

YOUR FUTURE STORY





WELCOME

Every person has a story. A story shaped by their experiences, strengths, hopes and the opportunities available to them. At YFS, we believe everyone deserves the chance to write the next chapter of that story on their own terms. Whether someone is seeking a safe place to live, support for their family, financial stability, meaningful work or connection to community, we are here to walk alongside them as they navigate what comes next.

This Impact Report shares the collective story of our community across 2025-26. It reflects the resilience of the people we support, the dedication of our staff, and the strength of the partnerships that help create lasting change. It shows what is possible when people are supported to build on their strengths, overcome barriers and create the future they want for themselves and their families.

YFS
376 Kingston Rd, Slacks Creek
(opposite Logan City Centre shops)
Monday – Friday 8.30am – 5.00pm

YFS Ltd. | ABN 58 239 250 649 | ACN 167 122 527

P: 07 3826 1500
E: yfs@yfs.org.au
W: yfs.org.au

 [yfslogan](https://www.facebook.com/yfslogan)

YFS acknowledges Aboriginal and Torres Strait Islander Peoples as Traditional Custodians of the lands we live and work on. We pay our respects to Elders past and present.

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

IMPACT REPORT 2025-26



- 4 A message from the Chair and CEO
- 6 Our impact
- 7 Our clients
- 8 Brand refresh

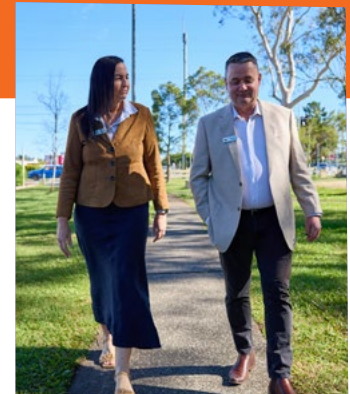
YFS SERVICES

10 Homelessness & Housing	14 Family Services	18 Domestic & Family Violence	22 Youth Services
26 Employment Services	28 Financial Wellbeing	30 Legal Services	32 Social Enterprise

- 36 Service integration
- 39 Reconciliation at YFS
- 42 Community, culture & inclusion
- 44 Our staff
- 46 Advocacy
- 48 Partnerships
- 52 Governance
- 54 Financial summary



YFS supported more than
10,000 people across
Logan, the Scenic Rim and
surrounding areas this year



A message from the Chair and CEO

For more than four decades, YFS has supported the people in our community through life's most complex moments. During that time, our workforce and range of services have grown extensively. Today more than 300 staff deliver over 40 programs across eight clusters.

This year, following extensive consultation, we refreshed our brand to better reflect that breadth of work and the role we play in supporting people to navigate challenges, build on their strengths, and create positive change. The YFS acronym was reimagined as Your Future Story; a reflection of our belief that every person should have the opportunity to shape their own future.

YFS' future story is inextricably linked to the future story of our community. We are lucky to work in one of Queensland's most vibrant and culturally diverse regions. Yet our communities are also experiencing the combined pressures of rapid population growth, rising living costs, and a decline in affordable housing.

We're tackling these issues on the frontline, and we're also addressing them through strategic partnerships, advocacy, and strong governance.

In 2025-26, we supported more than 10,000 people across Logan, the Scenic Rim and surrounding areas, representing 17% growth on the previous year. At the conclusion of support, 75% of clients were living in stable housing, 72% were financially secure, and 89% felt somewhat or very safe. Through initiatives such as Spark, Parent Pathways and our social enterprise, Substation33, we helped build skills, confidence and pathways to employment.

Diverse partnerships offered new opportunities for impact. For example, we collaborated with Queensland Corrective Services to deliver Diffuse, YFS' first behaviour change program for men in custody, while a partnership with Rotary Mackay, saw R4Respect deliver 16 workshops to more than 2,400 young people in Domestic and Family Violence Prevention month.

Guided by our Strategic Roadmap, we continued to advocate for what matters most to our community: greater investment into services that strengthen integrated, wraparound support, increased social and affordable housing across the region, safer communities and pathways to employment and economic participation.

At the same time, we strengthened our organisation for the future. This year, we advanced key work in safeguarding, workplace health and safety and governance, established a committee to guide our community housing provider considerations, launched a new website and continued planning, testing and evaluating an integrated service model to better serve clients with complex needs.

While we believe the next few years will continue to be fiscally tight – not just for the many families and businesses in our community, but for organisations like YFS – we are also optimistic about what can be achieved when careful stewardship, strong partnerships, and deep community commitment are combined. We remain committed to responsible decisions that support our staff, sustain our impact, and keep us focused on the people we serve.

None of this work would be possible without the support of our donors, funders and partners, particularly the Queensland and Australian governments. We also extend our sincere thanks to our Directors, volunteers, staff and the many community members who place their trust in us. Of note, the Board and organisation would like to thank and acknowledge Cher Bartlett, who will

conclude her role as Board Director after reaching the organisation's nine-year service limit. Throughout her tenure, Cher has been deeply committed to YFS and has contributed significantly to the organisation's impact and outcomes.

It has been a challenging year for many people across our region, yet we continue to be inspired by the resilience, courage and determination we see every day. Guided by our values of excellence, integrity, optimism, steadfastness and courage, we remain committed to helping people and communities not only overcome challenges, but build the futures they want for themselves and their families.

Together, we look forward to helping shape the next chapter of our future story.

Philip Beresford
Board Chair

Christopher John
Chief Executive Officer

OUR CLIENTS

The people who connect with YFS come from diverse backgrounds and circumstances, each bringing their own strengths, experiences and goals. These figures provide a snapshot of who we supported in 2025-26.

DEMOGRAPHICS



PRESENTING ISSUES

HOMELESSNESS AND HOUSING

79%

of clients supported by our Specialist Homelessness Services presented with an affordability issue

YOUTH SERVICES

38%

of young people exiting care presented with mental health concerns

FAMILY SERVICES

41%

of people supported by our family support services presented with domestic and family violence concerns*

DOMESTIC AND FAMILY VIOLENCE

90%

of victim-survivors were experiencing intimate partner violence and 10% were experiencing family violence

FINANCIAL WELLBEING

55%

of financial wellbeing clients were experiencing a housing issue including rent arrears or mortgage stress

EMPLOYMENT SERVICES

70%

of clients accessing employment services were reliant on government payments or had nil income

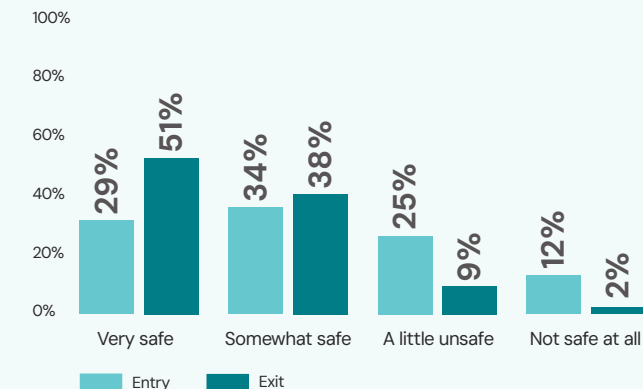
*the true prevalence is higher as this issue often only emerges later

OUR IMPACT

SAFETY

89%

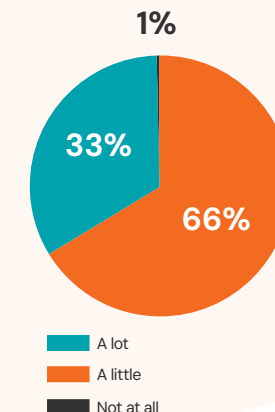
of people felt somewhat or very safe at the end of service, compared to 53% on entry



HOPE FOR THE FUTURE

99%

At the end of service 66% of people felt a lot more hopeful about the future, and 33% felt a little more hopeful



EDUCATION AND EMPLOYMENT

78%

of job seekers improved work readiness

WELLBEING

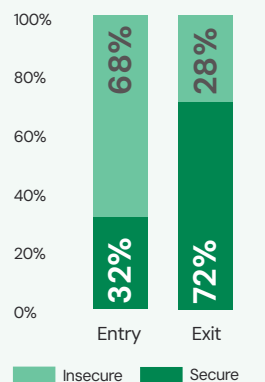
77%

of young people improved their wellbeing

FINANCIAL SECURITY

72%

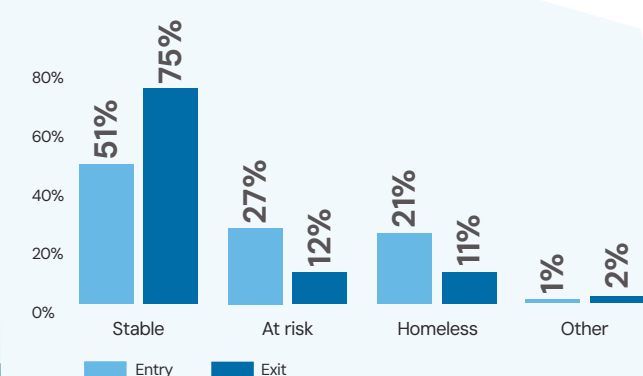
were financially secure on exit



HOUSING STABILITY

75%

exited into stable housing

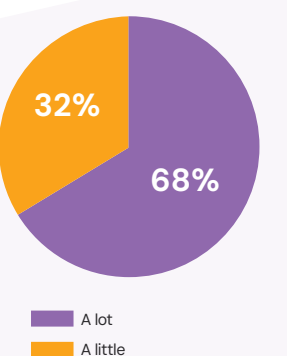


COPING SKILLS

At the end of service,

68%

of people felt they were a lot better able to deal with a similar situation and 32% felt they were a little better able to deal with a similar situation



CONNECTIONS

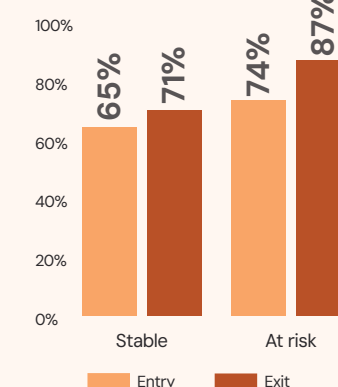
At the end of service,

71%

had informal supports in place

87%

had formal supports in place





YOUR FUTURE STORY

Learn more about
what YFS stands for
at our new website

yfs.org.au



A NEW LOOK FOR YFS

When people are navigating complex challenges, understanding where to find support shouldn't be difficult.

Over the years, YFS has evolved and grown in response to community need. As new services, programs and partnerships were established, we began hearing from staff, clients, partners and community members that while YFS was trusted and valued, the breadth of support available was not always clear. Many people knew YFS for one service, without realising the wider support available across the organisation.

To address this, in 2025-26 YFS partnered with Storyfolk and Straight Out Digital on a brand refresh and website redesign project. More than 60 people, including clients, Elders, community members, partners, Board members and staff, contributed through co-design workshops, surveys and website user testing, helping shape a brand that better reflects who we are today and the communities we serve.

The consultation process reinforced what people value most about YFS: practical support, genuine relationships,

and a commitment to walking alongside people as they navigate life's challenges. Importantly, people told us these qualities should remain at the heart of any future brand. It also highlighted the need for clearer communication about who we are, what we do and how our services connect.

The result was Your Future Story; a reimagined acronym that provides a clearer expression of YFS while remaining grounded in our history, values and purpose. Built around the belief that every person has their own story, strengths and aspirations, it reflects our role in supporting people to navigate what comes next on their own terms.

Alongside a refreshed visual identity and way of communicating, the project also delivered a redesigned website focused on accessibility, user experience and helping people better understand the breadth of support available and how our services connect. Together, these changes create a clearer and more consistent experience for clients, referrers, partners and the wider community.



8,991

requests for homelessness and housing assistance

1,812

people supported with information, advice and short-term case work

824

supported through case management

HOMELESSNESS AND HOUSING

Rapid response, long-term outcomes

Centre-based Response Service

Our Centre-based Response Service is often the first point of call for people seeking housing support. The team provides tailored housing information, helps people plan their next steps towards stable accommodation, and connects them with services at YFS and across the community.

This year, the team of four supported 1,210 clients. Families with children made up nearly half of the households supported. Nine in ten support periods closed with immediate needs met.

Client feedback was positive, with 89% of those surveyed saying they were treated very well or extremely well by the team.

"I was given advice to feel positive about the future." **Centre-based Response Service client**

Immediate Housing Response (IHR)

Immediate Housing Response works to place people who are homeless or about to be homeless in emergency accommodation, connect with other YFS services and move towards safe, stable long-term housing.

In 2025-26, the housing team provided homelessness and housing assistance to 2,690 individuals, families and young people, working creatively and steadfastly in an increasingly challenging housing market.

What's markedly different about the current housing climate is that more and more people who have rented their entire lives are seeking housing assistance for the first time.

Despite that, our housing outcomes have remained strong. In the past financial year while only 10% of clients who entered a YFS specialist homelessness service program had stable housing, upon exit, this had increased to 71%.

In 2025-26, the service supported 196 people: two-thirds of households supported were families with children. All up, IHR brokerage contributed to 26,054 nights of accommodation for YFS clients.

Upon exiting the service, almost three-quarters of clients had stable housing. While only 11% of clients were financially secure upon entry, almost half were financially secure upon exit. 100% of clients closed with a case plan and almost all had formal supports in place.

"When I ever have any questions, they always answered, and when asking for help I received it."
Immediate Housing Response client

secure housing, 14% exited into temporary accommodation, and 19% were referred to another specialist housing provider to continue their housing journey.

The program has expanded YFS' reach, creating opportunities to connect with people who might otherwise miss out on support and achieve positive housing outcomes.

"[Homelessness Outreach went] Above and beyond. They made sure I could get to my job interview. Helped cover the rego on my car. Got my medical for the job and got me a room."
Homelessness Outreach client

Mobile Support – Slacks Creek

Now in its second year, Mobile Support – Slacks Creek provides onsite support to residents of the Slacks Creek Community Housing Initiative. In 2025-26 the service assisted 150 people to settle in, sustain their tenancies, and work towards their future goals. Participants reported improvements across the board, particularly in housing stability, financial security and safety.

"[I] could not have achieved my goals without YFS, [I am] well protected and healthy. Nothing bad to say about the staff, very happy with everything that they have supported me through."
Mobile Support – Slacks Creek client

Meeting people where they are Homelessness Outreach

Through regular visits across the community, the Homelessness Outreach team connects people with essential services and pathways to stable housing.

In 2025-26, they supported 602 clients, 11% of whom were families with children. Almost all outreach clients were rough sleeping and just under half had been without a permanent address for more than six months.

This year, the number of clients who exited with needs met increased from 16% in 2024-25 to 40%, while the number of clients who lost contact with the service came down from 43% in 2024-25 to 25%. Almost a third of clients exited the service into

Mobile Support
Slacks Creek
resident, *Eileen*,
celebrated her
100th birthday!

Eileen's story



Lateral thinking leads to open doors

Mobile Support

In a tight, competitive housing market, Mobile Support continued to work creatively this year, proactively advocating in the private rental market for clients who might otherwise have had their applications knocked back.

The team supported 278 clients, for an average of four months each, to work towards stable housing and greater independence. Upon exit, almost three-quarters of participants had secured housing, and 85% of these were able to sustain their housing for at least seven months.

"[They] helped me to get into private rental. They were so helpful in every way."
Mobile Support client

Ellen Whitty properties

Mobile Support manages five Ellen Whitty properties, providing clients with a safe and stable medium-term housing option alongside tailored support to build the skills and confidence needed to sustain long-term housing in the community. This year, seven households successfully transitioned from an Ellen Whitty property into secure long-term rental accommodation.

Laying foundations for lifelong success

Integrated Youth and Family Housing

The Integrated Youth and Family Housing team works with young people and families who are already connected with other YFS services, to find housing through intensive, tailored, long-term support.

This year, they supported 123 young people and families. Three quarters exited into secure housing, primarily private rentals.

"I felt supported and heard... [they] always treated me with respect." **Integrated Youth and Family Housing client**

Supported Tenancies for Young Parents

In January 2026, YFS received funding from the Queensland Government Department of Housing and Public Works to deliver the Supported Tenancies for Young Parents service in Logan.

This vital service helps young people who are pregnant or parenting and already living in social housing to strengthen their parenting and tenancy skills and build towards long-term independence.

In its first six months, the program supported 18 young parents to navigate relationship, financial and housing challenges. We have also expanded the service into the Inala Housing Service Centre area.

HOMELESSNESS AND HOUSING

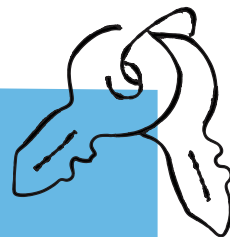
Key outcomes

71%

of clients supported by our specialist homelessness services exited into stable housing, compared to 10% on entry.

93%

of contactable clients sustained their tenancies for more than six months post service.



Home and Healthy

Home and Healthy, delivered jointly with MICAH projects and Institute for Urban Indigenous Health (IUIH), supports people who are experiencing severe and persistent mental illness and are homeless or at risk of homelessness. This year, they supported 59 clients, increasing their sense of safety and reducing unmet health and social needs.

"They have really helped me getting back on my feet. [They] supported [me] to find stable housing. They have been there when I have needed them to be."
Home and Healthy client

Data for change

Logan Zero

In 2025–26, Logan Zero completed more than 500 Australian Homelessness Vulnerability Triage Tool (AHVTT) assessments with people experiencing homelessness in Logan, providing crucial insight into both the drivers of homelessness, and the health, safety and needs of those assessed.

This data underpins key, tailored initiatives to combat homelessness in Logan such as the Logan Hospital Discharges into Homelessness Working Group, which aims to address high health system usage by rough sleepers. Formed this year, the group, made up of representatives from 20 Logan-focused health, community and government organisations, has already delivered tangible service and system level change, such as:

- development of a discharge information pack about relevant services
- improved coordination and referral pathways
- increased awareness of the issues around intersections between homelessness and health in Logan.

"Logan Zero has finally shone a spotlight on Logan so we can all see the homelessness and lack of options there. We used Logan Zero data to attract resources. That's a very powerful thing."
QShelter

Read the Logan Zero Research Summary



Ending rough sleeping in Logan

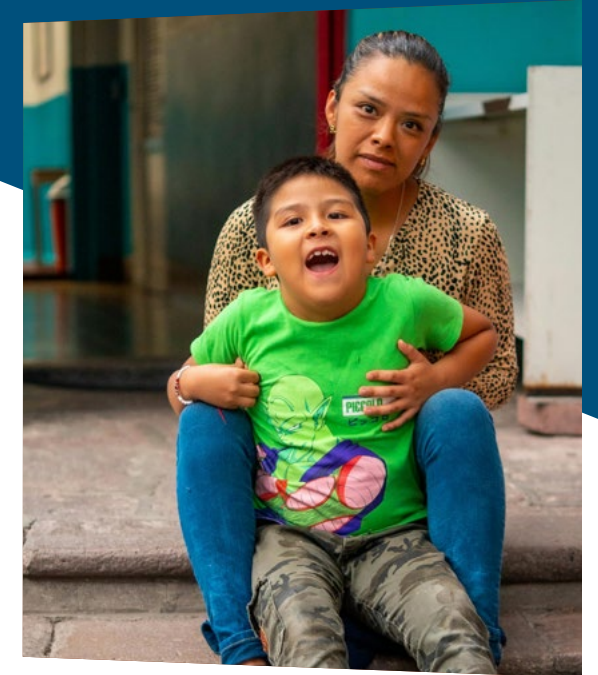
Logan Zero data shows that many people experiencing homelessness in Logan also have high health needs and much higher rates of emergency department visits and hospital admissions than the general population:

- **57%** had a diagnosed mental health condition
- **48%** had ongoing serious health issues
- **40%** regularly used substances such as drugs or alcohol
- **23%** reported having a brain injury or head trauma
- **20%** were admitted to hospital for five or more nights in the previous year
- **26%** went to the emergency department five or more times the previous year

Off the back of this data, 99Consulting research undertaken this year, highlights solutions to service systems gaps in Logan including:

- homelessness outreach services proportionate to need
- health outreach services including nurses, GPs and other specialists
- long-term supportive housing
- social and affordable housing close to health facilities
- in-home health support.

The research demonstrates how Logan Zero is leading systems change through collaboration, shared data and actionable insights, with tangible benefits for people experiencing rough sleeping.





552

families supported

242

young families supported

89

families engaged in peer support activities

With dual housing and cost-of-living crises affecting many families in our community, demand for family support services increased steadily in the 2025-26 financial year.

We supported 552 families altogether, an increase of 12% from the last financial year, with skill development, counselling, practical support, community building and maternal health care.

Our services worked to keep families out of the child protection system, link expecting parents to maternal health care, improve parents' employment prospects and put families into safe, stable, appropriate housing.

FAMILY SERVICES

Keeping families together

Our teams work on several fronts to build families' existing strengths and make sure they have the resources and supports needed to create safe, stable home environments and healthy, functioning family relationships.

Assessment and Service Connect

Assessment and Service Connect (ASC) works with six Child Safety Service Centres to support families at risk of child service intervention. In 2025-26, ASC supported 145 families: which translates to more than 7,000 hours. Of those clients surveyed, all reported they were either very or extremely satisfied with both the usefulness of the service and how they were treated.

"I felt heard, genuinely heard, knowing that I was not being judged. Separate to my children – the biggest gain for me was improved mental health. I was able to share anything. I didn't know I would feel so supported." **ASC client**

Intensive Family Support

Intensive Family Support (IFS) works with families in the Beaudesert and Browns Plains areas at risk of child safety involvement to identify and shore up their family's strengths. In 2025-26, demand for IFS continued to grow: the service received 398 referrals, an increase of 16% from last year. The majority of clients closed with their needs met, with the largest improvements recorded in financial security and stable housing.

"[IFS was] flexible and understanding. [I had] no sense of being judged for asking for help. [They were] understanding of the occasional reschedule. Made the experience less stressful than I expected it would be." **IFS client**



Functional Family Therapy – Child Welfare

The Functional Family Therapy-Child Welfare (FFT-CW) team provides counselling to families in their homes, often after hours, to identify family needs and build skills. In 2025-26 they delivered 579 sessions. Following a period of therapy, the team observed families that were better able to co-regulate, households with less conflict, children who re-engaged with school and parents who noticeably improved both their parenting strategies and mental health.

"We are enabled and empowered to recognise and identify other/different parenting strategies and [given] a safe space to work on parent/child differences and to heal the hurt and pain from the past." **Functional Family Therapy – Child Welfare client**



Supporting young parents to thrive

By supporting young parents to thrive, YFS helps create brighter futures for families and children in our communities.

Maternal and Child Health Hub

In collaboration with Metro South Health, The Maternal and Child Health Hub (MaCHHub) provides pregnant parents in Logan with midwifery and social support. This year, four midwives co-located at YFS supported the delivery of 157 babies.

Following YFS advocacy, the service no longer requires clients to have a GP referral, and expecting parents can now self-refer. This removes a barrier to entry for parents less likely to engage with the health system.

"[Our midwife] has been with me for my first born and now my second born! She's kind, reliable, helpful, professional and makes me feel safe and comfortable! Me and my partner are very thankful for her and the team at YFS." **Maternity and Child Health Hub client**

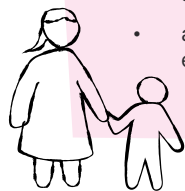
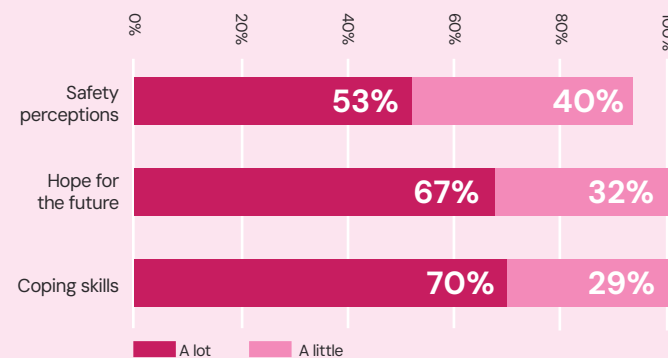


FAMILY SERVICES

Key outcomes

At the end of service, participants were feeling:

- very **(53%)** or somewhat **(40%)** safe
- a lot **(67%)** or a little **(32%)** more hopeful about the future
- a lot **(70%)** or a little **(29%)** better equipped to manage a similar situation



Step by Step

An extra 12 months of funding meant our Step by Step program was able to continue to assist young parents to build community, develop parenting resources, find housing, increase employability and further their education.

A 2026 independent evaluation of the Step by Step Thriving Young Families integrated service model found that upon completing the program, participants had increased housing stability, confidence, and ability to plan and problem-solve while deepening their understanding of healthy relationships and parenting.

"I like that it's given me confidence. Someone who sits next to me when I become overwhelmed and shows me that it's ok. My worker has shown me that even if I'm triggered, they will always be there for me." **Step by Step client**

Read the Step by Step
Evaluation Summary



Wraparound support changing young lives

Last year, Step by Step worked with the Lady Musgrave foundation to establish the Jinndi Waijung transitional housing complex. Comprising four self-contained units, the program provides young mothers and their children with safe accommodation alongside intensive, wraparound care.

Now at the end of its first year, early findings demonstrate the value of this integrated approach. The seven families supported were shown to improve housing stability, tenancy skills, confidence, wellbeing, help-seeking behaviours and parenting capacity.

At this year's Family and Relationship Services Australia (FRSA) National Conference, YFS Program Manager Amy Blair and The Lady Musgrave Trust CEO Victoria Parker shared insights from the project, which is at the forefront of domestic and family violence service delivery.

The right connections at the right time

Hand Heart Pocket funds a range of integrated roles that provide vital support within our Step by Step program, helping clients address complex challenges:

- **Community Connector:** supports expecting parents and parents of babies to access housing, employment, financial assistance, and other services that help ease the transition into parenthood.
- **Employment Worker:** provides practical, motivational, and emotional support to help family service clients build confidence, overcome barriers, and improve their employment prospects.
- **Integrated Housing Workers:** assist families to secure safe and stable housing.

By providing holistic support that extends beyond a family's immediate needs, we can deliver more effective and sustainable outcomes.

Relationships for change

In 2025-26 strong team, client, partner and inter-organisational relationships provided clients with stability, helped develop client-practitioner trust and ensured holistic care across organisations. These are some examples:

- A strong partnership between Intensive Family Support and Mununjali Housing & Development Company Limited enabled more coordinated support for First Nations clients. Driven by staff-led innovation, the relationship reflects a broader organisational commitment to strengthen partnerships that enhance client outcomes.
- A generous \$50,000 donation from Hand Heart Pocket enabled us to:
 - > fund mental health assessments to connect clients with appropriate services and treatment
 - > purchase transcutaneous electrical nerve stimulation (TENS) machines and breast pumps for our Community Connector to lend to expecting and new parents in the MachHub program
 - > provide new school uniforms so children could return to school with confidence
 - > fund essential dental treatment for a young person who had grown up in state care.

Excellence in service delivery

One of YFS' core values is excellence. This year, staff from Assessment Services Connect and Step by Step were recognised for the incredible frontline work they do at The Wonderful Women of Waterford awards, an annual event hosted by Shannon Fentiman MP.



DOMESTIC AND FAMILY VIOLENCE

1,448

victim-survivors supported to respond and recover from domestic and family violence

249

men engaged in domestic violence behaviour change interventions

2,985

young people supported through peer education by R4Respect

YFS is the regional specialist domestic and family violence (DFV) provider for Jimboomba, Beaudesert and the Scenic Rim.

In a year marked by ongoing cost-of-living pressures, domestic and family violence remained a significant issue in the regions we serve, but through client support work, systemic advocacy and strategic partnerships, we helped create safer futures for people across our region.

In 2025–26, YFS' Domestic and Family Violence services supported nearly 1,700 clients through crisis intervention, case management, counselling, advocacy, behaviour change programs, early intervention and prevention, and specialist co-responses with Queensland Police Service and Queensland Corrective Services.

Building capacity for crisis response

Our regional service, SHINE, is the main domestic and family violence crisis support provider for the Scenic Rim, Beaudesert, Jimboomba, Yarrabilba, Flagstone and surrounding areas.

In July 2025, the program received additional one-off funding that recognised both its outstanding service and significant growth in demand. This allowed the team to employ more workers, helping to shorten waitlists, reduce service pressure and provide support sooner for people experiencing domestic and family violence.

"All the workers were very accommodating and comfortable to talk to, and it was easy to use the service as much as I could."
SHINE client

Early support, lasting impact

Break the Cycle

Delivered in partnership with Domestic Violence Action Centre (DVAC), Break the Cycle provides boys and young men who have experienced domestic and family violence with the resources, knowledge and practical tools to heal from its effects. In 2025–26, the program supported 18 young men across Logan.

Early evaluation findings suggest the program is helping young men build trust, strengthen relationships and develop safer ways of responding to challenges, with families reporting positive changes at home.

R4Respect

A partnership with Rotary Mackay and the Domestic and Family Violence Prevention Council allowed R4Respect to increase their service reach to other parts of Queensland this year. During Domestic and Family Violence month, the team delivered 16 respectful relationships workshops in 10 local schools to more than 2,400 young people across Mackay.

The growth in awareness and delivery scope demonstrates the ongoing impact this peer-led service is having in Queensland schools. In 2025–26, R4Respect reached nearly 3,000 young people through targeted education activities and engaged over 1,000 people through community events.

Accepting accountability for safer futures

Responsible Men

Responsible Men fosters safety for women and children by supporting men to change the beliefs that drive their violent or controlling behaviour. This year, the program worked with 231 people. In 2025–26, client disengagement was lower than last year and those who completed Responsible Men and Responsible Fathers program reported positive changes in their safe actions and reactions, communication, accountability and parenting skills.

"Very friendly, very understanding, very helpful and very supportive."
Responsible Men client



Commitments to safety: partnering with QPS

Embedded Workers

We partner with the Queensland Police Service to support victim-survivors of domestic and family violence who present to the Beaudesert and Jimboomba police stations. This partnership, built on a shared vision, purpose and mutual respect, also drives systems-level change.

In 2025–26, the service worked with 321 clients providing information, safety planning, referrals and assistance to engage with police and other systems. Upon exit, 85% of clients had improved safety-related empowerment, and 100% of clients said they would refer a friend to the service.

"My worker has been the most beautiful, caring and supportive worker and I cannot speak highly enough about them."
Embedded Worker client

Project Hera

This unique collaborative model of support for victim-survivors of domestic and family violence co-locates a YFS worker at the Beenleigh Police Station to operate alongside their Logan Domestic, Family Violence and Vulnerable Persons Unit and co-respond to high-risk victim-survivors of domestic and family violence.

In 2025–26, the service supported 94 clients – just over half of whom were families with children – with practical support, advocacy, information, advice, and referrals to other services.

Most notably, participants reported significantly increased feelings of safety. While only 39% of clients felt safe upon entry, this increased to 98% at exit.

"Was amazing from emotional to the practical side of everything. The support was just everything. A really difficult time and they were there and encouraged me. Together we did it. If it wasn't for the support, I don't know how it would have ended."
Project Hera client

Collaborating with Queensland Corrective Services

Support to Overcome Abusive Relationships (SOAR)

SOAR is a trauma-informed, group program for women in correctional settings who have experienced domestic, family and sexual violence. In 2025–26, YFS delivered 32 sessions. Following the program, participants reported greater understanding of domestic, family and sexual violence and its impact, increased self-worth, stronger communication skills, improved emotional regulation and greater awareness of unhealthy relationship behaviours.

Diffuse

This year, YFS received funding to deliver Diffuse, a trauma-informed, culturally safe psychoeducational program for men in correctional settings. Through seven structured sessions, participants explore domestic and family violence, healthy relationships, personal accountability and opportunities for positive change. The program was rapidly implemented across Queensland correctional centres, including Townsville, Arthur Gorrie, Lockyer Valley and Maryborough.

QCS Women's Advocacy

YFS works with people and families whose partners, ex-partners or family members are attending a behaviour change program within a correctional setting. The women's advocacy work is a critical element between custody, community services and longer-term stability. This year the service supported 164 people. At the end of service 88% of participants had formal supports in place.

"Honestly, couldn't be happier or more thankful. All the support along the way from YFS has helped me and my family so much." **QCS Women's Advocacy client**

From crisis to recovery and healing

Children's Counselling

In 2025–26, the SHINE Children's service supported 92 people through case work (including parents in some cases) and counselling. Upon completion, 83% reported improved safety from harm.

Women's Advocates

Women's Advocates work with partners, ex-partners and family members of men in the Responsible Men program. In 2025–26 the service supported 231 people. 86% of whom improved safety after interacting with the service.

"My worker was lovely and knowledgeable; this helped me through a tough time."
Women's Advocates client

Women's Counselling

An uplift in domestic and family violence funding allowed us to employ a women's counsellor for the 2025–26 financial year. Critically, this service helped women move beyond crisis response to recovery and healing. The impact of this service was most evident in the areas of financial security and safety. Upon entering the service only 15% of clients were financially secure but over the course of counselling this increased to 67%. Feelings of safety also grew by roughly 40%.

"To be believed and heard was so valuable." **Women's Counselling client**

Local Link

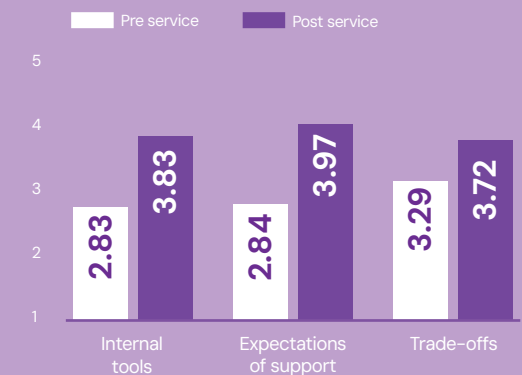
Through the Brisbane South PHN-funded Local Link program, YFS works alongside local GPs and primary health providers to strengthen responses to domestic and family violence, sexual violence and child sexual abuse. Working with medical practices across the Scenic Rim and surrounding areas, YFS supports GPs to recognise the signs of violence, respond safely and connect people with specialist support when they need it.

DOMESTIC AND FAMILY VIOLENCE

Key outcomes

The Measure of Victim Empowerment Related to Safety assesses change in individual victim-survivors over time. Positive change was recorded in relation to all aspects of managing safety. Participants were equipped with the knowledge and skills to keep safe (internal tools), understanding of what services and supports are available in the community (expectations of support) and a reduction in challenges associated with keeping safe (trade-offs).

1. Reverse coded



Local Care

Local Care supports victim-survivors of domestic and family violence, sexual violence and child sexual abuse to move beyond crisis and into recovery. The program provides long-term, trauma-informed support focused on safety, connection, confidence and hope. In 2025–26, Local Care supported 28 people. By the end of service, 89% of participants reported feeling somewhat or very safe, compared with 50% at entry. Financial security also improved significantly, increasing from 13% of participants at entry to 67% at exit.

"I felt... supported and validated. My goals were supported and encouraged."
Local Care client

Changing community, one relationship at a time

Alongside direct service delivery, our domestic and family violence team has been instrumental in advocating for long-term change in the regions they serve.

March Against Domestic and Family Violence

In November, YFS joined community clubs, services, and local businesses across Beaudesert, the Scenic Rim and Jimboomba to march against domestic and family violence and demand change.

Scenic Rim Candlelight Vigil

In May, YFS partnered with local organisations and the Scenic Rim Regional council to deliver the Beaudesert Scenic Rim Candlelight Vigil. The vigil honours the people whose lives have been taken through domestic and family violence.

Not In My Community movement launch

In June, more than 80 business, community and sector leaders joined YFS staff in Beaudesert to launch Not In My Community, a prevention movement focused on creating a future free from domestic and family violence in the Scenic Rim.



Visit
notinmycommunity.com.au

Sector collaboration to prevent suicide

In 2025–26 YFS partnered with Roses in the Ocean to develop best practice guidelines for supporting a person impacted by domestic and family violence at suicide risk, as well as guidelines for government on partnering with people with lived experience in policy development.

The project brings together lived experience insights and specialist domestic and family violence expertise to strengthen understanding of the links between violence, trauma and suicidality, helping inform safer and more effective support across the sector.



YOUTH SERVICES

788

people supported by youth services

2,900

young people supported across YFS services

61

young people provided with specialist support to address harmful substance use

In 2025–26, YFS youth programs worked with 788 young people across the community supporting them to re-engage with education, employment, health services, housing, family, culture and community connections.

YFS youth teams continue to play a leading role in the youth services sector both within Logan and across Queensland. During the year, they spearheaded Logan's flagship youth festival, Youth Shine, featured in state-wide training resources for child safety professionals, and contributed to advocacy on major child policy reforms.

Across all services, the youth team embeds the Advantaged Thinking principles, an approach that emphasises young people's strengths, aspirations and potential rather than their challenges or deficits. This commitment to Advantaged Thinking was reflected in client outcomes this year: on average, improvements were recorded across all wellbeing measures.

Leading alcohol and other drug support

Shift

In the face of increasing demand for services, Shift provided responsive, evidence-informed alcohol and other drug (AOD) support to 61 young people across Logan and the Redlands. Upon completion of the program, over three-quarters of clients were better able to manage their substance use.

Strong partnerships remained central to the service's impact. Through a collaboration with headspace, Shift delivered 226 occasions of service to young people accessing support at Meadowbrook and Capalaba centres.

"I like that I am not being rushed to make decisions and [there is] no pressure or timelines, it's planning with me and at my pace. Because of the environment and support, it makes it easier for me to quit because I don't feel alone." **Shift client**

Building independence beyond care

Next Step Plus

This year, Next Step Plus worked with 219 clients. By consciously building strong partnerships with local Child Safety Service Centres, the service received referrals earlier, which gave them time to proactively engage clients in transition planning. This resulted in stronger post-care outcomes.

To help clients build confidence and feelings of independence the program also ran a Learner License Workshop. Following the first workshop in February, 10 young people qualified for their learner's license.

Within the sector, the service led best-practice delivery, became a 'critical friend advisor' for several other providers and initiated important sector discussions about client disclosures of sexual abuse from young people who have been through care.

"[The best thing about Next Step Plus was] feeling connected, the community aspect of it. Even though I was there to catch up with my worker, I felt very welcomed by the team, it's a supportive environment and everyone was invested in me."
Next Step Plus client

Extended Post Care Support

With a key focus on young people's transition from care, in 2025–26 the Extended Post Care Support team helped 234 young people build greater independence, grow self-determination and gain the tools needed to successfully transition to adulthood.

Supporting access to stable housing helped clients build wellbeing, pursue education and employment opportunities and strengthen their connection to community, while driver education and training – including support to fill out a learner logbook, obtain a driver's license and buy a car – allowed young people to work towards independence.

This ultimately led to increased access to employment and training opportunities, health and other essential services and strengthened clients' connections with family, friends and other natural support networks.

"You help me out when I need you the most. Like literally you are always there for me. No problem is too big but even when I bring problems you don't judge me about it but are just supportive." **Extended Post Care Support client**



Reconnecting with thriving futures

Youthlink

In 2025–26, Youthlink supported 257 clients to re-engage with school, work, family, friends and community. Of those clients whose cases were closed, 77% improved their wellbeing and seven out of ten achieved most of their goals.

Beyond one-on-one support, the team facilitated a lived-experience video project capturing the unique journeys of four Youthlink participants. The project not only gave the young people a platform to tell their stories in their own voices, it also provides prospective clients with authentic insight into the program and a deeper understanding of available support.

"They care, listen and support me. They are always organised and have helped me complete my goals." **Youthlink client**



Watch the
Youthlink video

Community Youth Response and Diversion (CYRD)

The CYRD team works to help keep young people aged 10 to 17 out of the youth justice system. In 2025–26, the team supported 17 young people across Logan through culturally responsive case management and outreach support that strengthened connection, belonging and positive pathways for the future.

Alexis' story Rebuilding confidence



A year ago, Alexis and her mum, Megan, were navigating a difficult period and unsure what the future might hold. With support from Youthlink and her Youth Development Coach Nick, Alexis rebuilt her confidence, reconnected with education and developed the tools and support network to navigate challenges along the way. Today, she is back at school, building friendships, exploring her interests and looking ahead to future possibilities.

"She can be anyone."
– Megan, Alexis' mum



Strengthening mental health support for young people

Building workforce capability in youth mental health

This year, Youthlink and CYRD partnered with Hey Sigmund to deliver staff training around children, young people and anxiety. The initiative grew from observations of increased mental health challenges among clients leading to school refusal.

The training equipped staff with valuable tools to support clients, parents and caregivers to respond effectively to anxiety and, in doing so, help young people overcome a major barrier to education, and improve their long-term wellbeing and life outcomes.

Expanding access to trauma-informed care

Step by Step and Next Step Plus continued their partnership with a professional counsellor, providing young people with specialist support to process residential care-related trauma and strengthen their emotional wellbeing. The initiative emerged in response to staff-identified need for additional mental health support among clients.

Initially, young people attended appointments offsite, but the counsellor now works from YFS, improving client accessibility and engagement.

Changing the system: beyond one-on-one support

Turning sector insights into policy

Our teams have firsthand experience of the systemic barriers impacting their clients. This perspective makes YFS's advocacy work a vital part of our impact.

In 2025–26, the expert knowledge and lived-experience stories shared by YFS youth teams helped inform the Commission of Inquiry into Queensland's Child Safety System. Six of YFS' recommendations were reflected in the final report, which also drew extensively on one of our submissions. To put this into context, the Commission received 1,193 submissions altogether.

Strong communities, thriving young people

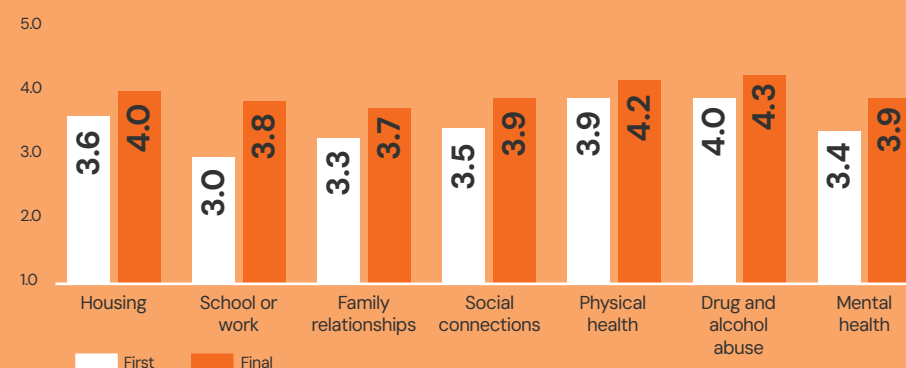
Creating safe, supportive environments where young people can thrive is a shared responsibility. It takes the collective efforts of families, services, schools, community organisations and young people themselves. That's why Youth Shine, Logan's flagship Youth Week celebration, coordinated by YFS youth teams in partnership with a dedicated committee of local services and community organisations, is such a major event in the calendar year.

The 2025–26 event brought together 500 young people, families and community members to enjoy cultural dance performances, henna art, live music, delicious food and even reptile encounters. The strength of our community was highlighted through our shared commitment to supporting and empowering young people.

YOUTH SERVICES

Key outcomes

The Youth Common Assessment Tool assesses a young person's strengths and needs to inform planning and monitor change over time. On average, young people participating in YFS youth programs improved their wellbeing across all areas. The largest positive changes occurred in relation to their school or work and housing.





YFS SERVICES

Monday 8:30am to 5:00pm

CONTACT US:

07 3826 1500

ParentPathways

1,005 805 200

job seekers supported

parents and carers supported to enter or re-enter the workforce

job seekers supported by Spark

EMPLOYMENT SERVICES

YFS employment services expanded rapidly in 2025–26, supporting 1,005 jobseekers in total.

Our integrated employment service, Spark, worked with 200 YFS clients across the finance, domestic and family violence, housing and youth teams helping them improve work readiness substantially.

Parent Pathways supported 805 parents with their work, training or education goals—almost double the number of clients supported in the previous year.

Parent Pathways

Parent Pathways continued to grow in 2025–26, reaching more parents than originally anticipated and expanding from seven locations to nine. Our mentor team also grew from seven to 14, increasing the program's capacity to support parents to work towards their employment, education and training goals.

Feedback from our Parent Advisory Group shows that clients feel heard, supported and have new confidence to try different things. One participant said that while being vulnerable enough to tell her story was hard, it “was worth it”. By the time she arrived home from her appointment, the supports she needed were already in place.

“My worker went above and beyond for me! Supported me with gaining my Cert IV in TAE & clothes and shoes for my new role(s) too. I can’t thank them enough!”
Parent Pathways client

Parent Pathways Open Day at Duke Street

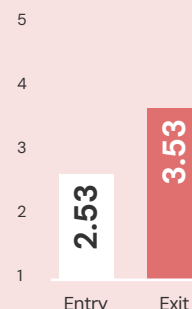
In July 2025, we held our first Parent Pathways Open Day under a perfect winter sky. Joined by our Duke St neighbours, Department of Employment and Workplace Relations and community members, we heard from program participants who had been supported to increase their independence through driving lessons, education and, finally, successfully finding work in their chosen fields.

Aunty Robyn Williams welcomed us and spoke on the importance of services like Parent Pathways, highlighting the impact they have on building stability and consistency for the next generation of Jarjums who will grow up to be Logan’s future leaders.

EMPLOYMENT SERVICES

Key outcomes

Job seekers supported by Spark improved their work readiness, moving from an average score of **2.53** to **3.53** out of 5. The largest positive changes related to stability at home, and understanding of workplace expectations.



Employment support in the community

YFS staff played a key role in organising Logan’s third Multicultural Career and Job Expo at the Logan Entertainment Centre in August.

The event brought together more than 60 leading employers and exhibitors, offering a wide range of employment opportunities, from entry-level roles to skilled positions. Attendees also benefited from free résumé support and job preparation clinics, multilingual guides from diverse backgrounds, and opportunities for on-the-spot interviews and recruitment.

Spark

In 2025–26, Spark integrated employment mentoring service worked with 200 clients across YFS’ housing, families, financial and domestic and family violence programs, to enrol in training or secure employment, achieve their aspirations and improve economic circumstances. More than half of participants (54%) gained employment or began further education, while 78% improved their work readiness.

A collaborative partnership with Faith Flexi Learning allowed Spark to support several students with their vocational goals, while Faith Flexi Learning hosted two Spark Step by Step students for work placement as part of their Certificate IV in Youth Work studies. Both students successfully secured paid employment within the youth services sector.

This year, additional funding from the Department of Trade, Employment and Training enabled YFS to expand Spark and take on a dedicated worker to support people experiencing housing challenges. Spark is also proudly funded by Hand Heart Pocket and YFS.

“[They] helped me recognise my transferable skills and built my confidence. I felt I was unemployable until I worked with Spark.” **Spark client**



“My dream is to work hard, save money, continue studying and support my community back home.”

Kila’s story
Sparking a future of opportunity





358

people supported through financial counselling services

263

people supported through financial capability services

1,131

people accessed emergency relief funds

FINANCIAL WELLBEING

With rising housing costs, complex debt and cost-of-living pressures continuing to affect people across our community, in 2025–26, Financial Hub provided financial counselling, capability building, emergency relief and gambling support to people through 5,166 sessions.

Alongside securing \$1.12 million in debt relief, the team supported participants to strengthen their financial security, resilience and material wellbeing. Client feedback was extremely positive, with the Financial Hub achieving an excellent Net Promoter Score of 92.

The positive effect of the Hub's work could be seen across all impact measures, with clients improving financial security, financial resilience, material wellbeing and housing stability.

Improving outcomes across the board

Across 2025–26 our Financial Hub's financial counselling, capability and emergency relief services supported 1,752 people. Participants sought support for financial hardship, rent arrears, debt, financial literacy, budgeting and utility costs. Many were also navigating housing, domestic and family violence, and employment issues, reflecting the range of circumstances that can affect financial wellbeing.

Through financial capability support and emergency relief, the team sustained 89 tenancies, supporting people to maintain stable housing and remain connected to their communities.

Financial security increased from 10% at entry to 71% at exit, while 76% of participants improved their financial resilience and 70% improved their material wellbeing.

"I am now more prepared with my budget and daily activities. I have a future plan and know I can manage my new home. I am very grateful for YFS and the work and support offered through the teams there. They were a lifeline for me." **Financial Hub client**

Nathan's story Restoring financial stability



Facing significant health challenges and an energy debt of around \$40,000, Nathan worked alongside YFS to regain control of his finances. Through debt relief, hardship support and increased confidence in managing future costs, he created a pathway towards greater financial stability.

Growing capacity

In 2025–26, a funding uplift from the Financial Counselling Industry Fund's 2025 Expansion Grants allowed Financial Hub to employ another full-time financial counsellor to support individuals and families in Logan and Beaudesert.

At the same time, a YFS financial capability worker qualified for a financial counselling role, bringing the team's total to four financial counsellors and two financial capability workers.

The majority of YFS clients are experiencing financial difficulties when they first enter our services. More counsellors mean we can help more people navigate financial crises, build their financial capability, and avoid homelessness.

Community engagement and resilience

Financial education

A Financial Hub financial literacy workshop for 20 Substation33 See IT Be IT participants covered practical topics such as budgeting, purchasing a vehicle, securing appropriate insurance, and understanding loans. Participant feedback was overwhelmingly positive, highlighting the value of shared organisational expertise.

Community assistance

In February, YFS attended the Energy and Water Ombudsman Queensland community assistance day to provide advice on bills, debts, concessions, rebates, budgeting and other finance matters. This important free event brought together consumers, energy providers and support services.

Improving systems and policies

Alongside frontline support work, YFS' financial counsellors sit on working groups and communities of practice designed to strengthen fiscal policies for target issues and/or key demographics. In 2025–26, the groups encompassed energy literacy for seniors, toll debt for people from multicultural backgrounds, gambling debt and natural disasters. The team also supported Financial Counsellors Australia to trial an AI training tool.

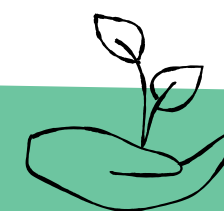
Emergency relief

YFS supports community members in need with emergency relief. With an emphasis on reducing barriers to access, YFS' emergency relief helps clients address immediate challenges while maintaining dignity and choice. If they choose, clients can also be connected to longer-term supports such as counselling and community services that strengthen wellbeing, build resilience and improve sustainable financial outcomes.



Recognising excellence

This year, YFS Financial Hub team member Rose McGrath was nominated by Financial Counselling Queensland (FCQ) as one of three finalists for the 2026 Jillian Fletcher Award. The award recognises people who have made a meaningful and lasting contribution to the financial counselling profession, honouring the legacy of Jillian Fletcher.



FINANCIAL WELLBEING

Key outcomes

76%

improved financial resilience

70%

improved material wellbeing

\$1.12M

in debt relief secured

89

tenancies sustained



LEGAL SERVICES

1,889 clients supported

431 young people under 26 years of age

995 at risk of or experiencing domestic and family violence

In 2025–26, YFS Legal closed 204 cases and provided free, high-quality, trauma-informed legal assistance to 1,889 clients. The service outgrew its Rowan St office and moved into new premises in Beenleigh.

Alongside its direct client services, YFS Legal continued to provide vital, culturally safe education to law students, won funding to deliver legal support to victim-survivors of sexual assault, received a grant to assist children making submissions to the Victim's Register, and advocated on youth justice issues.

Hands on learning: real community impact

In 2025–26, 26 students undertook placements at two YFS Legal clinics. Student clinics continue to provide meaningful client support, legal research, drafting assistance and community legal education resources while helping to develop the next generation of community lawyers.

Culturally Safe Criminal Law Practice Clinic

The Culturally Safe Criminal Law Practice Clinic is a partnership between YFS Legal, the University of Queensland and Bond University. The clinic helps students build cultural awareness, understand systemic disadvantage, and develop the skills to deliver culturally safe legal services. It aims to prepare future lawyers to better support Aboriginal and Torres Strait Islander young people and respond to the overrepresentation of First Nations people in the criminal justice system.

Generalist Form Filling Clinic

At the Generalist Form Filling Clinic, law students help community members complete legal and administrative forms. Through the clinic, students gain hands-on experience in client interviewing, drafting, legal problem-solving and working with vulnerable clients.

Connecting more people with legal support

Volunteer Lawyer Night Clinic

In 2025–26, YFS Legal revived its Volunteer Lawyer Night Clinic in response to community need for more accessible services. This increases the number of appointments available and provides additional pathways for clients to access legal advice.

New YFS Legal office opens in Beenleigh

In November 2025, the YFS Legal team officially opened their new Beenleigh office after outgrowing their Rowan St premises. The new location supports the continued delivery of accessible legal services and strengthens YFS Legal's connection with the local community.

The opening was marked by a heartfelt Welcome by Aunty Robyn Williams and a beautiful smoking ceremony led by Lucy Davis. Guests also heard from Rowan Holzberger MP, local Member for Forde, along with YFS CEO Christopher John and YFS Legal Principal Solicitor Candice Hughes, about the importance of free, accessible legal support.

Partnerships for change

YFS Legal continued its long-standing partnerships with the University of Queensland and Bond University, delivering clinical legal education programs focused on practical legal skills, cultural capability and community legal practice.

In March, YFS Legal was funded to deliver a specialised trauma-informed legal service for victims and survivors of sexual assault. The statewide pilot will be delivered in partnership with Caxton Community Legal Centre, Youth Advocacy Centre, Aboriginal Family Legal Service Queensland and pro-bono partners.

Through an ongoing partnership between YFS Legal, Colin Biggers & Paisley Foundation, Logan District Elders and Amputees Queensland, free Wills Clinics were delivered to community members.

Supported by 12 volunteer lawyers and a range of secondees firms, YFS Legal continued to deliver significant value to both clients and the broader legal profession. These partnerships strengthened service capacity while promoting culturally safe and community-focused legal practice.

"What stood out to me most was the people at YFS Legal and the genuine care they have for the people they work with. It was inspiring to see firsthand the passion, empathy and commitment they brought to their work and how much they truly cared about their clients. I feel very fortunate to have had the chance to work alongside the YFS Legal team and to have played a small part in the incredibly valuable work they do in the community." **Simone Snell, Solicitor on Secondment, Wotton Kearney**

Strong client outcomes

Our 2025–26 client outcome survey demonstrated strong performance across all benchmark measures, with YFS Legal exceeding sector averages in every category.

Clients reported feeling respected, listened to, and well-informed about their legal options. They expressed confidence in the support provided and highlighted positive experiences in accessibility, communication, understanding of legal issues and confidence in staff. Almost all respondents indicated they would recommend YFS Legal to others.

"Helped me with my parenting plan – they were very patient with me – Great advice and friendly staff" **YFS Legal client**

Advocating for children and young people

Alongside its direct client services, YFS Legal continued to advocate for systemic reform for Queensland's children and young people, while providing targeted legal assistance to those who need it most.

During the year, YFS Legal was appointed as a provider of the Victims' Register – Youth Offenders Service. Through this service, YFS Legal delivers independent, trauma-informed and culturally safe legal advice and representation to young people who are invited to make submissions regarding the Victims' Register.

YFS Legal also advocated for youth justice policy reform through submissions on the:

- Youth Justice (Circuit Breaker) Amendment Bill 2026
- Expanding Adult Crime, Adult Time and Taking a Strong Stance on Drugs and Anti-Social Behaviour Amendment Bill 2026
- Criminal Code (Defence of Dwellings and Other Premises – Castle Law) Amendment Bill 2026

YFS Legal Principal Solicitor Candice Hughes was a panelist at the 2025 QCOSS Conference session, Breaking the Cycle: Preventing Youth Crime Through DFV-Informed Reform. The session highlighted the critical relationship between domestic and family violence and youth offending, exploring opportunities to address the underlying drivers of youth crime through evidence-based reform rather than punitive responses.



SOCIAL ENTERPRISE

Building futures through innovation

For more than a decade, Substation33 has been showing what is possible when community, innovation and opportunity come together.

Part of the YFS family, Substation33 combines social enterprise with practical pathways into employment. Through recycling, manufacturing, training and emerging industries, the team creates opportunities for people to build skills, gain work experience and take the next step towards employment.

As cost-of-living pressures continue to affect the Logan community, access to meaningful work has never been more important. During 2025-26, Substation33 expanded its employment pathways, introduced new training opportunities and continued developing innovative technologies that create both environmental and social impact.



This year at Substation33

98 paid staff and 533 volunteers contributed more than 21,800 hours across the year

22 staff found employment outside of Substation33

28% increase in containers processed at Canstation from the previous year

91.5 tonnes of eWaste were collected through 468 pick-ups

176 flooded road warning sites and 571 devices were monitored across Australia and New Zealand

Supporting people into employment

Access to meaningful work remains one of the most powerful ways to improve financial stability and future opportunities. During 2025-26, Substation33 strengthened its employment pathways through a range of Skilling Queenslanders for Work initiatives designed to help people build confidence, develop practical skills and prepare for employment.

Refurb IT

Building on years of success through See IT Be IT, Substation33 refreshed its electronics training pathway through Refurb IT. Participants developed practical skills working with electronic devices while contributing to the organisation's commitment to reducing waste and extending the life of valuable technology. The program combines hands-on learning with real workplace experience, helping participants build confidence, technical skills and employment readiness. During 2025-26, six young people participated in Refurb IT, with 100 per cent successfully completing the program and moving into employment.

Drive IT

Drive IT was introduced to help participants overcome one of the most common barriers to employment: obtaining a driver's licence. Through Substation33's new driving school, participants gained practical driving experience, confidence and independence while preparing for future employment opportunities. Ten young people participated in the program during the year, with two participants obtaining their provisional licence.

Build IT

In June, Substation33 introduced Build IT to provide hands-on construction training designed to equip participants with practical skills and workplace experience. In its first intake, eight young people are working on a Tiny House Project while completing a Certificate I in Construction. The project provides opportunities to develop trade skills, teamwork and confidence while creating something tangible and meaningful for the community, specifically by supporting rising housing needs.

Traffic Management

Substation33 also began developing a Traffic Management Business, creating future pathways into an industry expected to experience strong workforce demand in the years ahead. The initiative reflects Substation33's commitment to connecting local people with emerging employment opportunities, including those linked to major infrastructure projects across South East Queensland.



Innovation in action

Innovation has always been at the heart of Substation33. Alongside its employment and recycling programs, the team continued developing practical technologies that create benefits for communities while generating opportunities for learning, participation and employment.

Height Active Monitoring System

During the year, Substation33 commenced work on a new Height Active Monitoring System, adding to its growing suite of community-focused technology solutions. The project reflects the organisation's approach to innovation: identifying real-world challenges and developing practical, accessible solutions that create positive community outcomes. The system is still in testing and expected to be up and running by late October 2026.

Keeping communities safe

Substation33's flood warning technology continues to make an impact well beyond Logan. During 2025-26, the team monitored 176 flooded road warning sites and 571 devices across Australia and New Zealand, helping communities respond more safely to severe weather events and road flooding. They installed signs at 10 new sites, which equates to at least 20 signs and more associated devices.



Leading the circular economy

Environmental sustainability remains central to Substation33's work.

eWaste

Over the 2025-26 financial year, the team collected 91.5 tonnes of eWaste through 468 collection runs, helping divert valuable materials from landfill and supporting the circular economy.

Canstation

Meanwhile, the introduction of a new compaction system improved workplace health and safety while reducing truck movements in and out of the site by more than 90 per cent, delivering environmental and operational benefits alongside this growth.

Together, these initiatives demonstrate how environmental action can also create social and economic opportunities for the community.

People's Excellence Awards

Substation33's contribution to environmental innovation and community impact was recognised at the City of Logan's inaugural People's Excellence Awards, where the organisation was named Eco Community Organisation of the Year. Founder Tony Sharp was also recognised as an Eco Champion, reflecting his longstanding commitment to environmental leadership and social enterprise.

STORIES WITH IMPACT



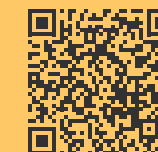
Bobbie-Joe's story A path to stability



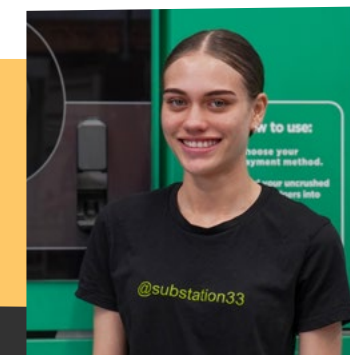
"There ain't no mountain high enough that we can't get to."

At Substation33, Bobbie-Joe has transformed challenges into opportunities, building new skills, confidence and purpose. Supported by a workplace that believed in his potential, he has achieved personal stability, regained custody of his children, and created a stronger future through resilience, determination and growth.

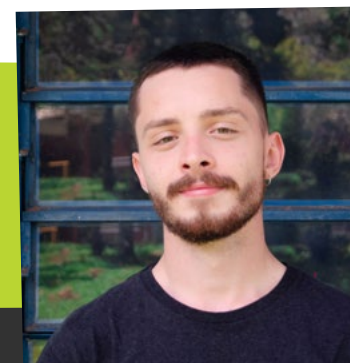
Jayde's story From opportunity to independence



Jayde embraced every opportunity at Substation33, building confidence, independence and valuable skills. Her determination and positive influence have helped shape her future while inspiring friends to pursue opportunities of their own.



"I feel like I started here with nothing, and now I have everything I've ever really wanted."



Cian's story Driven to succeed



"I have so much work ethic I didn't know I had."

Driven by determination and a strong work ethic, Cian has built confidence, meaningful relationships and clear career goals. Through opportunities at Substation33, he continues to grow, achieve and create a positive future.



SERVICE INTEGRATION

Since 2019, YFS has been embedding integrated service models to better support people experiencing complex and interconnected challenges.

When systems operate in isolation, people can fall through the gaps. Integrated service delivery brings together specialist providers to respond holistically to an individual's needs, ensuring support is coordinated, person-centred and easier to access.

Our models consistently show that wraparound, multidisciplinary care leads to better outcomes for clients and reduces avoidable demand on crisis and statutory systems. That's why we're committed to advancing integrated service delivery across our organisation.

What integration looks like at YFS

YFS has been embedding integrated workers into our services for seven years to address common, intersecting client needs.

Employment and education pathways

Spark, our employment mentoring program, works with clients already in our housing, finance, families or domestic and family violence services to help them find employment, training or education. By giving them the tools they need to access a steady income, the service builds client independence, stability and empowerment. In 2025–26 they supported 200 clients across our financial, domestic and family violence, housing and youth teams, helping them substantially improve work readiness.

Supporting housing outcomes

Since 2021, Integrated Youth and Family Housing Specialists have been embedded in some YFS youth, family and domestic and family violence services to provide urgent housing support. This model recognises that safe, stable housing is fundamental to making and achieving goals, addressing challenges and building a positive family environment for children. Once housing has been found, other YFS practitioners are able to work with clients on their initial issue. In 2025–26 our integrated housing specialists supported 123 young people and families.

Thriving Young Families Evaluation

The integrated service delivery model is a defining feature of the Step by Step Thriving Young Families program and a key driver of impact.

Thriving Young Families, a support program for young parents (25 and younger) who live in Logan, is YFS' most established integrated service model. As well as parenting and family support, the program offers peer support groups, specialist housing practitioners and employment assistance.

A 2026 evaluation found that following the program:

- 70% of parents felt a lot more hopeful about the future
- 79% felt better equipped to deal with similar challenges if they arose
- the proportion of families in stable, affordable and appropriate housing increased from 42% to 77%
- the proportion of families who felt very safe increased from 41% to 71%.

It also found that over a three-year period, the program would return \$2.51 in benefits for every dollar invested.



Read the Step by Step Evaluation Summary



Service Integration Demonstration project

YFS has been working on a multi-stage research project to design an integrated model of care for people experiencing financial vulnerability, housing instability and homelessness in Logan.

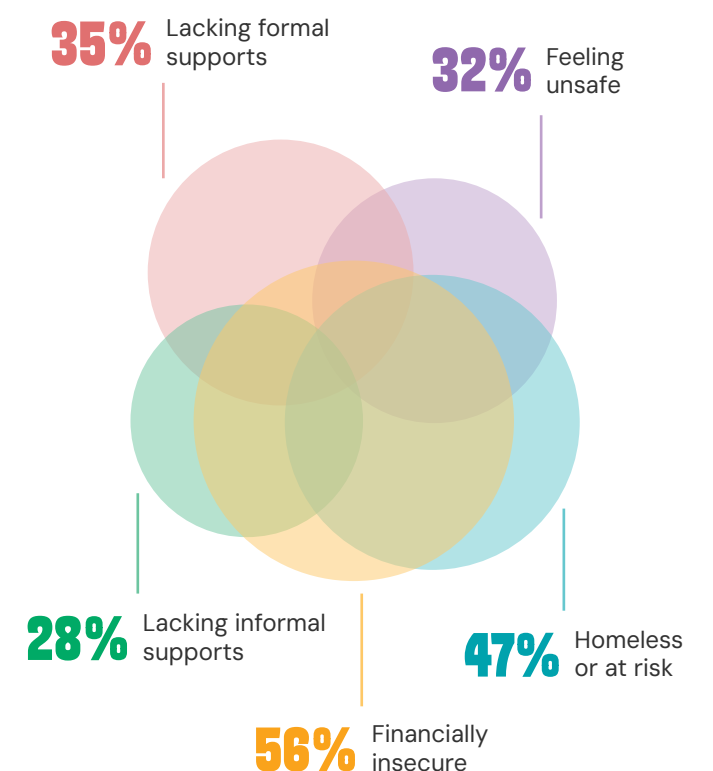
The project seeks to:

- understand the complex and interconnected drivers of housing insecurity
- identify best-practice service delivery approaches nationally and internationally
- examine local client and service system experiences
- inform the development of a scalable integrated service response.

Our evidence demonstrates strong social and economic support for integrated, trauma-informed, person-centred and place-based approaches that combine housing support with youth and family support, financial wellbeing, health, legal, employment and community connection services.

Presenting circumstances 2020–2025

As part of the Service Integration Demonstration Project, we reviewed five years of service data revealing that 64% of clients present with multiple issues and one in five present with four or more issues, indicating high vulnerability.



Learning together: integration in practice

In April, YFS hosted Joy Bowen-Eyre, the CEO of The Alex Community Health Centre, Canada, for a day of conversations about integrated service delivery.

The Alex, which combines health and community service support, is a one-stop-shop. It connects people with housing, mental health, peer and social assistance in a truly client-centred, non-hierarchical way. At its heart is a community kitchen where clients gather to eat home-cooked food.

Central to The Alex's model are shared goals, strong relationships, clear roles and consistent learning. This approach improves outcomes for clients while supporting staff wellbeing.

Joy's visit created an opportunity to learn together, drawing on The Alex's experience while sharing YFS' own work in housing, early intervention, service integration and social enterprise. The conversations reinforced the value of looking beyond individual programs and disciplines to understand what people need, then build support around them.

"Your organisation is doing great stuff. I think that's why we have an opportunity to learn from one another."
Joy Bowen-Eyre, CEO, The Alex

Read *Joy's story*



RECONCILIATION AT YFS

For more than 40 years, YFS has worked alongside Aboriginal and Torres Strait Islander Peoples in Logan and surrounding communities. Guided by our Stretch Reconciliation Action Plan and First Nations Cultural Framework, we remain committed to strengthening relationships, promoting cultural safety and creating opportunities for First Nations Peoples to thrive.

With our current Stretch Reconciliation Action Plan (RAP) approaching its conclusion, 2025-26 was both a year of action and reflection. We reviewed our progress, celebrated our achievements and began planning the next stage of our reconciliation journey.

Relationships that shape our work

Strong relationships remain at the heart of reconciliation at YFS.

Throughout the year, we continued working alongside many First Nations organisations and community leaders. Key partnerships included Logan District Aboriginal & Torres Strait Islander Corporation for Elders, Mununjali Elders, Gunya Meta,

ATSICHS, Jinndi Mibunn, Mununjali Housing & Development Company, Kalwun Development Corporation and Five Bridges Murri Sisters Mobile Support Service. These relationships shaped events, service delivery, cultural learning and organisational decision-making.

All In: 2026 National Reconciliation Week Event

A highlight of the year was delivering "All In: Logan Reconciliation Event 2026", in partnership with Logan District Aboriginal & Torres Strait Islander Corporation for Elders and Logan City Council. Guided by Logan District Elders and centred on intergenerational connection, the event brought together Elders, young people, families and community organisations to learn, connect and take part in reconciliation together. More than a community event, All In demonstrated what reconciliation looks like in practice: listening, participation and shared ownership.

"This year's theme is All In. It is about coming together in reconciliation as one. Across all generations – we are one mob."
Aunty Margaret Finlay



Embedding culture in practice

Bringing Yugambeh language into everyday spaces

This year also saw progress in embedding First Nations culture more visibly throughout YFS.

Following extensive collaboration with Auntie Robyn Williams, meeting rooms across YFS were renamed in the Yugambeh language. Each name reflects the story, location or purpose of the space and was developed through cultural consultation and community guidance. More than a naming project, it creates everyday opportunities for staff to engage with local language, culture and history while recognising the enduring connection of First Nations Peoples to Country.

Monthly RAP Service Development Meeting topics

Monthly RAP reflection topics encouraged staff to deepen their understanding of First Nations history, culture, language, Country and contemporary issues through team Service Development Meetings. Topics included Learning on Country, Caring for Country, local Yugambeh history, the significance of Elders and truth-telling. This approach helped make reconciliation an ongoing conversation across the organisation.

First Nations Staff Business Group

The First Nations Staff Business Group continued to strengthen First Nations leadership within YFS, creating a dedicated space for Aboriginal and Torres Strait Islander staff to share knowledge, provide advice and contribute to organisational decision-making. The group also played an important role in discussions about YFS' future reconciliation priorities and RAP renewal process.

Learning and reflections

As our current Stretch RAP nears completion, the RAP Working Party spent time reviewing progress and identifying opportunities for improvement.

D.E.A.D.L.Y Lens Tool workshop

In March, RAP Working Party members participated in an immersive workshop with Auntie Louisa Whettam from Ngiyambalgarra Consultancy, a proud Wiradjuri woman with extensive experience in child protection, community development, and cultural practice. Participants explored Indigenous history, the impacts of colonisation and the lived experiences that continue to shape First Nations communities today. Using the D.E.A.D.L.Y Lens Tool, participants reviewed YFS' current commitments and began shaping priorities for the organisation's next Reconciliation Action Plan.

"Auntie Louisa's training of the D.E.A.D.L.Y Lens Tool is a beautiful and thought provoking training session. The training is a must for staff and organisations to make sure they are reviewing all aspects of their work environment with First Nations Peoples in mind. This tool not only is applicable to mob, but for all cultures as it is a wholesome yet informed way to make sure we are always practicing not only with the best intent, but the best outcomes."
Dale, Burrabilly Family Resource Practitioner

The review of our Stretch RAP found strong progress across relationships, cultural learning, cultural protocols and community engagement, while also identifying opportunities to strengthen workforce outcomes, procurement, monitoring and accountability in the next phase of our reconciliation work. The process reaffirmed YFS' commitment to embedding reconciliation across all areas of the organisation rather than viewing it as the responsibility of a single committee or group.

Learning from the data

Alongside cultural learning and community engagement, YFS continues to monitor outcomes for First Nations clients as part of our commitment to accountability and continuous improvement.

A review of First Nations 2025 data found that across the organisation, First Nations clients reported strong outcomes in safety, hope, coping skills, informal supports and housing stability. The review also highlighted financial security as the area with the largest disparity compared to non-Indigenous clients, providing an important focus for future work.

The data reinforces the importance of culturally safe, responsive and integrated services, while helping identify where further effort is needed to support Closing the Gap priorities.

Walking alongside community

Throughout the year, YFS supported and participated in major community events including NAIDOC Week celebrations across Logan, Beaudesert and the Redlands, National Reconciliation Week and Close the Gap Day. Together, these events created opportunities to celebrate culture, strengthen relationships and learn from community.

Close the Gap Afternoon Tea

Our Close the Gap Community Afternoon Tea brought together staff, community members and partners to support the goal of ensuring Aboriginal and Torres Strait Islander Peoples enjoy long and healthy lives. Queensland Ambulance Service shared practical first aid knowledge, creating opportunities for learning, connection and conversation about the role we all play in improving health outcomes and supporting Closing the Gap targets.





COMMUNITY, CULTURE AND INCLUSION

Home to people from more than 234 cultural backgrounds, Logan is one of Australia's most diverse communities. At YFS, we are privileged to be part of this vibrant region and are committed to fostering an inclusive environment where people of all cultures, identities, abilities and lived experiences feel valued, respected and able to belong.

Across the organisation, our dedicated working groups help strengthen inclusion, cultural awareness and understanding through events, education, advocacy and the sharing of lived experience. Many staff also contribute their time and expertise to community events throughout the year, helping to celebrate diversity, foster belonging and strengthen connections across Logan.

Cultural Diversity Working Group

YFS' Cultural Diversity Committee celebrates the many cultures and identities of YFS staff and clients. This year, the Māori and Pasifika cultural and linguistic diversity working group regularly and actively promoted the languages, celebrations and traditions of Samoan, Tongan, and Māori cultures. Key highlights were the Samoan Cultural Celebration and International Pot Luck Lunch, which brought staff together to share food and culture, listen, learn and celebrate diversity.



Pride Working Group

Over the past 12 months, our Pride Working Group has continued to strengthen inclusion, awareness and support across YFS. A key highlight was the successful Pride Month lunch event in June, which brought staff together to celebrate diversity, recognise the contributions of the LGBTIQ+ community and promote meaningful conversations about inclusion. YFS also delivered LGBTIQ+ practice training for YFS staff, equipping teams with practical knowledge and skills to provide safe, inclusive and culturally responsive services.

Disability and Neurodiversity Working Group

During 2025-26, YFS' Disability and Neurodiversity Working Group has shared a range of educational resources and provided breakout quiet spaces and sensory tools at staff events. The group works to improve accessibility and inclusion across YFS, helping to ensure neurodivergent staff and staff with disabilities have equal opportunities to participate in service improvement, learning and workplace activities.

"I have greatly appreciated working within an organisation that recognises neurodiversity in a meaningful and operational way and fosters collegial fellowship, where staff feel comfortable sharing experiences and concerns openly." **Tim, Homelessness Outreach Specialist**



Community partnerships and participation

YFS staff participated in a wide range of community, cultural and sector events that strengthened our relationships, celebrated diversity and created opportunities for connection throughout 2025-26. From NAIDOC Week celebrations and reconciliation activities to multicultural festivals, Pride events, health and wellbeing initiatives, awareness campaigns and professional conferences, these opportunities helped ensure YFS remained connected to the communities we serve while contributing to a more inclusive Logan.

As both a service provider and community partner, YFS actively supported initiatives that reflect the diversity, strengths and aspirations of our region. Highlights included sponsoring and participating in Settlement Service International's World of Cultures Festival, where Parent Pathways and other YFS staff connected with community members from across Logan to celebrate the region's rich cultural diversity. YFS was also proud to reinforce our commitment to creating safe, inclusive and welcoming spaces for all by sponsoring and participating in Loud and Proud Logan, one of the city's key LGBTIQ+ community celebrations.

Sector conferences, community awareness events and local partnership initiatives also created opportunities for YFS staff to share knowledge, showcase innovative responses to community needs and strengthen collaboration across the sector.



OUR STAFF

Our staff are the backbone of YFS. While their skills, backgrounds, roles and experiences are diverse, they are united by a shared commitment to improving outcomes for the people and communities we serve.

As of June 2026, YFS had 309 staff, including 130 who joined us in the past year. To support this growth, we continued to strengthen the systems, processes and corporate functions that underpin our work.

Our staff's commitment to the sector goes beyond their critical everyday work: many are recognised sector leaders, knowledge experts and community organisers, and all bring their passion, ideas and expertise to the running of YFS.

7.7% identify as Aboriginal and Torres Strait Islander

6.5% speak another language

51% live in Logan

76.5% managers identify as women

21% of staff have been here for more than five years

Creating a culture of values driven leadership

Beyond YFS: Sector and community leadership

On top of everyday organisational work, many YFS staff are also recognised sector and community leaders, knowledge experts and organisers. In 2025–26:

Vicky A, Youthlink Program Manager was honoured with the Jim Chalmers Local Legends Award for her outstanding and selfless contributions to the Logan community.

Tony Sharp, received the Eco Champion Award at the City of Logan's inaugural People's Excellence Awards while the YFS social enterprise he founded, Substation33, was named Eco Community Organisation of the Year.

Assessment Services Connect and Step by Step staff were recognised for the incredible frontline work they do with families in Logan and surrounds at The Wonderful Women of Waterford awards, an annual event hosted by Shannon Fentiman MP.

Alex S, Responsible Men Program Manager, delivered the keynote address at the No to Violence National Conference in Hobart.

Domestic and Family Violence Program Manager, Tegan, served on an expert advisory panel for long-term Our Watch social marketing campaign: The Line. Our Watch is Australia's leading organisation in the primary prevention of violence against women.

Step by Step program manager, Amy Blair joined Lady Musgrave Trust CEO Victoria Parker to present on the Jinndi Waijung housing project at this year's Family and Relationship Services National Conference.

Leadership Development Program

In 2025–26, the inaugural cohort of the YFS Leadership Development Program graduated and a second cohort commenced, continuing YFS' investment in growing leadership capability across the organisation. Developed specifically for YFS, the initiative supports current and emerging leaders to build the skills, confidence and experience needed to lead effectively. Through workshops, collaborative learning and practical project work, participants develop self-awareness, organisational awareness and essential leadership capabilities.

A key feature of the program is the opportunity to contribute to organisational projects and new initiatives that create lasting value for YFS. Outcomes have included the implementation of the Community Housing Project, the drafting of the YFS Client Engagement and Participation Framework, the planning and delivery of Annual Review Day, improvements to staff wellbeing initiatives and the development of a new site master plan.

In April 2026, 14 staff commenced in the second cohort.

Creating a workplace of choice

Employee Engagement Pulse Survey

In June 2026, YFS staff participated in our Pulse Engagement Survey, providing valuable feedback on their experience at work. YFS achieved an employee engagement score of 81%, with overall engagement performing 12% above the Australian benchmark. Staff reported strong confidence in YFS' commitment to quality and improvement, a clear and motivating organisational vision, and opportunities for learning and growth. Positive results were also recorded across leadership, organisational alignment, enablement, and team culture. The survey highlighted opportunities to further strengthen collaboration, communication

and career development pathways, providing valuable direction for YFS to continue enhancing the employee experience and building a positive, high-performing workplace.

Fostering a culture of innovation and inclusion

Investing in support systems

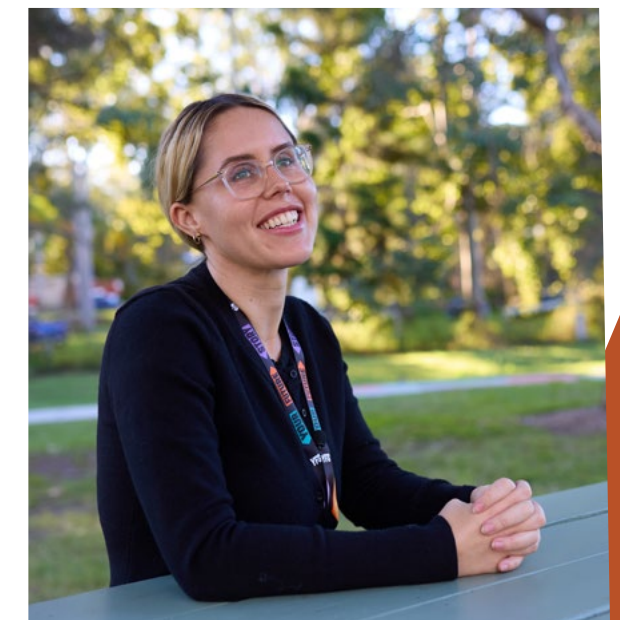
This year, we upgraded our Enterprise Resource systems to better support staff by streamlining how we manage finance, HR and our assets. The new expense management and approval system, ProSpend, and HR and Payroll system, Employment Hero, have enhanced the way we work and improved overall user experience across the organisation.

Treat Yourself Day

To enhance employee wellbeing, YFS introduced Treat Yourself Day in 2025–26. The initiative provides every staff member with one paid day each year, on top of regular leave, to take a break, recharge and focus on their own wellbeing.

Training highlights

There are more than 234 different cultures represented in Logan so cultural safety is a priority at YFS. To increase capability, knowledge and cultural awareness for staff, we run training events throughout the year on topics such as Indigenous cultural awareness, LGBTIQ+ awareness, and Pasifika cultural safety.



ADVOCACY

We pride ourselves on standing up for our communities on the issues that matter to them. YFS drives systems and policy change by engaging in government and community advocacy, awareness raising efforts and sector-wide movements. Our advocacy is backed by real-time data and stories from the people we serve.

By taking a strong stance on housing affordability, community safety, youth and family wellbeing, and financial stability, we foster safety hope and opportunity, and back people to thrive.

Supporting a whole of community approach

In early 2026, YFS received funding to strengthen and grow an emerging domestic and family violence prevention movement in the Scenic Rim. Building on years of relationship-building, awareness raising and community engagement, Not In My Community (NIMC) was officially launched at a breakfast in June attended by community leaders, business owners and council members. The NIMC movement calls on individuals, clubs, businesses, services and agencies in the Scenic Rim to take an active role in preventing and ending domestic and family violence by raising understanding and awareness about what it is and what can be done to end it.

Sarah Vuzem, Domestic and Family Violence Client Service Manager, reflected:

"When we first started delivering services in the Scenic Rim, people weren't ready to talk to us about domestic and family violence. So seeing 80 people at the breakfast, knowing they had come to have a conversation about domestic and family violence was a really proud moment. It helps you remember that change happens over a period of time with dedication and commitment."

Sarah's story
Enough is enough



Driving policy change

Responding to proposed Queensland Government policy

This year, YFS made the following submissions:

- Criminal Code (Defence of Dwelling and Other Premises – Castle Law) Amendment Bill 2024
- Commission of Inquiry into Queensland's Child Safety System: Complaint Systems
- Commission of Inquiry into Queensland's Child Safety System: Corporate Parenting and Connections to Youth Justice
- Commission of Inquiry into Queensland's Child Safety System: Supporting Aboriginal Community-Controlled Organisations (ACCOs)

- Commission of Inquiry into Queensland's Child Safety System: Final
- Charter of Victims' Rights Review: Victims' Experiences and the Existing Charter

The Commission of Inquiry into Queensland's Child Safety System report picked up six of our recommendations (out of a total of 52) and made significant references to our first submission surrounding the complaints system. To put this into context, the Commission received 1,193 submissions altogether.

Homelessness Ministerial Advisory Committee

YFS continued to serve on The Queensland Government Homelessness Ministerial Advisory Committee. The committee is a coalition of frontline service providers, community housing leaders and state government agencies that provide coordinated, evidence-based advice about housing and homelessness strategies to the Minister for Housing and Public Works.

Logan Housing and Homelessness Strategy Group

In 2025–26, YFS continued to facilitate The Logan Housing and Homelessness Strategy Group, a group of community leaders and organisations responding to homelessness in Logan. The group advocates for people in the Logan community experiencing housing distress, rough sleeping and homelessness, supported by data from Logan Zero.

Working towards stronger outcomes for Queensland children

Breaking the cycle: preventing youth crime through DFV-informed reform

YFS Legal Principal Solicitor Candice Hughes joined the panel 'Breaking the cycle: preventing youth crime through DFV-informed reform' at this year's QCOSS conference.

The discussion, delivered to community service sector workers from across Queensland, highlighted how punitive, tough-on-crime responses to youth offending do not work and often cause more harm by deepening trauma and entrenching young people in the justice system.

Instead, the panelists advocated for culturally safe, trauma-informed approaches which move beyond punishment to address the real issues behind youth offending — including one of the most significant, yet often overlooked, drivers: exposure to domestic and family violence.

Raising Queensland

Through the work we do at YFS, we see firsthand the impact early intervention can have on family resilience, stability and cohesion. That's why in 2025–26, YFS partnered with QCOSS and a coalition of 33 community service organisations on a new campaign designed to improve wellbeing for all children and families in Queensland.

The Raising Queensland campaign builds on QCOSS' Raising Children Policy Blueprint report, which finds that Queensland families are struggling more than ever. It's advocating for:

- a state government families strategy
- a focus on secure housing for families
- investment into education to ensure all kids are learning
- improved access to health services
- increased income support
- investment in community services that deliver for local communities

Through collective advocacy, YFS is helping deliver systemic change for the people we support.





PARTNERSHIPS

YFS is strengthened by the breadth and depth of its partnerships. From supporting day-to-day service delivery to vital data collection, our work is made possible by the imagination, expertise, and generous support of our partners.

Our partner network spans state and federal government, peak bodies, community services, health providers, universities, charities, major philanthropic supporters, and motivated individuals. While our partners may be diverse, they are united by their drive to deliver better outcomes for Queenslanders.

These are just some of the partnerships that helped support our clients to thrive in 2025-26.

Government support builds brighter futures

Government funding plays a vital role in ensuring YFS can support Queenslanders facing adversity to go from surviving to thriving. For families in particular, state investment helps create safe, stable home environments where children can prosper, strengthening outcomes not only for today, but for future generations.

We are deeply grateful for the ongoing support of our major funder, the Queensland Government, as well as the Australian Government and Logan City Council. Their investment enables us to deliver services that create lasting change, helping people overcome challenges and build brighter futures for themselves and their families.

Partnering for housing outcomes

The Ellen Whitty Trust

The Ellen Whitty Trust provided funding for Logan Zero from its inception through to 2026. Over this period, Logan Zero has played a pivotal role in highlighting the scale and causes of rough sleeping in Logan, while driving evidence-based approaches to ending homelessness.

The program's research, data and advocacy informed several significant initiatives, including the establishment of the YFS Homelessness Outreach Team, the Karakan EverGrow™ Program, and QShelter's Training for Hoarding and Squalor Support.

The transformative impact of Logan Zero would not have been possible without the vision, commitment and generous support of the Ellen Whitty Trust.

Jinndi Waijung

Jinndi Waijung, meaning "Mother's Nest" in Yugambeh, is four self-contained units, purpose-built for young mothers and children escaping domestic and family violence. Delivered through a partnership between the Lady Musgrave Trust, Churches of Christ Housing Services and YFS, Jinndi Waijung is now in its second year and is delivering housing outcomes for the cohort of families most likely to experience homelessness: single mothers and their children.

Financial assistance when it counts

We are Mobilise

Through our partnership with We Are Mobilise, 169 people connected with YFS accessed more than \$490,000 in housing and employment assistance through Mobilise's Kickstarter and employment pathway initiatives during 2025-26. This contributed to 1,884 weeks of housing stability.

Mobilise's Kickstarter initiative provides practical assistance at critical moments, helping people overcome financial barriers that place their housing at risk. Whether it's help with rental arrears, bond payments or the costs of establishing or maintaining a tenancy, the initiative helps people find stability and move forward.

"The Mobilise team have really helped me to be a bit more financially free. When I was down, the Mobilise team basically levelled me up and got me to the stage where I could pay my rent and keep a roof over my kids' heads."

"I was buckling under pressure with shopping and clothing. I couldn't provide for a good four to five weeks. As soon as the Mobilise team lifted that pressure off me... what can I say, thank you."

Mobilise client

Kaan's story Keeping a roof over their heads



When life changed unexpectedly, Kaan stepped into the role of full-time parent with determination, courage and an unwavering commitment to his daughters. Facing housing insecurity and significant personal challenges, he remained focused on creating a safe and stable future for his family.

With support from YFS and We Are Mobilise, Kaan secured long-term housing and gained the confidence to navigate new responsibilities. His story is one of resilience, growth and perseverance, demonstrating the power of community support and personal strength. Today, he is building a brighter future, grounded in stability, connection and hope.



"My girls brought value to my life and they're making me a better person than what I was before."

Creating stronger communities together

Gold Coast Youth Service

Gold Coast Youth Service (GCYS) is a valued long-term partner of YFS, bringing deep local expertise and trusted community relationships. Through our partnership, we deliver the Next Step Plus and Extended Post Care Support programs across the South East region, providing seamless, place-based support that helps young people transitioning from care to build independence, maintain important connections and achieve positive futures. The partnership is underpinned by shared practice standards, continuous improvement and a commitment to better outcomes for young people.

5FOLD Emergency Relief

YFS has expanded the delivery of Emergency Relief services through its partnership with 5FOLD, a community-based organisation in Yarrabilba. Through this partnership, 5FOLD delivers critical emergency relief assistance and community initiatives, providing practical support to individuals and families experiencing hardship within the local community.



Supporting YFS families

In partnership with Metro South Health and with the generous support of Hand Heart Pocket, we delivered the Maternity and Child Health Hub, providing pregnant YFS clients with coordinated support and continuity of midwifery care throughout their pregnancy and for six weeks after birth. This year, 157 babies were born through the program. By ensuring parents and their babies receive consistent, reliable support from birth, the Hub helps create a strong foundation for long-term wellbeing and future success.

With the generous support of Hand Heart Pocket, our Step by Step Thriving Young Families program continued to deliver support to families in Logan.

Partnering for safer outcomes

YFS partnerships helped create safer futures for people impacted by domestic and family violence, while strengthening responses across Queensland.

Through our partnership with **Queensland Corrective Services**, YFS delivered trauma-informed education and support within correctional settings. This included the introduction of Diffuse, a culturally safe psychoeducational program supporting men to understand domestic and family violence, take greater personal accountability and build healthier relationships. We also continued delivering SOAR, which supports women who have experienced domestic, family or sexual violence to strengthen their understanding, confidence and skills.

Our partnership with **Roses in the Ocean** brought together lived experience and specialist domestic and family violence expertise to improve responses for people impacted by domestic and family violence who may be at risk of suicide. This work is helping shape practical, trauma-informed guidance for government and services across Queensland.

Our partnership with **Centre for Women and Co** and **Micah Projects** supported people who have experienced domestic and family violence, sexual violence and child sexual abuse beyond crisis to recovery.



Partnerships that create opportunity

In 2025-26, partnerships with businesses, government, philanthropic supporters and community organisations helped expand training opportunities, strengthen operations and create new pathways into employment for Substation33. From technology donors and industry partners through to organisations supporting learner drivers, these relationships make it possible to turn ambitious ideas into practical outcomes.

Our longstanding partnership with PowerWells continued to create positive benefits both at Substation33 and overseas, where we consult and assist in the projects

PowerWells is involved in. In 2025-26, members of Substation33 team travelled to Yarrabah, Vanuatu and Indonesia to assist in training, installation and other supports for various PowerWells projects.

A number of philanthropic partners have also continued to back Substation33's growth and innovation. While some supporters prefer to remain anonymous, their contribution has been invaluable to help create opportunities for people to build skills, gain experience and move towards employment.

Community partnerships also continued to play an important role. Initiatives such as weekly food distribution in partnership with OzHarvest help strengthen community connections and ensure people can access practical support when they need it.

Learning through listening

Change doesn't happen in isolation. We are committed to listening to, understanding and learning from the organisations we work alongside, our clients, staff and community.

Stakeholder survey

For the second year in a row, we invited stakeholders to share their feedback about YFS through an independent, anonymous survey. The de-identified results help inform how we can best meet the needs of our community – now, and well into the future.

This year, we recorded stronger results across perceptions of performance and impact than in the previous year, and our net promoter score was 82. The feedback not only highlighted the value of our work but also reinforced our strategic direction and approach to service delivery.



GOVERNANCE

Strong governance helps ensure YFS remains accountable to the people and communities we serve. It provides the foundations for safe, ethical and sustainable services, while supporting good decision-making, effective risk management and long-term impact.

Throughout 2025-26, the Board continued to provide stewardship of YFS' strategic direction, financial sustainability and organisational performance, while supporting significant areas of work across housing, safeguarding, workforce wellbeing and service delivery.

A significant focus this year was strengthening the systems that help keep people safe. This included a formal review of Workplace Health and Safety, broader WHS training for staff and the Board, ongoing oversight of organisational risk and safeguarding, and preparation for Queensland's new Reportable Conduct Scheme. YFS also strengthened the accessibility of safeguarding information, reporting pathways and support

mechanisms to help ensure people can raise concerns and seek support safely and confidently.

The Board and leadership team also progressed key initiatives from the Strategic Roadmap. In housing, YFS established the Community Housing Committee to guide exploration of future housing opportunities and strengthen governance around this emerging area of work. In legal services, YFS undertook a thorough review of YFS Legal's structure, supported by consultation, due diligence and stakeholder engagement, to ensure the service remains sustainable, well governed and responsive to community need.

Together, these efforts help ensure YFS is well positioned to meet contemporary challenges, respond to emerging opportunities and continue delivering high-quality services for the communities we serve.

2025-26 Board of Directors

- Chair – Philip Beresford
- Director – Simon James
- Director – Janelle Thurlby
- Director – Cher Bartlett
- Director – Helen Weissenberger

- Director – Fiona Murcott
- Director – Peter Forday
- Director – Mitchell Anderson
- Director – Adam Merlehan
- Company Secretary – Leanne Dreves

“I am compelled by the hard questions – the ones that challenge how things have always been done and push us toward better outcomes for the people we serve. I believe everyone deserves to be seen, heard and supported with dignity. Leadership has a responsibility to act on what that means in practice, even when it challenges the norm. That accountability to the people at the centre of every decision is what motivates me every day.”
Fiona Murcott, Board Director

Risk and Audit Committee

Throughout the year, the Risk and Audit Committee maintained a strong focus on YFS' financial integrity, risk management and accountability. The Committee provided oversight of financial reporting and audit processes, reviewed key internal controls and compliance obligations, and monitored significant organisational risks, including workplace health and safety and cybersecurity.

Through this oversight, the Committee supports the Board in fulfilling its governance responsibilities, making informed decisions and safeguarding YFS' resources. This work contributes to the organisation's ongoing sustainability and sound governance, helping ensure YFS can continue to deliver safe, high-quality services to the people and communities we serve.

- Helen Weissenberger (Chair)**
- Fiona Murcott**
- Mitchell Anderson**
- Tony Meacham**

Service Governance Committee

Throughout 2025-26, the work undertaken by the Service Governance Committee continued to support the Board by ensuring YFS services deliver safe, high-quality outcomes for clients and communities. The Committee monitored service outcomes and service delivery capability, capacity and risk, reviewed service performance and development, client feedback, and quality improvement initiatives. It provided oversight of the service related research and systems that support excellence in service delivery.

- Simon James (Chair)**
- Peter Forday**
- Ash Simpson**
- Sarah Vuzem**

Substation33 Committee

Throughout 2025-26, the Substation33 Committee provided oversight of the enterprise's strategic direction, sustainability and performance, with a focus on strengthening strategic relationships with CoEx and exploring opportunities with councils across Australia and, more recently, New Zealand. This work supported Substation33's ongoing efforts to create employment pathways, reduce waste and deliver community benefit while remaining commercially sustainable and aligned to its social purpose. In the year ahead, the Committee will focus on future site planning to support Substation33's next stage of development.

- Janelle Thurlby (Chair)**
- Christopher John**
- Ash Simpson**
- Tony Sharp**
- Dessi Sandi**



FINANCIAL SUMMARY

Behind every future story is a community willing to invest in possibility. During 2025–26, YFS LTD continued to invest in the people, services and partnerships that help individuals, families and communities build safer, more stable futures.

Total revenue grew to \$43.7 million, up from \$36.2 million the previous year, reflecting increased investment in housing, homelessness, domestic and family violence, employment, family support and community services across the regions we serve. State government funding increased from \$25.5 million to \$31.0 million, while Commonwealth funding grew from \$3.7 million to \$5.2 million. Fee-for-service income also increased to \$3.6 million, demonstrating the breadth of service delivery and partnerships supporting our community impact.

As demand for support continued to grow, so too did our investment in frontline services. Employee-related expenditure increased to \$25.0 million, reflecting the expansion of our workforce and capability. The increase in employee and client expenditure appropriately demonstrates that funding growth has translated into expanded service delivery. Client-related expenditure reached \$10.3 million, ensuring more resources flowed directly to people experiencing homelessness, domestic and family violence, financial hardship and other complex challenges. Investments in technology, workforce capability, infrastructure and organisational systems strengthened the foundations needed to sustain quality services into the future.

A deliberate approach to investing in stronger community outcomes, the costs associated with service growth, investment in our social enterprises, including the driving school and traffic management initiatives and lower investment income contributed to YFS recording an operating deficit of \$431,026 for the year. While this contrasts with the modest surplus reported in 2024–25, the organisation remains in a strong financial position.

Our balance sheet highlights our financial sustainability, with total assets increasing to \$26.1 million. This includes \$8.3 million in cash and cash equivalents, \$5.4 million in investments and \$8.9 million in property, plant and equipment. Net assets remained strong at \$15.2 million, providing confidence that YFS can continue to respond to community need while managing future risks and opportunities and supports our message of financial resilience.

YFS generated \$1.9 million in positive operating cash flow during the year and increased cash holdings by almost \$677,783. Combined with secured government contracts, diversified funding sources and a stable investment base, this provides a strong foundation for the future.

Every dollar entrusted to YFS creates the conditions for a better future story for our community. Through careful stewardship and a commitment to long-term sustainability, we remain well placed to continue backing vulnerable people to overcome adversity and thrive.



Funding partners 2025–26

- Alcohol and Drug Foundation Queensland
- Aboriginal and Torres Strait Islander Community Health Service (ATSICHS) – Community Youth Justice
- Auckland Transport, New Zealand (Flooded Road Signs)
- Australian Government:
 - Department of Employment and Workplace Relations
 - Department of Social Services
- Brisbane City Council (Flooded Road Signs)
- Brisbane South Primary Healthcare Network (PHN)
- The Bryan Foundation
- The Centre for Women & Co.
- Community Enterprise Charitable Fund
- Container Exchange, QLD (COEX)
- Domestic Violence Action Centre (DVAC)
- Financial Counselling Industry Fund
- Forbes Shire Council (Flooded Road Signs)
- Hand Heart Pocket, the Charity of Freemasons Queensland
- The Lady Musgrave Trust
- Legal Aid Queensland
- 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)
- Nillumbik Shire Council (Flooded Road Signs)
- Noosa Shire Council (Flooded Road Signs)
- Queensland Government:
 - Department of Families, Seniors, Disability Services and Child Safety
 - Department of Housing and Public Works
 - Department of Premier and Cabinet
 - Department of Justice and Attorney-General
 - Department of Trade, Employment and Training
 - Queensland Corrective Services
 - Queensland Health
- Presentation Sisters
- Roses in the Ocean
- Rotary International
- Sunshine Coast Council (Flooded Road Signs)
- Victim Assist Queensland
- Workways Beenleigh
- WorkUp Queensland
- Westpac Foundation
- We Are Mobilise

Supporters & donors 2025–26

- Community Enterprise Foundation
- Ellen Whitty Trust
- Justice and The Law Society, UQ
- King & Wood Mallesons Australia
- Logan City Recreational & Sporting Club Inc
- Technology One
- The Walter and Eliza Trust
- Individual donors for Substation33 and YFS.

Where hope meets *help*

HOMELESSNESS AND HOUSING

YOUTH SERVICES

FAMILY SERVICES

DOMESTIC AND FAMILY VIOLENCE

FINANCIAL WELLBEING

EMPLOYMENT SERVICES

LEGAL SERVICES

SOCIAL ENTERPRISE

yfs.org.au

P: 07 3826 1500

E: yfs@yfs.org.au

  [yfslogan](#)

