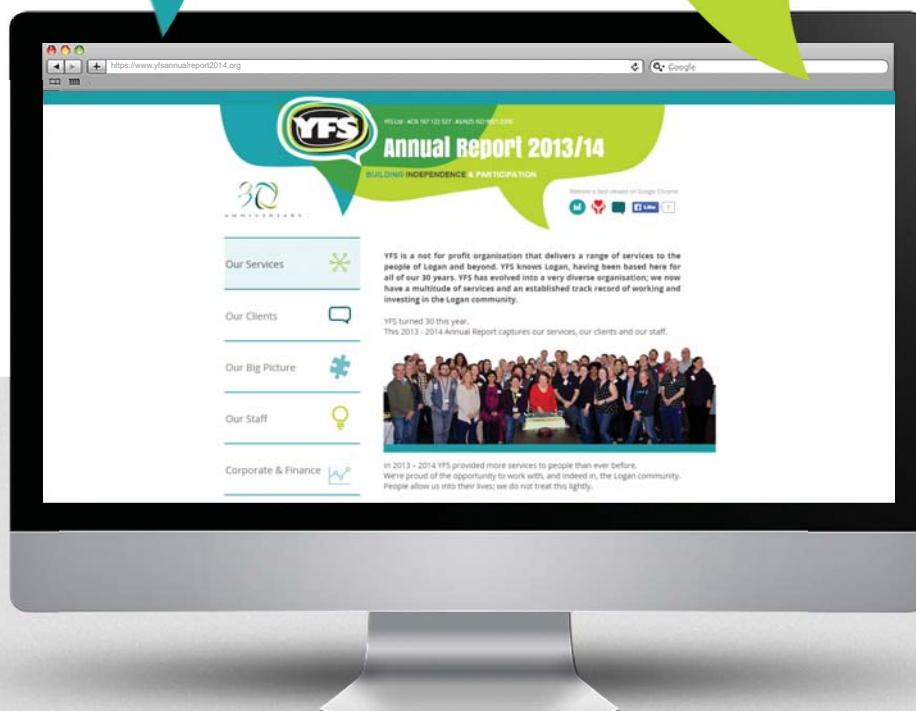




30th

Annual Report 2013/14

BUILDING INDEPENDENCE & PARTICIPATION



www.yfsannualreport2014.org



BUILDING INDEPENDENCE & PARTICIPATION

YFS is a not for profit organisation that delivers a range of services to the people of Logan and beyond. YFS knows Logan, having been based here for all of our 30 years. YFS has evolved into a very diverse organisation; we now have a multitude of services and an established track record of working and investing in the Logan community.

YFS turned 30 this year.

This 2013 - 2014 Annual Report captures our services, our clients and our staff.



In 2013 – 2014 YFS provided more services to people than ever before. We're proud of the opportunity to work with, and indeed in, the Logan community. People allow us into their lives; we do not treat this lightly.

It's an honest appraisal of where we've been, and what we have to look forward to.

This was our year.

Cath Bartolo - CEO

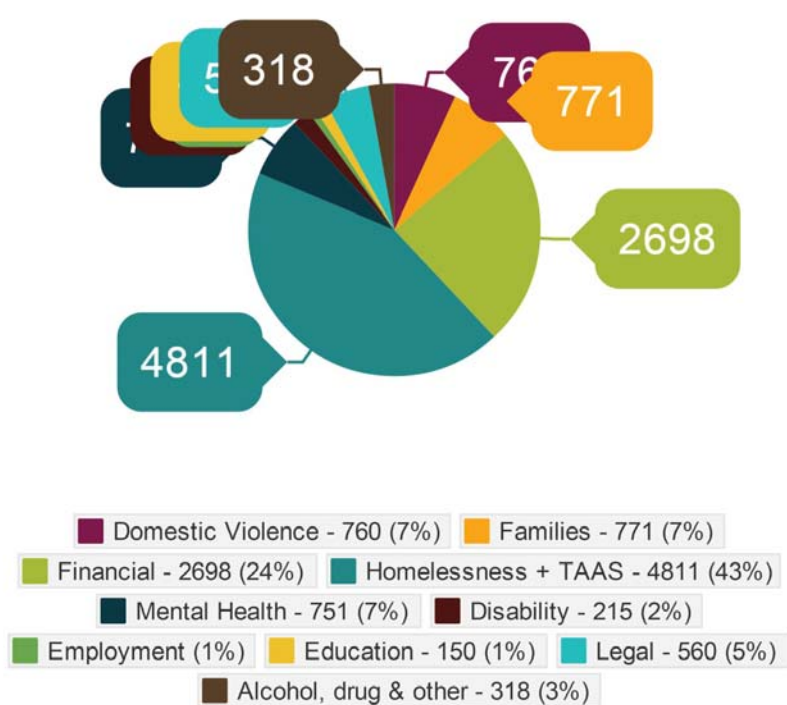
Our Services

YFS has one central door for all our services:

The Information, Referral & Assessment Service (IRAS)

(Includes YFS' Tenant Advice and Advocacy Service (TAAS) data)

IRAS and TAAS - Total (phone and face to face contacts)



Number of Clients

Case work and
case management



4,544

Legal advice/
representation



961

Community Education

Number of
sessions



164

Number of people
attended



5,076

Housing

Number of
properties managed



105

Number of
people housed



499

Social Enterprises



Hours of paid
employment



5,200

Hours of work experience
and volunteering



9,700

Amount of e-waste
diverted from land fill



200,000 kg



Hours of paid employment



4,662

Amount of work invoiced



\$136 K

TASK

Hours of gardening



750

Number of cars washed



658



Handmade goods sold



\$3,222

Hands involved

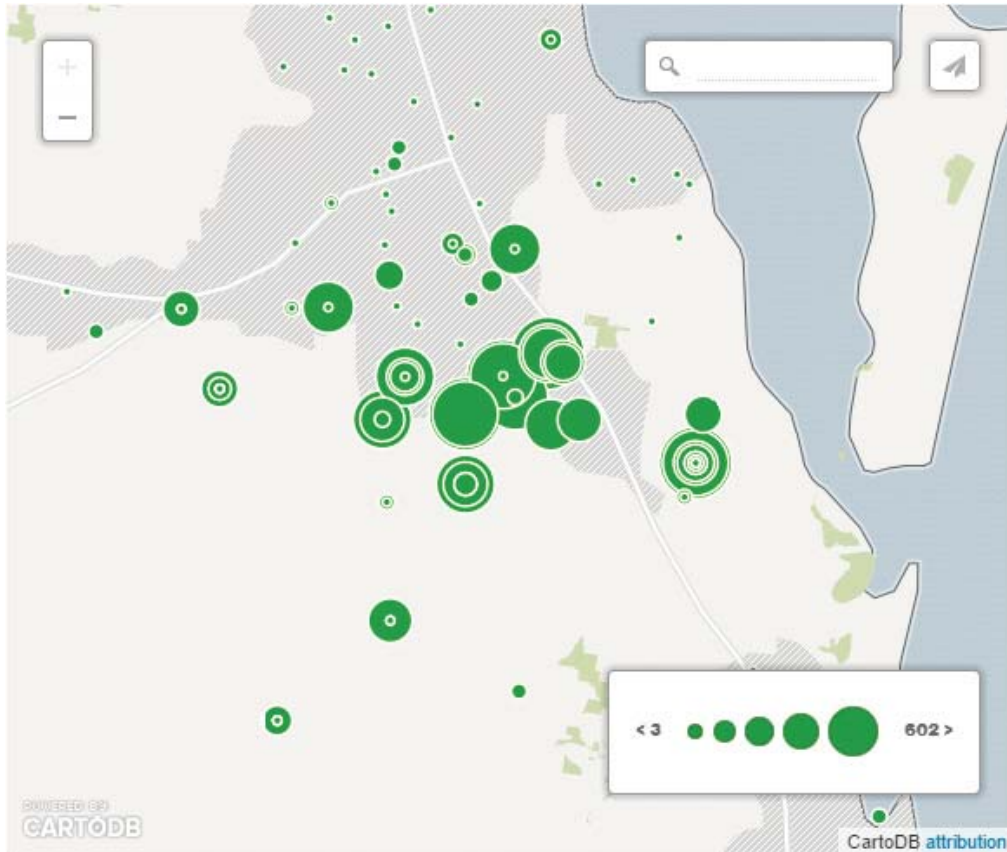


32



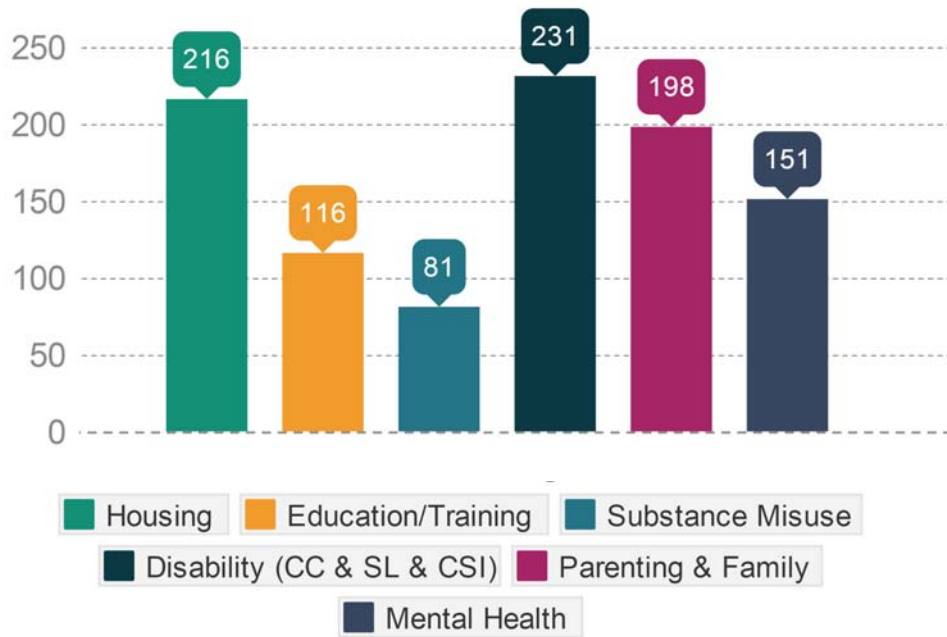
Our Clients

Our clients are from Logan and beyond



What we did?

2013/14 YFS Case Management

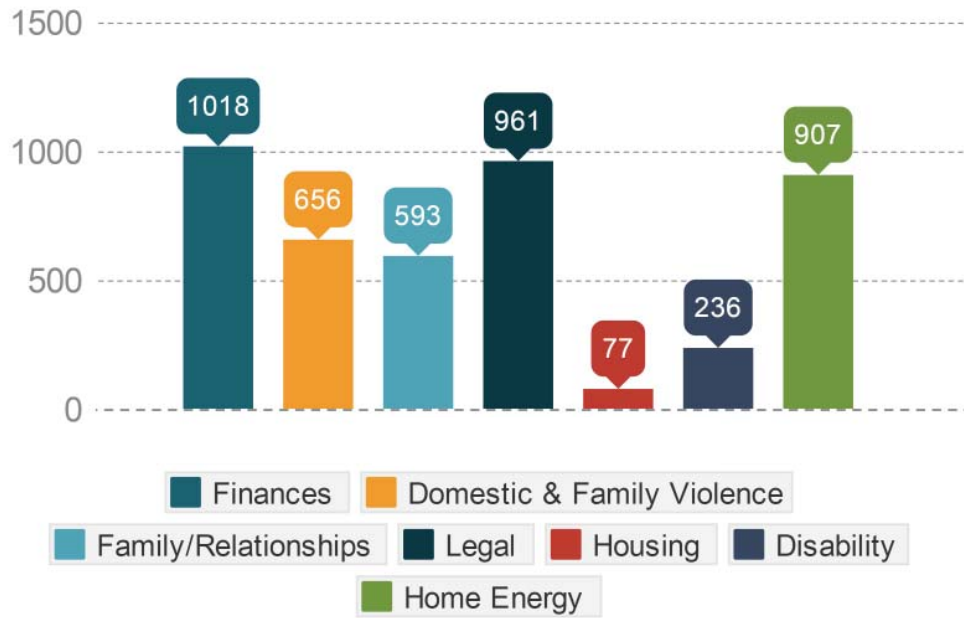


993

Total number of clients
Case Management



2013/14 YFS Case Work



4,448

Total number of clients

8.4%

Total ATSI

459 of 5441 clients
(case work and case management)

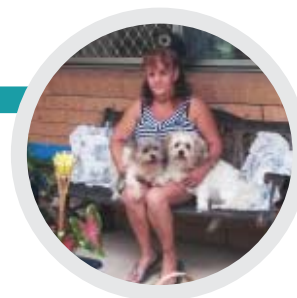
8.6%

Total CALD

469 of 5441 clients
(case work and case management)

Who we work with...

Sandy's Story



Sandy came to YFS one evening in September 2013 for legal advice. That night her story came to the attention of the CEO who was working late and saw Sandy's problem was not legal, it was housing.

The next day the CEO arranged for YFS' housing support service Housing1st to contact Sandy and offer assistance.

Sandy was at her wits end. She was homeless after personal crisis after crisis; the death of her husband, excessive alcohol use and depression, hospitalisation and the breakdown of friendships and relationships. Sandy tried emergency housing options, caravan parks and hostels. None would accommodate Sandy's beloved dogs Snoopy and Scruffy. Sandy was stretched to afford to rent in the private market on her Disability Support Pension; finding affordable housing which allowed two dogs was even tougher. Snoopy and Scruffy had been through thick and thin with Sandy and she was not prepared to let them go; she made the tough choice to live in her car with the boys. They lived in the Holden Barina for nine months. Sandy was vulnerable during the long nine months and was hospitalised after an attack. She took to parking her car in the police station car park as a form of protection; this did not last and Sandy was moved on. She was starting to believe she was invisible, and would be homeless forever.

The YFS Housing 1st team immediately put in an application for YFS housing for Sandy (YFS manages 14 Crisis Accommodation Program CAP properties and 85 other properties). By October 2013 Sandy was allocated a YFS property with her dogs; all three were named on the lease. The Housing 1st team worked with Sandy to have the dogs registered with Logan City Council... the Council then gave the ok for the dogs to reside at the property. The six month tenancy in the CAP property, and the help of the Housing 1st team, gave Sandy time to make her application for Social Housing and get other matters back on track. The dogs were listed as part of the Social Housing application; the Department of Housing staff assessed Sandy's application as genuine, and she was allocated a property with Scruffy and Snoopy on the lease!

Sandy has been overwhelmed with the success of her time with YFS. "I hit rock bottom; without the assistance of YFS in getting my Social Housing application through I'd still be there". Sandy is thankful to all at YFS from the CEO to Reception and the 'brilliant' Housing 1st staff.

The three S; Sandy, Snoopy & Scruffy are now well and happy in secure and affordable housing.

Graham's Story



Graham and YFS have known each other for more than ten years. When we first met, Graham needed housing and accepted an offer of a YFS unit. An aviphile, the unit meant he had a home for himself and his birds.

Graham eventually moved out, but kept in contact. Now Graham pops in regularly as our Big Issue vendor. He's lost none of his charm or wit; Graham is an example of how housing goes a long way toward maintaining dignity and health.

Our Big Picture

Complaints

Number of complaints

- **Communication:**
 - not making things clear to clients and tenants
 - internal complaints about processes/equipment
 - errors in jobs advertised
- **Customer service**



62

A complaint improves our service

Sometimes we get things wrong. We learn from your feedback.

This is one example:

A parent complained about poor communication regarding her child. We clarified the parent's concerns, and how they wanted it fixed.

We reviewed our work, came up with a plan to address the concerns, and met with the parent to acknowledge our errors and negotiate the improved way of working.

The parent has since reported they are much happier with our service.

Compliments

Positive stakeholder
feedback

- **Community stakeholder feedback**
 - 86%- rated YFS service delivery as good or excellent
- **IRAS** - having one central door to YFS
- **Money Management program** - modifications to engage vulnerable clients.
- **Contribution to Community Events:**
 - Financial Literacy Fair
 - NAIDOC Week
 - Harmony Day
 - Youth Week
 - Logan Housing Symposium
- **Social Enterprises** - innovative efforts in addressing Logan unemployment



86%

Our 2013 – 2014 highlights



- **YFS transitioned to a Company Limited by Guarantee**, adding rigor, accountability and increasing the professionalism of our Board
- **Appointment of YFS CEO Cath Bartolo as a community representative on the Logan City of Choice Leadership Team**
- **Corporate Sponsorship for Social Enterprises**
 - Macquarie Bank (\$10 000)
 - Westpac Bank (\$100 000)
- **Staff Conference** with keynote speakers Noel Pearson and Wesley Enoch
- **Endorsement of Step by Step**, a YFS program working with vulnerable families; funded to continue until 2019
- **Added a new program to our suite of services** - Financial Counselling Problem Gambling
- **The opportunity to influence practice** via submissions to Child Safety Inquiry & Family Support for vulnerable families
- **Providing office space** for Murri Men's Group

What we learnt



- **Understanding due diligence** as we explored a potential merge
- **Clarifying YFS strategic priorities** enabled us to keep pace with our external environment and refine our vision: Building Independence and Participation
- **The Reconciliation Action Plan** is strengthened when responsibility is shared across the organisation

Improvements



- **External profile and communications** via web, media & social media
- **Merged two legal centres to reduce administration overheads**



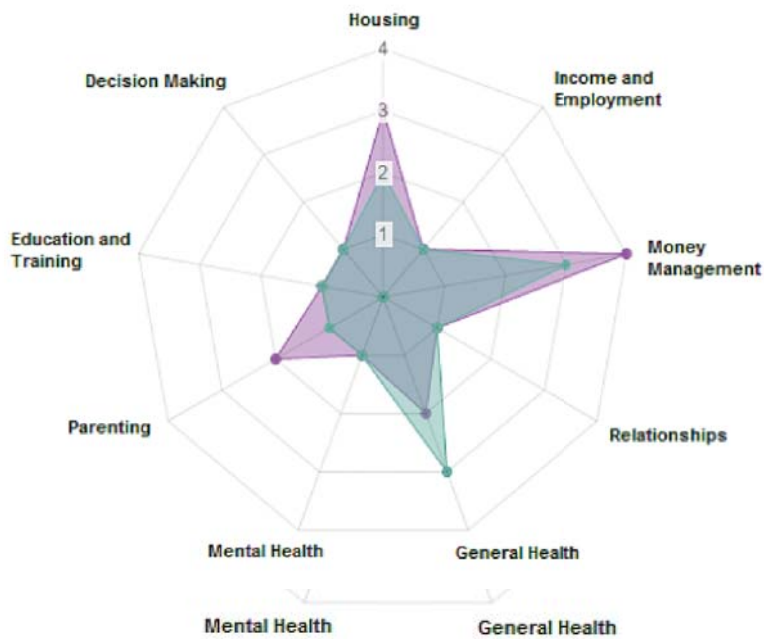
- **Commenced research partnership with Griffith University** for our Family Support and Domestic Violence (Male Perpetrator) programs
- **Implemented improvements** suggested by our clients and stakeholders, and worked on our partnerships and links with Logan City Council
- **Buildings** – Created a more welcoming main reception and office spaces
- **Introduced a new Employee Support program**
- **Finalised the roll out of measuring client achievements/ outcomes across all programs**
- **Governance areas:**
 - Risk & Audit Committee
 - Board Charter
- **New Payroll /HR system**



BUILDING INDEPENDENCE & PARTICIPATION

Accountability

- **Measuring outcomes** – YFS has recently introduced an outcomes measurement tool across all case management programs – the Client Achievement Measure (CAM). A display of progress within each domain can be produced from the available data.
- The illustration below demonstrates progress in the areas of housing, money management and parenting while more work is required to address general health.



Number of reports
(financial and performance)
submitted to our funding bodies



370

Challenges



Loss of effective programs:

In 2013 – 2014 six YFS programs ended - Tenancy Advice & Advocacy Service (TAAS), Youth Support Coordinator, Home Energy, M-Power, Family Group Conferencing, and Lifelong Planning.

Each had its own impact. Our challenge has been to incorporate the program knowledge into our current work and maintain their value. Perhaps the most keenly felt by the community was TAAS; Logan lost a cost effective service that helped maintain tenancies and supported landlords.

2013/14 Budget

- Reductions in \$1.5 m of income - overall 20 redundancies
- Reduction in \$3.4 m of income in two years
- Reductions in corporate and management staff of 30%
- YFS reduced our overheads to remain competitive



Our Staff

Number of FTE staff
as at 30 June 2014



85

Students - TAFE Qld,
Griffith University,
UQ & Career Keys



9

% of staff that
identify as ATSI



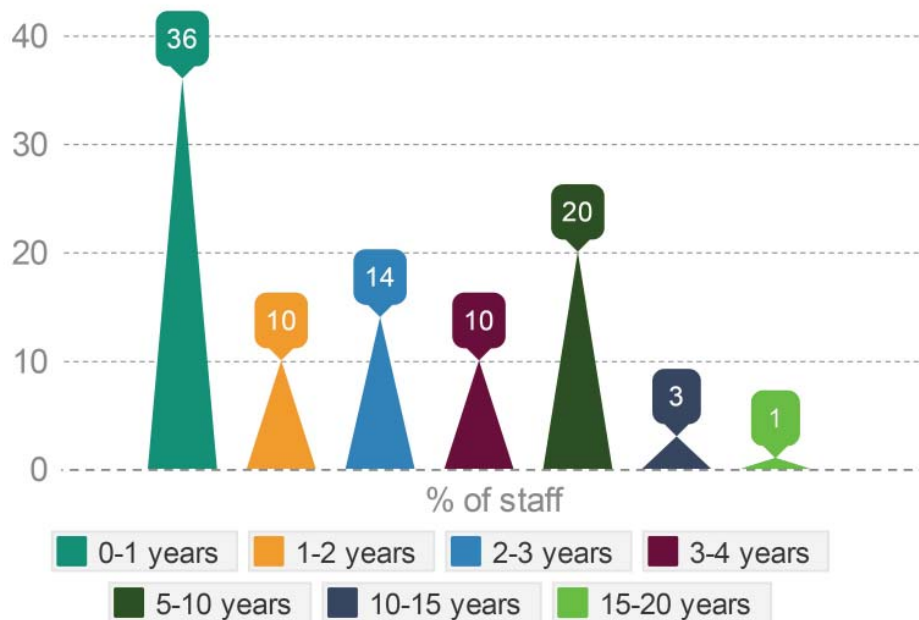
6.25%

% of staff that
identify as CALD



12.5%

Length of service (% of staff)



Volunteers



40

Volunteer hours



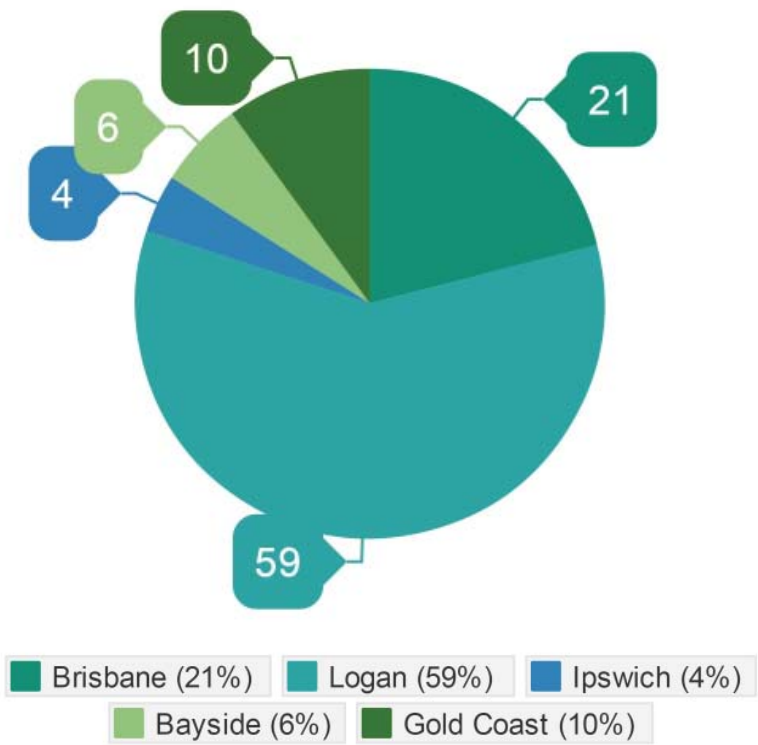
5,499

Staff satisfaction
survey



work/life balance
and remuneration
rated highly via
Best Practice Australia

Where our staff live



Meet some of our staff



Mike

I've learned a lot from being a new dad. It's changed my perspective.



Cliff

I lived and worked in Russia for 7.5 years.



Audrey

I have a balance of strength and love. I'm determined.



Emma

I'm loud, different, upfront, honest and serious when I need to be.



Tracey

I have a huge passion for sports and I love children.



Amanda

I played netball to a high standard. I went to the Nationals.



Ted

I worked in Building Constructions and Project Management... then I realised I don't really care about buildings.



Shane

The best thing about my children is their sense of humour. They're funny kids. Kids in general are funny but they are funny kids.



Husan

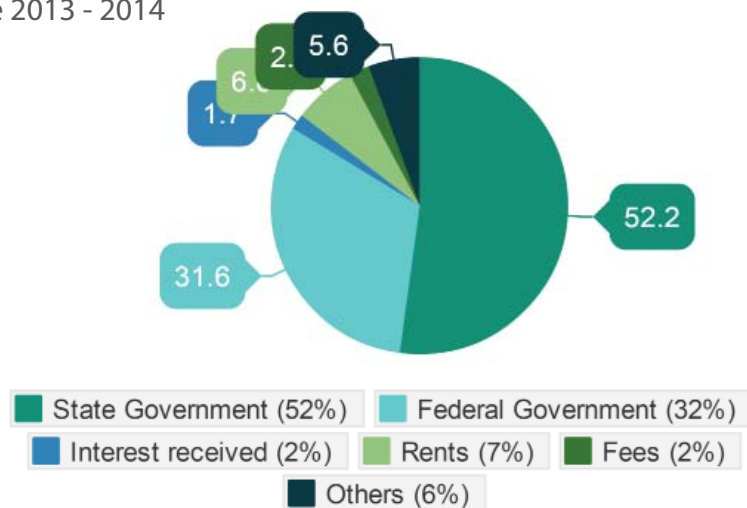
If someone had told me life could be this good, five years ago, I wouldn't have believed it.

Corporate & Finance

During 2013 - 2014 YFS' income declined by 4.1% compared to the previous year. Expenditure decreased by 4.5% for the same period. Meanwhile, YFS maintains a strong financial position with its current ratio strengthening to 2.55 times (from 1.85%) and equity ratio improving from 75% to 84%. This places YFS in a sound position to maintain high quality client services to the Logan and surrounding communities while dealing with the evolving regulatory environment.

Financial and Corporate Summary

Income 2013 - 2014



MAKE A DONATION

YFS welcomes donations, both financial and in-kind. To discuss, please contact YFS on 3826 1500 and ask to speak with a manager, or email yfs@yfs.org.au. We appreciate your interest in making a contribution to our community. Thank you to people who have been generous and made donations, both financial and in-kind. These donations have been appreciated by our clients.

YFS has strong ties to local business; we value the service from these regular contractors



**Logan
Plumbing
Service**

Oldmac Toyota
We Do Deals



Special mention to Brad Smith. Brad is a martial arts specialist. He donates his time and skills to our Community Connections clients with his weekly outdoor martial arts class. He's dedicated, never misses a session, and our clients and staff love him. Kudos to Brad.

YFS has formal partnerships with



HELPING FAMILIES BUILD BETTER RELATIONSHIPS



We acknowledge funding from the following


- Australian Government Department of Social Services
- Community Legal Services Program (Queensland Department of Justice & Attorney-General and the Commonwealth Attorney-General's Department)
- Queensland Department of Communities, Child Safety and Disability Services
- Queensland Department of Housing and Public Works
- Queensland Health
- Salvation Army
- Tenants Union
- Logan City Council



Corporate Sponsors



BUILDING INDEPENDENCE & PARTICIPATION

P: 3826 1500 | F: 3808 9416 | E: yfs@yfs.org.au | W: www.yfs.org.au
376 Kingston Road, Slacks Creek | PO Box 727 Woodridge 4114
Monday-Friday 8.30am - 5.00pm | Feedback Line: 3826 1596
  [yfslogan](#)

YFS is funded by the Australian Government and the Queensland Government