

working  
together

# why we worktogether

**In 2021-22 we increased our focus on working together within YFS teams, between programs, across organisations and in partnership with community.**

Working together is a key element of our Theory of Change, which sets out how we back people to overcome adversity and to thrive.

Our 2021-22 Impact Report focuses on examples when working together provided better outcomes for the people we work with, and where partnerships have influenced systems and strengthened community.

Lauren was referred to Substation33 for volunteer work experience by the Spark Employment Mentoring team. Now she is working as a Customer Concierge for Substation's Containers for Change program.

“

**I'm proud of where I am now. I love the diversity of the work. It feels great to be earning money and I feel like I'm getting my ducks in a row.”**

*Lauren - Substation33*



A review of our service data over a five-year period shows that typically one in five people we support accesses more than one YFS service. For families, this is much higher at 54%. Over recent years we have seen a rise in the complexity of people’s needs, so we are increasingly working together to respond.

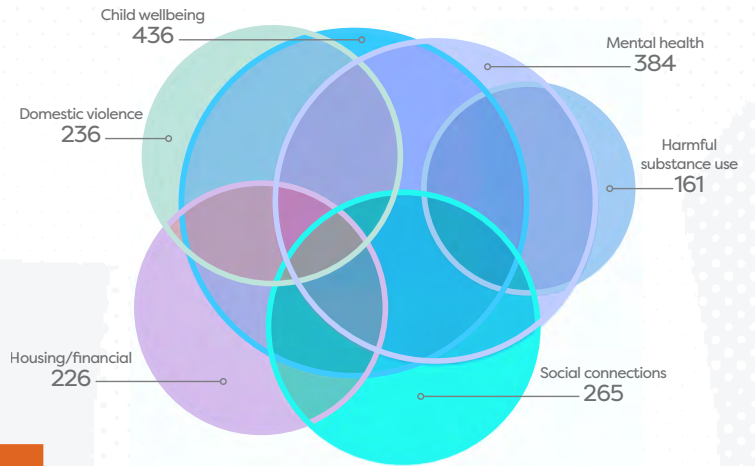
### People need holistic responses to address complex needs

Families that engaged with YFS last financial year reported a wide range of overlapping concerns such as child wellbeing, domestic and family violence, mental health, and housing or financial issues.



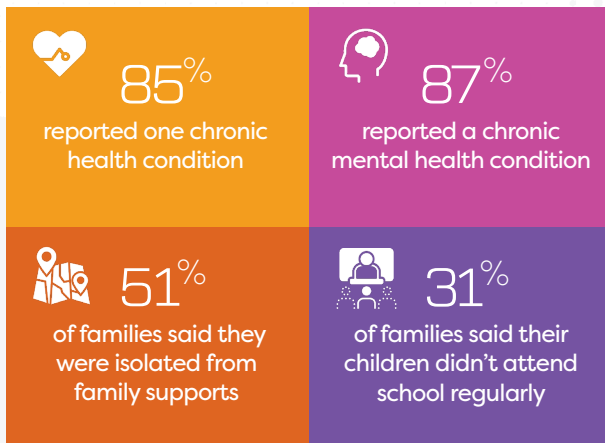
**93%**  
of families presented with multiple issues.

### Presenting issues: families 2021-22



The data collected by the Logan Zero campaign presents similar insights about people experiencing homelessness.

Of the first 115 households surveyed:



Government funding often treats issues in isolation, creating service “siloes” that focus on particular aspects of people’s situations such as homelessness, domestic and family violence, or child safety issues. In 2021-22 YFS delivered services under 26 separate contracts with government departments, each with specific guidelines and constraints.

However, our analysis shows that many people are dealing with multiple issues that together make it hard for them to achieve independence and participation. While we know that some tasks are best done by specialists rather than generalist workers, longer-term relationship-based support is more likely to equip people for ongoing independence and participation.

Through integration, collaboration and cooperation initiatives we are working together to bring the support people need.