel expenses		**(144,555)**	(163,717)
Insurance expense		**(58,292)**	(54,416)
Audit, legal and consultancy fees		**(48,464)**	(44,605)
Finance costs	4	**(2,306)**	(6,953)
Other operating costs		**(342,701)**	(329,208)
		(8,422,257)	(7,656,543)
Surplus before income tax expense		**229,103**	219,801
Income tax expense		**-**	-
Surplus for the year		**229,103**	219,801
Other comprehensive income			
Items that will not be reclassified subsequently to profit and loss			
Revaluation of property, plant and equipment, net of tax		**257,700**	40,000
Net change in fair value of financial assets designated at fair value through other comprehensive income, net of tax		**282,061**	(252,806)
		539,761	(212,806)
Other comprehensive income for the year		**539,761**	(212,806)
Total comprehensive income		**768,864**	6,995

The accompanying notes form part of these financial statements.

2. BRISBANE YOUTH SERVICE INC.
STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2021

	Note	2021 ($)	2020 ($)
Current assets			
Cash and cash equivalents	6	**3,058,418**	2,608,795
Receivables	7	**32,992**	61,578
Other assets	8	**110,046**	155,065
Total current assets		**3,201,456**	2,825,438
Non-current assets			
Receivables	7	**3,361**	-
Other financial assets	2	**3,007,239**	2,607,783
Lease assets	10	**94,413**	110,905
Property, plant and equipment	9	**2,043,239**	1,660,403
Total non-current assets		**5,148,252**	4,379,091
Total assets		**8,349,708**	7,204,529
Current liabilities			
Payables	11	**601,194**	574,798
Lease liabilities	10	**93,503**	112,603
Provisions	13	**575,593**	540,401
Contract liabilities	14	**424,625**	125,775
Total current liabilities		**1,694,915**	1,353,577
Non-current liabilities			
Lease liabilities	10	**-**	1,280
Borrowings	12	**151,436**	136,000
Provisions	13	**67,792**	46,971
Total non-current liabilities		**219,228**	184,251
Total liabilities		**1,914,143**	1,537,828
Net assets		**6,435,565**	5,666,701
Members funds			
Reserves	15	**1,151,465**	617,434
Accumulated surplus		**5,284,100**	5,049,267
Total members funds		**6,435,565**	5,666,701

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 2021

	Reserves ($)	Accumulated Surplus ($)	Total Equity ($)
Balance as at 1 July 2019	772,838	4,886,868	5,659,706
Surplus for the year	-	219,801	219,801
Other comprehensive income for the year	212,806	-	(212,806)
Total comprehensive income for the year	(212,806)	219,801	6,995
Transfers to retained earnings, upon disposal of financial assets designated at fair value through other comprehensive income	57,402	(57,402)	-
Total transactions with owners in their capacity as owners	57,402	(57,402)	-
Balance as at 30 June 2020	617,434	5,049,267	5,666,701
Balance as at 1 July 2020	**617,434**	**5,049,267**	**5,666,701**
Surplus for the year	**-**	**229,103**	**229,103**
Other comprehensive income for the year	**539,761**	**-**	**539,761**
Total comprehensive income for the year	**539,761**	**229,103**	**768,864**
Transfers to retained earnings, upon disposal of financial assets designated at fair value through other comprehensive income	**(5,730)**	**5,730**	**-**
Total transactions with owners in their capacity as owners	**(5,730)**	**5,730**	**-**
Balance as at 30 June 2021	**1,151,465**	**5,284,100**	**6,435,565**

The accompanying notes form part of these financial statements.

4. BRISBANE YOUTH SERVICE INC.
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2021

	Note	2021 ($)	2020 ($)
Cash flow from operating activities			
Receipts from grantors, donors and tenants		**9,588,572**	8,424,701
Payments to suppliers and employees		**(8,920,592)**	(8,147,487)
Dividends received		**99,508**	15,140
Interest received		**7,291**	27,037
Finance costs		**(2,306)**	(6,953)
Net cash provided by operating activities		**772,473**	312,438
Cash flow from investing activities			
Proceeds from sale of property, plant and equipment		**20,762**	1,853
Proceeds from sale of investments		**139,057**	286,170
Payment for property, plant and equipment		**(171,701)**	(29,276)
Payment for investments		**(181,061)**	(3,146,759)
Net cash used in investing activities		**(192,943)**	(2,888,012)
Cash flow from financing activities			
Payment for lease liabilities		**(129,907)**	(127,642)
Net cash used in financing activities		**(129,907)**	(127,642)
Reconciliation of cash			
Cash at beginning of the financial year		**2,608,795**	5,312,011
Net increase / (decrease) in cash held		**449,623**	(2,703,216)
Cash at end of financial year	6	**3,058,418**	2,608,795

The accompanying notes form part of these financial statements.

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

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

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

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

(a) Basis of preparation of the financial report

Historical cost convention

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

Fair value measurement

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

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

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

(b) Economic dependency

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

(c) Cash and cash equivalents

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

(d) Donations and grant revenue

The association derives income from donations and operating grants.

Donations

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

Operating grants

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

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES *(CONTINUED)*

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

(e) Other revenue and other income

Dividend and other distributions

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

Interest

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

Leases

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

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

(f) Employee benefits

(i) Short-term employee benefit obligations

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

(ii) Long-term employee benefit obligations

The provision for other long-term employee benefits, including obligations for long service leave and annual leave, which are not expected to be settled wholly before twelve months after the end of the reporting period, are measured at the present value of the estimated future cash outflow to be made in respect of the services provided by employees up to the reporting date. Expected future payments incorporate anticipated future wage and salary levels, durations of service and employee turnover, and are discounted at rates determined by reference to market yields at the end of the reporting period on government bonds that are denominated in the currency in which the benefits will be paid. Any remeasurements for changes in assumptions of obligations for other long-term employee benefits are recognised in profit or loss in the periods in which the change occurs.

Other long-term employee benefit obligations are presented as current liabilities in the statement of financial position if the association does not have an unconditional right to defer settlement for at least twelve months after the reporting date, regardless of when the actual settlement is expected to occur. All other long-term employee benefit obligations are presented as non-current liabilities in the statement of financial position.

(iii) Retirement benefit obligations

Defined contribution superannuation plan

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

(g) Income tax

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

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES *(CONTINUED)*

(h) Financial instruments

Initial recognition and measurement

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

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

Classification of financial assets

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

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

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

Classification of financial liabilities

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

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

Investment in managed funds

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

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

Long-term equity instruments

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

(i) Property, plant and equipment

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

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

Property

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

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES *(CONTINUED)*

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

Plant and equipment

Plant and equipment is measured on the cost basis.

Depreciation

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

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

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

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

(j) Impairment of non-financial assets

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

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

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

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

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

(k) Leases

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

Lease assets

Lease assets are initially recognised at cost, comprising the amount of the initial measurement of the lease liability, any lease payments made at or before the commencement date of the lease, less any lease incentives received, any initial direct

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES *(CONTINUED)*

costs incurred by the association, and an estimate of costs to be incurred by the association in dismantling and removing the underlying asset, restoring the site on which it is located or restoring the underlying asset to the condition required by the terms and conditions of the lease, unless those costs are incurred to produce inventories.

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

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

Lease liabilities

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

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

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

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

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

(l) Provisions

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

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

(m) Goods and services tax (GST)

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

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

(n) Comparatives

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

(o) Events after the reporting period

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

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

NOTE 2: FAIR VALUE MEASUREMENT

	Total ($)
2021	
Financial assets	
Financial assets at fair value through profit or loss	
Investment in managed investment funds	2,228,122
Financial assets at fair value through comprehensive income	
Investment in equity securities	779,117
Total financial assets	3,007,239
Non-financial assets	
Revalued property, plant and equipment	
Land and buildings	1,822,700
Total non-financial assets	1,822,700
2020	
Financial assets	
Financial assets at fair value through profit or loss	
Investment in managed investment funds	2,018,835
Financial assets at fair value through comprehensive income	
Investment in equity securities	588,948
Total financial assets	2,607,783
Non-financial assets	
Revalued property, plant and equipment	
Land and buildings	1,565,000
Total non-financial assets	1,565,000

Valuation of investment in equity securities

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

Valuation of land and buildings

The land and buildings are valued using externally quoted property prices, being a level 3 fair value measurement. The valuation is a market-based approach with unobservable inputs.

NOTE 3: OTHER REVENUE AND OTHER INCOME

	2021 ($)	2020 ($)
Other revenue		
Dividend income	99,508	15,140
Interest income	7,291	27,037
Donation revenue	185,578	211,116
Medicare revenue	60,772	59,386
Cashflow boost revenue	37,500	62,500
Rental revenue	186,690	188,449
	577,339	563,628
Other income		
Gain on fair value of borrowings	-	17,000
Profit on sale/revaluation of non current assets	96,153	1,853
Other income	14,490	530
	110,643	19,383

NOTE 4: OPERATING PROFIT

	2021 ($)	2020 ($)
Surplus before income tax has been determined after:		
Finance costs:		
- Interest expense on lease liabilities	2,306	6,953
Employee benefits expense:		
- Short term benefits	5,696,577	5,256,307
- Superannuation guarantee contributions	515,864	478,655
- Other employee benefits	179,046	114,442
	6,391,487	5,849,404
Loss on fair value of borrowings	15,436	-
Depreciation:		
- Leasehold improvements	-	5,070
- Motor vehicles	45,520	49,287
- Office equipment	-	2,515
- Furniture, fixtures and fittings	1,045	617
- Lease assets	126,019	130,620
	172,584	188,109

NOTE 5: KEY MANAGEMENT PERSONNEL COMPENSATION

	2021 ($)	2020 ($)
Total compensation received by key management personnel	441,206	442,903

NOTE 6: CASH AND CASH EQUIVALENTS

	2021 ($)	2020 ($)
Reconciliation of cash		
Cash at the end of the financial year as shown in the statement of cash flows is reconciled to the related items in the statement of financial position as follows:		
Cash on hand	477	325
Cash at bank	3,057,941	2,608,470
	3,058,418	2,608,795

NOTE 7: RECEIVABLES

	2021 ($)	2020 ($)
CURRENT		
Trade receivables	23,531	49,078
Other receivables	9,461	12,500
	32,992	61,578
NON CURRENT		
Other receivables	3,361	-

NOTE 8: OTHER ASSETS

	2021 ($)	2020 ($)
CURRENT		
Prepayments	98,835	143,854
Other current assets	11,211	11,211
	110,046	155,065

NOTE 9: PROPERTY, PLANT AND EQUIPMENT

	2021 ($)	2020 ($)
Land and buildings		
Land and buildings at fair value	**1,822,700**	1,565,000
Accumulated depreciation	**-**	-
	1,822,700	1,565,000
Leasehold improvements		
Leasehold improvements at cost	**140,027**	140,027
Accumulated depreciation	**(140,027)**	(140,027)
	-	-
Total land and buildings	**1,822,700**	1,565,000
Plant and equipment		
Motor vehicles at cost	**595,488**	536,268
Accumulated depreciation	**(375,338)**	(442,299)
	220,150	93,969
Office equipment at cost	**401,470**	401,470
Accumulated depreciation	**(401,081)**	(400,036)
	389	1,434
Furniture, fixtures and fittings at cost	**45,188**	45,188
Accumulated depreciation	**(45,188)**	(45,188)
	-	-
Total plant and equipment	**220,539**	95,403
Total property, plant and equipment	**2,043,239**	1,660,403

(a) Valuations

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

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

NOTE 9: PROPERTY, PLANT AND EQUIPMENT *(CONTINUED)*

(b) Reconciliations

Reconciliation of the carrying amounts of property, plant and equipment at the beginning and end of the current financial year.

	2021 ($)	2020 ($)
Land and buildings		
Opening carrying amount	1,565,000	1,525,000
Net revaluation increments	257,700	40,000
Closing carrying amount	1,822,700	1,565,000
Leasehold improvements		
Opening carrying amount	-	5,070
Depreciation expense	-	(5,070)
Closing carrying amount	-	-
Motor vehicles		
Opening carrying amount	93,969	113,980
Additions	171,701	29,276
Depreciation expense	(45,520)	(49,287)
Closing carrying amount	220,150	93,969
Office equipment		
Opening carrying amount	1,434	3,949
Depreciation expense	(1,045)	(2,515)
Closing carrying amount	389	1,434
Furniture, fixtures and fittings		
Opening carrying amount	-	617
Depreciation expense	-	(617)
Closing carrying amount	-	-

NOTE 10: LEASE ASSETS AND LEASE LIABILITIES

	2021 ($)	2020 ($)
(a) Lease assets		
Land and buildings under lease	**297,485**	241,525
Accumulated depreciation	**(203,072)**	(130,620)
Total carrying amount of lease assets	**94,413**	110,905
Reconciliations		
Reconciliation of the carry amount of lease assets at the beginning and end of the financial year:		
Land and buildings		
Opening carrying amount	**110,905**	108,046
Additions	**109,527**	133,479
Depreciation	**(126,019)**	(130,620)
Closing carrying amount	**94,413**	110,905
(b) Lease liabilities		
CURRENT		
Land and buildings under lease	**93,503**	112,603
NON CURRENT		
Land and buildings under lease	**-**	1,280
(c) Lease expenses and cashflows		
Interest expense on lease liabilities	**2,306**	6,953
Depreciation expense on lease assets	**126,019**	130,620
Cash outflow in relation to leases	**132,213**	134,595

NOTE 11: PAYABLES

	2021 ($)	2020 ($)
CURRENT		
Unsecured liabilities		
Trade creditors	**137,588**	186,138
Sundry creditors and accruals	**359,238**	286,339
GST payables	**104,368**	102,321
	601,194	574,798

NOTE 12: BORROWINGS

	2021 ($)	2020 ($)
NON CURRENT		
Secured liabilities		
Mortgage loans	**151,436**	136,000

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

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

NOTE 13: PROVISIONS

	2021 ($)	2020 ($)
CURRENT		
Annual leave	**339,978**	315,875
Long service leave	**231,097**	217,284
Other employee entitlements	**4,518**	7,242
	575,593	540,401
NON CURRENT		
Long service leave	**67,792**	46,971

NOTE 14: CONTRACT LIABILITIES

	2021 ($)	2020 ($)
CURRENT		
Unspent grant funds	**424,625**	125,775

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

NOTE 15: RESERVES

	2021 ($)	2020 ($)
Asset revaluation reserve	**1,070,538**	812,838
Financial assets at fair value through other comprehensive income reserve	**80,927**	(195,404)
	1,151,465	617,434

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

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

NOTE 16: COMMITMENTS

Low value or short-term lease arrangements (not accounted for as lease assets and lease liabilities in note 10)

	2021 ($)	2020 ($)
Payable		
- not later than one year	**16,620**	20,760
- later than one year and not later than five years	**65,095**	12,110
	81,715	32,870

NOTE 17: CONTINGENT LIABILITIES

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

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

NOTE 18: EVENTS SUBSEQUENT TO REPORTING DATE

There has been no matter or circumstance, which has arisen since 30 June 2021 that has significantly affected or may significantly affect:

(a) the operations, in financial years subsequent to 30 June 2021, of the association, or

(b) the results of those operations, or

(c) the state of affairs, in financial years subsequent to 30 June 2021, of the association.

NOTE 19: ASSOCIATION DETAILS

The registered office of the association is:

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

6. BRISBANE YOUTH SERVICE INC.
STATEMENT BY MEMBERS OF THE COMMITTEE

The committee declare that:

1. There are reasonable grounds to believe that the registered entity is able to pay all of its debts, as and when they become due and payable; and

2. The financial statements and notes satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*.

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



Nikola Stepanov | President Dated this 30 day of September 2021

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PITCHER PARTNERS

Level 38, 345 Queen Street
Brisbane, QLD 4000

Postal address
GPO Box 1144
Brisbane, QLD 4001

p. +61 7 3222 8444

INDEPENDENT AUDITOR'S REPORT
To the Members of Brisbane Youth Service Inc.
Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Brisbane Youth Service Inc. (the "Registered Entity"), which comprises the statement of financial position as at 30 June 2021, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes to the financial statements including a summary of significant accounting policies, and the directors' declaration.

In our opinion the financial report of Brisbane Youth Service Inc. has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

(a) giving a true and fair view of the Registered Entity's financial position as at 30 June 2021 and of its financial performance for the year then ended; and

(b) complying with Australian Accounting Standards and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Registered Entity in accordance with the auditor independence requirements of the *Australian Charities and Not for-profits Commission Act 2012* ("ACNC Act") and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* ("the Code") that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other Information

Those charged with governance are responsible for the other information. The other information comprises the information included in the Registered Entity's annual report for the year ended 30 June 2021, but does not include the financial report and our auditor's report thereon.

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

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

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

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

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

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

Auditor's Responsibilities for the Audit of the Financial Report

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

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

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

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



PITCHER PARTNERS



CHERYL MASON
Partner

Brisbane, Queensland
30 September 2021

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Level 38, 345 Queen Street
Brisbane, QLD 4000

Postal address
GPO Box 1144
Brisbane, QLD 4001

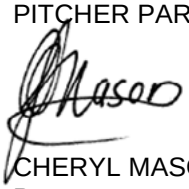
p. +61 7 3222 8444

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

Auditor's Independence Declaration

In relation to the independent audit for the year ended 30 June 2021, to the best of my knowledge and belief there have been no contraventions of APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)*.

PITCHER PARTNERS



CHERYL MASON
Partner

Brisbane, Queensland
30 September 2021

THANK YOU

Brisbane Youth Service sincerely thanks each and every organisation and individual, who supported our work throughout 2020-21.

Your generous contributions and commitment ensured we were able to support new futures for vulnerable young people experiencing homelessness and disadvantage.

Acmena

Alexilum

All Hallows' School

Alpha School System

BeKonstructive Marketing

BHC

Brisbane Boys' College, Wheller House

Brisbane City Council Central Ward

Brisbane Private Hospital Operating Room Nurses

CBRE Qld

Centrelink Toowong

Clayfield College

Commonwealth Bank of Australia

Connect Creative

Console Group

Crestone Wealth Management

DA'Burger New Farm

Dave Kramer Wellbeing

DGR Global

Empire Holdings

Ethos Urban

ETU Youth Crew

Foot Locker Australia

Fulton Hogan

Gala on the Green Committee

Gallagher Bassett, Brisbane

Grant Thornton

Grant Thornton Foundation

Grill'd Albert Street

Grit Programming

Guitar Brothers

Guppy's Early Learning Centre, Runcorn

HIIT Kawana Gym

Holding Redlich

Holding Redlich Social Justice Fund

Icon Group

Insurance Advisernet Foundation

Junction Park State School

Knisco

KO&CoArchitecture

KPMG

Legal Services Commission

Light Coffee

Little Ducks Childcare New Farm

Loreto College

MacGregor OSHC

MatchWorks

MAX Solutions

Media Rare Pty Ltd

Minter Ellison

Montys Pawn Brokers

Nandos Queensland

Narangba State School

National Australia Bank

Northside Martial Arts Academy

Prince Charles Hospital, Ward 2E

Property Industry Foundation

Queensland Academy of Creative Industries

Queensland Health – Retrieval Services Queensland

Rainworth State School

Ray White Alderley

Residential Tenancies Authority

Rob Crook

Rochele Painting

Saunders Havill Group

Secret Skin Studio

Services Australia South Brisbane Service Centre

Signal Flare

Stokes Wheeler

Snap Inc. Brisbane

Reidy House, St Joseph's College Gregory Terrace

Student One

TABOO Sanitary Products

TalentVine

The Brisbane Plumbers

The Frangipani Foundation

TMS Consulting

Warner Brothers Studio, Gold Coast

Wood Australia Pty Ltd

Yule Strata

Brisbane Youth Service acknowledges the following funding bodies and philanthropic organisations who have supported our work:

Department of Communities, Housing and Digital Economy

Department of Children, Youth Justice and Multicultural Affairs

Department of Justice and Attorney General

Brisbane North PHN

Queensland Health

Brisbane City Council

Queensland Mental Health Commission

Hand Heart Pocket

BRISBANE
YOUTH SERVICE

HOW TO SUPPORT US

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

DONATIONS OF $2 AND OVER ARE TAX DEDUCTIBLE

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

Email **fundraising@brisyouth.org**

BRISBANE YOUTH SERVICE

P 07 3620 2400 **E** admin@brisyouth.org
W brisyouth.org **ABN** 83 967 756 338
A 42 McLachlan Street, Fortitude Valley

@brisyouth @brisyouth @brisbane-youth-service @brisythservice