



North West Youth
Accommodation Service Inc.

ANNUAL REPORT

2013-2014

PO Box 6307
MITCHELTON Q 4053
www.nwyas.org.au
PHONE: 3855 5233 FAX: 3855 5266

Funded by



Queensland
Government



**MINUTES OF
ANNUAL GENERAL MEETING
DATE: 27th November 2013**

1. Present: Jim Fouras, Peter Glasby, Judy Timms, Brian Parker, Robert Granger, Holly Moulds, Heather Rowe, Andrew Ritchie, Deon Menerey, Sarah Thorne, Christine Robinson, Tanya Turrell, Cindy Beguely, Nuseta Pouniu, Julie Nelson, Lee-anne Hoyer, Nicola Payne, Adele Renwick, Kate Bell, Christy McGuire, The Hon. Tim Mander MP.

2. Apologies: The Hon. Jane Prentice – Federal Member for Ryan, Councilor Andrew Wines of Enoggera Ward and Suzie Dennis

3. Minutes of Previous Annual General Meeting

MOVED: Judy Timms

SECONDED: Brian Parker

4. Reports:

✓ President:

MOVED: Robert Granger

SECONDED: Adele Renwick

✓ Manager:

MOVED: Robert Granger

SECONDED: Adele Renwick

✓ Financial Report /Audit:

MOVED: Robert Granger

SECONDED: Adele Renwick

5. Election of Office Bearers:

MOVED: Brian Parker

SECONDED: Christy McGuire

6. Appointment of Auditor: David Starr

MOVED: Jim Fouras

SECONDED: Robert Granger

7. Close of Meeting

This is a true and accurate record of the AGM held on the 27th November 2013

Signed: _____

Jim Fouras

President

PRESIDENT'S REPORT

I am pleased to present the President Report for the 29th Annual General Meeting of North West Youth Accommodation Service (NWYAS).

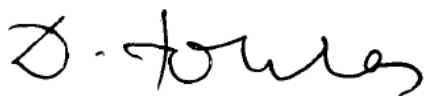
NWYAS has earned its excellent reputation as a specialist homelessness service providing broad based services to young people who are homeless or at risk of homelessness in the north western corridor of Brisbane.

The instigation by NWYAS of an integrated service delivery approach in its support of and accommodation services, some three years ago, reflect the changing need of client group and service delivery responses.

Achievement under this model have resulted in the successful transitioning of 85 percent of young people in a planned way (not evicted or in crisis upon exit) with more than 60 percent securing independent housing outcomes. NWYAS tenancy outcomes are without peer in the homeless sector.

Homeless agencies are operating in an environment in which significant reform is taking place. Government of all persuasions and jurisdictions are currently evaluating the effectiveness of the welfare spend.

NWYAS has built a team of highly skilled staff and management committee members who will continue to focus the organisation to maintain the highest possible quality service delivery to our client as well as strategically meeting the challenges of a changing environment



Jim Fouras
PRESIDENT

TREASURER'S REPORT

North West Youth Accommodation Service Inc. continues to maintain its high quality service delivery to clients with sound financial management practices.

The auditor has finalised the 2013-2014 financial statements and declared us to be in a viable and sustainable financial position. We have closed the 2013-2014 financial year with a surplus of \$1114.19, while we have seen an overall increase in expenditure it is consistent with the rising cost of delivering services. It is our continued support from the Queensland Government in addition to other small grants and donations that has allowed us to maintain our financial position and quality service delivery.

Our consistent approach allows us to continue to provide uncompromised services to our clients' and maintain our focus on their needs. Over the last financial year we have seen sustained tenancies which is a testament to our supportive property management processes.

We look forward to our continuing relationship with the Queensland Government and other supporters of our organisation to enable us to continue our quality service delivery to our clients.



Holly-Emma Moulds
TREASURER

MANAGER'S REPORT

As a small organisation delivering services to young people who are homeless, North West Youth Accommodation Service Inc. (NWyAS) continues to be in a position of great uncertainty beyond September of 2015.

Despite this, the organisation has been disciplined in its focus on service delivery to young people – the reason for our existence.

Key activities this year have included our involvement in the 500 Lives 500 Homes campaign – a campaign led by Micah Projects to break the cycle of homelessness for families, young people and adults who are homeless in Brisbane. The registry week for the campaign in March of this year showed just how much can be achieved by a service system of both government and non-government agencies, when we all work together for a common goal. Through our networks and our usual service delivery, NWyAS and the service system is committed to addressing the need of those young people identified during registry week, by providing support and accommodation to assist in resolving their homelessness.

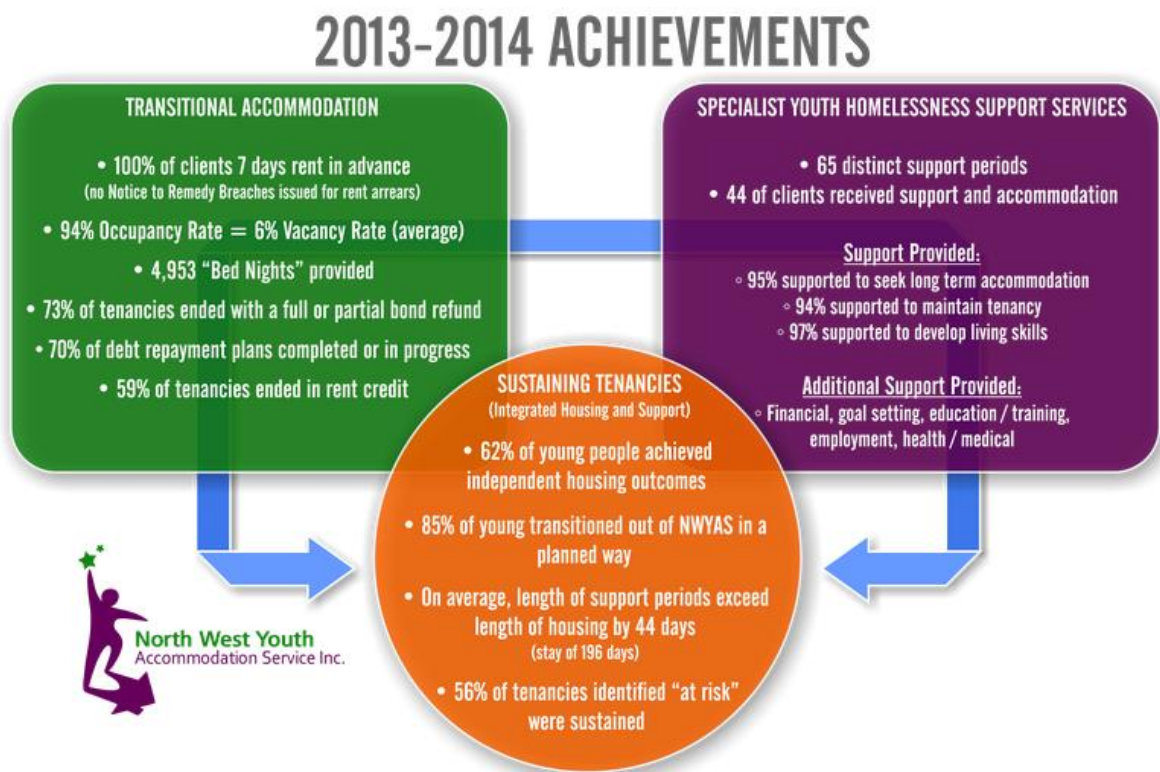


Staff of NWyAS join with The Hon. Tim Mander and representatives of Partner Organisations in preparation for Registry Week 2014.

A core activity for NWEAS this year has been our continued involvement in the collaborative project, “Services Collaborating for Young People” (SCYP). In this, our second year of activities, the SCYP has progressed significantly towards its goal of working together to improve our collective viability, whilst continuing to provide local service responses in our respective communities. It has been tough going at times, but the opportunity to collaborate with colleagues to imagine a future service response for young people has been valuable. We are hopeful that the collaboration will bear fruit in the coming year.

I am most proud this year of the ongoing success of our team in delivering quality services and assisting young people to achieve the good outcomes they seek. Reflecting on our performance within the integrated service delivery model, we can see that the model provides for a consistent and clear approach to assisting young people to make the transition to independence.

It is difficult to maintain a consistency of outcomes in an area of service where there are so many factors out of our control. Will housing options be available for young people to transition to? Will young people work *with* us to achieve the goal of independence? Do they, in fact, share that goal with us? What about the personal difficulties they face that can present barrier after barrier to them achieving some sense of stability in their lives and imagining a future that is different for themselves?



Despite all of the variables, the team at NWYAS have managed to achieve a consistency of results for young people that is measurable. With a focus on securing exit options, sustaining tenancies and developing living skills, the support and accommodation services provided by NWYAS has resulted in independent housing outcomes for 65% of the young people we accommodated this year.

Our “tenancy at risk” processes ensure that young people are aware of the factors impacting on their successful tenancy, and are provided with the support and opportunity to make the tenancy work. This part of our service delivery model has enabled us to sustain 5 tenancies this year, which may otherwise have ended in eviction and subsequent homelessness. We continue to provide support to young people after they exit our accommodation, and even when a tenancy breaks down, young people are supported to secure a housing outcome appropriate to their situation. In this way, I believe that NWYAS is providing a solid and effective service to young people in their variety of presentations, and contributing to the goal of ending homelessness for young people in our community.

Finally, the team at NWYAS would not be able to have this focus on service delivery if not for the support and contributions made by our volunteer Management Committee. We are fortunate to have a committee with a broad set of skills and unwavering commitment to the organisation.

The Strategic Planning process has required much of their energy this year, as has the requirement to plan for a range of eventualities in an uncertain operating environment. The standard of governance provided by the Management Committee gives me great confidence that whatever the uncertain future may bring, the young people, staff and community of NWYAS are in good hands.

Tanya Turrell
MANAGER



SPECIALIST HOMELESSNESS SUPPORT

2013/2014 has been an exciting year, keeping up with the changes that have occurred and are continuing to change in the sector while continuing with our core work of supporting young people to transition into independence. The last financial year also brought opportunities in grant writing, to be involved in networks across the sector and to further our skills in training.

One considerable change to service delivery for specialist homelessness services in 2014 was the introduction of the Queensland Homelessness Information Platform (QHIP). This is a state wide homelessness data base where the details of people looking for assistance from homelessness services are kept in one place and vacancies for services across the state are advertised. This means that young people access the homelessness service system through one service which is required to provide interim support to assist young people to link with appropriate housing. As a service, North West Youth Accommodation Service Inc. (NWyAS) has seen many young people successfully housed through this system and it has prevented young people from having to call a number of services to try and gain housing while having to repeat their story over and over again. The support workers at NWyAS have been very excited about this change to service delivery as it creates opportunities for greater levels of support and makes it easier for young people to access housing outcomes.

In the past year NWyAS received 268 referrals for housing and were only able to provide accommodation for 44 young people, which demonstrates the importance of timely access to alternate housing providers and the need for young people to receive some kind of support while they wait for accommodation to become available.

Case management practice with young people housed by NWyAS continues to be informed by the Outcomes Star (see figure 1). As a team, NWyAS support workers have focused their work with young people around the areas of managing tenancy and accommodation, meaningful use of time, motivation and taking responsibility and managing money. This has assisted young people to prepare for managing their own tenancies after NWyAS housing

and avoid financial emergencies and other events which may destabilize them. Support workers complete the Outcomes Star with young people every 3 months. This is a rewarding process for young people as they can visually see their progress towards achieving their goals. The housing and support outcomes of this core work with young people in NWYAS housing are detailed in the statistics that follow.

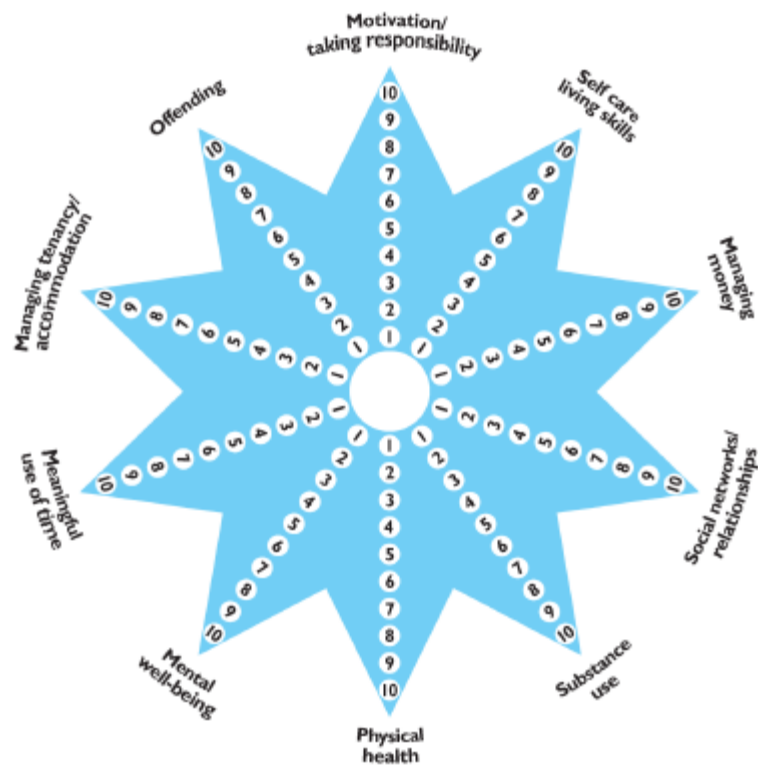


Figure 1. St Mungo's Outcomes Star.

In addition to supporting young people housed with NWYAS, there has been an increased need to provide external support to young people outside of NWYAS housing in 2013-2014. This has been especially needed by young people in crisis in the local area. This time limited support has involved actively supporting young people to:

- Secure housing in the private rental market;
- Apply for the One Social Housing System;
- Learn budgeting and living skills
- Access emergency relief assistance, where required;
- Navigate the Social Security system to gain appropriate payments;
- Investigate and access study and/ or school options;
- Transition into accommodation with emergency housing providers and long term community and social housing providers;

The support workers were successful in securing several small funding grants to assist young people with the transition into independence and with recreation. A \$5000 grant from The Lady Bowen Trust was secured for the purpose of purchasing white goods and assisting with removalist costs and bond money for young people exiting our accommodation. This has reduced some of the financial and logistical stress of moving and assisted young people to smoothly transition into independent housing.



Sarah receives a cheque from her Excellency, Ms Penelope Wensley AC, Governor of Queensland on behalf of the Lady Bowen Trust.

Street Smart, through their Dine Smart program, provided a \$3923 grant to stock NWEAS units with kitchen goods for when young people move in and to stock the NWEAS rewards cabinet program. Young people accumulate rewards points during their tenancy for successful management of their tenancies and the personal goals they achieve. These points are then “cashed in” for household goods they will need in their independent housing (Eg. sheets, doonas, kitchen appliances, cushions, pots and pans, plate sets, fans and more). The Lord Mayors Charitable Trust Christmas Appeal again provided funds to allow NWEAS to take young people to Movie World for a Christmas / end of year celebration. This is a good opportunity for young people and NWEAS staff to share a fun day together and reflect on the year past and their plans for the Christmas break. We thank these organisations for their support of NWEAS this year.

The support workers have also been involved in a number of networks in the past year. These include North Brisbane Youth Interagency, Brisbane North Housing Solutions and Outer Northern Case Co-ordination.

Outer North Case Co-ordination (ONCC) developed from the Homelessness Community Action Plan (HCAP) and is a large consortium of services on the north side of Brisbane that meet regular to work collaboratively to assist people with complex and difficult situations to link them with appropriate services to end their homelessness. There have been some very good outcomes that have come from this consortium with many getting affordable housing and stability.

The support workers have had the opportunity to attend a variety of training workshops this financial year. Ongoing training allows for us to remain current in our knowledge about the varied needs of clients and better assist young people. Training opportunities we have engaged with this year included:

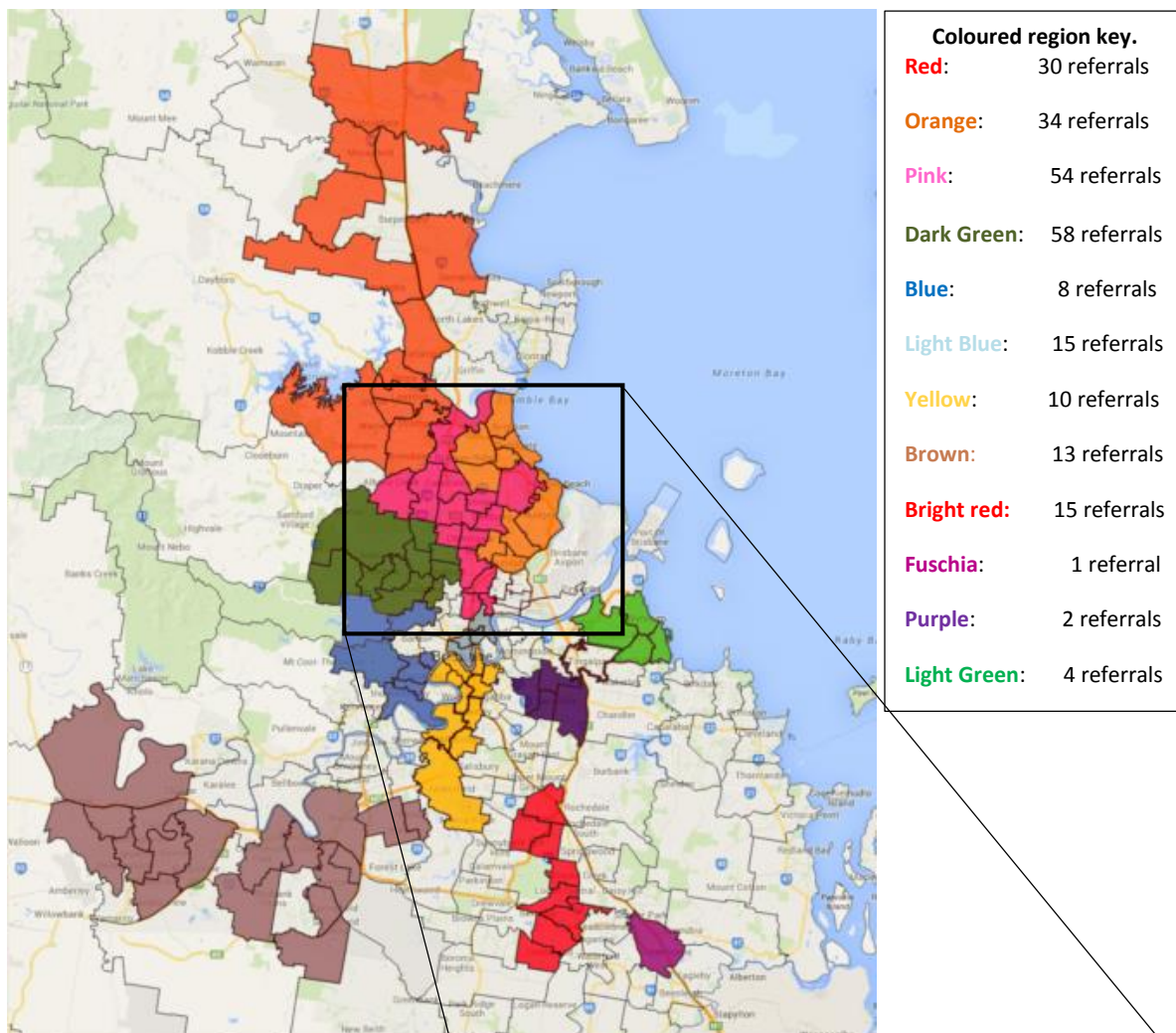
- Early school leavers forum hosted by Everton Park State High School
- Legal training for youth workers presented by Youth Advocacy Service.
- Youth Mental Health First Aid Course
- QHIP training
- Working with refugees presented by Multicultural Development Association
- Queensland Public Interest Law Clearing House Inc. (QPILCH) Legal Basics and debt training session

Workers at NWYAS come into contact with many vulnerable young people, but are also in a position to build relationships with young people that can show what strength and resilience looks like. Many of our clients have suffered trauma, broken family relationships and other disadvantages and yet workers are privileged that they open their lives up to us and we are able to walk alongside them.

We look forward to another challenging and rewarding year ahead.

Heather Rowe, Deon Menerey, Sarah Thorne
SUPPORT WORKERS

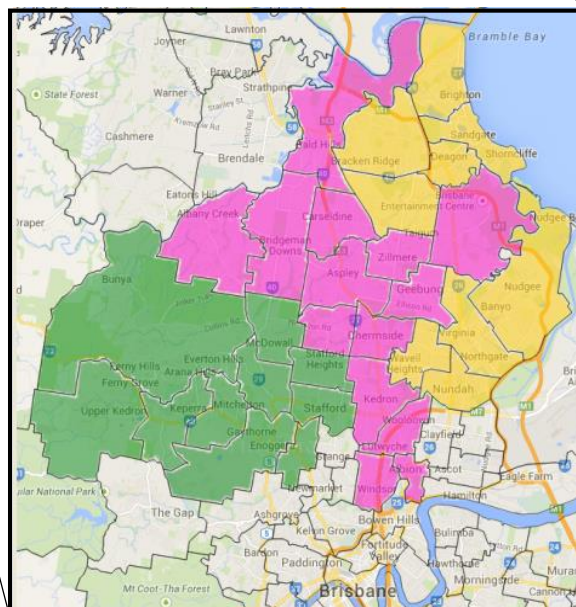
Referrals for NWYAS Inc. supported accommodation program year 2013-2014 by regions.



*Unknown: 19 referrals

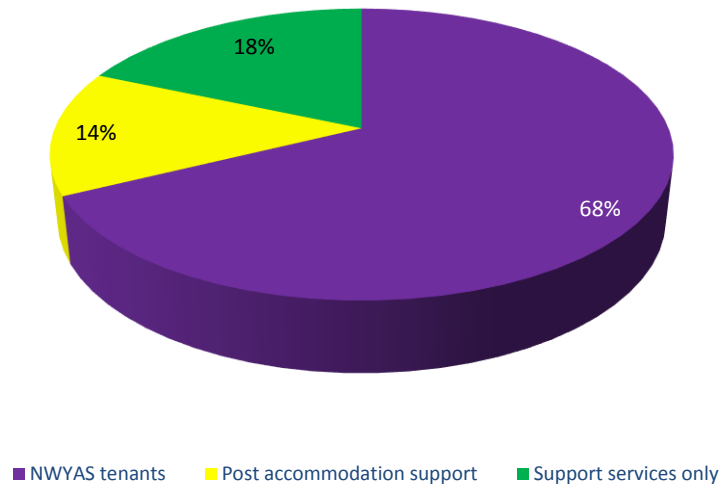
** Outside of map regions: 5

North West Youth Accommodation Service Inc. received a total of 268 eligible referrals for supported accommodation in the 2013-2014 financial year. The graph above shows the geographic regions where young people are residing at the time of their referral. The majority of young people-55% who referred to NWYAS Inc. are located within the outer north and outer north-west suburbs of Brisbane.



NWYAS Inc. provided 65 distinct support periods in the financial year, which has seen total of 44 young people housed and supported within NWYAS Inc. Specialist Homelessness Service program. Nine young people requested post accommodation support, while 12 young people only accessed support services.

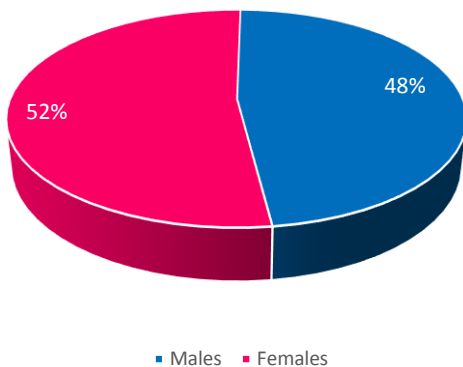
Distinct Support Periods 2013-2014.



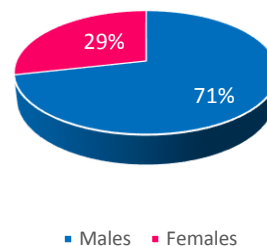
Compared to the previous two year's statistics, there has been a significant increase of young men accessing services with NWYAS Inc.

A gender analysis of all young people accessing any service provided by NWYAS Inc. in the financial year shows that 34 females and 31 males received assistance. NWYAS supported six family groups with six accompanying children, four males and one female child.

Client Gender Analysis 2013-2014.



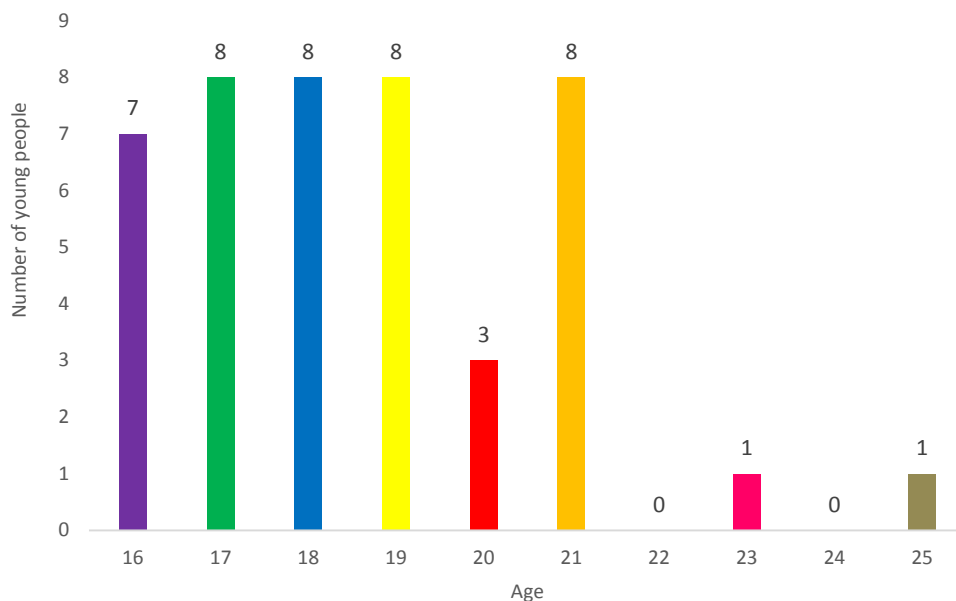
Accompanying Children Gender Analysis 2013-2014.



For the ease of reporting, a breakdown on data will be split into two categories;

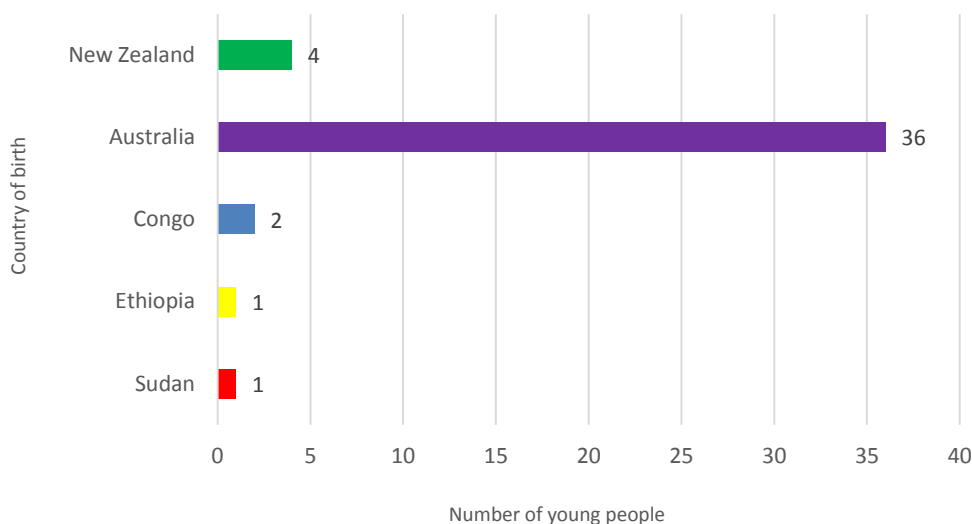
- Young people who were housed and supported in NWYAS. Specialist Homelessness Service program and;
- Young people accessing support only services including the young people engaged in external post accommodation support.

Age of Young People when first housed with NWWYAS Inc 2013-2014.



Of the 44 young people housed this financial year, young people accessing supported accommodation are mostly in the age group of 16 to 21 years old.

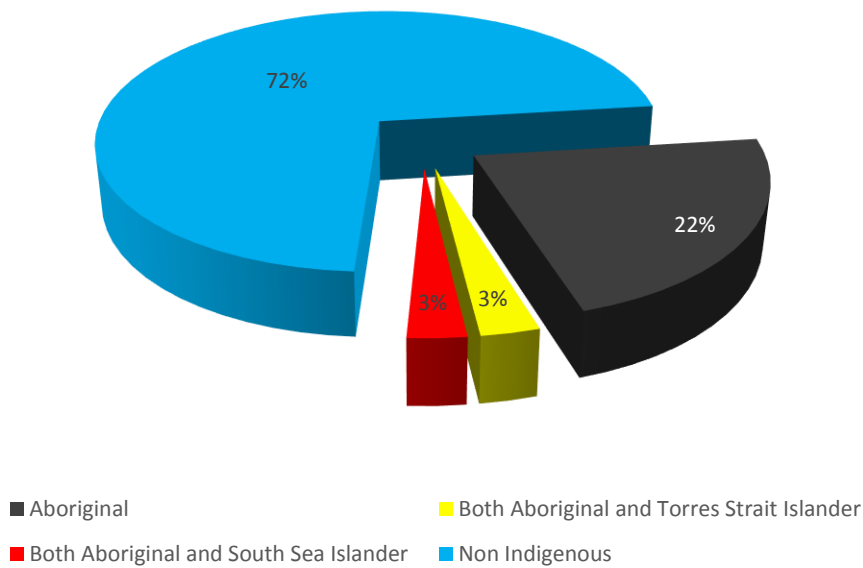
Country of birth- NWWYAS Young People receiving supported accommodation 2013-2014.



Of the young people accessing supported accommodation with NWWYAS Inc. 82% are Australia born.

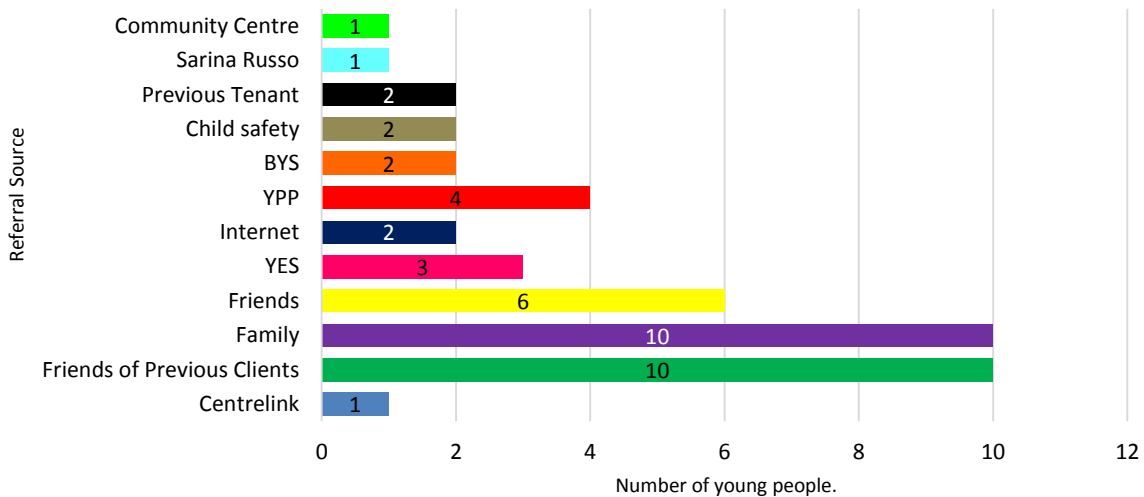
A further analysis shows that of the Australian born young people, eight young people identify as Aboriginal, one young person of both Aboriginal and Torres Strait Islander background and one young person of both Aboriginal and South Sea Islander background. The remaining 26 young people identify as non-Indigenous Australians.

Breakdown of cultural identity of Australian Young People in NWYAS Supported Accommodation 2013-2014.

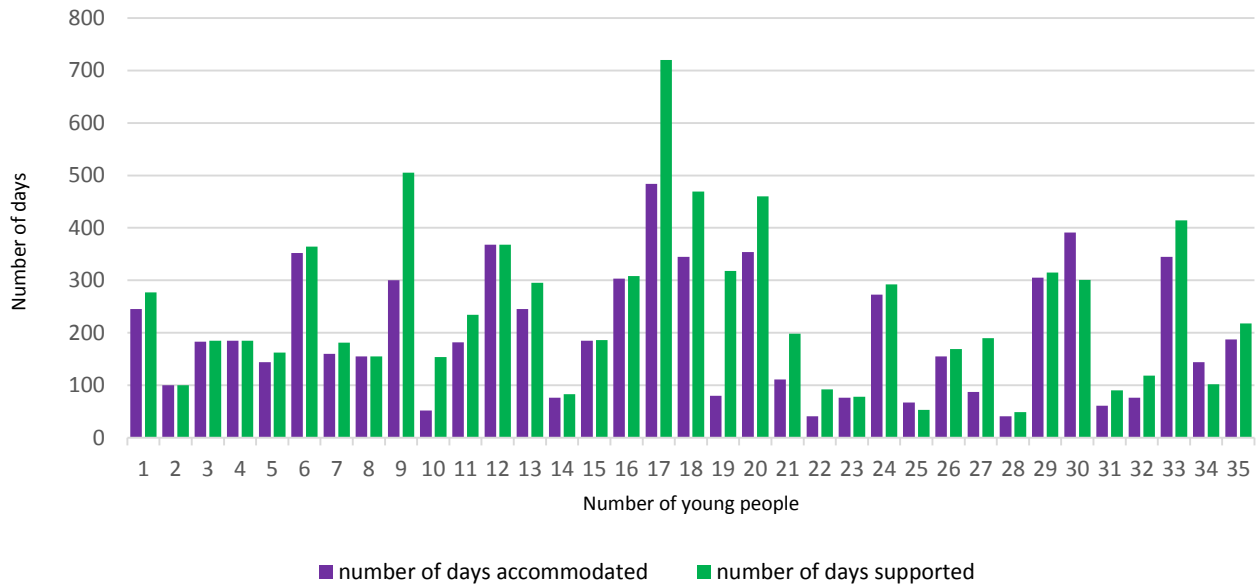


While investigating the demographic data sets, it was very interesting to note that the majority of young people accessing supported accommodation with NWYAS identified that past tenants of NWYAS and family members were the two main referral sources, followed closely by recommendations from friends who have not been accommodated/supported by NWYAS Inc.

Referral pathways of young people accessing NWYAS Inc. supported accommodation 2013-2014.

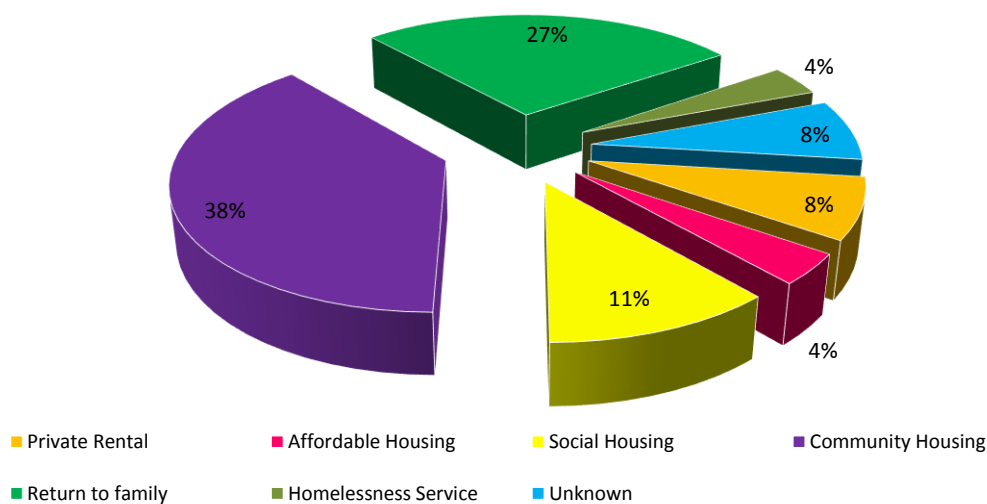


Length of accommodation and support provided to young people who exited NWWYAS Inc. in 2013-2014



The financial year has seen many young people securing long term housing outcomes before their tenancy end dates with NWWYAS. With the majority of young people exiting their tenancies aged 18 years and older, the need for the provision of additional external support has decreased. The continued focus of providing support to young people in the domains of managing tenancy/accommodation, living skills development and managing money/personal administration are indicators of quality, consistent and targeted education to up skill young people to sustain their future housing outcomes.

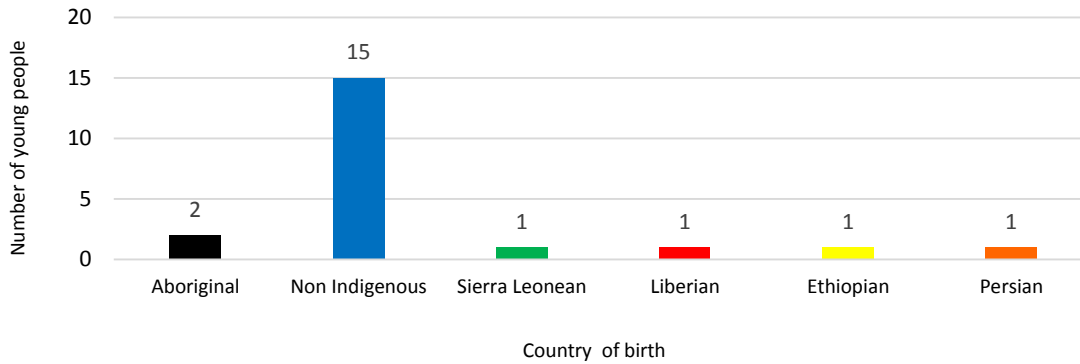
Housing Outcomes for NWWYAS tenants 2013-2014



61% of young people exited NWWYAS into independent housing outcomes (private rental, affordable housing, social housing and community housing combined).. One young person transitioned into more appropriate accommodation within the Specialist Homelessness Service system and two young people ended their tenancies where they did not want to engage with support- their exit outcomes were unknown.

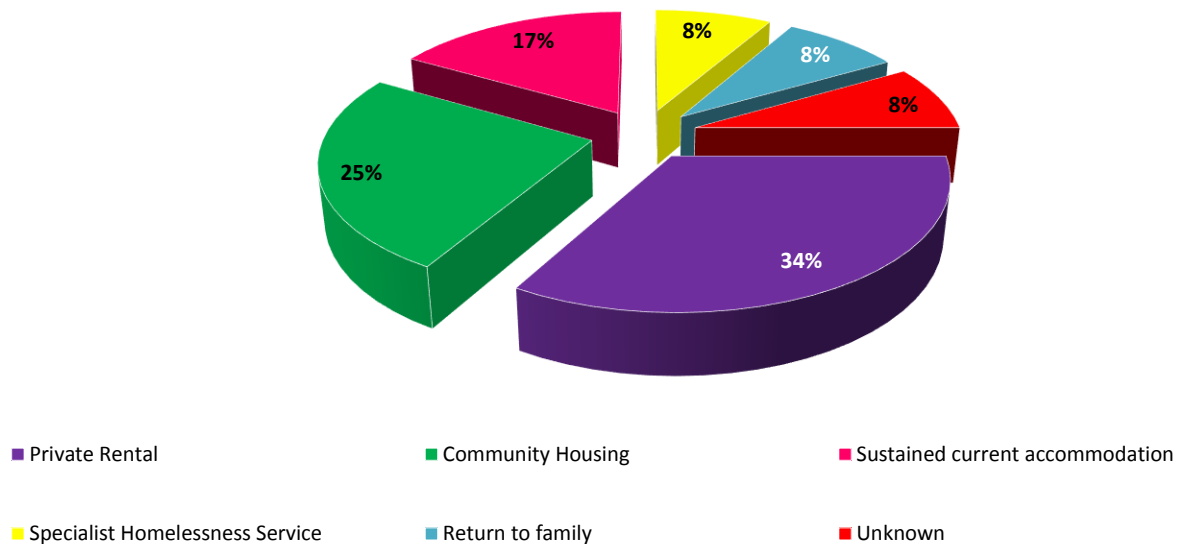
In the financial year NWEAS provided support only services to 12 young people and continued to externally support nine young people who exited NWEAS accommodation in the previous financial year. Of the 12 young people accessing support only, NWEAS assisted these young people to access the most appropriate housing solution for their needs.

Cultural identity of young people accessing external support and support only services 2013-2014

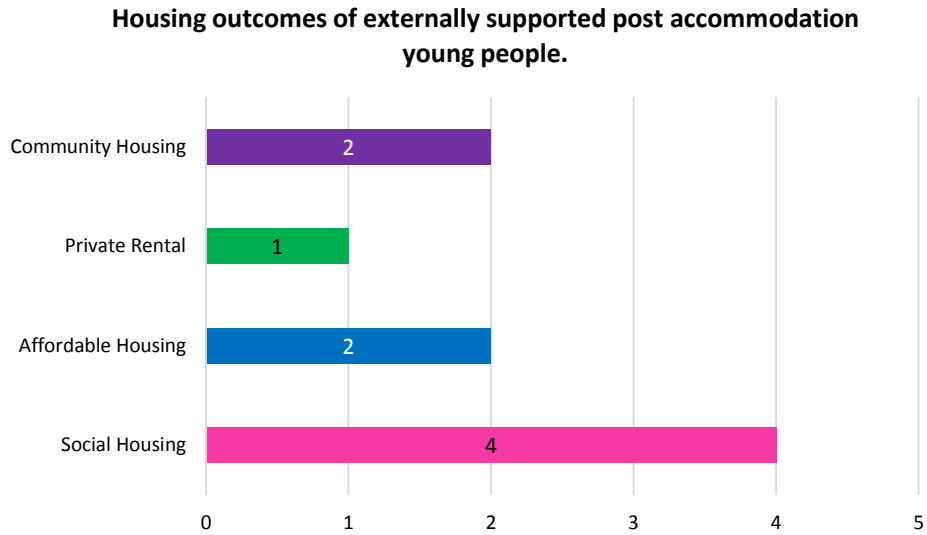


For clients receiving support only, 76% were able to secure independent accommodation with the remainder returning to family, accessing specialist homelessness services or with unknown housing outcomes.

Support only clients, housing outcomes 2013-2014



External support is offered to assist young people young people in making the transition to their independent housing outcome. Five of these young people were under the age of 18 years old, while another two young people were first time mums with a new born baby. The housing outcomes of the nine externally supported young people are shown in the graph below.

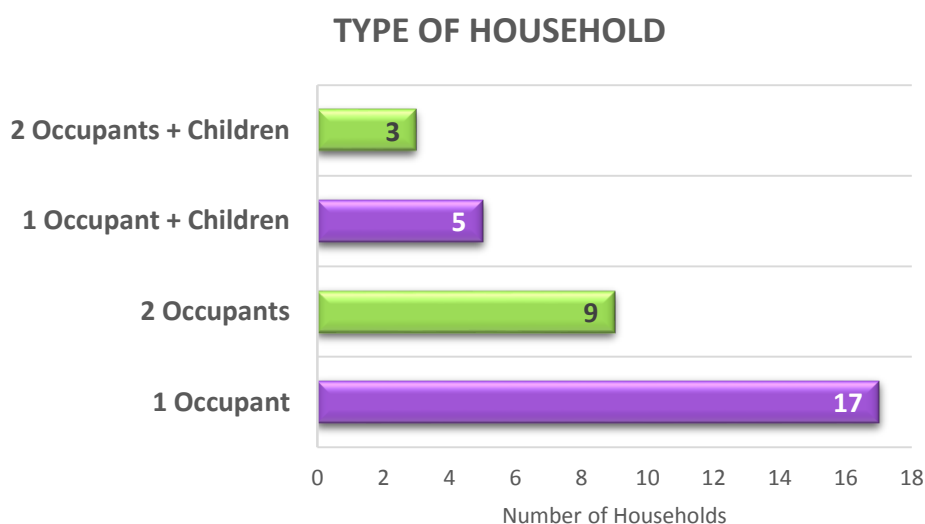


TRANSITIONAL ACCOMMODATION

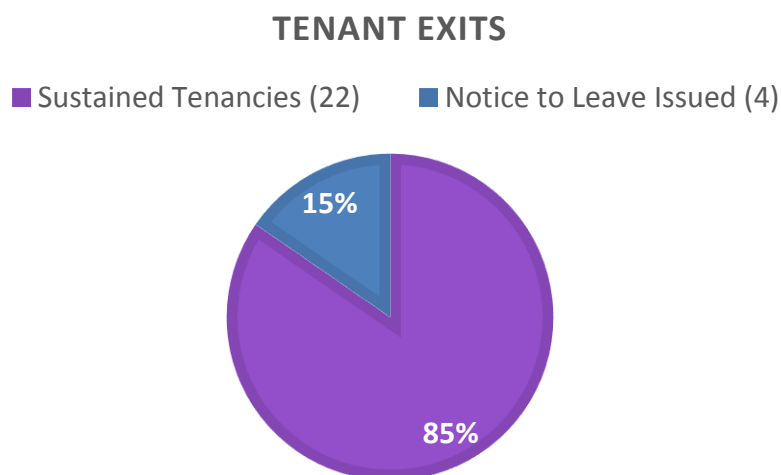
Every year when it's time to bring our annual report together, as an organisation we really enjoy the opportunity to reflect on the work we have done within our community; it's a chance to look at what works, what doesn't and what we can do better to support young people to transition to independent and sustainable housing.

We had a total of 34 tenancies in our accommodation in the 2013-2014 financial year, 17 of these tenancies were single young people, 9 tenancies were couples, 5 tenancies were single parents with children and 3 tenancies were couples with children.

** "Tenancy" is the same as "household" and may consist of more than 1 young person**



In 2013-2014 we had 26 tenancies transition out of NWYAS accommodation, 22 of these tenancies were sustained and exited in a planned way and 4 tenancies were issued with a Notice to Leave and were unable to be sustained by the tenant.



Three out of the four tenancies that broke down were at the same unit block. We experienced a period of about six months where the dynamics of the block were impacting on the neighbourhood and resulting in a number of complaints. NWWYAS felt it necessary to hold a community meeting, inviting neighbours and the Crime Prevention Officer (Queensland Police) from the region. This was an opportunity to talk directly to the 5 neighbours that attended, hear their concerns and demonstrate what resources and processes NWWYAS had in place to best support young people and the community. NWWYAS is very fortunate to have the engagement and support from our local community.

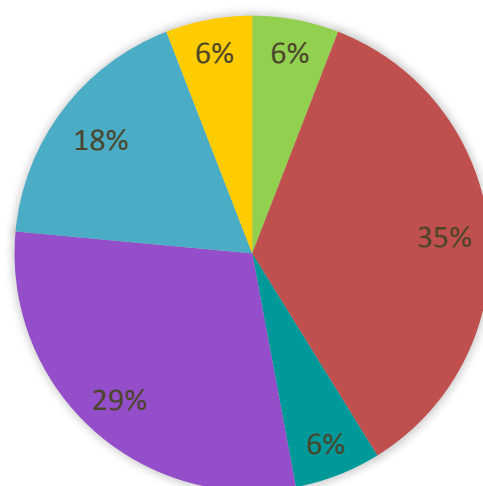
We had a total of 17 breaches issued across the 34 tenancies this year, this is an overall decrease of 19% from the previous year.

- There was an 80% decrease in the number of breaches issued for damage compared to the previous year.
- A 60% increase on the number of breaches issued for unapproved occupants compared to the previous year, this is linked with two tenancies that were not sustained.
- There was a decrease by 33% for the number of breaches issued for noise and disturbance, however two tenancies were not sustained as a result of these breaches.

TENANCY BREACHES ISSUED

TOTAL ISSUED: 17

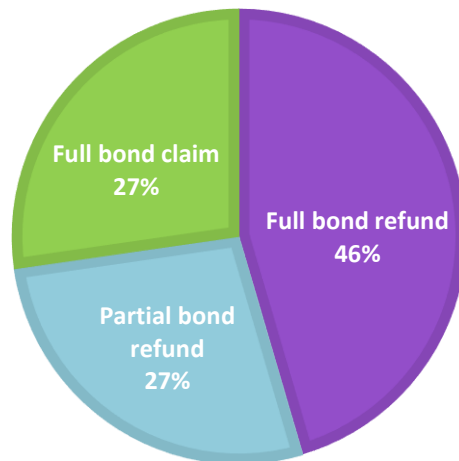
- Damage (1)
- Noise/Disturbance (6)
- Pets (1)
- Unapproved Occupants (5)
- Unclean premises (3)
- Violence/Threats of violence (1)



Below is a breakdown of the out of the 26 exits, the number of tenancies that received a full, partial or no bond refund. Full bond refunds decreased this year mostly due to tenants choosing to use their bond to pay for minor expenses so they could keep their cash for moving, for example: using their bond to pay for the carpet cleaning.

PROPERTY BONDS

■ Full bond refund ■ Partial bond refund ■ Full bond claim



Key achievements for the 2013-2014 year:

- Our tenants have continued to demonstrate they understand the importance of paying their rent, for the third consecutive year no tenant has fallen 7 days behind in rent and had been issued with a Notice to remedy breach for rent arrears.
- 59% of tenancies ended with rent credit and received a rent refund.
- Although a decrease from the previous year NWYAS achieved a 94% occupancy rate
- 70% of debt repayment plans have been completed by young people
- Five out of a total of nine tenancies that were identified “at risk” were sustained (56%).

NWYAS was in the running for a prize in the Grill’d Local Matters campaign for April 2014 at the local Newmarket store. This was our first time involved in this particular fundraising campaign and we won first place, a big thank you goes out to everyone in the community who voted for us! We were able to use these funds to buy kitchen items for the young people in our accommodation.

This year I was also involved with the Youth Homelessness Matters Day campaign, an art exhibition was held at Visible Ink in Fortitude Valley and young people from NWEAS provided a couple of pieces to be shown on the day:



Lastly I cannot forget to thank the contractors that help keep our properties up and running, we are very grateful to have the ongoing support from the following companies:

- Mark from Ideal Locksmiths
- Rein and Dianne from Hire a Hubby Everton Park
- Julie and the team at Galaxy Plumbing
- Lea, Allan and Steve from Superior Glass
- Heather and Steve from Pro-Tec cleaning
- Darran and Debbie from Bears Landscape
- Mark from Mark Ashworth Electrical

This has been my fourth year working at NWEAS, I am very fortunate to work with a supportive, committed and fun team and I look forward to another year ahead!

Christine Robinson
Tenancy Worker

OUR SUPPORTERS

Funded by



**Queensland
Government**

In addition to our core funding from the Queensland Government, NWYAS Inc., as a not for profit, community based organisation, relies on small grants and the in kind donation of services from a range of businesses. The donation of funds from individuals and organisations also allows us to provide additional practical assistance and opportunities to young people who are clients of our service. We would like to express our most sincere appreciation to the following organisations for their support & assistance in 2013-2014:



Winbasic



Grill'd



Marketing theProduct



GIVIT



QPILCH



Amovita



Lady Bowen Trust



The Salvation Army



Lord Mayor's
Community Trust



Street Smart
Australia



Brisbane Basket
Brigade