

Engaging with our stakeholders to strengthen our future impact



YFS has a proud history of supporting people and communities in Logan for 40 years. We have a genuine commitment to working in partnership with communities and stakeholders.

Understanding the experiences of our stakeholders in working with us is an important part of guiding how we do our work in the future.

During 2025, YFS has been engaging with key stakeholders and our workforce to understand their perceptions of how we support and advocate for our community most effectively, how we partner with others, and how we can strengthen our impact.

We're now sharing this summary of what we've heard to help close the loop with those stakeholders who shared their perspectives with us, and to share with our wider networks to demonstrate our commitment to learning from the experiences and insights of our stakeholders.

83

Net Promoter Score
(NPS)

This is higher than an industry benchmark for other non-profit organisations in Australia of 43.

Source: Perceptive Group, 2022 NPS® Industry Benchmarks Australia

NPS is a common used measure of stakeholder satisfaction. We used it to understand how our stakeholders would recommend our services to someone.

Great work. There is always more demand than resources so making sure your impact is best directed is always key. Surveys like this assist. Well done!

- Program funder

[We are] really honoured to have been asked to be a part of this process. Want to acknowledge work of Chris and the wider YFS team.

Great, valuable moment to take a 360 degree look at themselves. I hope they're really proud of what they hear as a result of this process.

- Peak body

How we've engaged with stakeholders

We engaged with a diverse range of stakeholders with different perspectives on the activities and impact of YFS, including local service providers, philanthropic and government funders, peak bodies and other partners. Through 14 one-on-one interviews and 12 survey responses, we asked stakeholders about:

- how they would describe who YFS is and what we do
- their perceptions of our performance across areas of our strategy and values
- our strengths and limitations relative to other similar organisations
- our capability in areas such as governance, upholding human rights, outcome measurement, workforce and communications
- how YFS can strengthen our impact and navigate wider sector trends

All responses were de-identified and analysed to highlight important themes and actionable insights. The engagement with stakeholders and analysis of findings was led by an external agency to help ensure independence and promote open sharing through the process.

What we've heard

Our stakeholders see YFS as an effective place-based organisation delivering a range of services to support the needs of communities in Logan and surrounding areas.

We hold a trusted and important position working with and advocating for vulnerable and marginalised people within our communities, particularly youth and families.

And we're regarded as a significant and leading organisation in the sector that has remained community-focused and values-led even as we have grown in size and strength.

What we're doing well

Overall, our stakeholders say that our performance and impact is positive, with some of the common factors or perceptions being:

- We're a visible and valued participant in our local community.
- The services we deliver are effective in meeting our clients' needs.
- We effectively collaborate and partner to deliver better outcomes.
- We take a holistic approach to addressing complex community issues, with a deep understanding of social and policy context.
- We have a strong focus on measuring, reporting and learning from our outcomes.
- We have effective leadership, management and systems to support our work, building on the strong foundations of our organisation and previous longstanding CEO.
- Our work is reflective of our values.
- Our workforce is capable and passionate people working within a supportive culture.

What we could do better

We've heard some limitations or challenges stakeholders have experienced of working with us, and the opportunities for us to do our work better, including how we:

- Expand our reach and capacity to better address the needs of our communities.
- Deepen our ways of collaborating to offer more integrated and holistic services and help to build the capacity of our local partners.
- Strengthen our advocacy efforts by offering an informed and constructive voice about how to address complex issues within our communities.
- Understand and respond to the wider policy context, particularly a shift towards more early intervention approaches.
- Continually develop and retain our workforce in the context of workforce shortages and gaps experienced within the wider human services sector.

YFS supported me 27 years ago as a young person experiencing homelessness and seeking housing ... they were a game changer [and] the services they provided were really amazing... Today, I am a CEO working in collaboration with the organisation that supported me ... They've been a key strategic stakeholder in Logan that I very consciously wanted to be aligned and connected with.

- Partner organisation

I think they're doing amazing work and appreciate that they're in the sector.

- Partner organisation

How we're responding to the findings

YFS is grateful for the insights that were kindly shared by stakeholders as part of this process, and for generously offering their time and expertise with us. We're committed to reflecting on these findings and developing strategies for how we'll respond, including sharing with our Board, our senior leadership and across our teams.

We're also committed to continuing to engage with our stakeholders regularly into the future, to help ensure that we're partnering well with others and continually learning how we can strengthen our impact.

As YFS celebrates its 40th year of service, we're as committed as ever to our purpose of backing people in Logan and surrounding areas to overcome adversity and to thrive.

The YFS Stakeholder Engagement Survey was conducted by Beacon Strategies in April 2025.

