



2018-19 IMPACT REPORT

LEARNING | GROWING | THRIVING



yfs2019impactreport.yfs.org.au

Our impact report looks at our work across six areas that we consider essential foundations for people to thrive.



A stable home



A decent income



Safety



Connections



Skills and education



Hope for the future

LEARNING | GROWING | THRIVING

2018-19 has been a year of learning for YFS. We developed a new Strategic Plan which commits us to research and development to help us back vulnerable people to overcome adversity and thrive. This Impact Report outlines our progress to date.

Our 2018-2021 Strategic Plan outlines priorities to improve our services, capacity, sustainability and positioning over the next three years through learning, innovation and partnerships. We have begun strongly in 2018-19, particularly in the area of research. Evaluations of our long-running youth engagement program Youthlink, our Step by Step family support team and our Project Hera partnership with the Queensland Police Logan Domestic Violence Unit have provided insights not just for those teams but for all of YFS. Similarly a research partnership between our R4Respect youth ambassadors and the Australian National Research Organisation for Women's Safety (ANROWS) will inform our ongoing work with young people.

We also invested in reviewing how YFS works with Aboriginal and Torres Strait Islander people and communities, so we can improve our contribution to Closing the Gap. As a result of this analysis we are improving staff training, support for our First Nations staff, and our partnerships with community controlled organisations.

YFS has continued to enthusiastically participate in the Logan Together movement. We worked with Logan Together to further develop our family coaching model and to investigate ways to improve access to support for vulnerable families.

Our electronic waste recycling social enterprise Substation33 was involved in learning projects with several universities in 2018-19, with researchers exploring its unique combination of inclusion, environmental impact and innovation.

Thanks to a grant from the Queensland Community Foundation, we worked with our colleagues at Beaucaire to learn more about collaboration, laying the foundation for more partnering into the future. The opening of our new Jimboomba hub in August 2018 increased our ability to work effectively in south west Logan and the Scenic Rim, with three YFS teams based there and others offering outreach services including staff from other organisations such as The Centre for Women & Co. and Centrelink.



We are pleased to share premises, projects and ideas with the Logan District Aboriginal and Torres Strait Islander Corporation for Elders.

We invested in learning for our staff and managers in 2018-19 as well, particularly through a project to review and improve our recruitment practices. Through training for managers and new resources, we improved our ability to attract the right people for our future directions. We also developed our organisational understanding of trauma and its impacts, with our new Trauma Responsive Practice Framework in place to guide our work.

Following the full rollout of the National Disability Insurance Scheme (NDIS) in Logan, YFS ceased to offer disability and mental health services. Over the past 12 months, we supported more than 200 of our participants to access the NDIS and transition to other supports from our Community Connections, Social Links and Personal Helpers and Mentors programs. While it was sad to farewell people who had attended YFS programs for many years, we are optimistic that the NDIS will provide great opportunities for them to pursue their interests.

Looking to the future, we are keenly anticipating the implementation of our new Thriving Families Project. The YFS Board agreed to fund this demonstration project, bringing together family coaches and a housing specialist in an integrated team to help homeless families move from crisis to thriving. We will watch closely to learn how YFS can provide more integrated responses and how government funding and policy can support better outcomes.

Many people contributed to our learning in 2018-19, including our Board, managers, staff and volunteers, our government partners and the many organisations that share our vision of independence and participation for vulnerable people in Logan and surrounds. We look forward to continuing to learn, grow and thrive together in 2019-20.

Cath Bartolo Jennifer Le Savéant

Cath Bartolo, CEO and Jennifer Le Savéant, Board Chair

Table of contents

Learning, growing, thriving	1
A stable home	2
A decent income	4
Safety	6
Connections	8
Skills and education	10
Hope for the future	12
2018-19 statistical highlights	14
Finance and governance	18
Jazmeha's story	20
Jaclyn's story	21
Kelly and her family's story	22
Tony and Jaimee's story	23
Larissa's story	24
Bruce's story	24
Kelly's story	25
Jason's story	25

For extra features and content, see the online version of our impact report at yfs2019impactreport.yfs.org.au.

YFS respectfully acknowledges Aboriginal and Torres Strait Islander people as Australia's first peoples and the traditional owners/custodians of the land on which we meet and work. We recognise the important role they have within community and country, and we pay our respects to the Elders of this land past and present.

Copyright © 2019 YFS Ltd. | ABN 58 239 250 649 | ACN 167 122 527 | AS/NZS ISO 9001/14001

YFS is funded by the Australian Government and the Queensland Government.

A stable home

Family conflict meant Jazmeha needed to find her own place at 16. YFS' Youthlink team helped her work out her housing and finances, and her physical and emotional wellbeing so she can complete school while living independently.



Read Jazmeha's story on page 20

Across YFS, almost 50% of the people we worked with were homeless or at risk of homelessness when we first met them. Housing-related issues were the most common reason people approached us for help.

A stable home is an essential foundation for people to move from crisis to thriving. People like Jazmeha (above) and Larissa (below) can build good lives once their housing is sorted, particularly if they have support to address other interrelated issues.

Our focus on a home starts in YFS Connect, our front door information and referral service. In 2018-19, YFS Connect responded to more than 6200 requests relating to homelessness and tenancy issues. This comprised 54% of all contacts. YFS Connect brings together emergency relief funds from the Commonwealth Government with financial capability workers, financial counsellors and housing experts. This means we can help people save tenancies, find housing solutions and link with more intensive supports if required. Our approach helped 280 people save tenancies or establish new ones in 2018-19, and provided advice, support and linkages to thousands more.

Our Housing team provided in-depth support to 230 individuals and families in 2018-19, helping them secure housing. We follow up with these people after we finish working with them; it's part of our work to understand how to achieve sustained results. 90% of the people we were able to contact were still in the same tenancy 12 months after we finished working with them. We are investigating ways to reach a larger proportion of past clients to gain a more accurate picture of housing sustainment.

Staff in all YFS programs have a broad knowledge about housing, ensuring they can support people to find and sustain housing. In May 2019, we shared our knowledge by delivering rapid housing training for workers from other Logan organisations. Also, we continued to partner with the Tenants Queensland QSTARS team to offer tenancy advice from YFS premises.



Future focus

We are working with the Queensland Department of Housing and Public Works and other organisations to develop a Logan homelessness hub in 2019-20.

We will promote the great results achieved by our YFS Connect team in preventing homelessness and helping people find solutions fast, to secure ongoing funding.



Learning how homeless families can thrive

There is irrefutable evidence that a supportive housing approach – combining affordable housing and tailored support – supports long-term change. In 2018-19, we reviewed the evidence about achieving good outcomes for families experiencing homelessness.

Working with Logan Together, the Community Service Industry Alliance, the Australian Centre for Social Innovation and homeless families themselves, we designed an integrated approach: the Thriving Families project. This project unites a housing specialist and family coaches to help 40 families move from crisis to thriving.

The YFS Board has agreed to fund a two-year trial of this approach. In this period, we will learn more about what works to improve outcomes for vulnerable families and provide new information to inform planning and the commissioning of government services.

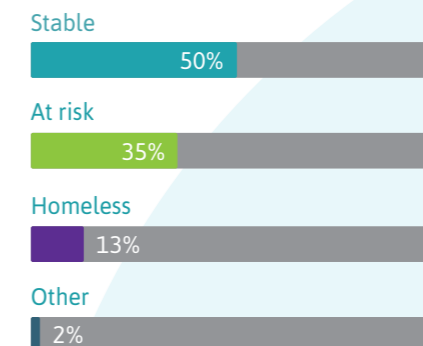


Outcomes

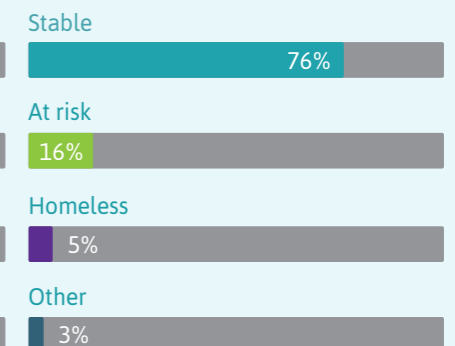
In the 2018-19 financial year, about half of our clients entered the service homeless (13%) or at risk of homelessness (35%). The majority were in unstable or temporary accommodation. This was similar to the previous year.

Once we finished working with them, 76% of clients were in stable housing, compared to 50% on entry. Of those who were initially homeless or at risk of homelessness (731), we supported 63% (458 people and families) into stable accommodation. This figure was higher for the specialist housing team, which stabilised housing for 80% of their clients.

Housing status on entry (n=1656) all programs



Housing status on exit (n=1617) all programs



Meet confident mum Larissa

"I used to not have the confidence to stand up to people. Now, I don't take any nonsense. My children's safety is my top priority."

Read Larissa's story on page 24

A decent income

More than 250 people got on-the-spot solutions and advice about financial problems at the Logan Deal with Debt Day in March 2019.



Poverty continues to be a huge challenge for most of the people we work with at YFS. In 2018-19 we worked with people to increase their income where possible, and to manage their money as well as possible.

Helping people increase their income through employment remained a focus for our ParentsNext team. YFS piloted ParentsNext from April 2016, supporting parents on government benefits to improve their work readiness. From July 2018, the Department of Employment, Skills, Small and Family Business rolled the program out nationally, with significant changes including a new compliance framework that has attracted negative media attention. YFS continued to treat ParentsNext as a supportive, respectful opportunity for parents to build their skills and confidence and overcome barriers to work.

YFS partnered with the Department of Housing and Public Works to offer Spark, a coaching program for public housing tenants who want to start small businesses, gain employment or volunteer. In 12 months to February 2019, our part-time Spark worker helped six tenants gain work, eight to start a business, six to access training and four to volunteer, while addressing complex barriers to participation. An evaluation of Spark suggests the success factors for the

program are its individualised approach, holistic focus, range of options and strong partnerships.

Donations from Maurice Blackburn and MinterEllison Gold Coast enabled us to help YFS clients pay work-related expenses. These donations allowed us to buy tools for a housing client to set up as a handyman, driving lessons for a young mum so she could take up an apprenticeship, enrolment fees for training courses, and short-term rent for a woman fleeing domestic violence so she could maintain her job.

YFS' Financial Counsellors tried new ways to help people manage their money better, including ways to reach people who find it hard to seek help. Our inaugural Deal with Debt Day at the Logan Entertainment Centre in March 2019 brought together 20 organisations, from energy companies to Centrelink. We also partnered with Logan's largest facebook group, Mums'n'bubs Logan, to offer live Q&A sessions to the group's 22,000 members.



Future focus

In 2019-20 YFS will pilot a micro-enterprise development program for people who have experienced adversity.

YFS will advocate for continued funding for our integrated financial counselling and capability services.



Learning how integrated responses help people move beyond crisis

We have improved our responses to homelessness and financial crisis over the past three years based on ongoing analysis. In 2018-19 we embedded our financial counselling and capability services into our front door, YFS Connect.

YFS Connect now combines our intake, advice, referral, money management, emergency relief and financial counselling services. This integration has improved the effectiveness, efficiency and targeting of our services.

YFS Connect responded to more than 11,600 requests for assistance in 2018-19, mostly relating to housing and/or financial crises. An integrated response enabled short-term crisis resolution to be accompanied by longer-term capacity building. For example, we used emergency relief funds to kickstart rent arrears repayment plans, while helping people develop budgets and implement strategies to get back on track.



Outcomes

In 2018-19, credit/debt issues, utilities, budgeting and rent arrears were the most common issues for clients of our YFS Connect Financial Counsellors and financial capability hub. 83% of these clients reported that their financial crises improved, while around 60% developed budgets, 60% improved their financial literacy and 40% developed payment plans.

Our Financial Counsellors supported 75 clients to negotiate relief for their debts, resulting in over \$670,000 in unfair or unaffordable debt being waived.

We captured data about change in circumstance and capacity for 473 financial counselling and capability hub clients through the Department of Social Service's SCORE outcome measurement tool. As shown at right, clients achieved significant improvements in financial resilience and material wellbeing.

Financial resilience (based on a five point scale)



Material wellbeing (based on a five point scale)



Meet cool entrepreneur Jaclyn

Jaclyn was at a local courthouse varying a domestic violence order when she came across a pamphlet about the Spark program.

Read Jaclyn's story on page 21

Safety

During Domestic Violence Prevention Month in May 2019, the Jimboomba community remembered people impacted by domestic and family violence in Logan, part of the Not Now, Not Ever in Logan community action plan.



Safety is a major barrier to thriving for many people who work with YFS. In 2018-19, domestic and family violence continued to be a very common issue across all of our work, and many of the families we work with had concerns about the safety of their children.

Much of YFS' work with families focuses on the safety of children. In its first full year, our Assessment and Service Connect service linked 232 families with services to support them. Assessment and Service Connect workers partnered with Child Safety staff during child safety investigations, assisting with the assessment process and expediting families' links with appropriate supports.

Our Intensive Family Support and Functional Family Therapy – Child Welfare teams took quite different approaches to build families' ability to keep children safe in the Browns Plains – Beaudesert area. Across both teams we worked with 138 families, using case management in Intensive Family Support and family therapy in Functional Family Therapy – Child Welfare.

Our domestic and family violence work continued to develop in 2018-19. We supported more than 750 victims of violence in the past financial year through our Beaudesert Domestic and Family Violence Service, our Women's Advocates and the Project Hera initiative. Our Beaudesert team introduced a group program for mothers and children impacted by domestic violence, helping them rebuild attachment and overcome trauma.

Meanwhile almost 400 men took part in our perpetrator group program, Responsible Men. During the year we consolidated learning about the program, developing a facilitator manual based on emerging evidence about behaviour change and accountability for perpetrators of domestic violence.

YFS continued to support the Not Now, Not Ever in Logan Domestic Violence Community Action Plan in 2018-19. The Not Now, Not Ever cinema advertisement featuring Logan identities speaking out against domestic violence won the not-for-profit category in the 2018 Safe City Logan awards.

YFS introduced a Trauma Responsive Practice Framework in 2018-19 to help staff across our organisation understand the impacts of trauma on our clients. The framework acknowledges that many people seeking assistance at YFS have experienced trauma in childhood or later in life. Developing a deep understanding of trauma is helping our staff support people to create real change in their lives.



Future focus

YFS and the Not Now, Not Ever in Logan campaign reference group will use a Logan City Council Community Projects grant and support from businesses to hang street banners in prominent Logan locations.

With police and government, YFS is exploring ways to address a growing problem of chroming among children aged 10 to 14.



Learning about collaborative responses to domestic violence

YFS and the Queensland Police Service worked together to develop Project Hera, which sees a YFS worker co-located with the Queensland Police Service Logan District Domestic and Family Violence Unit to provide information and referrals for people impacted by domestic and family violence.

A review of Project Hera in 2019 found that participants who had been victims of domestic violence reported increased wellbeing, stability and safety for themselves and their children. The co-location improved collaboration and information sharing between YFS and police officers, thereby improving responses to clients. By combining a timely service response with police intervention, Project Hera provided improved safety planning, relocation and security measures.

While the review noted the collaborative response improved support for victims, it flagged the need for perpetrators to be held accountable to prevent further violence.



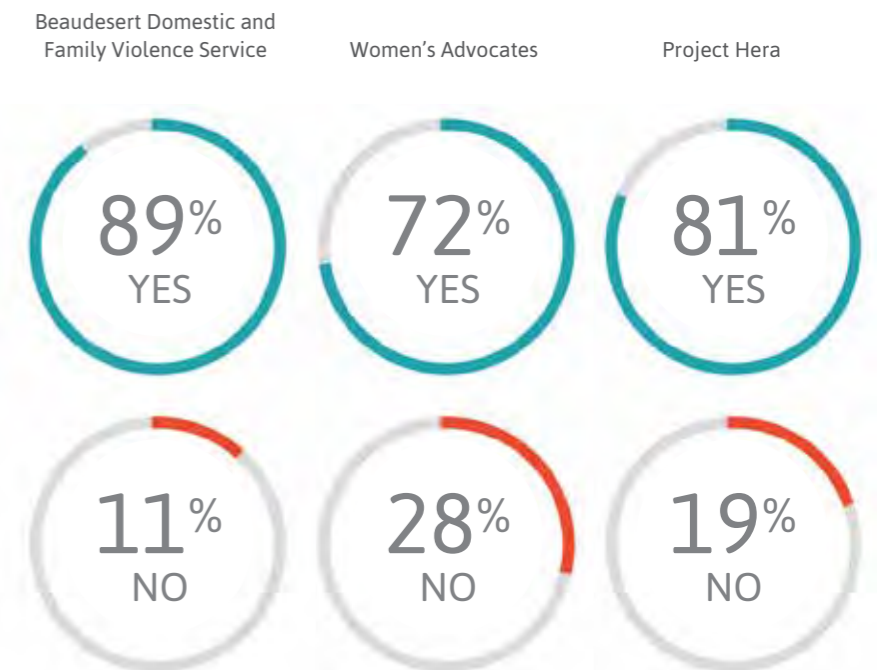
Outcomes

Improvements in safety are notoriously difficult to measure. Many YFS teams monitor clients' sense of safety or risk, and all show improvement through our work.

Our domestic and family violence services for victims currently have a blunt measure of whether clients show improvements in being safe. Outcomes are better for programs that work more intensively with women and children. Our Women's Advocates are associated with our Responsible Men perpetrator program, and have a limited role.

In 2019-20 all three teams will introduce an outcome tool called MOVERS (Measure of Victim Empowerment Related to Safety) to provide a more sophisticated understanding of the impact of these services.

Improvements in being safe



Meet the team helping men understand the impacts of domestic violence

Responsible Men uses group work to help men who have perpetrated domestic and family violence to identify the discrepancy between what they are doing and what they want most: to have happy families and be great fathers.

yfs2019impactreport.yfs.org.au/responsible-men-story

Connections

In National Reconciliation Week 2019, YFS staff gathered for a smoking ceremony led by our Reconciliation Action Plan working group.



In 2018-19, we increased our emphasis on helping people strengthen their connections with culture and their linkages with friends, family and community as well as with services like ours.

During the financial year, we examined how we work with Aboriginal and Torres Strait Islander people, communities and organisations, and identified opportunities to improve. Based on research and consultation, we developed a plan that includes strategies to better support our First Nations staff, increase our cultural competence and develop stronger links with community controlled organisations.

In 2018-19 our ParentsNext team began a co-location at the Waterford West Child and Family Centre run by the Aboriginal and Torres Strait Islander Community Health Service (ATSICHS). This has created opportunities for participants of both organisations. For example, our ParentsNext participants now link with culturally appropriate playgroups, kindies and health and support services while improving their work readiness.

Connections was a theme of the evaluation of our Step by Step family support program by researchers from Griffith University. They found that our Step by Step case managers were able to provide linked-up support addressing the range of issues each family confronted, including homelessness, mental health problems and domestic and family violence.

Thanks to a grant from the Queensland Community Foundation, we learned with our colleagues at Beaucare more about collaboration and laying the foundation for future partnering.

In June 2019, YFS stopped providing community participation programs for people with a disability (Community Connections and Social Links), and our Personal Helpers and Mentors service (PHaMs) for people with mental health issues ended.

Over the course of the year we helped our clients to access the National Disability Insurance Scheme (NDIS) where possible, and to transition to other supports if they were not eligible. While we decided not to register as an NDIS provider, we are actively supporting Logan people to get the best from the new system. We were sad to farewell these clients and staff, some of whom had been with YFS for more than 20 years.



Future focus

In August 2019 our Shift youth drug and alcohol team launched a collaboration with ATSICHS, the Queensland Police Service and Youth Justice to provide an outreach service for young people at risk of detention.

In 2019-20 all YFS staff will increase their emphasis on fostering informal supports for clients, such as family, friends, neighbours and community groups, to provide long-term connections.



Learning what creates long-term outcomes for young people

In late 2018, consultant Paul Testro evaluated YFS' Youthlink youth engagement program. Through interviews with young people, families, stakeholders and staff, and analysis of data and evidence, the evaluation identified strengths of Youthlink's approach and opportunities for improvement.

It found that the values-led relationship base of the program appears to be a major driver of the program's success in "walking with young people on their journey" and empowering them to address the challenges in their lives. Young people and their families were consistently very positive about Youthlink's impact.

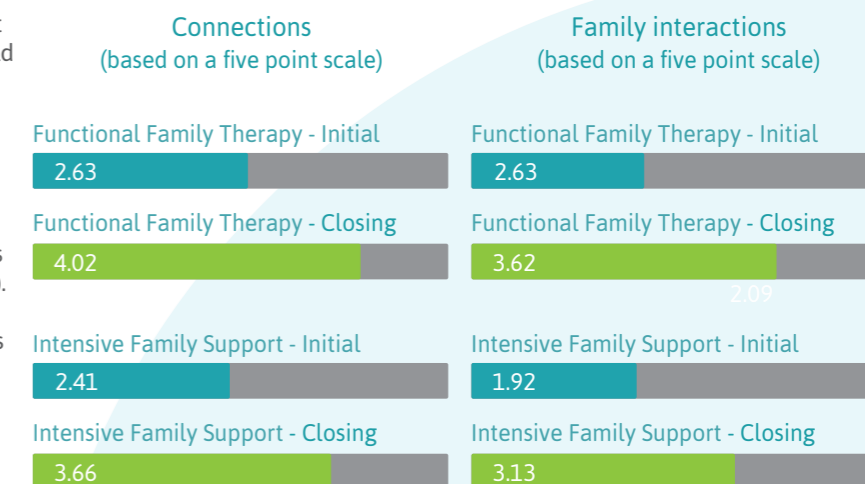
Youthlink staff began implementing improvements including linkages between support for young people and work with their families, a greater focus on cultural connections for Aboriginal and Torres Strait Islander young people, and increased use of data to identify trends and emerging issues.



Outcomes

Our Intensive Family Support case management team and our Functional Family Therapy – Child Welfare therapists work with families at risk of child protection intervention. They operate in very different ways, but both teams help families improve connections and family interactions. Wellbeing Domains outcome measures for both teams show positive change for families including their connections with community and family (see graph at right).

Across YFS all teams assess people's connectedness on entry and exit to our services. In 2018-19, 38% of our clients increased their support networks. In 2019-20 we have changed our data analysis slightly to better distinguish between informal supports (like family and neighbours) compared with supports from organisations.



Meet tech-savvy volunteer Bruce

"I first heard about Substation33 probably three years ago, through an article at the local library. My wife told me, 'Go down and see what this place is about.' She can't shut me up about the place now."

Read Bruce's story on page 24

LEARNING | GROWING | THRIVING

Skills and education

Through our Functional Family Therapy – Child Welfare program, Kelly and her children worked on becoming more connected and in tune with one another. They learned to explore and regulate their emotions, and reviewed their coping strategies, communication, parenting skills, boundary setting and personal safety.



Read their story on page 22

All YFS teams help clients learn skills to create and sustain change in their circumstances. This includes technical skills like budgeting or parenting, and underpinning skills like coping and communication.

YFS' electronic waste recycling social enterprise Substation33 offered more than 600 people opportunities to learn skills in a supportive work environment in 2018-19. Through more than 76,000 hours of work, participants learned to disassemble waste and create value-added products like road flooding warning signs and water quality meters. A contract to deliver 50 warning signs for Logan ensured ongoing opportunities for skill building.

Substation33 also provided participants with drug and alcohol focused learning during the year through a small grant from the Alcohol and Drug Foundation.

Once again, YFS offered opportunities for disadvantaged job seekers to learn on the job through our Skilling Queenslanders for Work Rail Trail project. As well as gaining a qualification in land management, 16 trainees gained skills that equipped them to take up jobs in other organisations when they finished the traineeship. A further eight trainees graduated from a business traineeship, learning administration and marketing skills on-the-job in local community organisations.

YFS Legal contributed to Logan people's ability to navigate the legal system. In 2018-19, YFS Legal provided more than 40 community education activities, with topics including drugs and alcohol, contract disputes, sexting and wills. These sessions aim to improve community understanding of the law. YFS Legal offers a legal advice clinic, duty lawyers services and children's legal representation, which provided 1,295 people with advice about how to navigate the legal system. In 2018-19, YFS Legal initiated student legal clinics, working with QUT and the University of Queensland to provide placements for law students, including a group with a First Nations focus.

Community education was a focus for other teams as well, including our Financial Counsellors who delivered 20 community education sessions in 2018-19 to increase financial literacy in the community.



Future focus

YFS Legal will undertake a needs analysis in 2019-20 to identify community legal education priorities with First Nations people and communities.

YFS will partner with Pathways to Resilience to train our family coaches. Coaches will learn how to pass on coping and self-regulation skills to parents and children impacted by trauma.



Learning by mixing social, economic and environmental activity

In 2018-19, Substation33 worked with a number of universities and researchers to better understand the enterprise's impact. Researchers discovered a rich environment that generates social and environmental benefits as well as skills development and employment outcomes.

For example, Dr Dhaval Vyas from the Queensland University of Technology (QUT), noted that Substation33 supported sustainability, inclusivity and innovation. Dr Vyas described Substation33 as a "makerspace", where people from low socio-economic backgrounds could improve their career trajectories while creating environmental benefits.

QUT researcher Dr Carol Richards noted the mingling of people with a range of abilities and skills benefitting from participation at Substation33.

A Griffith University academic Sylvia Ramsay explored the role of "hybrid organisations" achieving social and environmental goals and outcomes, noting that "Substation33 achieves improved social wellbeing through activities and projects that improve environmental wellbeing."

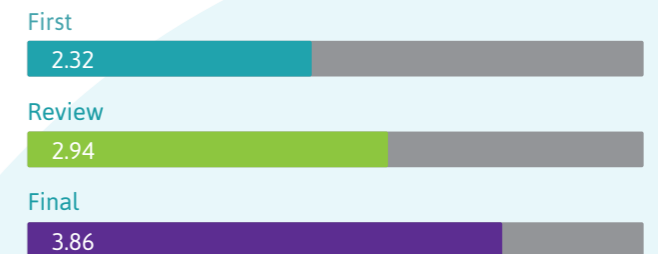


Outcomes

80% of young people are referred to our Youthlink team because of their identified risk of disengaging from school or work (learning or earning). Youthlink uses an assessment tool that considers eight aspects of young people's lives to assess their needs and review progress. The Youthlink evaluation showed the domain with the largest degree of change between first to final review was 'schooling or work and income'. This was true for Aboriginal and Torres Strait Islander young people as well.

As well as connecting with school, the evaluation showed that Youthlink helped young people with their motivation and capacity to make changes in their lives.

Youthlink schooling or work engagement (based on a five point scale)



Meet enthusiastic student Kelly

"Rachel helped me realise that I had the potential within me to change my career. She helped me unlock my potential."

Read Kelly's story on page 25

Hope for the future

Thanks to the connections he made through our Spark program, social housing tenant Jason is working for his own mobile car cleaning business, called Jason's Care Clean.

Read Jason's story on page 25



Having hope – a belief that things can get better – is an essential ingredient for people to move from crisis to thriving. Optimism is one of YFS' values, and it's a quality YFS staff demonstrate every day in their work.

In 2018-19, following a positive evaluation of our Sure Steps family coaching pilot project by the Parenting Research Centre, the Department of Housing and Public Works extended our partnership. This enabled our Sure Steps coaches to continue to help families living in public housing learn about child development and build on their plans to give their children the best start possible in life. Sure Steps uses a goal-oriented approach focusing on parents' self-identified priorities, which emerging research shows leads to strong engagement and good outcomes.

In April-May 2019, our Beaudesert Domestic and Family Violence Service hosted a group for mothers who have experienced domestic violence and wanted to strengthen their relationships with their children. The group gave mothers an opportunity to meet other mothers and share their challenges in a safe environment. They also learned activities to do with their children to rebuild relationships damaged by trauma. The service works with children and their mothers to rebuild the hope and trust eroded by domestic and family violence.

We linked with the youth service Open Doors during 2018-19 to support their work with LGBTIQ young people in our region. Open Doors is providing outreach in Logan from a base at YFS, linking with young people who are struggling with gender, sexuality or other issues.

In July 2018, our CEO Cath Bartolo and Substation33 Manager Tony Sharp attended the Future Logan forum at Griffith University. They joined some of the city's brightest minds to talk about upcoming opportunities, which really reinforced why we should all be positive about Logan's future.

Our R4Respect youth ambassadors continued to shine. Their work in changing young people's attitudes to gender and violence was recognised with several youth ambassadors appointed to high profile national and state advisory committees. In 2018-19, R4Respect reached more than 3,000 people face to face and almost 170,000 online.



Future focus

R4Respect will launch Men4Respect, a project targeting young men to change attitudes that drive violence against women.

YFS will provide space in our 16Central facility for a drop-in group hosted by Open Doors and diversionary activities organised by YFS and ATSICHS as part of the Coordinated Response to Youth Justice.



Learning how to influence young people's behaviour

R4Respect worked with the Australian National Research Organisation for Women's Safety (ANROWS) on a research project investigating young people as agents of change in preventing violence against women. Researchers assessed the impact of respectful relationships education workshops delivered by the R4Respect youth team.

The research found that peer-led interventions were effective in engaging young people on sensitive topics. The study found that 92% of youth participants agreed that it was helpful to have young people leading the learning on respectful relationships. 86% agreed they learned things in the program that would help them act with greater respect in the future.

The research noted that young men's attitudes towards gender equality remain difficult to shift, leading R4Respect to design a new approach to working with young men in 2019-20, called Men4Respect.



Outcomes

Several YFS teams currently measure their impact on people's positivity about the future. For example the graph at right depicts changes for families working with our Step by Step family support team, measured using a tool called the Parental Empowerment and Efficacy Measure. Our Youthlink and ParentsNext teams can demonstrate improvements in motivation, confidence and aspiration, and our financial capability hub staff note increased empowerment and sense of control among clients.

We are keen to understand our impact on people's levels of optimism and confidence for the future. From the start of July 2019, as part of our organisational outcomes measurement, YFS staff will ask all clients when we finish whether they are more hopeful about the future now than when they first came to YFS.

Positive view of children's future (based on a ten point scale)



Sense that there is more to enjoy than worry about (based on a ten point scale)



Meet optimistic parents Tony and Jaimee

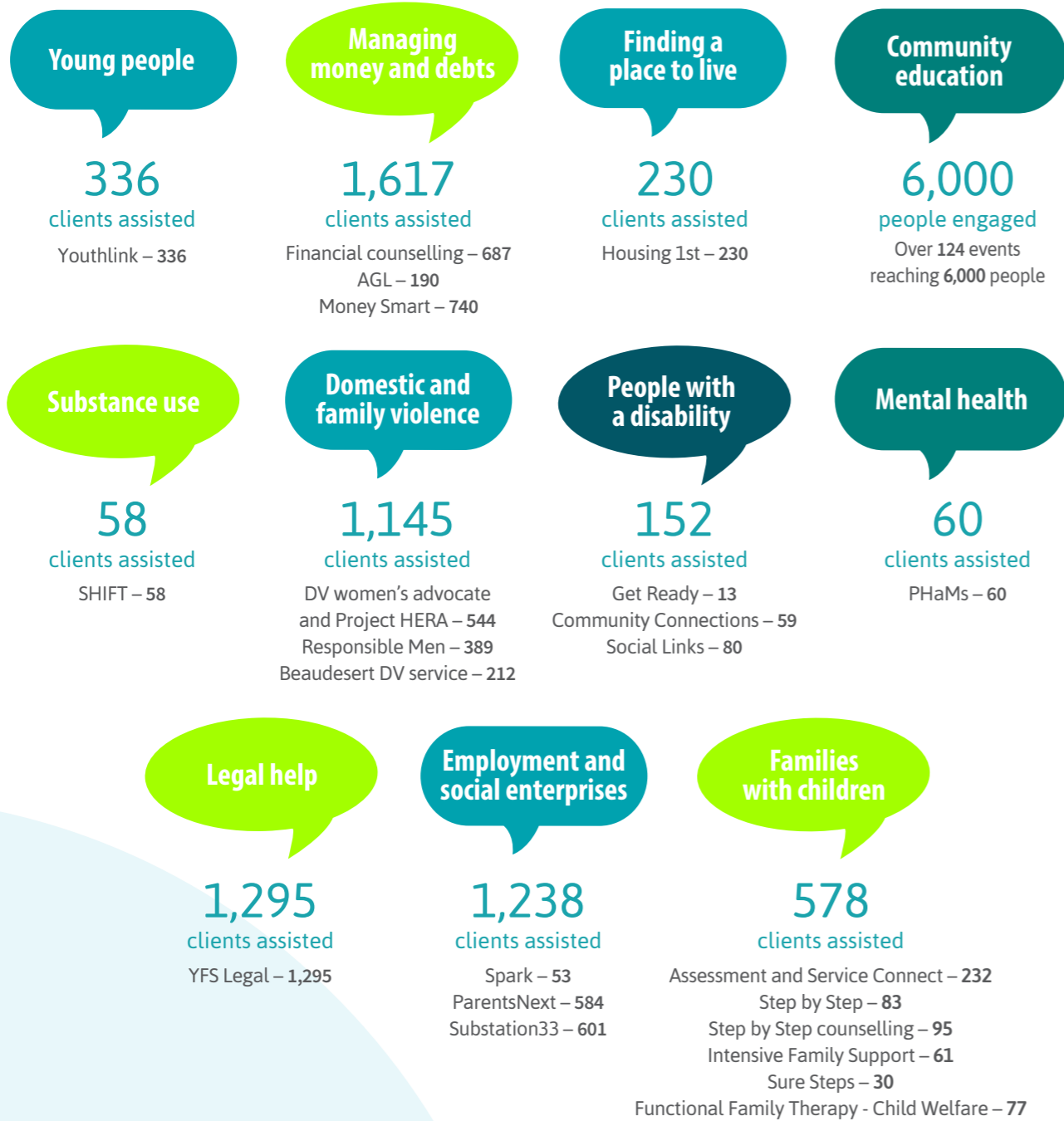
"Now that I have support, I've learned to do things to occupy my mind. It's making me a better parent and a better partner," Tony says.

Read Tony and Jaimee's story on page 23

2018-19 statistical highlights



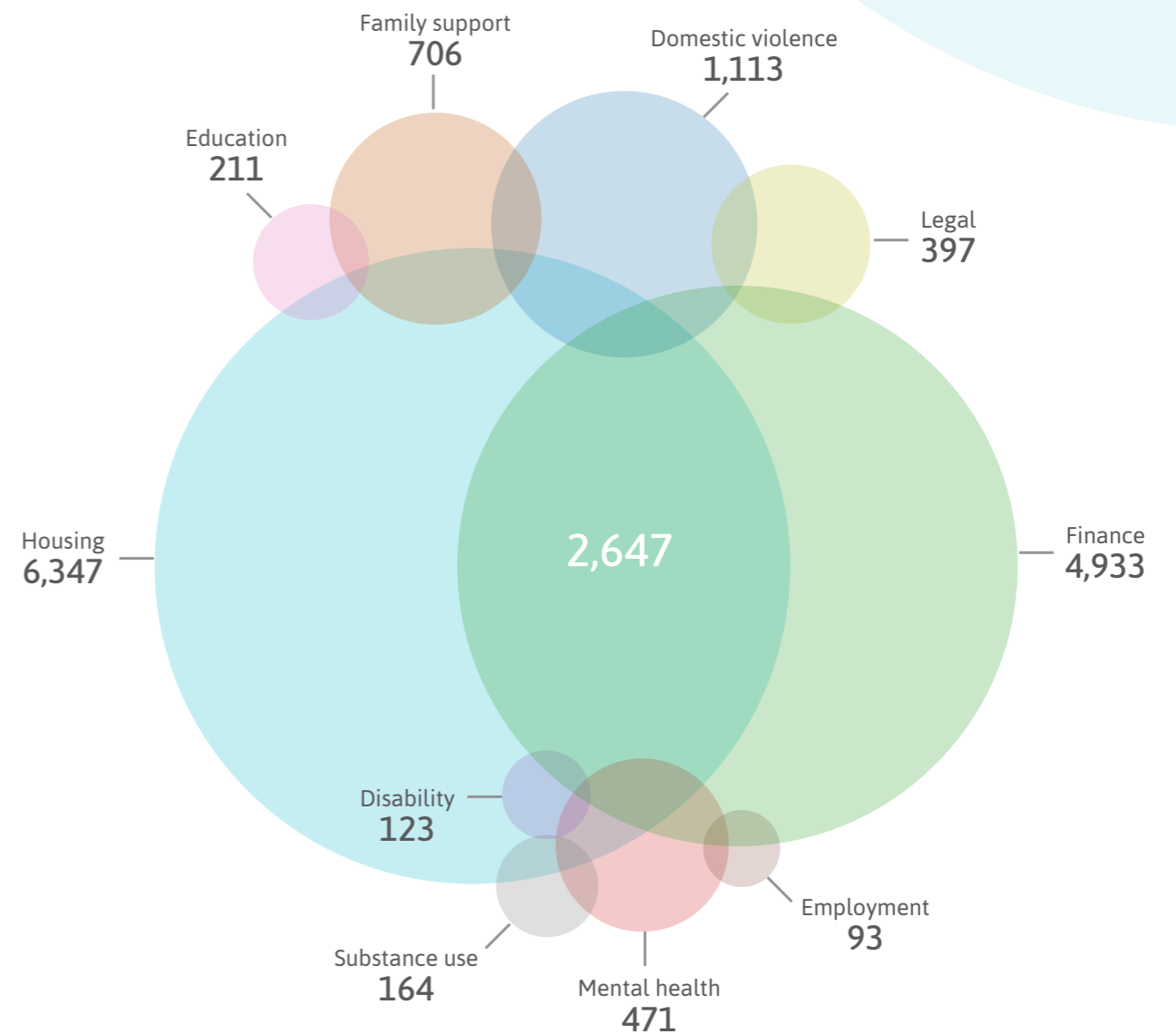
Our statistics from 2018-19 demonstrate ongoing demand. For example, YFS Connect responded to more than 11,600 requests for assistance. Our teams worked with more than 6,700 people, and 601 people gained skills at Substation33.



YFS Connect received more than 11,600 requests for information, advice or referrals in 2018-19.

Concerns about financial problems and housing or homelessness continued to be the most significant reasons people contacted us.

As shown below, a significant proportion of people were concerned about a number of overlapping issues when they made contact, with financial crisis and housing problems commonly co-existing.

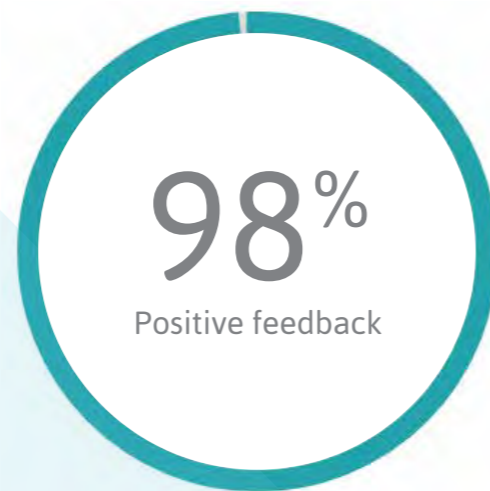




Our clients' feedback

Client satisfaction January to June 2019

We routinely ask our clients for feedback about their experiences with us. In our latest round of surveys in early 2019, 99% of our clients were very positive about how we treated them. Clients were also generally satisfied that we helped them with their problems, with 97% saying we did this "very well" or "extremely well".



YFS treated me very well/extremely well

99%

YFS helped me with my problems very well/extremely well

97%



YFS staff survey

YFS regularly checks in with staff to see how we are travelling as an employer. In 2019, 96% of staff felt that YFS is a truly great place to work.

Feedback shows that staff most appreciated the people, employment conditions, supportive environment and management, and organisational values and standards.

As one staff member elaborated, what makes YFS a truly great place to work is "the positive atmosphere and culture, and the feeling of being valued for my work..."



Social enterprise



57,200
hours of work experience
and volunteering



19,325
hours of paid
employment



196,000
kilograms of electronic
waste recycled



Our staff

In 2018-19, 136 paid workers and 161 volunteers formed the greater YFS team, including Substation33.

Staff

90%

YFS

Full time equivalent staff

93%

Substation33

Volunteers

22%



Our diversity

A significant proportion of YFS clients identify as Aboriginal and/or Torres Strait Islander, as do many of our staff. Likewise many of our clients and staff identify as culturally and linguistically diverse.

YFS staff

6%

First Nations peoples

11%

Culturally and
linguistically diverse

Clients

14%

First Nations peoples

9%

Culturally and
linguistically diverse

Finance and governance

YFS continues to be in a very strong financial position with our Asset to Liability Ratio at 6.3 times and a Current Ratio of 3.47 times, a significant increase from last financial year.



YFS' new Queensland Government-funded programs Assessment and Service Connect and Functional Family Therapy – Child Welfare, which started at the end of 2017-18, operated for the whole of 2018-19, contributing a total of \$1,678,578 to our income.

This is important to the organisation's sustainability given YFS is no longer providing disability services for people eligible for the National Disability Insurance Scheme, resulting in the loss of three funded programs – Community Connections, Social Links and Personal Helpers and Mentors (PHaMs).

Our capital expenditure in 2018-19 went towards refurbishment of our main office at 376 Kingston Road, Slacks Creek to provide better facilities for clients. We also purchased two new vehicles to replace old ones and invested in new ICT infrastructure to position us well to continue to provide innovative, high quality services.

View our 2018-19 financial statements:
yfs2019impactreport.yfs.org.au/finance-and-governance.

Income comparison

Income 2018-19	Income 2017-18	Income 2016-17
Queensland Government 61.9%	Queensland Government 56.1%	Queensland Government 56.2%
Australian Government 24%	Australian Government 28.6%	Australian Government 26.4%
Interest received 1.1%	Interest received 0.9%	Interest received 0.9%
Rents from housing 1.1%	Rents from housing 2.2%	Rents from housing 2.9%
Fee for service 3.6%	Fee for service 1.2%	Fee for service 1.4%
Other 6.9%	Other 9.7%	Other 10.8%
Work for the dole contracts 1.5%	Work for the dole contracts 1.4%	Work for the dole contracts 1.4%



Governance

In 2018-19, the YFS Board maintained its diversity of skills, backgrounds and cultures under the leadership of Chair Jennifer Le Savéant. The Board underwent a self-evaluation process aligned with The Australian Centre for Philanthropy and Nonprofit Studies at QUT, scoring above average for overall Board performance.

The Board's Risk and Audit Committee were proactive in addressing risk around ICT, financial sustainability, and workplace health and safety.

The Board developed a new strategic plan in conjunction with senior managers, outlining YFS' directions for the next three years. In line with the plan, the Board established a discretionary investment fund to enable innovation and development. In 2019-20, the Board will invest in a demonstration project with homeless families, the Thriving Families Project, to pilot and evaluate an integrated model to improve long-term outcomes for vulnerable families of young children.

Thanks to our supporters, sponsors and funding bodies.

Funding partners 2018-19

- Australian Government Department of Social Services
- Australian Government Department of Employment, Skills, Small and Family Business
- Queensland Department of Child Safety, Youth and Women
- Queensland Department of Communities, Disability and Seniors
- Queensland Department of Housing and Public Works
- Queensland Department of Employment, Small Business and Training
- Queensland Department of State Development, Manufacturing, Infrastructure & Planning
- Queensland Department of Justice and Attorney-General and the Commonwealth Community Legal Centres Program
- Logan City Council
- AGL
- Mater Health Services
- Alcohol and Drug Foundation
- Griffith University (ANROWS research)

Supporters and donors

- Catholic Religious Australia Queensland – Presentation Sisters
- Ursuline Sisters
- Cameron Dick MP
- Tenants Queensland
- Officeworks Loganholme
- MinterEllison (Gold Coast)
- The Helpful Foundation
- Harris Law
- Maurice Blackburn
- Individual donors to our domestic violence and Christmas appeals and to Substation33

LEARNING | GROWING | THRIVING

Meet independent student Jazmeha

16 year old Jazmeha connected with our Youthlink program after her mother asked her to leave the family home in Ipswich.



She had tried leaving a number of times in the previous 12 months, but financial pressures saw her returning time and time again despite ongoing conflict in the family. As soon as Jazmeha contacted YFS, our Youthlink worker Kara helped her set up the supports she needed to achieve independence.

They've worked on her housing and finances, and her physical and emotional wellbeing.

Jazmeha is now living in social housing in Logan that's specifically for young people aged 16 to 25 years.

She's receiving Abstudy, which is allowing her to complete high school by giving her the money she needs to cover the basics, such as rent, utility bills and food.

"When I moved here, it's actually helped with my mum's and my relationship," Jazmeha said. "And that's good."

Despite the upheaval, Jazmeha has been able to settle into a new school and maintain her schoolwork.

"Where I am now is better for my education and health," she said. "I can now study. I was going to school last year, but not as often. I missed out on two terms by the end of last year. I now feel more confident going to school. The teachers at my new school are helping me, too."

Courageously, Jazmeha chose to repeat Year 10 this year.

"I want to graduate from Year 10," she said. "My other option was to go to TAFE. I know TAFE is easier, but I would like to get a proper Year 10 and Year 11 and 12 education. I want a school social life and sporting life too."

Finishing school is important to Jazmeha. She has her eyes set on a range of careers that require further education and training, such as nursing, arts, sports teaching and police detective work.

"Ever since I was little, I've loved watching detective shows. I also love my sports," she said. "But I'm a helper too. At my old school, if none of my friends had food I would bring food for them. I'd help them before I'd help myself."

Whatever life path she chooses, Kara knows Jazmeha will give it her best.

"Jaz has done everything herself. She has been committed and dedicated to getting her life on track," Kara said. "This will help her throughout her life, I can see that."

Find out more about Youthlink on the YFS website: www.yfs.org.au/services/young-people.

LEARNING | GROWING | THRIVING

Meet cool entrepreneur Jaclyn

The YFS Spark program was the ticket Jaclyn needed to set herself a pathway for independence.



The single mum of three was at a local courthouse varying a domestic violence order when she came across a pamphlet about the program. "When I read it was an out of the box service for people who don't necessarily want mainstream employment, I thought, 'This is me'," she said. "I've always had a vision for starting my own business and this pamphlet made me feel like it was doable."

"Also, I needed something to keep my mind off the court action and keep me going, and to distract my children also from the trauma that we just went through."

At the time, Jaclyn was, and still is, working for a business that runs an ice cream truck and her employer had just posted a message on social media that made her stop and think.

"It was along the lines of: 'If you don't build your dream, someone will hire you to build theirs.' That really hit home to me," she said. "So when I read about Spark just a few days later, I knew I had to put my hand up for the program."

Deb, who runs our Spark program, organised some funds for Jaclyn from a YFS fund established by legal firm Maurice Blackburn. This grant kick-started Jaclyn's own business venture: a mobile snow cone business.

Linking clients with local businesses that donate products and services is a hallmark of Spark.

"I added \$200 of my own savings to buy a commercial esky and insurance with the money," Jaclyn said. "Finally, I had the money to launch my own businesses."

For her first trading days, Jaclyn set up shop at the Kuraby and Milton markets, next to the jumping castle.

"It was a bit slow but I was sure it would pick up," she said. "I heard Coca Cola only sold 25 bottles in their first year, so I thought if they could do it, so could I."

Since her initial trading days, Jaclyn has worked at school fetes and community festivals around the greater Brisbane area. She's now exploring opportunities with the food truck scene, too.

"Deb has been there every step of the way," Jaclyn said. "I get real flustered when I can't do something, so it's comforting to have Deb's number in my phone."

"If I need to print something or whatever, it's great that I can give her a call and get her support."

Spark is an out-of-the-box approach that YFS has developed to support public housing tenants to live their best lives.

Through Spark, we listen to people's dreams, goals and aspirations and work with them to create individual pathways to success.

This involves linking people with:

- job-specific knowledge and training as well as job search know-how
- prospective employer and volunteering opportunities
- business training, mentoring and support, including business and marketing plan mentoring
- scholarships to support their further education and training
- other vocational and non-vocational community service organisations that provide the support our clients need to better focus on securing jobs or starting small businesses
- confidence and motivation skills development, helping people feel positive about their prospects.

Find out more about Spark on the YFS website: www.yfs.org.au/services/employmentpreparation.

Meet Kelly and her family

“Relax. That’s what we’re doing now that we couldn’t do before,” Madison, aged 13, said. “Mum is now the parent she’s always wanted to be. She makes her own rules, which we agree to. She can be herself more – be more comfortable. And, we can all be ourselves.”



Madison, her mum Kelly and her brother and sister are clients of our Functional Family Therapy – Child Welfare program. They started the program midway through 2018 after a specialist domestic and family violence outreach provider had referred Kelly for support.

“Our worker there had just heard about the service and said it was fantastic,” Kelly said. “Gregory from YFS contacted me straight away. It took a little while for me to reply but I’m so glad I did. If it wasn’t for YFS, we wouldn’t be where we are now – physically and mentally.”

Before connecting with us, Kelly and her children had been living at a family member’s house. Kelly had been looking for strategies to overcome conflict and help everyone get along better.

“I couldn’t be the parent that I wanted to under another person’s roof,” she said. “I had tried the Department of Housing a lot, but they just turned me away. YFS let me through the door.”

Straight away, Gregory, who is a therapist in the program, set to work about making change, together.

He started by encouraging the family to share their story: a challenging and scary activity that the family bravely worked through.

Then they worked on becoming more connected and in tune with one another, which included support to explore and regulate their emotions, coping strategies, communication advice, parenting skills, boundary setting and personal safety.

“One of the first things that struck me about the children and Kelly is how resilient they are,” Gregory said. “This family had experienced high levels of domestic violence and had lived through some truly heartbreaking experiences. No matter how tough it got, they were so strong and courageous. They put themselves out there to do this program.”

During therapy, an altercation with a relative meant Kelly and her children had to quickly leave their then home. Kelly contacted Gregory for help.

“Straight away, Gregory and his boss met me, took me to YFS, showed me all my options and I ended up one afternoon getting the house we are in now,” Kelly said. “They showed me that I am a decent parent and that I am capable of this. For a long time, I didn’t think I was.”

The family, who had tried counselling before, most appreciated the hands-on approach taken by Functional Family Therapy.

Under this program, clients don’t travel to a therapist. Instead, therapists conduct sessions at families’ homes.

“Gregory came to our house a couple of days a week at first,” Kelly said. “He then came every week after school – he had to work around the kids’ football too. That made it so much easier, especially for the kids. Doing this in our own home made us feel more comfortable.

“He attended some of the kids’ school appointments too. He worked with the school on putting together some behaviour activities. He put forward a lot of my concerns when I didn’t know how to voice them. So he was my support person too.”

Madison said she and her siblings particularly enjoyed the program’s charade activities.

“We did kiddy type things that were easy for us to remember,” she said. “It’s brought us all closer together.”

Find out more about our Functional Family Therapy - Child Welfare program on the YFS website: www.yfs.org.au/services/families-with-children.

Meet optimistic parents Tony and Jaimee

The team of workers in YFS’ Intensive Family Support program support families like Jaimee and Tony, and their two-year-old son Michael, to confidently manage life’s ups and downs.



Jaimee and Tony connected with the program last year, soon after Michael had been assessed by a speech therapist. The couple had been worrying about delays in his speech and the related frustrations were affecting their relationship.

“For close to a year, Jaimee and I had been struggling,” Tony said. “Our main focus has always been on Michael and his development, so we put our own relationship on the backburner.

“Our concerns about Michael led us to having arguments – and our arguments opened the door to the problems we were having with ourselves.

“Now, we don’t put ourselves way back. We seek support. While we still focus on Michael, we have others to talk to about our relationship problems at the same time.”

The Intensive Family Support program helps parents nurture safe, thriving, healthy and happy relationships with themselves and their children, so it was the ideal support service for Jaimee and Tony.

Tony said that from the start, the program’s workers took the time to help them.

“The amount of support that they gave us has been one of the best things anyone has done for us,” he said.

“It’s what we needed,” Jaimee added. “I’ve always known that I’ve needed extra help to deal with the things I’ve gone through. I’ve never really had someone to go to, to talk to, to get things off my chest. I’ve had to, pretty much, hold onto things.

“And until YFS came into my life, I never realised that I needed help – someone to guide me – to get things off my chest. Without YFS’ support, I would probably be drinking. I’d possibly be back on the drugs, too, because things would be rolling around too much in my head.

“Now that I have support, I’ve learned to do things to occupy my mind. It’s making me a better parent and a better partner.”

A number of years ago, Jaimee ended up in hospital after a drink spiking lead to an assault. Before she came to YFS, she described herself as suicidal.

“If the YFS team didn’t come into our lives, we would still be, pretty much, pulling each other’s hair out and be frustrated with Michael’s speech issues,” she said.

The Intensive Family Support program is designed to deliver concentrated support to families, and then connect them with other services that can help them in the longer term.

The program’s manager, Sandra, explains.

“My team works with families who have multiple and complex needs, families who need some initial guidance to get the support they need,” Sandra said.

“We’ve since linked Jaimee and Tony with the Mercy Family Unit, which is a step-down service.

“Step-down support allows parents to continue to work on the issues they want to address, but in a less intense support environment.”

Jaimee says this ongoing help is essential.

“I still need support, because I never know whether my mind will start playing games with me again,” she said. “And that’s where the Mercy community really helps me.”

Sandra and her team credit Jaimee and Tony for turning their relationship around.

“They’ve done so amazingly well. They just needed extra help to achieve what they wanted to achieve. They’ve worked hard,” Sandra said.

“I’m super proud of these guys and I think that comes back to their want to communicate with themselves better. They really wanted their relationship to work. Their motivation meant they could easily identify the goals they wanted to achieve and they have achieved them.

“My team has just been the mechanism for Jaimee and Tony to get there.”

Find out more about our Intensive Family Support program on the YFS website: www.yfs.org.au/services/families-with-children.

Meet confident mum Larissa

Larissa and her two children, aged under eight years, were living on the streets of the Gold Coast when they first made contact with YFS.



Larissa had left her social housing in Logan and fled to her home town after a series of neighbourhood events left her concerned about her family's safety.

"I had to move out and we stayed with my sister near Logan at first, but that didn't work out," Larissa said.

"I tried to move back to the Gold Coast but because I had housing in Logan, the housing shelters there recommended for me to go back home and come to YFS. So that's what I did."

As soon as Larissa contacted YFS, our intake and assessment service, YFS Connect, quickly referred her to our Housing 1st team.

Straight away, the team found Larissa and her family emergency accommodation. They soon established that Larissa could return to her Department of Housing premises if her safety concerns were worked out.

That's when our Sure Steps family coaches stepped in. They help families in social housing overcome tenancy issues and create environments where children can thrive.

Since then, Larissa has been working with Louise, one of our Sure Steps family coaches.

With Louise's support, Larissa felt comfortable to move back into her property.

"We've been supporting Larissa all the way to sort out her neighbourhood issues," Louise said. "She's managed to set up privacy and security boundaries – she's done a great job."

Meet enthusiastic student Kelly

Single mum Kelly says the YFS ParentsNext program helped open her eyes to her own potential. Kelly has been involved with ParentsNext since mid 2017 and in that timeframe, she says the service has opened her up to opportunities that she had not thought about before.



"In my first few months with ParentsNext, I didn't know why I was connected to the service," Kelly said. "I was in a such a negative space that I didn't like attending. I thought that I didn't need help to improve my life."

"It wasn't until I had conversations with my case manager about studying that I started enjoying ParentsNext. She was a fresh face. She listened to my problems. She couldn't solve them all but she was there, offering support and backing me."

Kelly had been away from the workforce for some time, and didn't realise that her work skills were a little out of date.

"After being overlooked by potential employers, she recognised the need to update her job skills," YFS ParentsNext manager Rachel said. "Initially, she undertook voluntary work for a couple of not-for-profit organisations to update her administrative skills, but we soon realised that wasn't enough."

That's when Kelly enrolled in a Certificate III in Individual Support (Ageing, Home and Community).

"I had never completed a course in my life, so it was a big step for me to take," Kelly said.

Soon after completing the certificate, Kelly realised she wanted to study further, this time the Certificate IV in Mental Health.

"Because of ParentsNext, I became open to the concept of looking after my wellbeing," she said. "The depression I was experiencing early on encouraged me to seek a mental health care plan from my GP. That is one of my life events that encouraged me to continue my studies in the mental health field."

Meet tech-savvy volunteer Bruce

To fully embrace the circular economy, where reusing and recycling is the norm rather than the exception, Substation33 nurtures an environment where older residents can comfortably share their wisdom and knowledge with the younger generation.



Take Bruce, who volunteers his time sharing his 30-plus years of experience in electronics, so young Logan people can make the recycled electrical innovations that Substation33 is renowned for creating.

"They say kids these days are technological natives, and we are technological immigrants," Bruce said. "Because my generation saw technology change, we had a bit more of an opportunity to see how things work. In today's world, kids are not taught to diagnose problems. The solution is to buy a new one."

"My generation looks at why technology isn't working. Is it the power? Is it turned on? Have you got an input and an output? Is there a burnt smell? These are procedures that you need to go through to diagnose and fault-find."

Substation33 manager Tony said the circular economy required older residents to share their problem-solving skills and knowledge with the younger generation.

"Without intergenerational talk, we are going to lose the talents of people like Bruce and that is a big problem," Tony said.

Bruce has been part of Substation33's volunteering program for two years. It's a program that encourages older Logan residents to share their knowledge and skills with young people, through shoulder-to-shoulder mentoring.

A number of years ago, ill health forced Bruce to retire from his work in the electronics and computer field. Soon after, Bruce's wife noticed he didn't want to participate in social activities. Depression was sinking in.

"I first heard about Substation through an article at the local library," Bruce said. "My wife told me, 'Go down and see what this place is about.' She can't shut me up about the place now. Sure it would be nice to have work and be paid, but I'm getting value out of what I do here. It's broken me out of the depression that I was getting into."

Meet business operator Jason

Thanks to the connections he made through our Spark program, social housing tenant Jason is working for his own mobile car cleaning business, called Jason's Car Clean.



Jason had been hoping to set up the business for a number of months before he came across the Spark program.

"I rang the Department of Housing for permission to wash cars at home and they sent me a reply in the mail about two weeks later saying I couldn't do it," he said. "They told me it was because of waste water regulations. I then spoke to someone else at Housing and they told me to go to Spark. I thought I'd give it a go."

That was just before Christmas.

To get his business up and running, our Spark worker Deb connected Jason with a host of organisations such as Many Rivers Microfinance, Pushys, Maurice Blackburn, the Australian Taxation Office and the Australian Securities and Investments Commission.

Deb supported Jason with setting up his Australian Business Number, email address, insurance, business bank account, and links to other businesses which donated some equipment.

Deb always considers her clients' holistic wellbeing, which is why she also linked Jason, who has a social disability, with a counsellor, a local area coordinator of the National Disability Insurance Scheme (NDIS), and the Department of Home Affairs to confirm his NDIS eligibility.

The end result? Jason now washes cars throughout the Logan area, including our staff's private cars.

YFS respectfully acknowledges Aboriginal and Torres Strait Islander people as Australia's first peoples and the traditional owners/custodians of the land on which we meet and work. We recognise the important role they have within community and country, and we pay our respects to the Elders of this land past and present.

Copyright ©2019 YFS Ltd | ABN 58 239 250 649 | ACN 167 122 527 | AS/NZS ISO 9001/14001



yfs2019impactreport.yfs.org.au

YFS is funded by the Australian Government and the Queensland Government.

PP_YFS_ImpactReport_2018-19_v9_1019_101805