



2020-2021

# Impact Report Summary

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## 2020 - 2021 Impact Report Summary

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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.

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## Message from CEO and Chair

# 2020-21 has been a year of change

Across YFS, we backed more than 7,000 people to create positive change in their lives, from moving into a stable home to improving their resilience.

In addition to pursuing improved outcomes for the people we work with, our Board and management team continued to drive change for our organisation, adapting to the emerging challenges of the coronavirus pandemic, and to growth and change in our region.

This year, we developed a whole-of-YFS Theory of Change. This important document articulates how we act as changemakers, supporting people to achieve independence and participation.

We continued to improve the ways we measure our impact. Our impact summary shows that we achieved strong outcomes, supporting people to change their circumstances and improve their ability to thrive independently.

Following on from our Theory of Change, we developed a new Strategic Framework for 2021-24, outlining how we will achieve our bold vision of service improvement, advocacy and influence, and service expansion. We committed to developing the culture, partnerships, infrastructure and investment to make ongoing positive change possible.

We were also proud to launch our YFS Cultural Framework, developed with our First Nations staff and supported by Elders and community leaders. It brings together clear direction for us to back First Nations peoples to achieve their aspirations and thrive. The framework considers YFS' role as a service provider, a community member and an employer.

Our ongoing innovation in integrated service delivery was captured in the evaluation of our Board-funded Thriving

Families demonstration project. This project helped us better understand what it takes for homeless families to thrive, and what is needed for successful integration.

Throughout the year we were inspired by the people we worked with, and the hard work they put into pursuing their goals. This report presents a small sample of their stories from the past year. It also summarises our achievements, challenges, innovations and outcomes in the fast-moving environment of the past financial year.

Many people contributed to YFS' work in 2020-21, including our Board, managers, staff and volunteers, our government, non-government and philanthropic partners and the many organisations and individuals who are committed to positive change.

We look forward to continuing to change together in 2021-22. We are particularly excited about leading collaborative responses to homelessness in Logan, expanding our focus on integrated services and driving innovation at Substation33.

Cath Bartolo (CEO)

Peter Goldsworthy (Chair)

YFS FIRST NATIONS CULTURAL FRAMEWORK  
WE BACK FIRST NATIONS PEOPLES TO  
ACHIEVE THEIR ASPIRATIONS AND THRIVE





# YFS Theory of Change

In 2020-21 we developed and launched an organisation-wide Theory of Change.

## OUR CHALLENGE



### People's ability to thrive is impacted by:

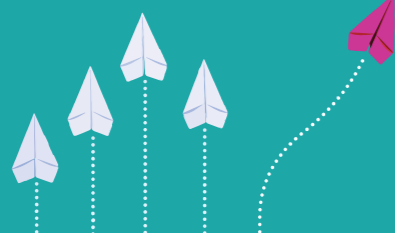
- Trauma and disadvantage
- Social isolation
- Service system fragmentation
- Structural barriers

## OUR OPPORTUNITY



### Working together we can:

- Support people to improve their circumstances and capacity
- Promote community inclusion
- Improve the service system
- Advocate for justice



## OUR RESPONSE

If we:

by:

- |                               |   |  |
|-------------------------------|---|--|
| Understand people             | → | <ul style="list-style-type: none"> <li>• Providing a welcoming, safe environment</li> <li>• Listening to each person</li> <li>• Building trusting relationships</li> </ul>                     |
| Do what it takes              | → | <ul style="list-style-type: none"> <li>• Addressing immediate needs</li> <li>• Tailoring support to suit each person</li> </ul>  |
| Enable change                 | → | <ul style="list-style-type: none"> <li>• Working alongside people towards their goals</li> <li>• Motivating people</li> <li>• Building resilience</li> <li>• Developing connections</li> </ul> |
| Work together                 | → | <ul style="list-style-type: none"> <li>• Bringing services together around people</li> <li>• Assisting people to access and use services</li> </ul>  |
| Listen and learn              | → | <ul style="list-style-type: none"> <li>• Drawing on evidence and practice experience</li> <li>• Involving people with lived experience</li> <li>• Evaluating our impact</li> </ul>             |
| Influence the world around us | → | <ul style="list-style-type: none"> <li>• Improving the service system</li> <li>• Building community</li> <li>• Challenging social inequity</li> </ul>  |

The YFS Theory of Change sets out our understanding of change for vulnerable people living in Logan and surrounds and how we contribute to change in their lives. It builds a common understanding of change within YFS, strengthens our direction in backing people to thrive and improves our partnerships with others to influence long term change in people's lives.

## OUR IMPACT

this will result in:

People feel:



**SAFE AND WELL**



**HOPEFUL**

People will have:



**A HOME**



**FINANCIAL RESILIENCE**



**EDUCATION AND EMPLOYMENT**

People are equipped with:



**KNOWLEDGE AND SKILLS**



**CONNECTIONS**

Our society is:



**FAIRER AND MORE INCLUSIVE**

and then:



**People are independent**



**People can participate**



## OUR GOAL



**People living in Logan and surrounds have the opportunity and capacity to thrive and achieve their potential.**

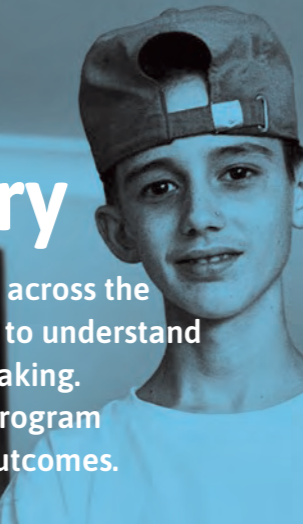
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# Impact summary

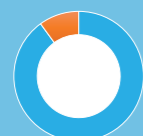
YFS measures impact across the organisation in order to understand the change we are making. Here is a sample of program and organisational outcomes.



## People feel safe and well, and hopeful



Safe and well



**90%** of people across our services felt safer at the end of service.



**75%** of people improved their mental health and wellbeing.



Hopeful



**74%** of people felt a lot more hopeful about the future at the end of service.

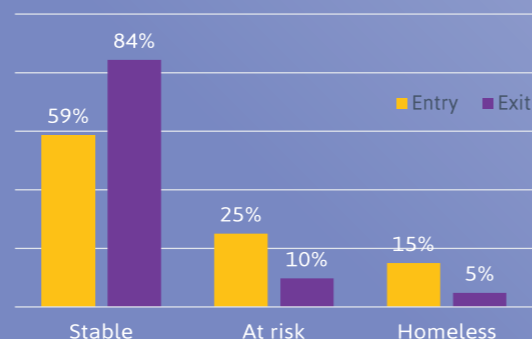
- A lot
- A little
- Not at all

## People have a home, financial resilience, education and employment



A home

**84%** of people were living in stable housing at the end of service, compared to 59% on entry.



**408** individuals and families were housed.



Financial resilience

**Eight in ten** people were financially secure on exit, compared to 46% initially.



## Education and employment

Substation33, ParentsNext and the Spark program supported people into education and employment.

**183** people engaged in education and training.

**196** people gained employment.

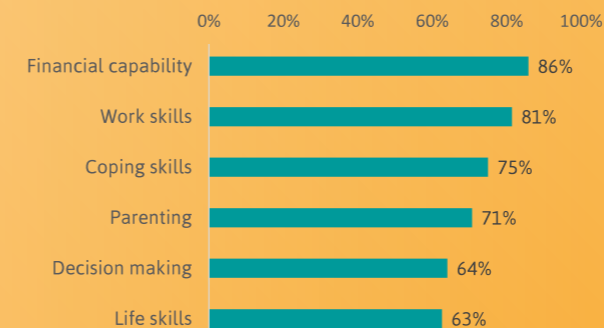


## People are equipped with knowledge, skills and connections



Knowledge and skills

People improved their skills in different areas depending on their needs and goals.

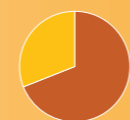


Connections

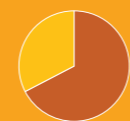


**57%** of people expanded their support network.

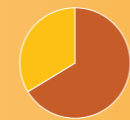
People exited the service with strong relationships:



**69%** had strong connections with community and culture.



**64%** had strong connections with peers.



**61%** had strong connections with family.



## Our society is fairer and more inclusive

**158,845**

reached through domestic violence prevention using social media.

**120,051**

reached through R4Respect.

**20,761**

reached through Men4Respect.

**18,033**

reached through Not Now, Not Ever in Logan.





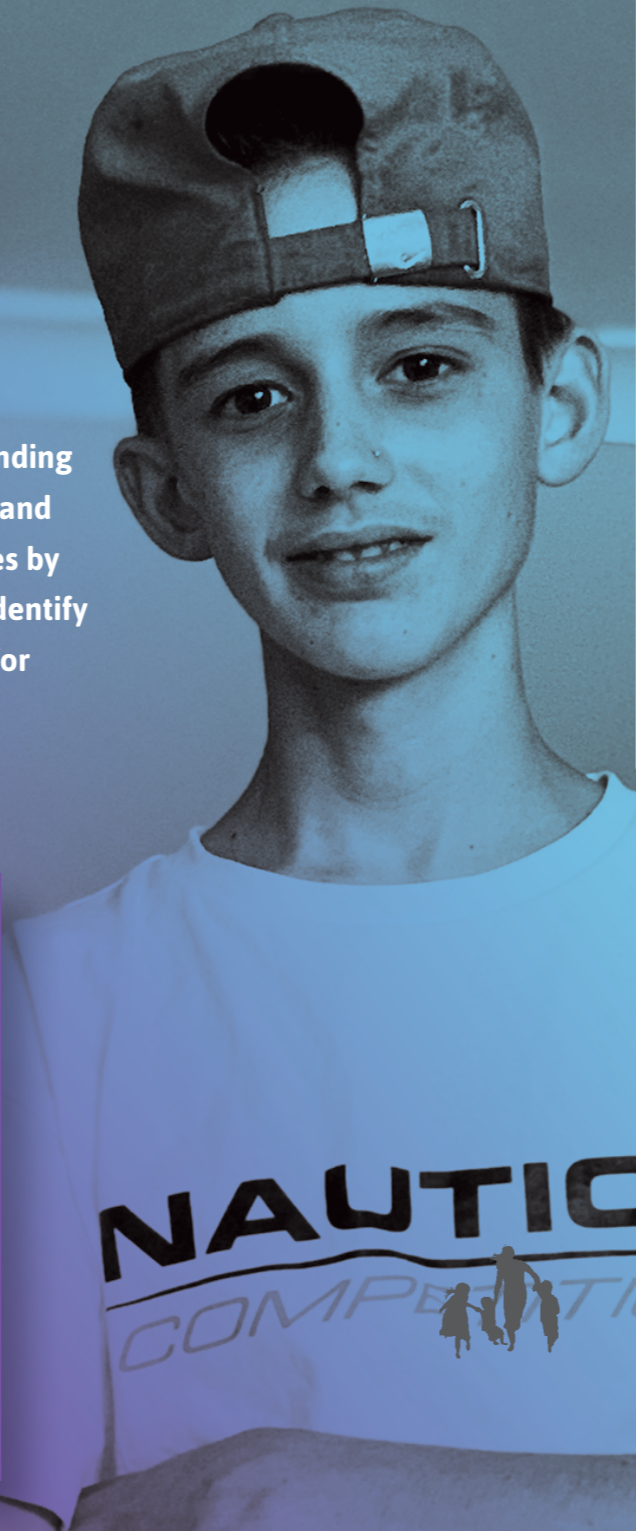
# People feel safe and well, and hopeful

Our work is grounded in a shared understanding of people's experiences, needs, challenges and strengths. We help people change their lives by working alongside them to assist them to identify and achieve their goals, giving them hope for the future and confidence to succeed.

"Gregory helped pull us back together. He really helped us see the bigger picture – the goal at the end and how we were going to achieve it. We knew what we wanted; we just needed the tools to get us there."



- Logan's mum Lisa



## 2020-21 Highlights

- We trialed using Zoom groups in our Responsible Men program. This has been very useful to maintain continuity for men in our groups during lockdowns.
- We offered a much-needed Responsible Men group in Beaudesert for the first time.
- We were proud to see R4Respect, Men4Respect and the COVID-19 Community Response teams recognised with community awards.
- Our domestic violence teams faced significant increases in demand due to COVID-19 impacts.
- The YFS Legal Team created a series of videos to answer common legal questions regarding domestic and family violence.
- R4Respect partnered with RizeUp and Storybooq Animations and Design to work on an animation series that explains sexual consent in terms young children can understand.

## Team effort helps Logan get back on track

YFS Community Youth Response worker Mike supported Logan to get his life back on track, while our Functional Family Therapy – Child Welfare therapist Gregory helped the whole family learn new ways to back Logan to thrive.

## Quick statistics

911

911 women and children were supported by our domestic violence teams, a 34% increase.

466

466 men engaged in domestic violence behaviour change, a 5% increase.

## Changing the story about adolescent violence

In 2020-21 we introduced the Side by Side initiative for mums and their sons. Side by Side targets adolescent boys who have witnessed domestic violence and are currently using abusive, controlling or coercive behaviours in their relationship with their mothers.

YFS team members Dave and Leia developed the group therapy program that aims to promote attitudinal and behavioural change by addressing the impact of trauma and rebuilding the mother-son attachment relationship.

## Sam gets her hope back with help from Project Hera

When Sam first met Anita from YFS through Project Hera - a domestic violence support service - she was in a dark place. By connecting Sam to various YFS services including financial counselling and Youthlink for her son, Anita has helped Sam set goals and look forward to a brighter future for herself and her son.

Scan this code to get the full story





# People have a home, financial resilience, education and employment

Everyone needs a safe and stable place to call home, the ability to manage their money to meet their daily needs, and access to education and employment. At YFS we do what it takes to address people's immediate needs and stabilise their situation so they can move from crisis to thriving.

"Spark was essential in supporting me to find employment and independence. Vanessa helped me write up a new resume, put me in touch with employers and followed up - you can't ignore her! Today I'm in a good place. I'm taking care of necessities, paying a car off, and I've never missed a rent payment."



- Spark participant Ani



## Changing the way we tackle homelessness

We know some people need additional support to be able to sustain housing and avoid recurring episodes of homelessness. In 2020-21 we expanded our integrated approach to our Step by Step Young Families team, enabling our Housing Specialist to work with 31 families who needed support with housing.

We will add Housing Specialists to five YFS teams working with families across Logan and Beaudesert to offer the benefit of housing expertise coupled with family support.



## Ricky and Tayla learn to thrive

When Tayla and Ricky first approached YFS they had no house, just some bags and a few bits of clothing. YFS' Housing Specialist quickly helped them find a home, Over 12 months, YFS Family Coaches also worked with the family, helping them set goals for their future, working on building their self-confidence and referring them to other services. Today Tayla and Ricky are thriving and saving to buy their own home.



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## 2020-21 Highlights

- Substation33 provided 3,500 refurbished computers for children and young people to help them succeed in education.
- Our Spark program helped 84 people get back into work.
- Our evaluation of the Thriving Families Project showed that the integration of specialist housing and family supports works.
- We helped more than 1,500 people understand their money, bills and loans, and helped people avoid getting into financial difficulties.
- Substation33 used a Get Set for Work grant to provide 16 participants with training and activity-based workshops to increase participants' confidence, peer connection, and communication skills.



## Spark helps Ani save her home

Ani was at risk of homelessness when she first contacted YFS. It took her a while to build up the confidence to reach out to YFS for support to find housing and work, but she's glad she did. Now Ani is working hours that suit her and her family, she is a lot more independent, her children are settled in a routine, and she says that she is building a good backbone for her children.

## Quick statistics



387 individuals and families accessed support from our housing teams.



1,539 people were supported to manage money and debts.



# People are equipped with knowledge, skills and connections

Long term change takes knowledge, resources and the ability to deal with adversity. At YFS we work alongside people to identify and achieve their goals, and coach them to cope with stress, solve problems, and build resilience. A vital way of building resilience is by connecting people with family, friends, community, and culture.

"I met Kia at just the right time. She has really helped me get my life back together. YFS has helped me find accommodation, helped me get back into school and study, and helped with my health. Life is a lot better now – it's really good."



- Youthlink participant Jayde



## Changing our approach to community education

In 2020-21 we tried some new approaches to getting messages to people, including video, podcasts and TikTok.

Our Legal and Financial Capability teams created videos about topics including domestic violence, party safety, and managing energy use. Some of our Pasifika staff worked on a series of videos in Samoan. Podcasting was a new channel we explored in our Legal team and R4Respect.



## 2020-21 Highlights

- Our Functional Family Therapy - Child Welfare trial resulted in improved skills, reduced mental distress and improved family relationships.
- Our Next Step Plus team initiated Create Your Future workshops to support young people leaving out-of-home care.
- YFS Legal worked with First Nations' organisations to develop and trial community education materials to address needs identified by community members.
- With support from AGL, we delivered Home Energy information sessions and education to help people manage their home energy use and lower their energy bills.
- Our ParentsNext service helped 492 parents improve their work readiness skills, develop career goals and build their confidence.
- Our Assessment and Service Connect team connected 144 families with the supports they needed to improve their children's safety and wellbeing.

## Youthlink backs Jayde to get back to school

When Jayde connected with Kia from our Youthlink program, she was couch surfing and not attending school. Since engaging with YFS she has finished school and completed a Certificate II training course. Jayde is continuing to work with our Shift outreach team to further build her ability to cope independently.

## Quick statistics



449 young people engaged in programs and services to build their life skills.



431 families engaged in programs to build their parenting and coping skills.

## Squad gives young dads opportunities to learn and connect

Dean participated in Young Dads' Squad - a safe environment for young dads to get together. Held at Substation33, young dads focus on building a sensory box, helping them to develop new skills while learning about the importance of child development. At the same time, they can connect with other young fathers and share their experiences. Dean is now working with YFS as a mentor to other young dads.



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# Our society is fairer and more inclusive

We recognise that social isolation, service system fragmentation and structural injustices impact people's ability to thrive. We challenge social inequity and advocate for systemic change. We don't do this alone. We work with our partners in government, business, and community services to improve the availability and effectiveness of the services people need to thrive, promote a more inclusive community, and educate and advocate for a fairer society.

Men4Respect's Youth Ambassadors educate young men and boys aged 12 to 21 years about equality, respectful relationships, consent and healthy masculinity.

Their passion is to support young men to have empathy, to be respectful and consider all people as equals.

## 2020-21 Highlights

- YFS signed the Logan Children's Charter, encouraging businesses to create child-friendly spaces and keep the needs of kids front of mind.
- YFS' Beaudesert Domestic Violence Service joined other services to establish a High Risk Response to improve work with serious domestic and family violence in the Scenic Rim.
- YFS took a lead role in the Logan Backing Young Parents initiative, bringing together people working with young families and seeking meaningful input from young parents themselves.
- With support from Youth Justice, YFS took on the coordination of the Specialist Multi-Agency Response Team (SMART) to support young people to break their cycle of re-offending.
- We continued to back the Not Now, Not Ever in Logan community action work to prevent domestic violence, bringing together business, police, government and community.
- Substation33 worked with the Yunus Centre to develop an outcomes framework that recognised the enterprise's role in improving wellbeing, creating social capital and contributing to a diverse and vibrant innovation ecosystem in Logan.

## Changing young men's attitudes towards violence

The award-winning Men4Respect program is an Australian first: a program run by young men for young men and boys, helping them understand the line between what is healthy and what is harmful in relationships and redefining what it means to "be a man".

## Quick statistics

13,067

13,067 requests for assistance received in YFS Connect, demonstrating the extent of homelessness and financial crisis in Logan.

7,808

7,808 young people participated in 205 sessions on respectful relationships.

## Urs finds inclusion at Substation33

"I come to Substation two days a week. I love coming here. It's a very good environment and the people here are so supportive. It's so good. The social aspect is amazing. A lot of companies could benefit from how Substation is run."

Urs suffered a traumatic brain injury in 2019 due to a mountain bike accident at Daisy Hill. He is one of hundreds of volunteers who perform voluntary work at Substation33 each year. He loves connecting with other volunteers at Substation33.

## THE TOWN OF NOWHERE

YFS joined QCROSS and other leading community organisations to support the Town of Nowhere campaign in early 2021. The campaign called on the State and Federal governments to invest in social housing to deal with Queensland's housing crisis.

As a result, the 2021-22 Queensland state budget committed \$1.9 billion over four years on social housing. While the investment won't solve the crisis, the approach outlined in the Queensland Government's new Housing and Homelessness Action Plan 2021-2025 will result in more houses for more Queenslanders sooner.

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# Governance summary

In 2020-21 the YFS Board and executive led development of some key strategic blueprints for the organisation's future. The Board endorsed the YFS Theory of Change which outlines how we contribute to long-lasting positive change in the lives of vulnerable people.

## YFS Board Directors

- Peter Goldsworthy, Chair
- Patrick Turner, Deputy Chair
- Aunty Heather Castledine
- Cher Bartlett
- Fiona Murcott
- Helen Sharpley
- Simon James
- Cath Bartolo

## Changing our approach with First Nations peoples and communities

The Board developed a Strategic Framework for the next three years, outlining directions for the organisation, including a focus on the culture, partnerships, infrastructure and investment that will be needed to apply the Theory of Change and increase sustainability of our impacts.

Reflecting YFS' increased focus on innovation and influence, the organisation adopted a new value: Courage, committing us to challenge ourselves and others to create change. Courage complements our existing values of excellence, integrity, optimism and steadfastness.

The Board's investment in the Thriving Families demonstration project came to fruition, with a well-received evaluation report documenting significant insights for policy makers, funders and service providers. YFS will build on this project through expanded integration efforts in the coming year.

The Board welcomed Helen Sharpley in September 2020, bringing a wealth of public, private and not-for-profit sector leadership experience.

### Board members took on responsibilities including:

- The Social Enterprise Working Group supporting Substation33
- The Property Working Group undertaking planning for YFS' assets
- A sub-committee developing the Strategic Framework
- A Communications and Engagement working group
- The Risk and Audit Committee
- A marketing working group.

The Board was delighted to launch YFS' First Nations Cultural Framework in November 2020. The framework sets out our commitment to First Nations peoples and guides how we will continue to work towards improvements as a community member, an employer and a service provider. As part of the launch, everyone at YFS has signed a pledge to uphold the framework as an everyday part of our work.

As a community member, YFS develops shared capacity with First Nations groups, Elders, Traditional Owners and organisations in responding to community needs. As an employer, we provide an environment where First Nations peoples feel secure in seeking employment and developing their careers. As a service provider, we provide an environment where First Nations peoples feel safe to access our services and resources.

## Still changing the system

"We didn't have a name for it, but we were aware that people responded as soon as you gave them the space to talk about their lives, they were able to come up with solutions. It wasn't about us finding solutions for them. It was about creating space for them to develop their own responses."

YFS has been changing lives in the Logan community since 1983. One of our founders, Mick Devlin spoke at a YFS staff meeting in 2021, explaining that information and support made the difference for most families. And we're still doing that today.

Board Chair Peter Goldsworthy will leave the Board in late 2021 after contributing wisdom, business acumen and strategic insights to our organisation for the past three and a half years.

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# Financial summary

YFS ended 2020-21 in a strong financial position. Our grant revenue increased by 10% through additional services and short-term increases in funding to cover COVID-19 responses.

**The Board's investment in the Thriving Families demonstration project meant that YFS finished the financial year with a very small operating loss, limited due to sound financial management. Our Asset to Liability Ratio remained healthy at 4.7%. We maintained strong reserves to fund future innovation projects and capacity development for the organisation.**

New government funding included full year funding for the Next Step Plus youth support service, new Federal Government funding for the Spark women's employment mentoring program, and a contract to coordinate a collaborative response to young people involved in the youth justice system. Short-term COVID-19 funding increases included additional funds to respond to domestic and family violence demands and to provide financial counselling and emergency relief services. AGL contracted YFS to deliver community education about home energy.

Substation33 expanded an income stream from refurbishing computers for students, however there was a reduction in previous sources of revenue for Work for the Dole programs and flooded road warning signs.

Capital investment in information and communication technology equipped YFS to deliver flexible, responsive services and maximise cyber-security.

Looking forward to 2021-22 we anticipate fairly stable revenue and continuing financial resilience for our organisation. Our Board will consider investment options to increase resources available for service development and expansion while maintaining adequate reserves.

## Supporters and donors 2020-21

- CDRL Charity Raffles
- Central Queensland University
- Civic Solutions
- Extraction Artisan Coffee
- Griffith University
- InfoXchange
- Logan Chamber of Commerce
- Logan Soroptimists
- Minter Ellison
- PowerWells
- Presentation Sisters
- Rainbow Hub
- Rotary Club of Beaudesert
- Tursa Employment & Training
- Vitae
- Individual supporters for our Spark, Thriving Families, Substation33 and R4Respect appeals

## Funding partners 2020-21

- AGL
- Alcohol and Drug Foundation Queensland
- ATSICHS – Community Youth Justice
- Australian Government Department of the Prime Minister and Cabinet's Office for Women
- Australian Government Department of Education, Skills and Employment
- Australian Government Department of Social Services
- Centre for Women & Co.
- Harris Fields State School
- Logan City Council
- Mater Misericordia Ltd
- Queensland Department of Children Youth Justice and Multicultural Affairs
- Queensland Department of Communities Housing and Digital Economy
- Queensland Department of Employment Small Business and Training
- Queensland Department of Justice and Attorney-General (including the Commonwealth Community Legal Centres Program)
- Queensland Department of State Development, Manufacturing, Infrastructure and Planning
- Religious of Queensland Social Justice Grant – Presentation Sisters
- Sisters of Mercy – Brisbane Congregation
- Springwood Road State School
- Tamborine Mountain State High School
- Vincent Fairfax Family Foundation
- Woodridge North State School

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**“Our Theory of Change recognises that we need to work together within YFS and also in partnership beyond our organisation to achieve lasting change.”**







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