



YFS

working
together

2021-22 IMPACT REPORT



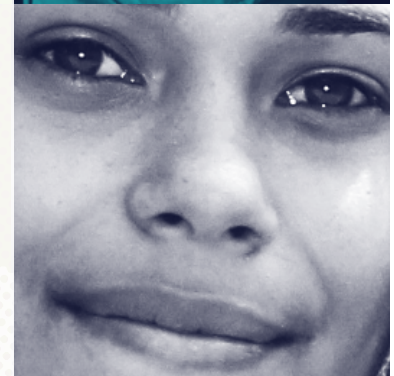
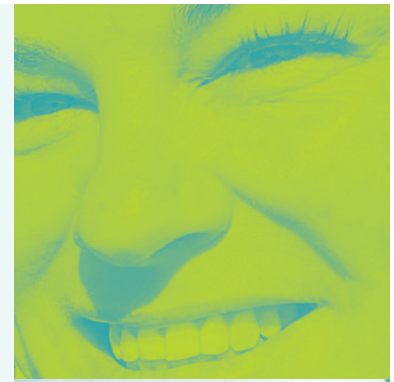
Thanks to all our supporters, donors and funding partners

Funding Partners 2021-22

- AGL
- Alcohol and Drug Foundation Queensland
- ATSIChS – Community Youth Justice
- Australian Government, Department of Social Services
- Australian Government, Department of Education, Skills and Employment
- Australian Government, Department of Industry, Science, Energy and Resources
- Australian Government Department of the Prime Minister and Cabinet's Office for Women
- Brisbane City Council (flooded road signs)
- Brisbane South Primary Health Network
- Centre for Women and Co
- Container Exchange (QLD)
- Griffith University
- Hand Heart Pocket, the Charity of Freemasons Queensland
- Harris Fields State School
- Logan City Council (flooded road signs)
- Mater Misericordiae Ltd
- Metro South Hospital and Health Services
- Micah Projects Ltd
- Moreton Bay Regional Council (flooded road signs)
- Noosa Shire Council (flooded road signs)
- Queensland Corrective Services
- 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

Supporters and donors 2021-22

- Bryan Foundation
- Civic Solutions Inc
- Extraction Artisan Coffee
- Logan Chamber of Commerce
- Logan City Recreational and Sporting Club Inc
- Soroptimist International Beenleigh Inc
- Individual donors for our Substation33, Christmas Homeless and Tax Appeals





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2021-22

IMPACT REPORT

working
tOgether

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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working
together

message from CEO and Chair

Our 2021-22 impact report focuses on working together, a key element of YFS' Theory of Change.

In the past year we have deepened our integration efforts to provide holistic services that back people to thrive. We have also advanced our partnerships, because changing lives, improving systems and influencing social change relies on collaboration.

Our work with government and non-government partners to improve coordination and responses in the housing system has proven timely as we confront an unprecedented housing crisis. Thanks to funding from the Brisbane Sisters of Mercy, we have brought the Advance to Zero approach to Logan as we work with our colleagues to eliminate homelessness through collaborative, coordinated, person centred, data-informed approaches.

In the past year we have introduced some exciting integration initiatives at YFS, drawing on evidence and clients' perspectives. Our partnership with Hand Heart Pocket has provided Logan's young parents with specialist support to address housing, education, employment, wellbeing and social connections goals as well as ongoing backing from skilled Family Resource Practitioners.



We thank the Department of Communities, Housing and Digital Economies for investing in embedded housing specialists working within our family support teams. We are also trialling the potential to combine case management and family therapy with families at risk of child protection interventions.

Another highlight of 2021-22 was our progress in building strong partnerships with police, courts, corrections and community in the Scenic Rim to improve safety for women and children impacted by domestic and family violence.

We joined with Logan community leaders, businesses and services to celebrate the tenth anniversary of our much-loved electronic waste enterprise Substation33. Over the past decade more than 5,000 people have participated in Substation33's activities, diverting over a million kilograms of electronic waste from landfill.

We are particularly proud of the progress we have made in embedding our Cultural Framework through stronger relationships with First Nations people, communities, organisations and leaders. Our consultation with First Nations staff, clients and leaders shows we are on the right track, and provides us with guidance to further improve the ways we back community.

This report documents highlights and challenges from the past financial year, including stories from some of the inspiring people we have worked with. In keeping with the theme of working together we acknowledge the many people who contributed to our work in 2021-22, including YFS staff, Board directors, managers, volunteers and the many people and organisations with whom we have built partnerships.



Cath Bartolo AM (CEO)



Helen Sharpley (Chair)



Cath Bartolo AM will step down as YFS CEO in February 2023. The YFS Board, managers and staff thank Cath for her massive contribution over the past 26 years at YFS, including 20 as CEO.

In May 2022 Cath was inducted into the Order of Australia, in recognition of her many years of service to social services and to the community of Logan.

working together **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.



Safety and wellbeing

95% of people across our services felt very or somewhat safe at the end of service, compared to 68% on entry

77% of domestic and family violence victim/survivors were better equipped to manage safety

Entry (n=1406)



Exit (n=1205)



● Very safe ● Somewhat safe ● Not safe



Hope and confidence

70% of people felt a lot more hopeful about the future at the end of service



● A lot
● A little
● Not at all

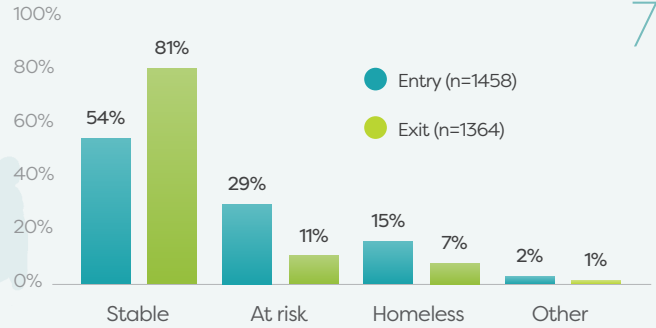




Housing

81% of people were living in stable housing at the end of service, compared to 54% on entry

381 people and families were housed



Financial resilience

63% of people who presented financially insecure, reduced financial difficulties

87% of financial counselling and capability clients improved financial resilience



Education and employment

77% of people pursuing education and employment goals, made progress

441 people engaged in Substation33, ParentsNext or the Spark employment program were supported into education or employment

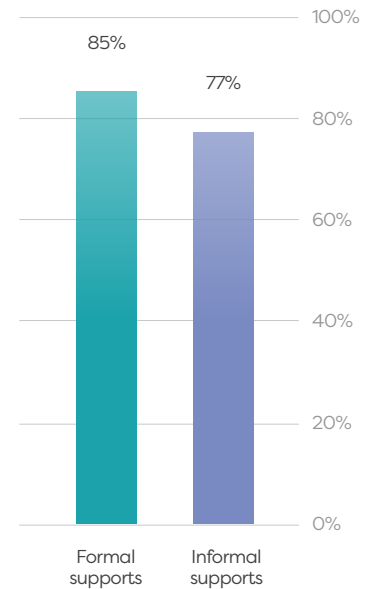


Connections

57% of people expanded their support network

At the end of service: 77% had informal supports in place

85% had formal supports in place



Knowledge and skills

73% of people had a lot better coping skills at the end of service



67% of young people improved life skills



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

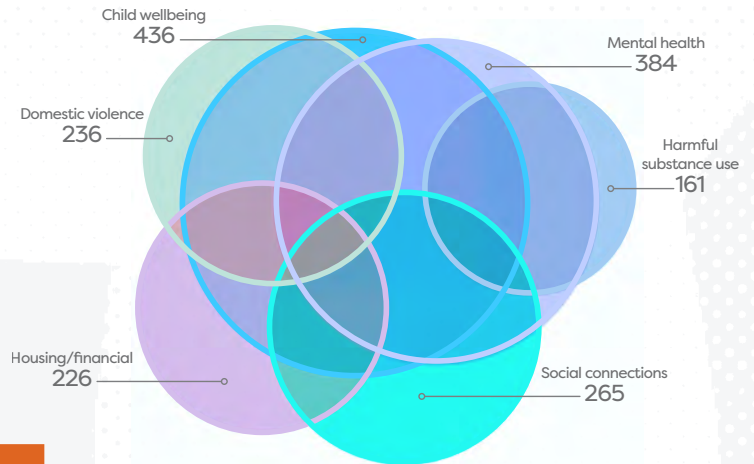
Families that engaged with YFS last financial year reported a wide range of overlapping concerns such as child wellbeing, domestic and family violence, mental health, and housing or financial issues.



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:



85%

reported one chronic health condition



87%

reported a chronic mental health condition



51%

of families said they were isolated from family supports



31%

of families said their children didn't attend school regularly

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.

working together in **integrated teams**

In 2021-22 we embarked on two exciting integration projects, creating new multi-disciplinary approaches that bring together the supports families need to thrive.

We drew on our knowledge about what young parents need to design and trial a wraparound approach focused on young families, and we embedded housing specialists with our existing family support teams across the region to address escalating levels of housing crisis.

A Family Practitioner, Housing Support Worker and an Employment and Education Mentor from the Step by Step team worked together to support Meera and her children.

“You guys are doing great here. I think a lot about you working as a team. If I go back and think of how we were before we met you guys... I’m more hopeful for the future now.”

Meera - Step by Step client





Our story:

Teamwork backs young parents to thrive

In July 2021 we embarked on a major integration project, in partnership with Hand Heart Pocket, the Charity of Freemasons Queensland.

Building on our learning from our 2019–21 Thriving Families demonstration project, we designed a custom team to equip young parents to achieve goals across many areas of life.

Our existing Step by Step young family resourcing team now incorporates specialist workers focused on housing, education and employment, peer support and therapeutic intervention.

Combining these skills enables the team to help young parents stabilise their situations, develop coping skills and work towards individual goals.

In the first 12 months of the project, 130 young parents participated. Outcomes include significant improvements in stability, wellbeing, safety and confidence. In 2022-23 we will undertake a rigorous evaluation of this initiative to identify a model for future work with vulnerable young people and their children.



2021-22 Highlights:

Integration in action

Families linked with YFS' family support teams now have access to a housing specialist working alongside our family workers. Funding from the Department of Communities, Housing and Digital Economy enabled us to embed housing workers in our family support, family therapy and domestic violence teams in Logan and the Scenic Rim. As the housing crisis escalated this decision was reinforced, with up to 47% of families experiencing homelessness or significant housing concerns.

Our Responsible Men program brings together behaviour change facilitators who specialise in working with men who use violence and abuse, alongside Women's Advocates. The facilitators deliver group activities that equip men to be accountable for their behaviour and learn new ways to relate to their families. Meanwhile the Women's Advocates check in on group participants' current and former partners to offer support and monitor their safety and wellbeing. In 2021-22 YFS began providing Women's Advocacy services for the partners of men in behaviour change programs in custody through a partnership with Queensland Corrective Services.

Our YFS Connect Hub brings together Financial Counsellors and Financial Capability Workers within our homelessness and financial crisis response team. This integration approach ensures people in financial difficulty have access to support to increase their financial literacy as well as address current financial problems such as debts.

Quick statistics



75

families supported by our Integrated Family Housing Team



578

people engaged with financial capability and financial counselling



486

men participated in Responsible Men behaviour change programs

working tOgether across programs

With our wide range of services, YFS is uniquely positioned to link up the supports people need.

In 2021-22 we increased our efforts to collaborate across teams to improve the outcomes for people. Structural changes in the way we store and share information across teams improved our ability to work together.

May found a new job and got her finances back on track with support from the team at YFS.

“

I believed in my ability to work, but I couldn't do everything by myself. We have to be a team. Everyone had a role.”

May - YFS Spark participant





Our story:

Collaboration works for women

The Spark Women's Employment Mentoring Program supports women who have experienced domestic violence, homelessness, financial crisis and other adversity to quickly re-engage in work so they can rebuild their economic independence, sense of purpose, social inclusion and confidence.

An evaluation of Spark found that working holistically with other specialist services was a key strength of the program. The Spark team works very closely with Logan's domestic and family violence services as well as with YFS' Financial Counsellors and housing workers to help women get back on their feet fast.

In Spark's first year, we worked with more than 150 women through one-on-one mentoring and skill-building workshops. 51% of mentoring participants obtained employment, 26% enrolled in education or training and 98% improved their work readiness.

The program has received two years funding by the Department of Prime Minister and Cabinet through the Women's Leadership and Development Program.



2021-22 Highlights:

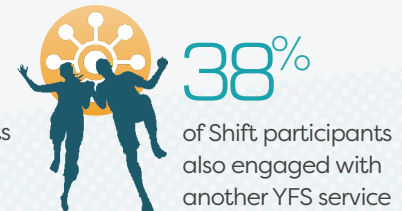
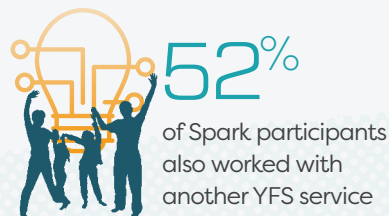
Joined-up services

YFS' three family-focused teams based in Jimboomba increased collaboration in 2021-22. We began a trial of concurrent family therapy and case management through our Intensive Family Support team and our Functional Family Therapy – Child Welfare service, with promising early results. Our Shine domestic and family violence service provided back-up and advice for both teams and the families they support.

YFS brought together support for women and children in court proceedings relating to domestic and family violence. Our YFS Legal team provided duty lawyer support in the Beaudesert Domestic and Family Violence Court to complement the court support service offered by our Shine team, providing more seamless assistance at a very stressful time.

Our Shift youth drug and alcohol team also worked closely with other YFS youth services including Next Step Plus, Youthlink and Community Youth Response to ensure young people had access to specialist substance use support as well as other services. Meanwhile, our Next Step Plus team included YFS housing, employment and financial experts in their life skills workshops for young people leaving out of home care.

Quick statistics



working tOgether in **partnerships**

In 2021-22 YFS built strong partnerships with other organisations to improve opportunities and outcomes for the people we work with and for our community. Several of our new initiatives are partnership based, highlighting the real potential of working across organisations.

Daisey is working towards achieving her goals with support from YFS and the Johnathan Thurston Academy.

“

It's all about changing your mind set, being positive, focusing on your future and being ready to change.”

Daisey - YFS youth services participant





Our story:

Partnerships change young people's trajectory

In 2022, YFS kicked off Resolve, a new initiative targeting young people at risk of involvement in the justice system. The partnership with Griffith University, Overflow Foundation and Queensland Police attracted Federal Government funding for a two-year trial.

The Resolve team connects with young people aged 12 to 16 through outreach activities in places where they gather. The small team provides coaching and support to help young people engage with school, family, community and positive activities to divert them from pathways into the youth justice system.

Griffith University researchers have helped design the project and will evaluate its impact. The Resolve team works closely with the Logan New Directions initiative and organisations including Ted Noffs The Street University to maximise the impact and reach of programs for at-risk young people.

Resolve complements YFS' collaboration with ATSICHS on the Community Youth Response and Diversion program for young people in the youth justice system, enabling us to intervene earlier with young people who are on the cusp of getting into trouble.

Quick statistics



✓ = 94%

positive rating for YFS' collaboration in our 2022 stakeholder survey



160

families supported by Assessment and Service Connect during Child Safety investigations



16

new jobs created through Substation33's Containers for Change partnership



2021-22 Highlights:

Productive partnerships

In 2021, Substation33 developed an exciting new partnership with Containers for Change Queensland, creating more jobs, more work experience opportunities and more environmental benefits. In April 2022 we opened a new container processing facility in Slacks Creek to house this initiative, which will increase revenue certainty for our social enterprise as well as more opportunities for long-term unemployed people to build skills, confidence and work readiness so they can transition to mainstream employment.

We launched a much-needed service for people with complex mental health and housing concerns in partnership with Micah Projects, ATSICHS and the Brisbane South Primary Health Network. In its first six months, YFS' Home and Healthy team worked with 36 people in Logan and Beaudesert whose serious mental health concerns are putting their housing at risk.

Project Hera, our co-location with Queensland Police Service, continued to demonstrate the benefits of collaboration between police and domestic violence workers. Project Hera worked with 144 people in 2021-22 with outcomes including improved housing stability, financial security and safety through short-term support and linkages with specialist services.

Responsible Men, our group program for people using violence, partnered with Griffith University to trial a community garden-based perpetrator intervention program, with 16 men participating.

wOrking tOgether for **systems change**

Changing systems and strengthening community require joint action. In 2021-22 YFS worked with government, community and other not-for-profits to promote fairer, more inclusive systems, services and communities.

YFS continued to support Logan's strong collaborations including Logan Together, housing-focused networks and youth-focused initiatives, knowing that we are stronger together.

“

**We wake up and still think
is this real, are we really
living here. It's just mind
blowing at this stage,
it doesn't feel real.”**

Chace - YFS Housing 1st participant

With support from the YFS Housing 1st team Chace and Marcella are now both thriving in their new home and planning for their future goals.





Our story:

Logan Zero aims to end homelessness

The Logan Advance to Zero campaign is a new initiative to end homelessness and rough sleeping in the region through a coordinated, collaborative and person-centred approach.

YFS is hosting Logan Zero in Logan, thanks to a grant from the Sisters of Mercy Brisbane Congregation. We are working closely with Micah Projects to link Logan and Brisbane Zero initiatives, as part of a national movement to end homelessness in Australia led by Australian Alliance to End Homelessness.

Logan Zero has begun a by-name list to improve knowledge of who is experiencing homelessness in Logan and their needs so we can coordinate better responses. In the first nine months, 327 households were added to the by-name list.

Initial data collected by Logan Zero partners shows that people experiencing homelessness also have significant complexities around mental and physical health, safety and lack of supports. This makes holistic support critical to gain and sustain housing, with 80% of people needing ongoing support to maintain housing.

Logan Zero contributed to collaborative efforts in Logan to link people experiencing homelessness with housing and supports, particularly those most in need.

Quick statistics

168,122

people reached through Not Now, Not Ever in Logan social media

2,192

young people participated in 104 R4Respect sessions



2021-22 Highlights:

Powerful together

YFS Financial Counsellors worked with the State Penalties Enforcement Registry (SPER) to introduce changes to the agency's treatment of debts incurred by victims of domestic and family violence. They participated on a SPER Working Group which achieved some important changes to the SPER process. YFS is already seeing the impact of these changes for its domestic and family violence victim-survivor clients.

Our youth-led respectful relationships team R4Respect partnered with the Australian National Research Organisation for Women's Safety (ANROWS) to launch the 2021 National Community Attitudes Survey, appearing in videos, webinars and on a panel. The team participated in the national conversation about respectful relationships education alongside Our Watch.

In a joint initiative between Logan City Council, Centre for Women and Co, YFS and others, the Not Now, Not Ever in Logan community action group delivered the Powerful Together domestic and family violence prevention campaign.

Scenic Rim police, courts, corrections, Child Safety and YFS' Shine domestic and family violence service staff worked together in a High Risk Response initiative to improve responses to 51 people impacted by domestic and family violence, leading to improved safety for victims and accountability for perpetrators.

YFS' Next Step Plus team held the state's largest Transition to Adulthood event in November for young people in out of home care, with support from local businesses and Child Safety offices.

211

young people with out of home care experiences supported by Next Step Plus



working together with **community**

Logan is a diverse, vibrant place to live and work, with active communities supporting each other. We are proud to be part of Logan and surrounding communities, employing more than 80 local residents and providing opportunities and services for thousands more people each year.

In 2021-22 we continued to work with and build community strength. In particular we increased our focus on backing First Nations people and communities to thrive, and built stronger partnerships with Pasifika communities.



💡 2021-22 Highlights:

Walking alongside First Nations peoples

2021-22 was the first year of implementation for YFS' First Nations Cultural Framework. A review of our progress found that our implementation has been well-intentioned, well-received and effective, with very pleasing feedback and helpful advice from First Nations clients, community members and employees.

We developed new partnerships with community controlled organisations to support their work, including providing emergency relief funding to ATSICHS' Jajumbora Child and Family Centre and Beenleigh Housing to support their communities. We continued to work closely with the Logan and Districts Elders, providing office space and behind-the-scenes support for their NAIDOC week event.

The rollout of YFS Legal's First Nations community legal education program was made possible with support from community who contributed insights to its development and supported implementation.

As an employer, YFS developed a First Nations Workforce Strategy outlining how we will recruit, support and retain First Nations staff at all levels, and build cultural knowledge and skills across our organisation to create cultural safety. In 2021-22 we backed our growing First Nations workforce to develop their career aspirations and we also fostered improved cultural awareness across all staff through learning activities and regular team reflections.

Backing our community

YFS continued to learn from – and contribute to – our diverse community. We supported Logan Together's drive to improve the prospects of Logan's children, including new initiatives focused on the Eagleby area, and led community efforts to back Logan's young parents by facilitating the Young Parent Influencer panel to amplify their voices.

People from Pacific Islands and Maori backgrounds make up a large proportion of the people we work with (and our staff) so we enjoyed opportunities to learn more about Pasifika culture through events at Village Connect.



Our teams supported community events, networks and initiatives across the region, including Logan's candlelit vigil for Domestic Violence Prevention Month, the annual youth Street Hubz event, Mataraki and a Moneywise community day to build financial literacy.

Quick statistics



14%

of clients identify as Aboriginal and Torres Strait Islander



17%

of staff identify as Culturally and Linguistically Diverse

9%

of staff identify as First Nations

Governance summary

In 2021-22 the YFS Board and executives reviewed and refreshed our Strategic Framework 2021-24 and implemented a new Balanced Scorecard reporting system. The Board developed a new Investment Policy with the aim of maximising returns to fund innovation initiatives. The Board also developed criteria to assess innovation proposals for funding from reserves.

The Board and executive navigated the ongoing COVID-19 pandemic, including making the difficult decision to mandate vaccination for YFS staff to protect clients, staff and community. Thanks to agile responses YFS was able to continue to provide services safely, even in times of significant outbreaks.

The Board oversaw the expansion of Substation33 via a partnership with Containers for Change, and approved the lease of an additional building to house this work.

Following the departure of Peter Goldsworthy in late 2021, the Board endorsed Helen Sharpley as Chair. Two new Directors, Philip Beresford and Janelle Thurlby, added to the Board's diverse skill set. In November 2022 Aunty Heather Castledine will step down after nine years of commitment to YFS as a Board Director.

Throughout the year Board members took on additional responsibilities:

- the Social Enterprise Committee supported Substation33
- the Risk and Audit Committee continued to improve our ICT, financial sustainability and workplace health and safety systems
- the Business Development Committee contributed to stakeholder engagement, marketing and fundraising.

The Board began succession planning for a new Chief Executive Officer to replace Cath Bartolo, with recruitment to take place in late 2022.



Mac worked with Youthlink to help build his resilience and confidence. Now he can advocate for himself. When he recently applied for his first job, he aced the interview and was hired straight away.





Environmental

60%

reduction in greenhouse gas emissions through solar installation at 376 Kingston Road

200,000

kilograms of e-waste diverted from landfill by Substation33

2,450

computers refurbished and distributed to students



Social



87%

of staff rate YFS as a great place to work

75%

of managers are women

92%

positive client feedback



Governance



Modern slavery statement signed

Zero

Zero non-conformities in our ISO9015 audit



>90%

positive stakeholder feedback for our services, community participation, collaboration and advocacy

Financial summary

YFS ended 2021-22 in a strong financial position. Our revenue increased by 11% through additional services, philanthropic support and short-term funding for COVID-19 and flood responses.

New revenue included collaborations with Micah Projects for two-year funding for two new programs: Advance to Zero Project focused on preventing and ending homelessness through funding from the Sisters of Mercy Brisbane Congregation, and the Home and Healthy Program funded by the Primary Health Network Brisbane South to support people with complex mental health and housing challenges.

Funding from Hand Heart Pocket, the Charity of Freemasons Queensland, has enabled us to trial an integration initiative providing wrap-around support for young parents.

YFS also received a Federal Government grant for a pilot of Resolve, an early intervention initiative for young people at risk of youth justice involvement. In what remained a challenging year, YFS received short-term COVID-19 and flood-related funding enhancements to provide temporary accommodation, financial counselling, and emergency relief services.

Substation33 expanded its income streams by collaborating with Container Exchange Queensland to collect and process recyclable containers. This new source of income has contributed 13% of Substation33's total income in just five months. The rest of Substation33's revenue came from flooded road warning signs, refurbished computer sales, e-waste audit services and two government funded employment training programs.



YFS' Asset to Liability Ratio remained healthy at 3.8%

We maintained strong reserves to fund future innovation projects and capacity development for the organisation.

A small surplus achieved in 2021-22 will be carried over to fund some programs next year. Capital investment in ICT and motor vehicles enabled YFS to equip our growing workforce and continue to concentrate on cyber-security.

Looking forward to 2022-23 we anticipate stable revenue in grants due to secured longer term government contracts and continuity of partnerships with other organisations. In the new financial year our Board will finalise new investment options to increase resources available for service development and expansion while maintaining adequate reserves.





Our story:

Substation33 celebrates 10 years

In 2012 Tony Sharp – then a YFS youth worker – convinced our Board to back an electronic waste recycling enterprise, Substation33. Tony's vision was to create a supportive work environment for people experiencing long-term unemployment while also reducing electronic waste going to landfill.

In the ten years since then, more than 5,000 people have worked or volunteered at Substation33. In its early days, Substation33 took appliances and computers apart to sell components as scrap.

Nowadays it's a sophisticated operation, making high-tech products out of electronic waste, including flooded road warning signs deployed in 103 locations across five local government areas.

Substation33 has equipped 5,950 students with refurbished computers so they can study online, particularly during the COVID pandemic.

Over the years Substation33 has employed nearly 100 trainees, including land management trainees who helped pave the way for the Bethania to Beaudesert Rail Trail to be redeveloped for recreation. Logan City Council and the state government recently committed to refurbishing part of the 43km route.

In 2021-22 Substation33 supported 10 participants to use volunteering hours to pay off a total of \$21,900 in SPER debts.

In 2022 Substation33 branched out into the container recycling business, opening a container processing facility at Slacks Creek affectionately known as Canstation.

23



“

Substation has helped me get my life back on track. I've paid off a \$16,000 SPER debt, I'm getting my driver's licence back and I have a job for the first time in five years. My overall outlook has changed and I'm happy where I am now.”

Nick - Substation33





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