



BUILDING INDEPENDENCE & PARTICIPATION

A N N U A L R E P O R T



www.yfsannualreport2015.org



ANNUAL REPORT



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YFS is People

YFS works with the people of Logan and surrounds to build independence and participation – we envisage a community of active people fully engaged in economic, social and community life.



We are a team of skilled, committed people who are doing great work now and looking towards an even better future. In 2014-15 YFS made significant progress on key initiatives. Our statistics are impressive.

In this report, we focus on people: our clients – the capable, active people who are building better lives, and our steadfast, forward-thinking people who are working with them towards that goal.

Our year in review

2014-15 was an exciting year for the staff and Board of YFS. Amidst celebrations of our 30th birthday, we sharpened our focus on how we support vulnerable people to achieve sustainable change. We continued to redefine our role in helping our clients achieve the independence and participation they need for true social inclusion.

We also refined our vision for the future of YFS and the Logan area. We developed a new strategic plan and a new Reconciliation Action Plan. We were at the forefront of collective action in Logan through Logan Together and the Logan Leadership Team, and we initiated #R4Respect, an exciting youth-led campaign to address domestic and family violence.

In 2015-16 we will see further development as we implement our outcomes framework and build the strength of our organisation.

Cath Bartolo, CEO and Albert Hili, Chair

Capable people



YFS programs help people build **independence** to cope with life's challenges and lead full lives.

In our case management and case work programs we help people develop the skills, knowledge and resources they need to live independently, such as maintaining stable housing and adequate incomes.

Capable people like to bring order to the world around them; they take charge no matter where they are. They are motivated to organise change and would easily point out what could be done better.



Stories



Services



Statistics



Standouts



Capable people | Stories



"I feel more independent. I used to rely on everyone around me. I have learnt how to cope with things in my own way."

Bianca

Read Bianca's story on page 5

"I cope better now. I'd certainly try anyway and do what's got to be done. I have the confidence to do it now."

Margaret

Read Margaret's story on page 6



"I'm happy with what I've achieved and a lot more optimistic about my future."

Jayden

Read Jayden's story on page 7

"I sit in a better place now. I do have a lot more happy days. I'm a lot more stable than I ever was. I've learnt about trust, respect and compassion."

Marjorie

Read Marjorie's story on page 8





Capable people | Bianca

21 year old Bianca is a great example of triumph over adversity, overcoming long-term problematic drug use and other issues to turn her life around.



Someone recommended Bianca to visit YFS when she was looking for a place to live back in February this year.

"Before coming here I was pretty much everywhere. I had everything out of place; I wasn't concentrating on my two children, I didn't know how to control anything. I'd had enough," she says.

"From day one, I was helped straight away. My YFS worker helped me get a roof over my head; showed me how to handle my money. He helped me be ready to get help so I went to rehab. If it wasn't for YFS I wouldn't have done any of that."

Bianca went through rehabilitation, which helped her overcome her drug addiction and improve her mental health. Bianca has experienced abusive relationships in the past, but her determination has helped her stand up straight.

Bianca has embraced a clean life now. She's also found love again; she sees herself as a different person and really enjoys living a successful life.

From her drug problem, she was diagnosed with an Obsessive Compulsive Disorder. "I had a lot of psychological things going on in my head and I was trying to cover them up. I didn't smoke because of peer pressure. I was 100% aware of what I was doing. I know I did it because I didn't want to deal with things that were going on."

Rehabilitation and working closely with her worker at YFS has given her the capacity to take things as they come and deal with them as needed.

"My case worker made me realise that I can't always cover things up. I need to solve them in order to move on with my life."

Today, Bianca is glad she freed herself from her dependency and she says she can manage her feelings. She can't wait to start her studies; she takes joy in life's simple pleasures and in spending time with her children.

"I feel more independent. I used to rely on everyone around me. I have learnt how to cope with things in my own way."

"If it wasn't for YFS I wouldn't be where I am. YFS has changed my life completely."



Capable people | Margaret

“I was in a mess. Very upset because I had just lost my son and then had all these money worries. I only had a pension. I didn’t know where to turn,” Margaret, 75, says.



A couple of years ago, Margaret came to YFS because she was unable to manage financially. She is divorced and had lost her son. After that, everything else started to go wrong for her. She was no longer able to cope.

Margaret was left with \$50,000 debt on top of her son’s funeral expenses. She had to pay it all on her own. The future didn’t look bright for her.

“I had borrowed money against my house for him and his wife so they could build a house in Canberra where they lived. I had to pay the bank \$250 a fortnight and I was only on a pension.”

“It sort of took everything out of me. I had no confidence. Nothing. It was dreadful,” she says.

After attending financial counselling through YFS, Margaret’s confidence started to build again.

“I kept going to my appointments and my financial counsellor made me feel better within myself. She would ring up different people while I was there.”

“I could see how she was working and doing things and it reassured me. She would do everything while I was there so I could learn how to handle things.”

“She negotiated with the bank I got the loan from. She got the payments down to \$100 a fortnight for me, and she got them to not take all the interest and administration costs that they were charging me. She worked on it for nearly two years altogether. That’s amazing.”

While going through counselling, Margaret also had an electricity meter-reading issue. “I got this extremely high electricity bill and I knew there was no way I could have used that electricity.”

She admits that before coming to YFS she would have just paid for it, but her financial counsellor encouraged her to contact the Electricity Ombudsman for them to deal with the problem.

Margaret later found out that her neighbours had the same issue so she told them what to do and they all had their electricity bills reduced to what they should have been in the first place.

“They had read all the meters wrong. We even got a final notice saying they were going to cut the electricity off because we didn’t pay the bill, so I got in touch with the Ombudsman again and told them what they were going to do and they sorted it out. There were three people I helped. Before, I didn’t know you could do this, but YFS taught me that.”

“It saved all of us a lot of money because the bills were doubled from what we normally pay. We’re all pensioners. The other people thought it was great.”

Margaret has peace of mind now knowing she’s able to pay her essential costs of living. She spends time doing her crosswords and reading, but that’s only when she’s not out and about with her friends.

She couldn’t be more appreciative of the help she received from YFS since it allowed her to regain control of her finances and maintain her independence.

“I’m doing great now. I never thought this would happen,” she says.



Capable people | Jayden

“I really need this job as much as I need to breathe” said Jayden, 19, on a text message he sent to his boss three weeks ago.



Jayden dropped out of school in Grade 9. Increased arguments with his father and hanging around with the wrong people led him to problematic drug use at 13.

The Logan Hospital referred him to YFS, a week after attending the place with a drug induced psychosis.

“A YFS worker came to my house and started talking about what was going on, trying to help. She made me realise that I had a few things that I needed to work on. I was still smoking though. It just got worse and worse, to the point that I was homeless for a night,” he recalls.

A day at Court also made Jayden change his mind. He started taking YFS’ advice on board. He knew it was time to make some drastic changes for him to be able to kick his destructive habit.

Jayden worked with YFS across two programs for nearly two years. He credits his worker’s support and advice with helping him store up enough confidence and courage to quit smoking drugs and start a new life.

He has successfully gained employment and ceased his drug use. He sought out volunteer opportunities and ways to gain new skills and some experience.

“I thought some volunteering at Substation33 was my best bet and still is. They offered me a job and since then, I come in every day.”

“Having a job makes me feel like I’ve found purpose in life. You got the money, so if you need something you just go out and buy it. I’ve improved my work ethic. It’s helped me become a better person.”

Jayden volunteers at Substation33 pulling apart electronic waste. He also does some ground maintenance work at YFS’ social enterprise, Workcrew. “I usually go out in the ute or in the truck to do furniture removal or do some lawns. It’s not too hard. It’s nice to get to do some work.”

His mental health has improved and so has his relationship with his Dad.

“I can actually sit down and have a conversation with him. I’ve learnt social skills. I’m happy with what I’ve achieved and a lot more optimistic about my future. I want to be able to buy a house and get a car. I’m doing my driving lessons. I’ll have my licence within a year maybe,” he says.



Capable people | Marjorie

Marjorie feels human now. She says she's never felt this way before. She is 32 and for as long as she can remember, she has struggled with mental health.



Child Safety recommended Marjorie to contact YFS seven years ago.

"I came to YFS to get help and support with general life. I was very nervous, very confused and very unsure. I was a drug addict; I was homeless, I was going through domestic violence and I was pregnant with my third kid," says Marjorie.

She has faced huge life stresses but the benefits of counselling and working closely with her YFS worker has led Marjorie to a major change in her life.

"At this point, I can say my life has changed. It's a massive 180. YFS got me away from the drugs, helped me with my mental health, my housing, my children and just with life in general. YFS helped me to get to where I am at now."

"My mental health is very stable at the moment. If something comes along I am able to cope. I might fall apart for the first day but the next day I'll be up fighting," she says.

All her life, Marjorie has done everything through Child Safety. She went to 72 primary schools and couldn't do high school. She's been craving stability and some structure in her life for years now.

"Stability is a big thing that YFS has given us. Just to know that we can be stable and stay in the same place or area. I've always been on the run, always moving, always having a bag packed in the corner, ready to go," she says.

Marjorie is still optimistic. She is a 'social butterfly', assertive and very outgoing now. She loves her dog, walking and writing poetry which helps her "get through things".

Marjorie dreams of love and happiness, especially now that she knows she will soon be reunited with her youngest son who was removed from her because of the domestic violence environment.

"I sit in a better place now. I do have a lot more of happy days. I'm a lot more stable than I ever was."

"I've learnt about trust, respect and compassion. I feel I'm human now. I'm not just a rag doll. I'm human."



Capable people | Services in a nutshell



Personal Helpers and Mentors, PHaMs

PHaMs focuses on helping people with a mental illness to recover and reconnect with life. We work with them to address practical matters and help them improve their confidence and self-esteem.

We help people confront and deal with the challenges of living with mental distress; provide them with advice and help them regain control of their lives.

Housing First

Housing First works with people who are homeless or having a hard time keeping their homes.

We prioritise enabling people to move into a home, away from homelessness and into independent living. We help them find and keep somewhere to live and we assist them with their ongoing needs.



Financial Counselling

Money Management and Financial Counselling services assist people in personal financial difficulties.

We help them deal with any problem that can affect their finances; we show them ways to budget and we share skills and knowledge that will assist them with their future money management.

We also provide financial counselling for people affected by problem gambling. We work with them to develop strategies to protect their funds and reclaim a sense of control over their money. regain control of their lives.





Capable people | Statistics

Number of clients

YFS' case work is hands-on, providing practical support to address immediate issues and longer-term education and linkages to build independence and resilience.



Case work and case management clients

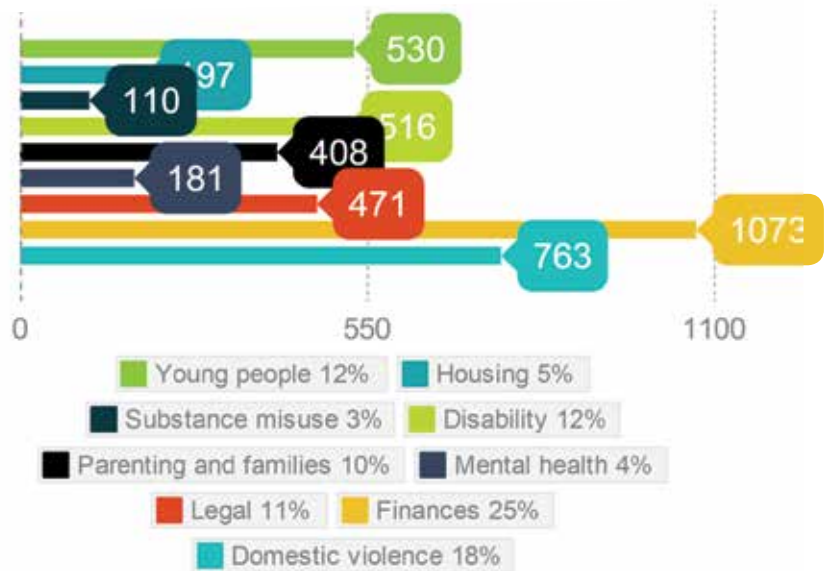


Legal case work and representation

Case work and case management areas



Total number of clients



Community education

Our community education activities aim to prevent people getting into difficulty in financial, legal and other areas and to inform people about how to get help.



Number of sessions



Attendees



Capable people | Statistics

IRAS presenting issues data

Our IRAS intake service responded to

8,887

requests for information and advice about a wide range of issues in 2014-15.



Diversity

YFS' clients reflect the diversity of our area



Aboriginal and Torres Strait Islander

10.4% of case work and case management clients including YFS Legal (**442 of 4,248**)

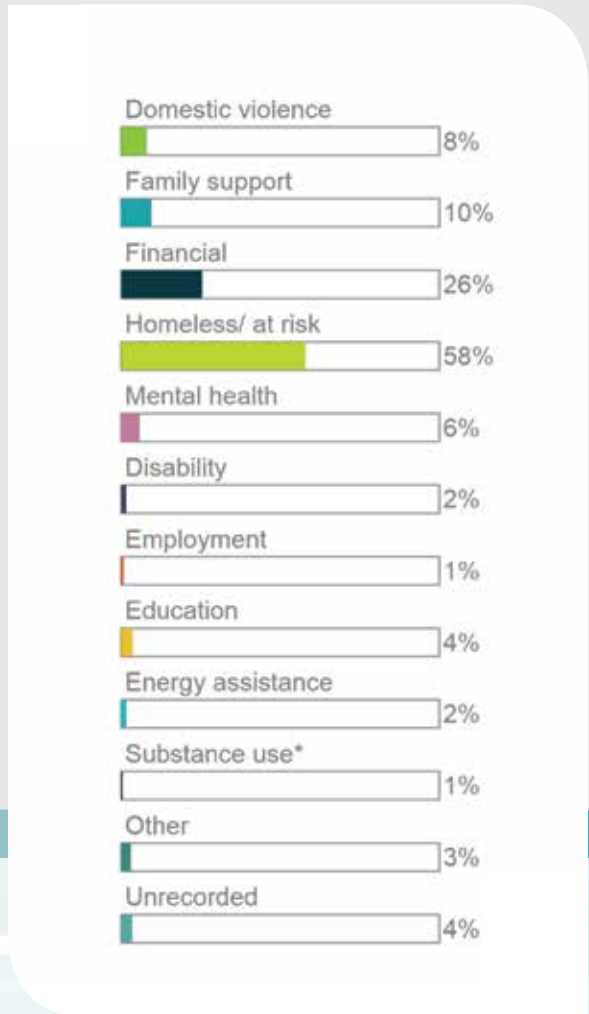
11.1% of IRAS contacts (where cultural background was disclosed)



Culturally and linguistically diverse

8% of case work and case management clients including YFS Legal (**342 of 4,248**)

12.6% of IRAS contacts (where cultural background was disclosed)





Capable people | Standouts

Highlights for YFS in 2014-15 included the launch of **new YFS programs:**

NDIS Get Ready to provide information for people with a disability and their carers to help them make the most of the new system

SHIFT to support young people manage substance use, in conjunction with Mater Health Services

Intensive Family Support to work with families at risk of involvement in the child safety system

YouthLink to work with young people, incorporating the former ReSolv program.



We also commenced evaluations of several programs to improve their effectiveness, including



Step by Step Family support,
Responsible Men DFV group program,
The Club group program and our
Information, Referral and Assessment Service (IRAS).

Active people



YFS helps people **participate** in community life and economic prosperity.

YFS links people with community, with opportunities to participate, and with support when they need it. Our social enterprises give people a chance to experience work and learn skills while working with people who care.

Active people are **people-centred**.

They prioritise people; they focus on having close connection with others, aspire to be valuable members of their families and their community and take positive action to do so.



Stories



Services



Statistics



Standouts



Active people | Stories



"I've just always been told: this is your life. Don't ever expect anything more or wish for anything more. I feel really happy now. Having a roof over our heads means everything."

Bertrina

Read Bertrina, Nicholas and Luke's story on page 15

"I feel I'm not shy anymore and I also feel more confident. I'm determined. Sometimes I can have a little bit of a bossy side but not very much. I've also got a very funny side; I'm witty and I wasn't like that when I first came here."

Maria

Read Maria's story on page 16



"I wanted to volunteer to try and help other kids here. Let them know you can always make it out there. Show them the right way and help them. I just like helping people. It's more or less saying I've been there, I've had problems myself, but I've made it."

Mark

Read Mark's story on page 17



"I do like the person I am now more than what I liked myself before. I really enjoy being here, making friends and helping. I love feeling helpful."

Jesse

Read Jesse's story on page 18





Active people | Bertrina, Nicholas and Luke

Bertrina, Nicholas and their two year old son Luke found themselves sleeping rough after their relationship with her family broke down suddenly.



Nicholas knew they had to get help. "I can sleep in the cold, but Luke can't and neither can she. She's four months pregnant."

A friend recommended they visit YFS, where staff helped them find crisis accommodation, then worked with them to sort out longer term housing.

"It was immediate from the minute we walked in here. YFS made sure we were roofed for a few days at least," Nicholas says.

"YFS has done everything they possibly could to get us a place. We've now been offered a house at Loganlea. We've accepted the offer; we're just waiting for the property to be ready for sign up," says Bertrina.

"In the meantime I stay at a women and children's hostel with Luke." The family has overcome many challenges over the years and struggled to get what they needed.

YFS helped them find a house through public housing. They will soon move into independent accommodation, determined for their lives to be a world away from what they have already faced.

"This is permanent, this is proper. No one can walk in and say you get out tomorrow," says Bertrina.

Nicholas says the security is a relief. "Once you got that, you can do anything. You can be anything you want to be. I just can't wait to get home."

"I've done a lot of sleeping rough over the last few weeks, but we all have learnt a whole lot from this."

Bertrina says she is happy to be safe. "I've just always been told: this is your life. Don't ever expect anything more or wish for anything more. I feel really happy now. Having a roof over our heads means everything."



Active people | Maria

Maria is not a shy person anymore. She achieves, she is determined and she is confident.



"I can have a little bit of a bossy side and a very funny side; I'm witty and I wasn't like that when I first came here."

"I have become more independent. I have learned to socialise more. I've come more out of my shell," she says.

Maria will soon turn 41. She has an intellectual impairment but that hasn't deterred her from living her life. She attended YFS back in 1999, looking for something to do at home and wanting to improve her social skills.

"I came to see what they had to offer down here... I probably wasn't expecting to really get much out of it. I just thought it was like those other places where they only give you a little bit of help. It's been quite good."

"I was a bit scared. I thought I wasn't going to make many friends. Now I've got friends here at YFS. We spend a lot of time together. It's very helpful to have someone to talk to. I feel less isolated."

Maria has achieved things in the past like saving for a new washing machine, a bed, a car and a nice flower and vegetable garden. But she also admits her biggest achievement has been finding her father who she hadn't seen for eight years and her half-sister with whom she keeps regular contact ever since.

"With YFS' help I went to the police station, visited old addresses and contacted nursing homes until I found out that my father had passed on. It does make me sad, but I've learnt to cope and try to move on. It brought closure for me."

Maria now likes to keep herself busy and loves doing arty things and scrapbooking. She smiles when she talks about it.

"I'm making up a nice heirloom album with photos of all the family members. I'm trying to remember all the good stuff so my children can have it one day."

She's also on the quest to lose more weight. "I've had health concerns mainly around my weight. I've been trying to lose weight for a long time and now I even teach my friends at YFS how to do it."

She has come to a turning point in what had been very difficult for her in years; she has grown in confidence and has also started to plan a future for herself and her partner.

"Coming to YFS makes me really happy. I love it here. It's helped me in a lot of ways, like with my budgeting because money used to be a real problem. It's helped me to achieve stuff in life."



Active people | Mark

Mark is 46 years old. He is confident and optimistic. He has learning difficulties and a back problem which hasn't stopped him from doing what he always wanted to do: help other people.



Unemployed for three years, Mark came across Substation33, YFS' social enterprise, while looking for a job that would be close to his house.

"I had a job in cardboard recycling for 11 years, but it finished. When I came down here, they said I could have a look around and see if I like it. I've been here ever since. I come in three days a week."

"I was paid at my other job but in here I volunteer. I've heard there's probably paid work coming but I prefer just to work. It's easy to do volunteer work."

It's been almost three years since Mark decided to volunteer at Substation33. Every day, he works disassembling printers, fans, mobile phones or any other electronic device that would come through the door.

"In here, I've learnt a lot to get along with people as well; and be more helpful. I think Substation33 is doing a good thing in the community because it's taking away all the stuff that would normally be dumped in landfill and getting people to bring it here to be recycled."

"I wanted to volunteer to try and help other people; let them know you can always make it out there. It's more or less saying: I've been there, I've had problems myself, but I've made it."

Mark considers himself lucky being able to do his job. Working among peers at Substation33 has also given him the opportunity to gain practical experience and develop life skills of team working and communication through the experience of volunteering.

Mark has never left home. He still lives with his mother. He likes everything technology related and would like to learn more about it.

"I've probably achieved all I wanted to achieve. I thought I wasn't clever enough that's why I didn't study, but I'm pretty clever in the work I do here. I feel good after volunteering my time. You can call it satisfaction."



Active people | Jesse

When Jesse had a phone call from Red Cross, talking about Substation33 he thought it was “too good to be true”.



Soon after graduating from school, Jesse went down to YFS' social enterprise wanting to get some work experience. Jesse volunteered four days a week for a whole year disassembling electronic waste at Substation33. Now he has found a new job, he still volunteers two days a week.

“I kept coming in as I was just loving this place. Now I can't even imagine what life was like without it. I tell people this is a fantastic place for making friends, learning and getting something to do. This place really makes you feel like you belong, and that's a really nice feeling. No matter who you are. Everywhere I go I spread the word.”

Jesse is a helpful and talkative person, but somehow, that didn't help much when making friends at school.

Working at Substation33 has not only given him the satisfaction of spending time in a worthwhile way but has also allowed him to improve his communication and networking skills.

“That's the best thing. That's what I cherish the most. Working in here has changed my life; more than I can even describe. I do like the person I am now more than what I liked myself before.”

“I really enjoy being here, making friends and helping. I love feeling helpful.”

Realising how easy it is to talk to other people has had a significant impact on Jesse's life. He now wants to stand out from the crowd and has started thinking even bigger, confident that applying the skills he's learnt will help him achieve his dream of becoming a really good YouTuber.

“I want to review games; I'd like people to hear my opinion on something,” he says.



Active people | Services in a nutshell



Community Connections & Social Links

Community Connections works with people with disabilities to help them choose the way they live, the way they work and the way they learn. We provide them the chance of participating in social and educational activities, ranging from Friday night social events to an animal care group.

Social Links offers group activities, events and outings in a community setting, from bingo to bowling to bushwalking.

Social Enterprises

We help people make the most of their time and their future career. At Substation33, they learn how to operate in a work environment and gain skills in running a business that recycles electronic waste.

Workcrew, another enterprise, offers a supportive work environment for jobseekers to learn practical skills like mowing and removals, and how to work in a team.



Communities for Children

The Club is a group program YFS offers in primary schools to help vulnerable children improve their social interactions and behaviour so they can engage fully in school life.

The program aims to give children the tools they need to succeed at school so they can complete their education.



Active people | Statistics



Hours of paid employment



Exceptional volunteers



Hours of work experience and volunteering
(This is equivalent to 18 full time positions every week of the year)



Kilograms of eWaste diverted from landfill



Six mini Substation33s at local Special Schools and two in Special Education Units attached to mainstream schools



Hours of paid employment & 2,717 hours of unpaid employment



Work invoiced



Active people | Statistics

TASK



235

Hours of
ground maintenance



658

Number of
cars washed

16c CREATIONS



2,000

Handmade goods sold



21

Hands involved





Active people | Standouts

In 2014-15

YFS attracted generous financial support from **Westpac Foundation** and from private donors facilitated by **Macquarie** for our **Substation33** social enterprise



We established an emergency relief consortium with

Beucare, ADRA, Caddies, Jimboomba (ABLE Australia)

Logan East Community Neighbourhood Centre,

Kingston East Neighbourhood Group and Creastmead PCYC

to help people get through crises



We won a
**LOGAN
AWARD**

for people
with a disability

Our Reconciliation Working Group developed a new **Reconciliation Action Plan** to help us engage respectfully with **Aboriginal and Torres Strait Islander people** and to provide services that are inclusive



YFS Reconciliation Action Plan
2015-2018

Supportive people



YFS' supportive people always see the **potential** in other people.

YFS' staff and volunteers are diverse. The thing they have in common is a passion to support clients to overcome challenges and achieve their potential.

Supportive people are **people-focused**.

They encourage others to pursue greater development of their strengths.

They're passionate and empathetic. They take the time to understand the abilities of each individual and teach them how to use them to achieve extraordinary results.



Stories



Services



Statistics



Standouts



Supportive people | Stories



"What I do with young people and families, is work alongside them to assist them to be the best advocates they can be for themselves. Sometimes, I'm called to be their voice."

Rosie

Read Rosie's story on page 25

"IRAS is YFS' front door. What makes IRAS different is that we deal with anything; we don't have constraints like other organisations that only deal with specific issues."

Anita

Read Anita's story on page 26



"I think in terms of having a new program come out, getting some really great outcomes early on, establishing ourselves pretty quickly, getting stuck into the work as quickly as we were able to and getting things happening shows that YFS can be really adaptive and responsive."

Stacie

Read Stacie's story on page 27

"When you start seeing change in men's behaviour, those are exciting and hopeful moments where you get that element of 'we are making a change.'"

Scott

Read Scott's story on page 28





Supportive people | Rosie

Rosie Bell is a powerful and credible voice with wise ideas. She is an Aboriginal woman from the Quandamooka region on Stradbroke Island.



For the past 20 years she's worked with young people and their families helping them achieve independence and reach their goals and aspirations.

She's been doing this work at YFS since 2009 as an Early Intervention Mental Health Case Manager with the Burrabilly team, now part of the Step by Step program.

Based on her experience and the work she does at YFS, Rosie was invited to participate in one of a national series of roundtables convened around the country by The University of Western Australia (UWA), in partnership with the Telethon Kids Institute, to discuss critical issues relating to Aboriginal and Torres Strait Islander community suicide prevention needs.

"Sometimes I get to be the voice, like at this roundtable. I felt empowered and thankful for a great experience. I enter into jobs with purpose of service. My whole goal in life is service: service to my family and service to my community."

Her voice made it to national television after being interviewed by the ABC about youth suicide rates among the Indigenous population and her participation in the roundtable discussion back in March 2014.

Rosie was eager to tell her story. But she knows it's not only hers. It's actually the story of a whole community; of vulnerable young people that experience uncertainty every day and require support and advocacy. She was their voice.

That same voice comes to work at YFS every day.

"Families need to be supported to be strong. We need to put support into building resilience into our children in schools. We need to walk with them, so they can stand tall and arise out of their difficulties."

"Our approach is effective. We will always look for effective strategies in working in community."



Supportive people | Anita

The Information, Referral and Assessment Service, known as IRAS, is YFS' main point of contact for enquiries and referrals. IRAS Coordinator Anita Weir and her team enjoy the variety that brings.



"We're a drop-in service, so we can't plan our day – we deal with whatever issues people come with," she says.

"Our clients are people who for some reason have come into difficult times. They might have lost a job, had health problems or their relationship might have broken down."

"We're basically a drop-in service for people in crisis. We help each person work out what's going on, what their options are, and what their next step might be."

Anita quotes YFS' position statement on Independence and Citizenship, which says: 'We deliver services and take part in events to promote access to information that allows people to make well-informed decisions; we do so because we believe being well-informed contributes to people being independent and participating citizens.'

"That sums up what we do in IRAS. We give people lots of information so they can make good decisions."

Almost 60% of the 8,887 contacts with IRAS in 2014-15 related to homelessness or tenancy issues. Anita says she has noticed a big increase in requests for help with homelessness over the four and a half years she's worked in IRAS.

"It is very challenging for us to find solutions for people who are homeless, especially if they want to stay in the Logan area where there isn't any crisis accommodation. It's even harder for families."

Anita says she is looking forward to the return of tenancy advice services at YFS in 2015-16. Tenants Queensland will provide services at YFS from October 2015, working with IRAS to provide seamless services for tenants.

She says IRAS staff and clients really missed having access to tenancy experts since the funding was cut for the tenant advice service. While IRAS staff continued to provide information and emergency relief to tenants facing eviction, they were unable to help people in complex situations.



Supportive people | Stacie

In December 2014, YFS started a youth alcohol and drug service, SHIFT, in partnership with the Mater Adolescent Drug and Alcohol Withdrawal Service, ADAWS. For SHIFT Senior Worker Stacie Allis, the first six months for the service have been a whirlwind.



"It's been a big learning curve," she says.

Stacie has worked at YFS for more than three years since she graduated from Social Work studies, starting as a Case Manager for the ReSolv program and coming up as Senior Worker in SHIFT.

Her passion and commitment are evident to those who work with Stacie in the SHIFT program.

She's very good at making eye contact, and a great listener. She believes that feeds into her engagement with her clients and the relationships they create together.

"I'm sort of the eternal optimist in a way. I'm still really optimistic about the future, the possibilities that are available to the clients that I'm working with, and the opportunities for change and improvement for our young people."

This outlook guides Stacie in her work. Ask her what she brings to work every day and she answers straight away: "I'm a really reflective worker and it's something that I hold very dear. I have a really high standard that I hold myself accountable to, even though the expectations of our work here are pretty high. A high standard is really great for our staff, our clients and our community as a whole."

She admits it hasn't been easy. Starting a new program which nobody really knew about takes time and a lot of effort.

"It's been a bit unique with SHIFT. The first two months it was quiet in terms of client work. We focused on developing the program, getting ourselves off the ground and doing that foundational work. Then the client work took off, and we've just been really busy ever since."

Stacie explains how SHIFT is constantly working towards building independence and participation in the lives of our clients.

"It's the ultimate goal of any work that we do at YFS. For them to be able to make a new life free of substances, they need to find new connections, new belongings and positivity to bring into their lives."

"SHIFT works from a harm reduction framework and the whole point of that is working with young people where they're at right now, but always looking at where they're going and what's next."



Supportive people | Scott

YFS Domestic and Family Violence Senior Worker, Scott Cameron says his goal is essentially to end violence.



He says he's a realist and understands that he is not going to change the world, but his work as a Counsellor and Facilitator can definitely make a significant contribution.

Scott constantly prepares himself for that.

"I learn best by doing. For me, there's always room for improvement. I don't believe I've got all the right answers."

In February 2014, Scott completed the Duluth Model Training in Winston-Salem, North Carolina.

He wanted to gain insight into how Men's Behaviour Change programs operate in a different country, and about diverse practices to apply when working with the men individually and in group settings.

The YFS Responsible Men program uses components of the Duluth Model to facilitate change in men so they realise their accountability, learn responsible behaviours and increase the safety of women and children.

"Understanding the Duluth fundamentals has been invaluable for my facilitation when working with men who use violence. It's given me deeper knowledge of the work I do and it's opened up my eyes to look at the opportunities for improvement in the program."

Scott is passionate about working with men, and for men, around behaviour change. He's been doing counselling for nearly seven years now and he's also become a White Ribbon Ambassador to continue to have conversations with men, even outside of his work.

"I bring my learnings into what we're delivering here. By having conversations to identify men's needs and wants, I encourage them to participate in programs like ours and to engage in respectful behaviour with friends, family or partners. Working through building those respectful relationships, they can participate and be partners rather than dictators."

That's what he likes the most of his role. Scott describes it as a privilege.

"They're allowing me into their lives and their experiences. I like having those conversations with the men."

"But when you start seeing change in men's behaviour, those are exciting and hopeful moments where you get that element of 'we are making a change.'"



Supportive people | Services in a nutshell



YFS Legal

YFS Legal is a community legal centre that provides general legal services to people in Logan and surrounding areas. We cater for people of all ages, but we specialise in providing information, advice and representation on criminal matters for young people aged 10-25 years old.

We provide one-off free legal advice appointments on family, civil, tenancy and criminal law matters, and also provide a duty lawyer at the Beenleigh Children's Court on Tuesday morning each fortnight. YFS Legal also offers a Wednesday night legal clinic staffed by volunteers.

Domestic and Family Violence

YFS' Responsible Men program works with men who have been violent in their relationships to help them change their behaviour.

Through counselling and group education, perpetrators of domestic violence learn how to change their decision making without using violence and how to use this knowledge to make positive changes for healthy and safe relationships.

We work in partnership with WAVSS to address the safety of women and children associated with the men participating in the Responsible Men program.



Information, Referral and Assessment Services, IRAS

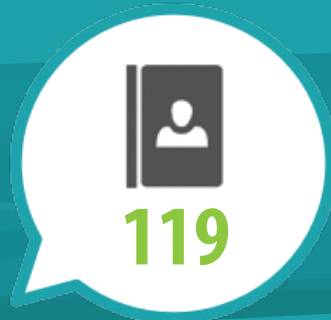
IRAS provides information, referral and assessment services across YFS. IRAS is the first point of contact for people phoning or visiting YFS to look for information or help.

We work closely with people to link them with relevant services within YFS or the community. We manage emergency relief funds with priority given to people who are homeless.



Supportive people | Statistics

As at 30 June 2015



Number of staff employed



Number of FTE staff



Number of students
(from TAFE Qld,
Griffith University and USQ)



% staff that identify
as ATSI



% staff that identify
as CALD



Number of volunteers

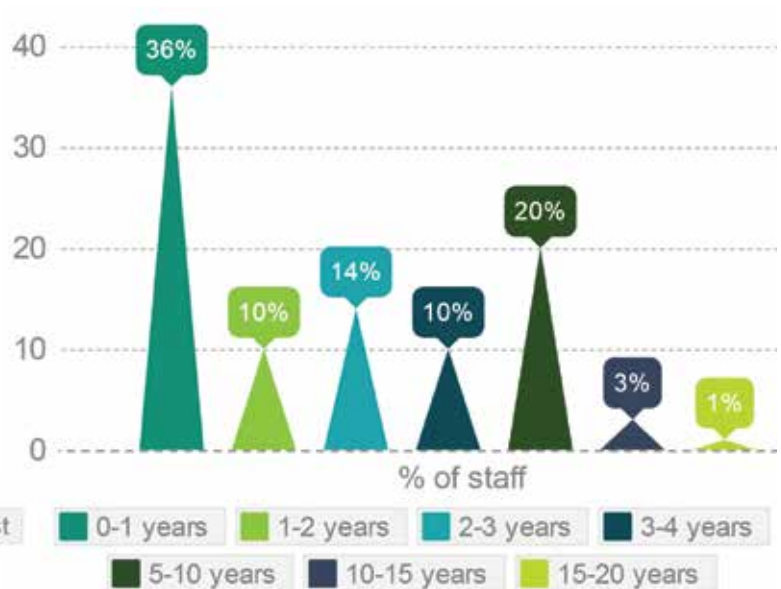


Volunteer hours

Where YFS staff live



Length of service

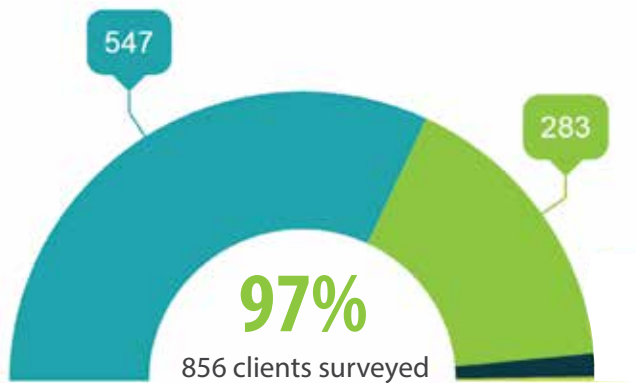




Supportive people | Standouts

Highlights for YFS in 2014-15 included:

Client feedback*



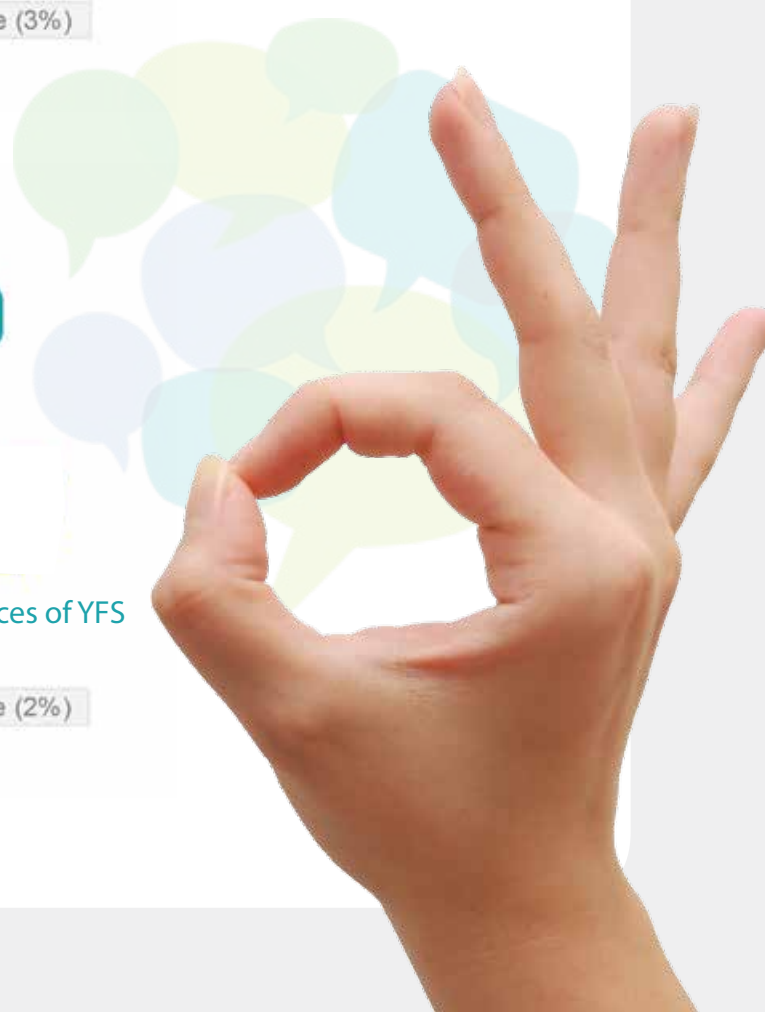
97% either **strongly agree** or **agree** that they are **satisfied** with the service received from YFS



*July 2014 to June 2015



98% of YFS clients would **recommend the services** of YFS to people they know if they needed help



YFS' gesture of thanks to the Logan community



The Party in the Park marked the end of a year-long celebration of our 30th anniversary.

As a gesture of thanks to the Logan community we had a special party with live entertainment and lots of activities for the whole family at Rowan Park in Slacks Creek.

Local residents were invited to join in and celebrate our 30 years of service and continuous work of building independence and participation in the lives of many people throughout the Logan community.



Progressive people



Progressive people have a **clear view** of how the future should look.

We work in a challenging, fast-changing environment. YFS' leaders, staff and supporters work continually to improve our services, advocate for better opportunities for our clients, and make our organisation stronger.

Progressive people are **visionary**.

They're curious, confident and idealistic and they like trying new things.



Stories



Services



Statistics



Standouts



Progressive people | Stories



"I'm proud that YFS won the Intensive Family Support tender. It validates the work we do at YFS – we're strong, professional and client centred and our programs really work."

Melissa

Read Melissa's story on page 35

"Our challenge, like most not-for-profits, is to increase our capacity so we can meet demand for our services. This means we need sustainable funding, the right connections, and the right services run by the right staff with the right training."

Albert

Read Albert's story on page 36



"If we want to see anyone in general becoming more respectful, we can't just teach it, we need to be able to lead as examples. As a Youth Ambassador for R4Respect the first thing we want to do is establish what respect is."

Abak

Read Abak's story on page 37

"Our job with NDIS Get Ready is to take complex information and simplify it. That's what we do well – we make difficult content more accessible so people can understand how changes to disability funding will affect them."

Sean

Read Sean's story on page 38





Progressive people | Melissa

In April 2015, YFS learned that we had won the tender for Intensive Family Support in Browns Plains-Beaudesert.

With our partner organisations Beaucare and Mununjali, YFS rose to the challenge of setting up a new service in a new area.

"We had less than 12 weeks to find a place to set up, to recruit and train staff, and to promote the service and get it up and going," Intensive Family Support Senior Worker Melissa MacGregor says.

YFS managers and staff pulled together, locating and fitting out a base at Browns Plains, setting up systems and logistics, and recruiting staff from inside and outside the organisation.

The service is part of a new Queensland Government approach to child safety that includes new information and referral processes, and the new Intensive Family Support service to work with families with child safety concerns.

The service provides intensive case management to help families get the skills and support they need to care for and protect children.

"We have built on our multi-functional, multi-disciplinary approach from our Step by Step families program," Melissa says.

"A big difference has been getting our heads around having to "sell" the service to families, as some of them are referred without their consent. Our job is to encourage them to engage with the service."

The Intensive Family Support team includes five workers, along with a co-located Child Safety officer.

One member of the team is based at Beaucare to service the southern part of the region, which extends to the New South Wales border.

"It's a large area, which means you have to manage your time well to cover it and meet everyone's needs," Melissa says.

The Browns Plains office is becoming a co-location hub for outreach from other YFS services including Legal, Financial Counselling, Step by Step Counselling and IRAS.





Progressive people | Albert

YFS Chair Albert Hili leads our dynamic Board to guide YFS' performance and plan for our future.



In 2014-15, the Board developed a new strategic plan that outlines four strategic intentions: financial sustainability, flexible individualised services, strong workforce and positioning YFS as a leader in Logan and surrounds.

Albert described sustainable funding as YFS' key challenge. "We're making progress but we need to accelerate. In 2015-16 I'd like to see us attract more government funding as well as significant non-government funding so we can further develop initiatives like our social enterprises, the #R4Respect youth-led DV prevention campaign and our work with people in crisis through our IRAS team."

Albert, a highly qualified and experienced accountant, joined the Board as Chair in February 2015 after two years working as YFS Corporate Services Manager and Company Secretary.

Albert was attracted to YFS by the organisation's youth and family focus.

"I am interested in people-centred work. YFS is an organisation that is vibrant and part of the community."

"I am impressed by the spread of services YFS offers. They're a one-stop shop for just about any problem."

Most of all, Albert is impressed by the quality of the people who work for YFS, from the CEO to the front line.

"Bringing the new Board together is a key achievement – the Board is functioning really well," he said.

Albert sees the Board's role as helping the organisation to develop so it can provide more services, increase its impact and become more viable.

"2015-16 will be an important year for us. There's a lot of work happening in terms of delivering on our strategic plans. That's going to be exciting and challenging for the rest of this year," he said.

"Our transition to the NDIS will be a big focus. We have more than 20 years' experience delivering services for people with a disability; and the NDIS might be an opportunity to expand the scope and scale of that work to help these clients increase their independence and participation."

"Our positioning is important too. We have dramatically improved how we are projecting ourselves, and it's important that we continue to do that."

"We celebrated 30 years' service and investment in Logan last year, and we're looking forward to many more as we grow and develop," he said.



Progressive people | Abak

Her voice sounds like freedom, her face brightens when asked about respect and her whole story speaks of change.



Coming from Kenya, Abak recognizes education as her most valuable asset. "It's the bridge between 'that life' and 'the life' that we all wanted," she says.

She's only 17. She feels comfortable in her own skin; she wants to be a journalist and she is more than ready to take on her new role as a Youth Ambassador for R4Respect, YFS' new domestic violence prevention and education strategy for young people aged 12 to 24 in Logan.

"I always talk about respect. I was raised with respect being a massive part of my culture and tradition. As a human being, I can't relate or connect to someone if there's no respect between us."

As a young person, Abak feels like there's a lot of pressure to do what's wrong rather than what's right. But she's optimistic. She believes she can make a difference and that the impossible can still be achieved.

"I do believe that the pressure that we feel today is stopping people from being respectful. R4Respect is very important because it's a project that doesn't just approach domestic violence; it goes to the core of all types of relationships which is respect."

"It teaches about what we need to fix; the foundation of what's causing these broader issues and it really targets them within young people. If we can do that, then R4Respect is bound to change something."

Abak knows that there's a lot of work to be done. "It's going to take a community effort, schools, families, organisations and everyone to join together in order for the impact to be great and to be effective."

"We need to paint a clear picture because you can't teach something that you haven't completely established. It's about rebuilding those respectful relationships; it's about giving respect and receiving it in return."

Abak even uses her background to encourage discussion about Respect. She's committed to ensuring that R4Respect reaches every young person in Logan and its surrounds.

"Logan is very multicultural; we all have very different multicultural backgrounds. We can't change a culture but we can compromise with the culture. I want to see Logan unite and the only way that's going to happen is if we respect each other."

"R4Respect would not be just in Logan. In three years' time, you're going to see young people across Australia stepping on to this; it's going to be a movement."



Progressive people | Sean

Sean Redmond leads YFS' NDIS Get Ready team. YFS received Queensland Government funding to initiate a community education program to prepare people for the changes to the way disability services will be funded in Australia through the National Disability Insurance Scheme.



Since August 2014, NDIS Get Ready has delivered interactive public forums in Logan, Redlands and the Gold Coast, and offered home visits for people who prefer one-on-one approaches. More than 2,000 people have benefited so far.

The small team – three full-time and two part-time staff – includes people with backgrounds in education, disability, psychology and IT.

“We try to find ways to get to people who aren’t already connected with information about disability services.”

“I’m proud that we’ve been able to give people hope. We all believe the NDIS will make a huge difference to people with a disability.”

The team has been challenged by delays in government agreements about the timing and approach for the NDIS rollout in Queensland. The Get Ready program was due to finish in December 2015 but is likely to continue until mid-2016. Full implementation of the NDIS in Queensland will occur from mid 2016 to 2019, but timing for south east Queensland is still not definite.

“It’s not real yet so some people aren’t ready to engage,” Sean says.

During 2015-16, the Get Ready team will increase their focus on reaching people from culturally and linguistically diverse backgrounds and people from Aboriginal and Torres Strait Islander communities.

“We will also focus more on working with services so they can continue our work once our project finishes. We need to make sure service providers and support groups have the right messages, so people with a disability can make the most of the opportunity the NDIS offers to get the support they need to achieve their goals.”



Progressive people | Services in a nutshell



R4Respect

R4Respect is a domestic violence prevention and education strategy for young people aged 12 to 24 in Logan and surrounds.

Thirteen Youth Ambassadors lead the strategy using digital mediums to promote the campaign's key messages about respect.

R4Respect encourages the whole community to foster healthier relationships among young people.



Intensive Family Support

Our new Intensive Family Support service helps families from the Browns Plains and Beaudesert areas who need additional support to keep their children safe and well.

We deliver practical services to families including: education to increase parenting skills; access to local services and activities; managing family finances; housing assistance; relationships and family conflict.

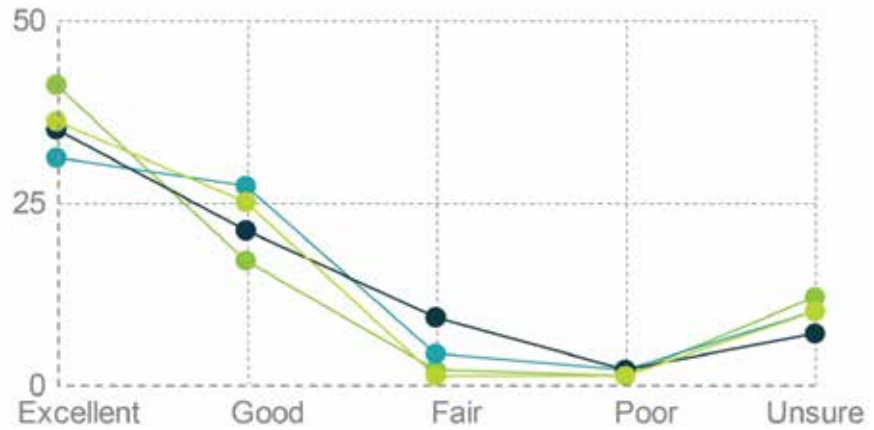
We work closely with families helping them identify goals for the future and developing a plan to get there.



Progressive people | Statistics

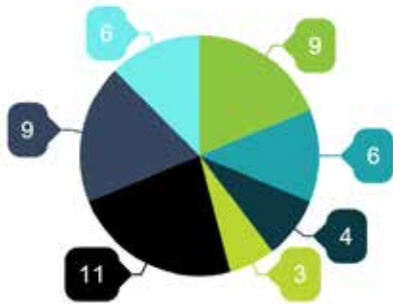
STAKEHOLDER SURVEY 2015

Satisfaction with YFS' performance in the past 12 months



■ Services to clients
 ■ Participation in the community
 ■ Stakeholder collaboration
 ■ Advocacy for a better society

Key challenges for YFS and Logan



■ Homelessness (19%)
 ■ Employment (13%)
 ■ DFV (8%)
 ■ Mental health (6%)
 ■ Funding issues (23%)
 ■ Increased need (19%)
 ■ NDIS introduction (13%)

YFS reported strengths



■ Staff (19%)
 ■ Reputation and history (19%)
 ■ Communication (16%)
 ■ Local knowledge (16%)
 ■ Diversity of services (12%)
 ■ Management/ CEO (11%)
 ■ Flexibility (7%)

Opportunities for improvement



Improvement areas

■ Improved communication (29%)
 ■ Increased service availability (19%)
 ■ Better promotion (10%)
 ■ Staff recruitment/ retention (24%)
 ■ Dealing with reduced funding (19%)

YFS complaints 2014-15



Complaints types

■ Poor service (33%)
 ■ Communication (41%)
 ■ System failure (15%)
 ■ Poor planning (11%)



Progressive people | Standouts

Strategic plan

We launched our new strategic plan in 2014-15 to affirm our vision: **Building Independence and Participation**. The plan maps out how we will achieve our strategic intentions for the next three years:

-  **Sustainability**
Have the financial capacity to finance innovative programs and high quality services
-  **Services**
Offer flexible, individualised services that are proven to support clients to achieve independence and participation
-  **Capacity**
Have a strong, capable workforce, management team and Board equipped with resources and infrastructure to succeed in our dynamic environment
-  **Positioning**
Be recognised as the leading provider of human services for vulnerable people in Logan and surrounds, and a key voice for this region



BUILDING INDEPENDENCE & PARTICIPATION

STRATEGIC PLAN 2015-2018

OUR VISION:
Building independence and participation.

OUR PURPOSE:
We deliver services designed to promote independence and citizenship. We champion rights and responsibility and clients taking up social, cultural and economic opportunities.

OUR STRATEGIC INTENTIONS:
To achieve our vision and fulfil our purpose, between 2015 and 2018 we will:

-  **Sustainability**
Have the financial capacity to finance innovative programs and high quality services
-  **Services**
Offer flexible, individualised services that are proven to support clients to achieve independence and participation
-  **Capacity**
Have a strong, capable workforce, management team and Board equipped with resources and infrastructure to succeed in our dynamic environment
-  **Positioning**
Be recognised as the leading provider of human services for vulnerable people in Logan and surrounds, and a key voice for this region

WE VALUE...

- Excellence:** delivering high quality services and having high expectations
- Integrity:** acting honestly and openly
- Optimism:** thinking and acting with confidence about people and the future
- Steadfastness:** persisting to overcome barriers and adversity with our clients

ISO environmental accreditation



It's official: we're cleaner and greener!

YFS has achieved Accreditation for ISO 14001 Environmental Management System Standard for YFS and Substation33.

Reaching out

YFS services Logan and surrounds. We offer programs in Beaudesert and the Redlands as well as the Logan City Council area.

Apart from our base in Slacks Creek, YFS offers outreach services in conjunction with organisations across our catchment, such as courts, Centrelink offices and community centres.

For our new Intensive Family Support program we are excited to have opened a new base at Browns Plains to better service the clients for that program who come from Browns Plains and Beaudesert.



Financial and corporate summary

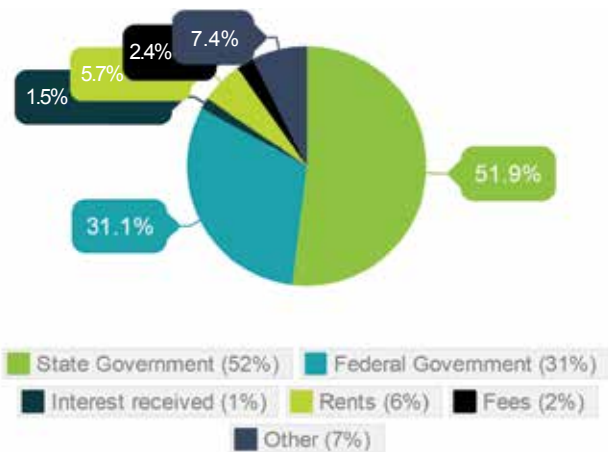
During the year YFS' income declined by around **8.6%** compared to the previous year and expenditure decreased by approximately **5.4%** for the same period.

Meanwhile YFS maintains a strong financial position with its current ratio strengthening to **2.69 times** (from 2.55 times) and equity ratio showing a small improvement from **84%** to **85%**.

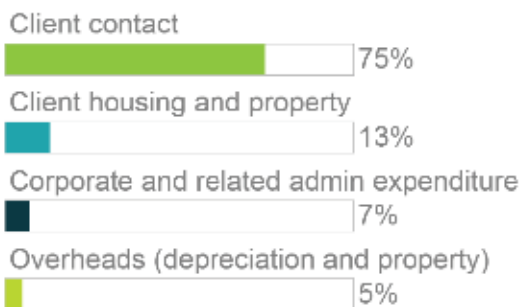
This places YFS in a sound position to maintain high quality client services to the Logan and surrounding communities while dealing with the evolving regulatory environment.

2015

Income 2014-2015



Expenditure breakdown 2014-2015



Equity ratio 2015

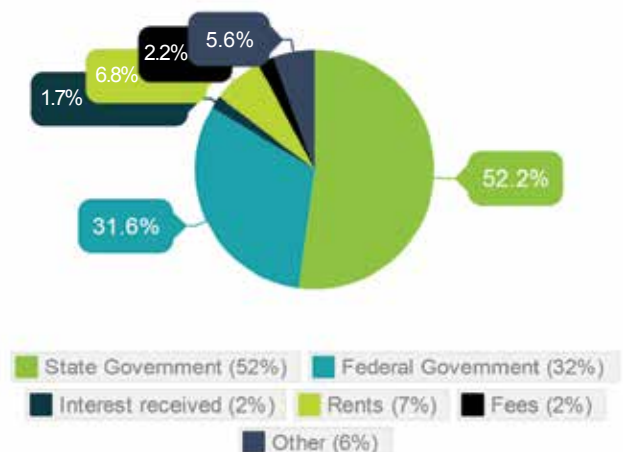
13,393,588
11,394,408
0.85

Current ratio up to

2.69 times

2014

Income 2013-2014



Expenditure breakdown 2013-2014



Equity ratio 2014

12,644,550
10,618,008
0.84

Partnerships and networks

Government Partners

- Logan City Council
- Australian Government Department of Social Services
- Queensland Department of Justice and Attorney-General and the Commonwealth Community Legal Centres Programme
- Queensland Department of Communities, Child Safety and Disability Services
- Queensland Department of Housing and Public Works

Non-government Funding Partners

- Mater Health Services
- The Salvation Army ([Communities for Children](#))

Corporate Partners

- AGL
- Westpac Foundation (Seed Grant)
- Macquarie Group Foundation (Kick Starter grant)
- Infexchange
- Consulting IT
- Qudos
- Ace Locksmith
- Sparkrite
- Logan Plumbing
- Macs Cleaning

Formal Partnerships

- Logan Family Relationship Centre ([Co-location YFS Legal](#))
- The Salvation Army ([Communities for Children Program](#))
- Transit Care ([Disability Transport provider](#))
- WWild ([Co-location](#))
- Department of Human Services – Centrelink ([Co-location Money Management](#))
- Beenleigh Neighbourhood Centre ([Co-location YFS Legal](#))
- Logan ATSI Community Elders ([MoU](#))
- WAVSS- Working Against Violence Support Service ([MoU](#))

Education Partners

- Harris Fields State Primary School
- Kingston State Primary School
- Woodridge North State Primary School
- Woodridge State Primary School
- Eagleby State Primary School
- Griffith University (Research partnership with our Domestic Violence and Family Support services)

Professional Memberships

- Community Services Industry Alliance
- Family and Relationship Services Australia
- Homelessness Australia
- Logan Chamber of Commerce
- National Association of Community Legal Centres
- National Disability Service

Network and Committee Representation

YFS staff participate in over 30 community service networks in South-East Queensland



BUILDING INDEPENDENCE & PARTICIPATION

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Monday-Friday 8.30am - 5.00pm | Feedback Line: 3826 1596



YFS is funded by the Australian Government and the Queensland Government.
YFS acknowledges Aboriginal and Torres Strait Islander people are Australia's First Peoples
and the traditional owners and custodians of the land on which we meet and work.

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