



# 2022-23 Impact report

Doing what it takes



[yfs.org.au/yfs2023impactreport/](https://yfs.org.au/yfs2023impactreport/)

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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.



YFS is a proudly inclusive organisation and an ally of the LGBTQIA+ Sistergirl and Brotherboy community.

For extra content, see the online version of our impact report at [www.yfs.org.au/yfs2023impactreport/](http://www.yfs.org.au/yfs2023impactreport/) or scan the code.







## Doing what it takes

In 2023 we said farewell to Cath Bartolo AM after more than 21 years as CEO. The YFS Board, managers and staff thank Cath for her enormous contribution to YFS and the community of Logan.

We also thank our previous Board Chair Helen Sharpley and Director Aunty Heather Castledine who both stepped down from the Board in 2022.



The theme of this year's YFS Impact Report is **doing what it takes**.

The escalating challenges of the housing crisis and rising cost of living have increased the complexity of issues we are addressing. This necessitated more intensive, longer-term responses and led us to review the way that we deliver some of our services.

Despite the challenges, we continued to achieve strong results.

In 2022-23, across the organisation, we found creative ways to do what it takes to support the people we work with. We now reach out to more people where they are and we're more flexible with time. We extended our ParentsNext work-readiness program to eight sites across the region, and increased out-of-hours support within our Intensive Family Support and Financial Counselling programs.

Every day we are inspired by the people we work alongside. This report documents some of our highlights and shares some of the stories of our staff and clients - demonstrating how they are doing what it takes to overcome adversity and thrive.

In 2023 we were proud to launch our Stretch Reconciliation Action Plan, reflecting our commitment to advancing reconciliation internally and within our sphere of influence. We proudly and publicly backed the Yes vote in the Voice to Parliament Referendum.

We acknowledge the many people and organisations we partnered with during the year, and our donors, funders, and supporters. We also thank the Board directors, volunteers, and especially YFS staff for doing what it takes to make change happen.

Christopher John (CEO)

Philip Beresford (Chair)



## Doing what it takes means continuously evaluating our programs and services and implementing improvements informed by evaluation.

We measure impact across the organisation to understand the change we are making. Here is a sample of our program and organisational outcomes.

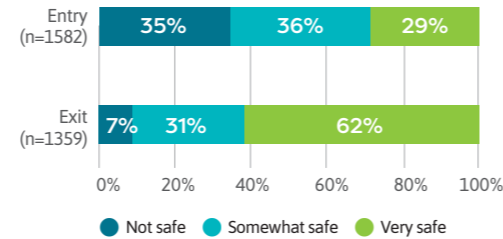


### Safety and wellbeing

**93%** of people across our services felt very or somewhat safe at the end of service, compared to 65% on entry



**78%** of domestic and family violence victim/survivors were better equipped to manage safety



### Hope and confidence

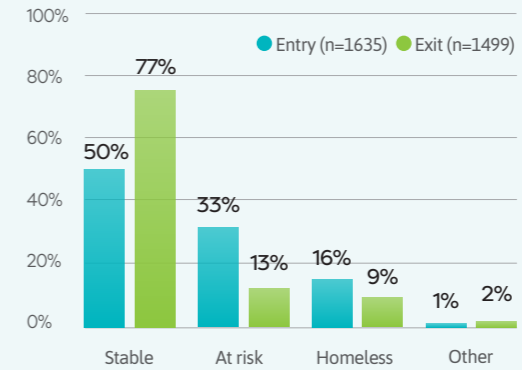
**74%** of people felt a lot more hopeful about the future at the end of service

**73%** of people felt more empowered to make decisions



### Housing

**77%** of people were living in stable housing at the end of service, compared to 50% on entry



### Financial resilience

**61%** of people who presented as financially insecure reduced their financial difficulties

**88%** of financial counselling and capability clients improved financial resilience



### Education and employment

**90%** of people pursuing education and employment goals made progress

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

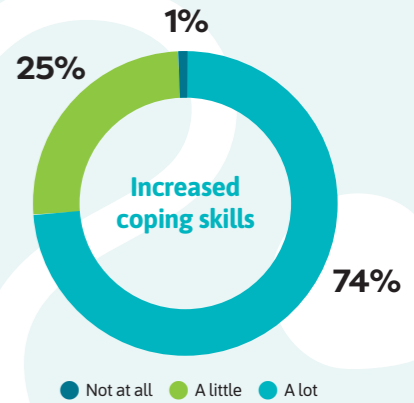


### Knowledge and skills

**74%** of people had a lot better coping skills at the end of service

**77%** of young people improved life skills

**81%** of people increased knowledge and access to information



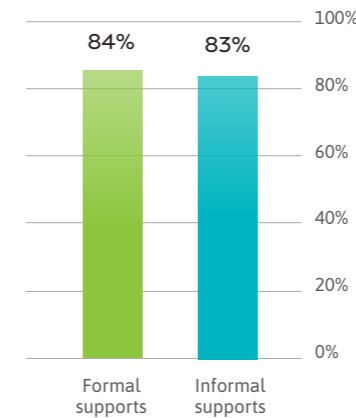
### Connections

**60%** of people expanded their support network

At the end of service:

**84%** had formal supports such as services in place

**83%** had informal supports such as friends or family in place







# for young people

Doing what it takes

We work alongside young people to build their capacity to live independently and participate in the local community. Doing what it takes means equipping young people with the skills, connections and confidence to pursue their goals.

### J's story

J was living on the streets when he first connected with Resolve. His Resolve coach Kia helped him find somewhere to stay and access mental health support, Centrelink and legal advice. Now he's pursuing a music career, is a mentor for other young people and is thriving.



WATCH J'S STORY

### Joshua's story

Joshua was referred to Youthlink as he wasn't attending school. Working alongside his Youthlink case manager Shabir, Joshua is now on track to reaching his goals. He has completed a traineeship, his health has improved and he feels much more confident.

Shabir says Joshua has come a long way. "He has done the hard yards to get where he is today."



*"That first boost of confidence really kickstarted me on my journey. Having someone you can talk to and relate to was the biggest thing for me. I'm proud of myself for escaping the hole that I built."*

Joshua - Youthlink participant

## Highlights



Next Step Plus hosted the launch of Transition to Adulthood month with a T2A Party in the Park. More than 100 young people attended.



WATCH R4RESPECT'S STORY



The R4Respect team delivered respectful relationships education at Brisbane Youth Detention Centre and West Moreton Youth Detention Centre, bringing important messages about consent and violence prevention to hard-to-reach young people.

The interim evaluation of the Resolve early intervention program shows that Resolve is effective in creating positive change in the lives of young people in Logan. Resolve was also recognised as a proven alternative to incarceration in the Justice Reform Initiative report.

The Streets After Dark initiative, a partnership between YFS, Aboriginal and Torres Strait Islander Community Health Service Brisbane, The Street University and Logan New Directions, won a Logan City Council Safe City Award.

## Statistics

1,500



young people were supported throughout the year

3,600



young people participated in R4Respect education sessions

1,300+



outreach connections were made through the Resolve program





# for families with children

Doing what it takes

YFS supports families to manage life's ups and downs so parents and their children can live safe, healthy and happy lives. Doing what it takes means working with people to build strong parenting skills and helping them feel confident and connected to their community.

### Lauren's story

The Step by Step team supported new mum Lauren to navigate the NDIS system, secure housing and enrol in further study. Step by Step's Bump to Jump playgroup and the Young Mum's Squad have helped her form friendships and connections with other young parents. Now Lauren is a Young Parent Influencer providing advice and guidance to others and collaborating with other services to give feedback based on her own experiences.



### Rebecca's story

When Pep from the Intensive Family Support program first contacted Rebecca and her family they had some specific outcomes that they wanted to achieve. However, Rebecca was experiencing some issues, including lack of transport, which made leaving the house to access help challenging. So Pep offered to visit the family in their home.

Rebecca said she was grateful to have that support. Pep linked the family to a range of services and now they are on track to achieving their goals.

*"To have someone who wanted to hear our story, and to come into our home and not judge us, it made such a big difference."*

Rebecca - Intensive Family Support participant  
Stock photo used for privacy

## Highlights



YFS' Burrabilly worker is participating in an initiative with Aboriginal and Torres Strait Islander organisation, Gunya Meta, to plan for housing support for First Nations families in Logan.



Step by Step Young Families expanded their group programs in Logan based on feedback from young parents. Young Mums' Squad, Young Dads' Squad and Bump to Jump provide a safe space for young parents to access and share information, find support, and foster community connections.

The Intensive Family Support team increased out-of-hours support for families in response to their needs. Workers go into families' homes, sometimes up to three times a week, to build the capacity of families to nurture, protect and keep their children safe.

The Families teams worked together with partners to bridge gaps and bring community services to where clients are. This included the Metro South Midwifery Hub, True Relationships sexual and reproductive health clinic and CAFU 8 working with families affected by substance use.



## Statistics

400+



families with children were supported to improve their situations through YFS child and family programs

47



families engaged in peer support through Bump to Jump playgroup, Young Dads' Squad and Young Mums' Squad

39,000+



people were reached through Young Parents in Logan social media



Doing what it takes

# so people have financial resilience, education and employment, and legal support

YFS believes that employment is the best way out of poverty for those who are able to work, so we do what it takes to help people to build their ability to earn a decent living. We also support people to take back control of their financial and legal issues, so that they can live independently and participate in their community.



## Kloe's story

With support from the Step by Step, ParentsNext and Spark employment mentoring teams, mother of three Kloe was able to identify her goals, build her confidence, enrol in and complete a training course, and get ready for work.

*"I felt that I was not just another statistic. The team at YFS took time to listen, gave me moral support and pushed me to do better. Being able to access the programs regularly was more rewarding and beneficial. Now I can see a brighter future for me and my children."*

Kloe - Young Parent Influencer



## Highlights

YFS Legal launched the First Nations Legal Education Toolkit. Developed in conjunction with First Nations communities, the toolkit provides advice and resources to deliver legal education for a First Nations audience.



We are doing what it takes to reach people, expanding our ParentsNext work readiness support to eight sites across the Logan region. We also increased outreach for our financial counselling programs with three new venues and additional out-of-hours appointments to support people having financial problems.

Substation33's container recycling business, Canstation, has created additional employment opportunities allowing more people to experience the 'rhythm of work' and transition to more mainstream opportunities.

The Spark, Financial Capability and Housing teams delivered workshops to young people in the Next Step Plus program to help them build practical life skills like budgeting, finding and maintaining a rental tenancy, and job search skills.

YFS was chosen as a Services Australia Community Partnership Pilot site. Having a specialist officer located on-site has enabled people linked with a YFS team to achieve speedy resolutions for complex issues.

## Statistics

12,000



volunteer hours were completed at Substation33's e-waste facility

150+



women received employment and education mentoring by Spark mentors

708



people were supported to manage money and debts





## so people have housing

Doing what it takes

A safe and stable home is fundamental to achieve independence and participation. Doing what it takes in the current tight housing market means finding creative ways to help people find a secure place to live, and to develop the skills and supports they need to maintain a tenancy.

### Matthew's story

Janet from the Home and Healthy team jumped into action to help Matthew find a new house when his home was flood damaged. With Janet's support he was then able to focus on his own and his children's health, access NDIS support and work with a financial counsellor.



*"Having good people around and knowing that someone was always available to talk to, was great. So much has changed in the past few months. Everything has started to get better."*

Matthew - Home and Healthy participant

### Cassie's story

Aaron from the Next Step Plus team was supporting Cassie to achieve her goals when she transitioned out of the care system. The team came up with a solution to help her find housing by matching her with Claire, another Next Step Plus young person. The pair bonded really well and YFS partnered with the Salvation Army to find a two-bedroom unit they could share.



*"I'm really happy. I love where I'm staying, and I love just being independent and doing my own thing. I have my freedom, I have my own space."*

Cassie - Next Step Plus participant

## Highlights



The housing crisis means we have had to find creative solutions to help people find housing. For example, YFS workers identified opportunities to match people they were working with individually to share housing together.

Integrated Family Housing specialists worked across YFS and with external organisations to achieve better, faster housing outcomes for families despite the difficult housing market. An evaluation of our integrated housing approach is informing our work practices.

The Home and Healthy program is doing things differently to support people with severe mental illness. The team employs solutions like helping to prevent a client with hoarding issues from becoming homeless by working together with a psychologist and a specialist cleaner to sustain their tenancy.



More partners are collaborating in the Logan Advance to Zero campaign, allowing us to grow the evidence base to identify and advocate for systems improvements to end homelessness in Logan. Data from the campaign helped us to highlight the need for a drop-in information referral service and outreach in Logan.

### Statistics

6,500+



YFS Connect responded to more than 6,500 enquiries relating to housing and homelessness issues

50%



of people across our services presented as homeless or at risk of homelessness

460



households were added to the Logan Zero By-Name-List



Doing what it takes

to support people impacted by domestic and family violence

Doing what it takes means supporting people who are impacted by domestic and family violence to enhance their safety and wellbeing, and working with men who use violence to help them understand the beliefs that drive their abusive behaviour. We also work alongside others to raise awareness and prevent violence.



Paula's story

Paula\* says it was a big weight off her shoulders when YFS' Senior Women's Advocate, Kirsty, contacted her to offer support. As part of the Responsible Men program, women's advocates support victims of violence and abuse to address crisis and help ensure their safety.



*"I knew that support was available, but I felt overwhelmed. There's so much happening at the same time you don't know what path to take, and you cannot prioritise things. It gives you hope if someone calls you to let you know they care and they want to help you. I don't know where I'd be if the police didn't refer me to Kirsty."*

Paula - Women's Advocate client (\*name and photo changed for privacy)

Highlights

We launched a Responsible Fathers domestic and family violence intervention program for men who are using violence and coercive control on their partners. The program supports positive behaviour change in men who want to be responsible fathers. The group runs evening sessions to suit participants' needs.

We improved the responsiveness of our service delivery to better meet people's needs, for example by introducing evening activities for children's counselling and women's advocates.

We are doing what it takes to upskill the sector on domestic and family violence responses. We delivered Common Risk and Safety Framework training to Scenic Rim Child Safety staff and the Scenic Rim High Risk Response group. We also provided sector training on technology-facilitated abuse.



We worked with police, courts and other service providers to improve domestic and family violence responses in our region. This included a partnership with the Centre for Women & Co to deliver a Responsible Men program in a new region (Redlands), and co-location with Queensland Police Service in Beaudesert and Jimboomba.

Statistics



women and children were supported by our domestic violence teams



men engaged in domestic violence behaviour change programs



people were reached with messages about domestic and family violence prevention through R4Respect social media

Doing what it takes

to ensure that society is fairer and more inclusive

We work with partners in government, business and community to challenge structural disadvantage, racism, gender inequality and discrimination. Doing what it takes means advocating to unlock access to resources and systems and influencing these to be more responsive to people's rights and needs.



In 2023 we launched our 2023-2026 Stretch Reconciliation Action Plan. In this Stretch RAP we are committing to draw on our influence and relationships to further advance reconciliation and promote healing and thriving for First Nations peoples.



The YFS Board endorsed the organisation's support of a Yes vote in the Voice to Parliament Referendum.

Two First Nations staff were supported to complete a Diploma of Community Services and Deadly Thinking youth training.

Highlights

We continued our partnership with the Logan District Aboriginal and Torres Strait Islander Corporation for Elders, providing in-kind support including assistance with NAIDOC Week activities.



We launched a Pride @YFS working group to identify and implement opportunities to keep LGBTQIA+ Sistergirl and Brotherboy inclusion on the agenda for our organisation and ensure that YFS is an inclusive place for staff and the people we work with.

YFS is a founding partner of the Town of Nowhere campaign, a coalition of community organisations dedicated to ending Queensland's housing crisis.

YFS also supports the campaign to Raise the Age of criminal responsibility to at least 14 years old, and to fund programs that tackle the root causes of problematic behaviour and keep children out of the legal system.

YFS joined several organisations and individuals in signing an open letter calling on the Queensland Parliament to get smarter, not tougher on youth crime and look to evidence-based solutions to address youth crime.

Statistics







# Governance summary

A key focus for the Board in 2022-23 was succession planning and recruitment of a new Chief Executive Officer to replace Cath Bartolo.

Under Cath's leadership, YFS has grown into a strong, dynamic organisation achieving great outcomes for the people and communities we work with. Cath fostered innovation, integration, partnerships, prevention initiatives and rigorous outcomes measurement.

The Board felt that YFS was well-positioned with strong management, staff, programs and operations. In recruiting a new CEO we sought someone who could build on Cath's work and retain YFS' values while pursuing strategies to increase our impact.

Christopher John was appointed as CEO and commenced in July 2023. Christopher brings 17 years of experience as a CEO in the not-for-profit sector. The Board is confident that his extensive sector knowledge, leadership experience and stakeholder relationships make him the right person to lead YFS into its next phase.

In late 2022, Phil Beresford was endorsed as Chair after Helen Sharpley stepped down from the Board. Aunty Heather Castledine also retired after nine years as a Board Director. We thank Helen and Aunty Heather for their commitment to YFS.

Three new Board Directors were appointed during the 2022-23 financial year: Nyaree Mewett, Helen Weissenberger and Peter Forday.



## Investing in our future workforce

We have invested in our future workforce by providing professional placement opportunities for 12 students through our student unit, totalling 3,810 placement hours.

So far, three of the 12 have been employed at YFS following their final placements.

## Focus on practice quality

We established a Practice Quality Approach and regular meeting as an opportunity to focus on practice quality across all of our portfolios, reinforcing our Theory of Change.

## Highlights

ENVIRONMENTAL

33



additional flooded road warning signs built from repurposed e-waste installed

100,000

kilograms of e-waste diverted from landfill by Substation33



32 million

containers processed by Canstation container sorting facility and 1 million containers collected for recycling



## Highlights

SOCIAL

89%



of staff think that YFS is a truly great place to work (compared to the industry norm of 65%)

50%



of staff live in the Logan region

83%



of managers are women

## Highlights

GOVERNANCE

100%

of staff completed monthly cyber-security training



Zero non-conformities in our Human Services Quality Framework surveillance audit

18%



Our WorkCover premium was 18% of the industry average due to safe work practices



YFS ended 2022-23 in a strong financial position. Our revenue increased by 24% through additional services, philanthropic support, and additional revenue streams for our social enterprise Substation33.

YFS receives funding from a range of sources. Over the last few years our income from non-government sources has increased.

New revenue this year came from Queensland Department of Housing for the Immediate Housing Response Package to support families to secure a new tenancy and access temporary emergency accommodation. We also received increased funding for men’s behaviour change domestic violence programs.

Substation33 increased their revenue through the Containers for Change and flooded road warning sign projects and from sales of refurbished IT equipment. They also received income from e-waste audit services and two government-funded employment training programs.

We continued to deliver services through sub-contracts with other organisations including Micah Projects, ATSICHS and Centre for Women and Co.

YFS’ working capital ratio remained healthy at 2.7:1.

In 2022 the Board decided to invest a portion of reserve funds to maximise returns to fund future innovation projects. The interest will be used for service development and expansion while maintaining adequate reserves.

Looking forward to 2023-24 we anticipate stable revenue in grants due to longer-term government contracts and continuity of partnerships with other organisations. We have already secured new funding from the Queensland Department of Housing and Department of Child Safety, Seniors and Disability Services.



Thanks to all our supporters, donors and funding partners

### Increasing support for young people

Our two-year partnership with Hand Heart Pocket, the Charity of Freemasons Queensland, to develop an integrated supported model for young parents was extended for another three years.

Ongoing program development was informed by our research and evaluation of what works for young parents and their children to thrive.

Funding from Hand Heart Pocket also assisted in assessing the feasibility of a fee-for-service model for the R4Respect respectful relationships program.

### Funding Partners 2022-23

- AGL
- Alcohol and Drug Foundation Queensland
- ATSICHS – Community Youth Justice
- Australian Government: Department of Social Services, Department of Employment and Workplace Relations, Department of Industry, Science, Energy and Resources, and Department of the Prime Minister and Cabinet
- Brisbane City Council (Flooded Road signs)
- Centre for Women and Co.
- City of Logan Charitable Trust
- Container Exchange (QLD)
- Good Shepherd Australia New Zealand
- Hand Heart Pocket, the Charity of Freemasons Queensland
- Harris Fields State School
- Lady Bowen Trust
- Logan City Council (Flooded Road signs)
- Mater Misericordia Ltd
- Metro South Hospital and Health Services
- Micah Projects LTD
- Moreton Bay Regional Council (Flooded Road signs)
- Noosa Shire Council (Flooded Road sign)
- Queensland Government: Corrective Services, Department of Child Safety, Seniors and Disability Services, Department of Housing, Department of Employment, Small Business and Training, Department of Justice and Attorney-General (including the Commonwealth Community Legal Centres Program), and Department of State Development, Infrastructure, Local Government and Planning
- Religious of Queensland Social Justice Grant – Presentation Sisters
- Sisters of Mercy – Brisbane Congregation
- Springwood Road State School
- Tamborine Mountain State High School
- Waterford State School
- Woodridge North State School
- WorkUP Queensland

### Supporters and donors 2022-23

- Logan Chamber of Commerce
- Logan City Recreational and Sporting Club Inc
- Queensland Cake Decorators Association
- Queensland Community Foundation
- Individual donors for our Substation33, domestic and family violence programs, and our end of financial year appeal for the Resolve program.