



**North West Youth**  
Accommodation Service Inc.

# **ANNUAL REPORT**

## **2016-2017**

Funded by



**Queensland**  
Government


**PO Box 6307**  
**MITCHELTON Q 4053**  
**[www.nwyas.org.au](http://www.nwyas.org.au)**  
**PHONE: 3855 5233 FAX: 3855 5266**



Annual General Meeting  
Thursday 20<sup>th</sup> October 2016  
Minutes

1. Present: Terry Parker, Judy Timms, Robert Granger, Brian Parker, Tanya Turrell, Deon Menerey, Christine Robinson, Heather Rowe, Nicole Walsh, Bec Killen, Kellie Pamic, Ana Katae, Holly Moulds, Amanda Ronan-Hearn
2. Apologies: The Hon. Jane Prentice- Federal Member for Ryan, The Hon. Tim Mander – State Member for Everton, Mark Furner – Member for Ferny Grove, Hon Dr Anthony Lynham – Member for Stafford, Senator Ketter – Strathpine Senator, Peter Jooste, Meloney Menerey, Suzie Dennis, Sarah Thorne.
3. Minutes of Previous Annual General Meeting  
MOVED: Brian Parker SECONDED: Judy Timms
4. Reports:
  - ✓ President:  
MOVED: Bec Killen SECONDED: Brian Parker
  - ✓ Team:  
MOVED: Holly Moulds SECONDED: Christine Robinson
  - ✓ Financial Report /Audit:  
MOVED: Judy Timms SECONDED: Deon Menerey
5. Election of Office Bearers:  
MOVED: Heather Rowe SECONDED: Christine Robinson
6. Appointment of Auditor: David Starr  
MOVED: Brian Parker SECONDED: Heather Rowe
7. Close of Meeting: 6:47pm

This is a true and accurate record of the AGM held on the 20<sup>th</sup> October 2016

Signed:   
Robert Granger  
President

# Treasurer's Report

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

The auditor declared us to be in a viable and sustainable financial position. We have closed the 2016-2017 financial year with a surplus of \$7,279.02, a moderate increase from the previous year. 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. We are committed to operating in an open and accountable manner within our community and with funding bodies.

A new Mobile Support grant was received during the year of \$65,000 from the Department of Housing and Public Works. There was a 10% increase in Rental Income for our properties and the trade in of our three Motor Vehicles resulted in a gain on trade-in of \$5,333 over the written down value of the cars.

The overall expenses have risen slightly in 2016-2017, this is due to reasons such as re-locating offices, replacement of old assets in our properties, insurance increases and an allowable increase in Staff Training budgets.

Our consistent approach allows us to continue to provide uncompromised services to the young people in our service 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 young people.



Holly-Emma Moulds  
TREASURER

# President's Report

I am pleased to present the President's Report for 2016-17 for North West Youth Accommodation Service (NWyAS).

2016-17 has been another year of achievement for North West Youth Accommodation Service (NWyAS) supporting young people. I am sure the Manager's annual report and its focus on performance targets will speak for themselves in terms of NWyAS meetings its goals and levels of assistance for young ones.

Up front, let me place on record our appreciation for the funding and support of the State Government through The Hon. Michael de Brenni, Minister for the Housing and Public Works, and his Department.

NWyAS's core activity is funded under the National Partnership Agreement to manage some 13 properties while at the same time providing specialised case-management support to tenants of our service. In this program a case-management framework aims to:

- increase capacity and empower young people
- maintain and increase independence in their time with NWyAS
- support young people to understand their rights and responsibilities and the role of their choices in their situation.

The other principal activity for NWyAS is a Mobile Support program which allows NWyAS to assist dozens of young people and young families to secure safe, long term housing in the community through share-houses, private rentals and student accommodation. We have previously received funding for this type of support service and I am thankful to the advocacy of staff and supporters to have secured this once more.

Let me also acknowledge other one-off funding grants from the Queensland Governments Dignity First Fund and the Lady Bowen Trust which provide us the opportunity to think creatively and design one-off projects that can really enrich the lives of our tenants. The continued support of a host of local community businesses including our local state member Tim Mander MP is also very much appreciated.

Another piece of news this year is that NWyAS moved office from 12 Blackwood Street to 3/47 Blackwood Street, Mitchelton. This new office provides staff and young people with more space, including a courtyard area where staff can eat lunch and where children can play whilst their parents talk with a worker.

Staff get to enjoy windows that overlook blue skies and gardens – something which makes the office a healthier, happier place! A big thank you to everyone who supported NWyAS during this move. As a small not-for-profit community organisation unexpected moves like this come at a great cost financially. A big thank you to staff who devoted days to packing and cleaning and setting up the new office space, you all went above and beyond the call of duty! Thank you to the staff at Des Alpes, who kept staff hydrated and awake with coffee and were so very patient with the renovations as we added all new data and phone cabling, security screens and air conditioning units to the new office space.



Christine Robinson and Nicole Walsh from the North West Youth Accommodation Service.

## Move is worth the cost

THE North West Youth Accommodation Service hopes the expense of moving to new, larger premises will pay off in the long run.

Manager Nicole Walsh said the move came after an 18-month search for a long-term base that was accessible for clients, many of whom travelled by train.

"We're excited about this move as it gives us more space, and it gives us windows and a garden courtyard as we help homeless

young people and homeless young parents sort their accommodation," Ms Walsh said.

"Some (children) come from a perilous and difficult environment, so it's good for them to have somewhere to play and enjoy themselves while we chat to their parents."

The move incurred many unexpected costs, such as having to add security, air-conditioning and disability access.

But the burden was eased after Matt Fuller from Brisbane Removalists found out what NWYAS did and volunteered to move it for free.

"As a very small not-for-profit charity that scrapes together every spare dollar we have to support our vulnerable young people, we can't express how grateful we are," Ms Walsh said.

NWYAS is at 3/47 Blackwood St, Mitchelton. Phone 3855 5233.

I want to also place on record my sincerest thanks for the hard work and professionalism of Nicole and her team at NWYAS. Without their dedication and determination, the program would not be there to provide broad based services to young people who are homeless or at risk of homelessness. I also welcome Narelle Jones to the NWYAS team at the end of the 2016-17 financial year for a span covering a staff member's Maternity Leave.

I thank my Management Committee which comprises a team of highly skilled and experienced volunteers who provide wise counsel and support for NWYAS. I certainly appreciate the work of Holly as the treasurer, Bec as secretary and other members including Amanda, Judy and Jim. I want to particularly to acknowledge the support of Brian who has served as my deputy for the past few years. Brian has resigned from the MC after some 7 years on the Committee and I wish him all the best for the future.

NWYAS exists to help young people facing or in homelessness. NWYAS plays a small but important part of a wider strategy dealing with homelessness. We must remain well focussed on our primary purpose and at the same time work within the wider community including other support agencies and in partnership with government at all levels, to foster continued and appropriate resourcing of national and state based strategies for homelessness.

Robert Granger  
President



# Our History

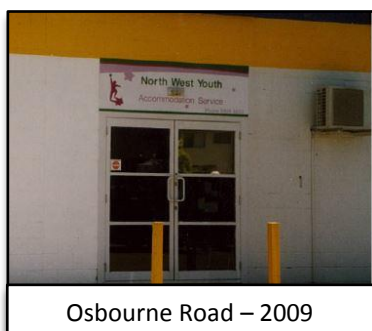
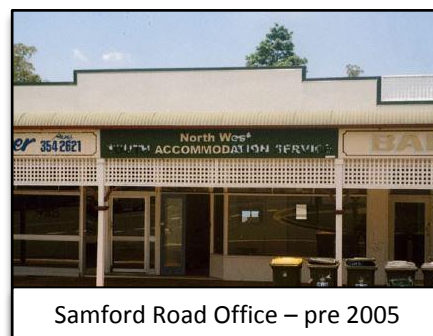
## CERTIFICATE OF INCORPORATION OF AN ASSOCIATION

NORTH-WEST BOARDING INC

from the .....seventeenth..... day of.....January....., 1986

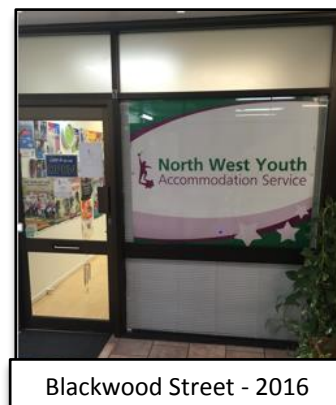
North West Youth Accommodation Service Inc. (NWyAS) was established in 1985 as a local community response to the needs of homeless and at risk young people. The organisation formed as a response to local need which was brought to the attention of the community by Father Wally Dethlefs.

A group of local residents that included a bank manager, engineer, student, quantity surveyor and minister of religion came together to form the Enoggera Boarding Group in 1985.



The organisation received its Certificate of Incorporation of an Association on the 17th January 1986 under the name North –West Boarding Inc. and facilitated the placement of homeless young people with approved community members for three month placements. The organisation changed its name to North West Youth Accommodation Service Inc. in 1999 to better reflect the services it provides.

In 1997, NWyAS began to receive funding from the Queensland Government and continues to build strength on strength to maintain a quality community service. We still maintain a strong partnership with the Department of Housing and Public Works to deliver a real and effective response to homelessness across this community.



In 2016 we received recurrent funding to extend the services we provide through Mobile Support – supporting young people who have the capacity (with support) to obtain and maintain accommodation in the community through private rentals, student accommodation and share houses.

Each year we house dozens of young people, young parents and young couples as they transition out of the crisis and instability of homelessness into safe, sustainable and long-term housing. NWyAS helps hundreds more homeless young people through case-management, support, advocacy and referrals.

# How We Help

NWYAS helps young people experiencing homelessness in several ways.

1. Supported Housing Program
2. Mobile Support
3. Interim referral support to alternate housing and support providers.

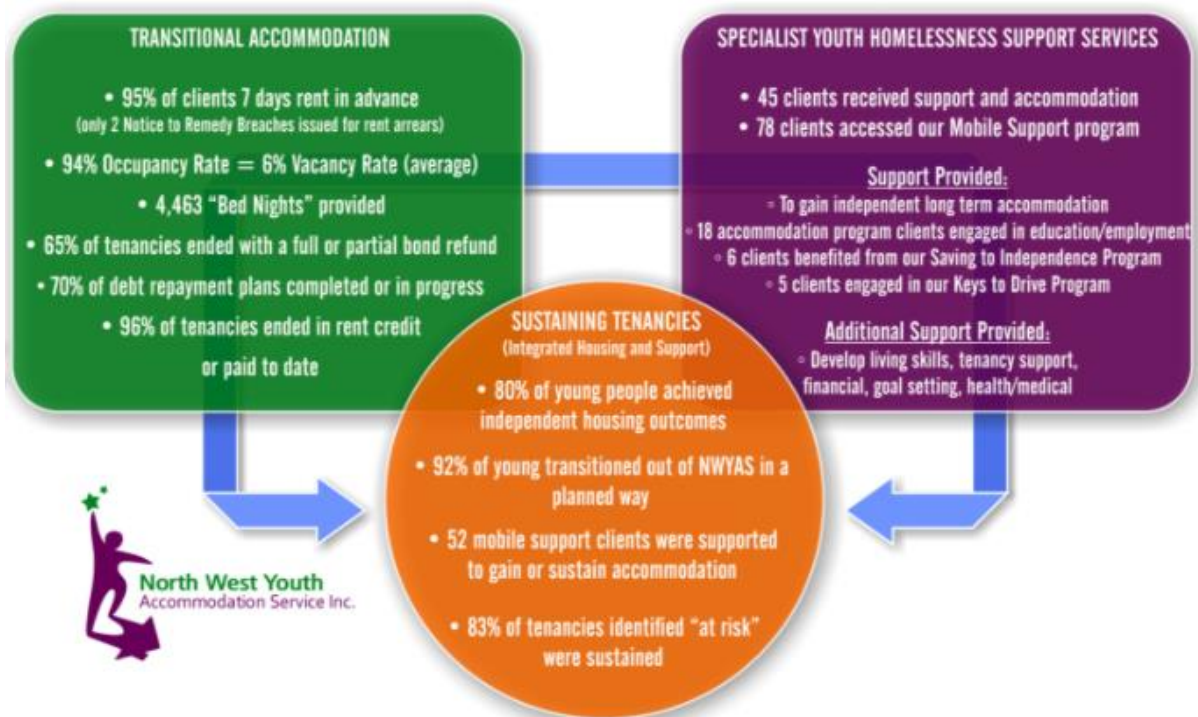
In 2016-17 NWYAS received **168 direct referrals** from young people however were unable to meet demand through the supported housing program as we only had 13 properties. Due to limited housing stock, NWYAS workers utilise the Queensland Homelessness Information Platform (QHIP) to check for vacancies at alternate services and send referrals so that young people are still able to access housing and support. Of the 168 referrals, 156 young people consented to having their details used for referrals through the QHIP system.

Some young people present with lower needs and these young people are supported through the Mobile Support Program so that they can bi-pass homelessness housing and secure housing in the private rental market. In 2016/17, **78 young people** were supported through mobile support.

In 2016-17, **44 young people** who referred to NWYAS identified as wanting immediate supported accommodation. Immediate housing differs from NWYAS as it is generally offered for shorter time periods and is often shared with other young people.

Many young people who refer to NWYAS have experienced significant trauma and are managing mental health concerns and do not feel confident or safe sharing with young people they do not know. This meant that in 2016-17, **106 young people** wanted transitional housing support like NWYAS.

## 2016-2017 ACHIEVEMENTS



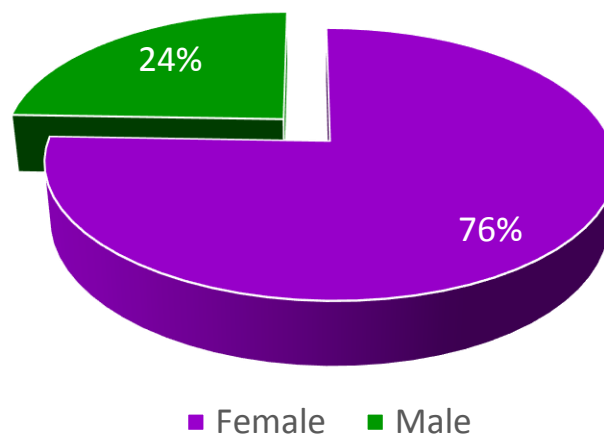
# Who are our tenants?



## 76% of tenants were females.

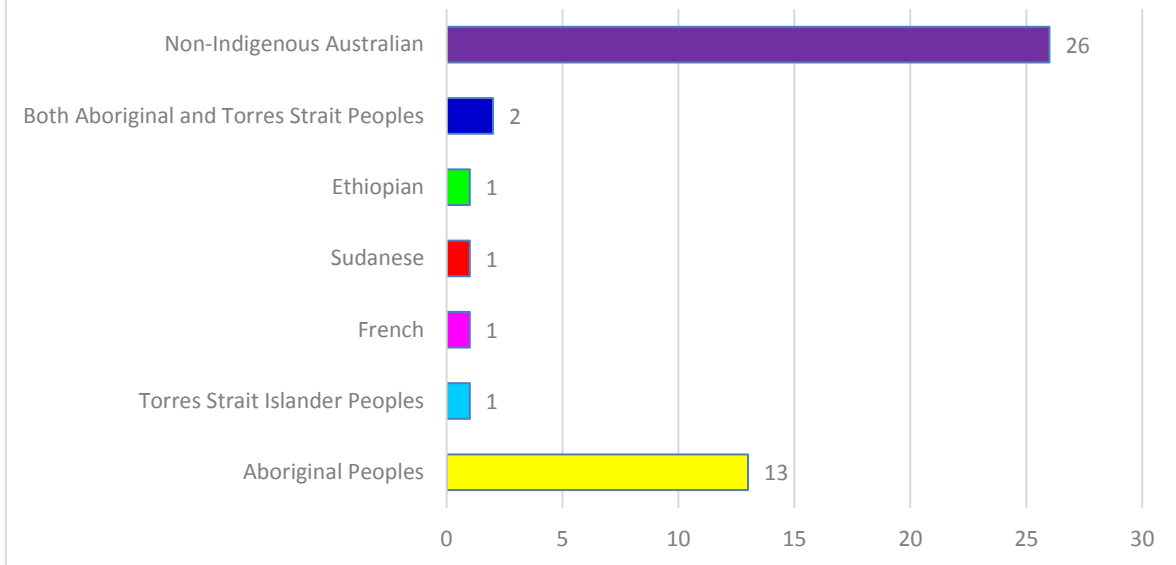
This was largely due to vulnerable, pregnant and parenting young women presenting to our service.

### Gender Analysis 2016 - 2017 SHS Tenants



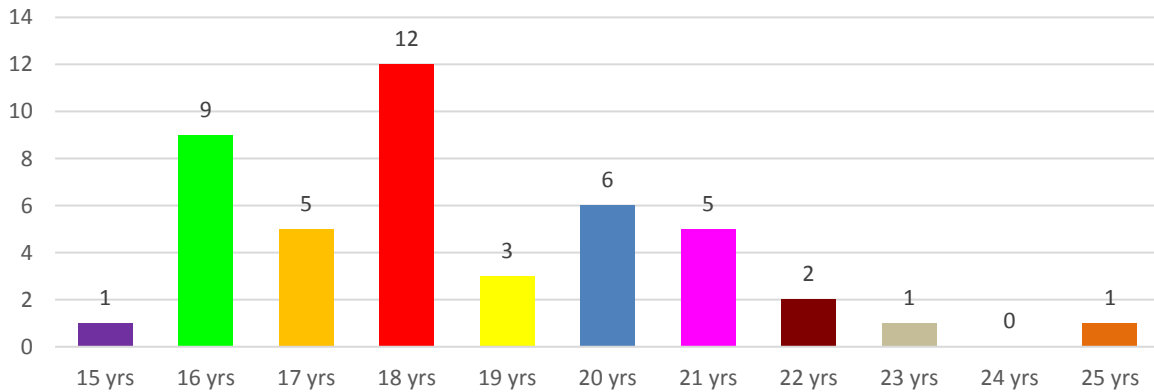


### Cultural Background of Young People in SHS 2016 - 2017



In 2016 – 2017 the majority of NWYAS tenants were **born in Australia (93%)**. The remaining tenants were born in Ethiopia, Sudan or France. Of those Young People born in Australia, **28% identified as Aboriginal** and **2% identified as Torres Strait Islander**.

### Age of Young People when first housed in SHS 2016 - 2017



**27% of tenants were aged 18 years old** when housed with us, whilst **20% were aged 16 years old**.

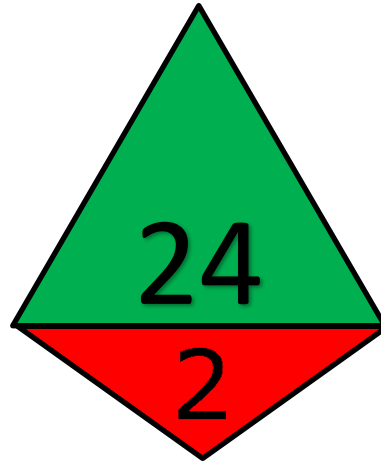
# Sustaining Tenancies

An invaluable part of our organisation is our Integrated Service Delivery Model. The link between our tenancy management/education and specialist youth homelessness support, is what gives young people the opportunity to develop the necessary skills to sustain their housing now and in the future.

There were a total of thirty-nine tenancies this year, split over our thirteen properties, that is a busy year for us. Below are the households that made up those thirty-nine tenancies:

## 39 TENANCIES in 2016-2017

- 20 single young people
- 11 single parenting with one child
- 4 two person households (siblings/couples without children)
- 3 parenting couples with one child
- 1 parenting couple with two children



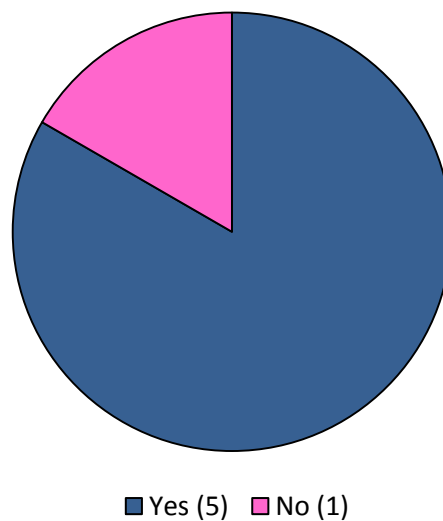
As of the end of financial year 26 of the 39 tenancies had exited. Only 2 of those exits were due to tenants being issued a Notice to Leave and the remaining 24 tenancies exited in a planned way, meaning they were able to sustain their tenancy.

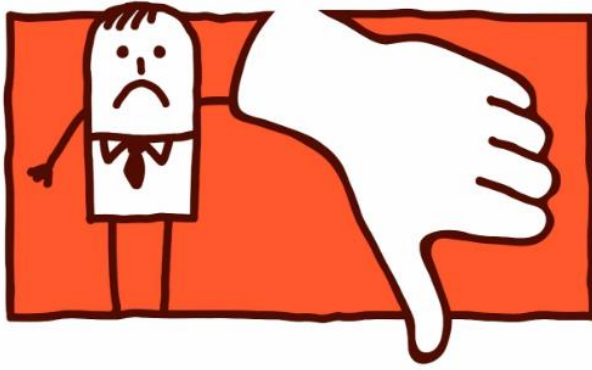
Six tenancies engaged in our Tenancy at Risk process this year. This process involves the tenant/s being asked to attend a meeting with the NWEAS Manager, Tenancy Worker and their Case Worker.

We believe the Tenancy at Risk process is valuable to our accommodation program. The meeting gives the tenant/s opportunity to discuss any problem areas of their tenancy and NWEAS works with them to come up with solutions that will help them sustain their tenancy.

Only 1 of the 6 tenancies that attended this meeting this year was not able to be sustained.

**Tenancies at Risk & Sustained**





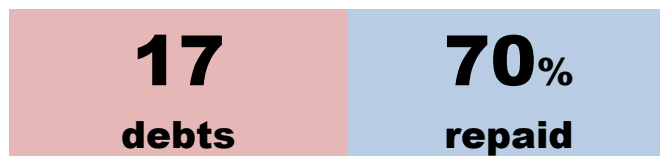
We had a sizable increase in the number of breaches issued this year, a total of 28. Damage (6) Noise & Disturbance (10) Unapproved Occupants (3) Rent Arrears (2) Threats of Violence/Violence (1) Unapproved Pets (1) Unclean Premises (1) Causing Nuisance (2) Illegal Activity (2).

Our tenants understand the importance of paying their rent. Out of the thirty-nine tenancies, thirty-seven (95%) were 7 days in advance with their rent at all times.

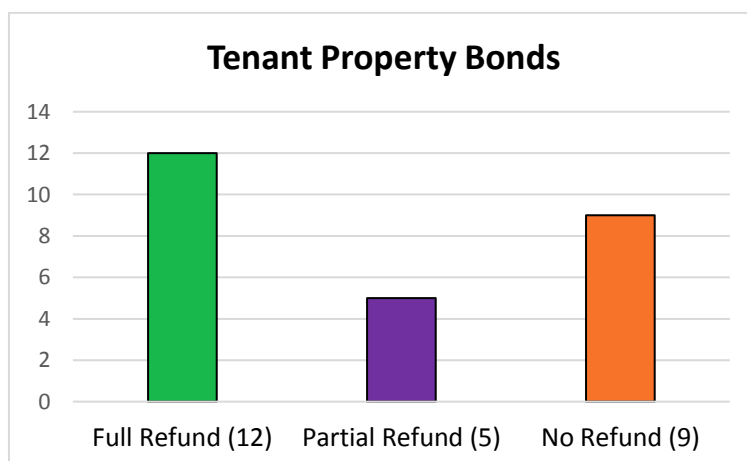


Out of the 26, 25 (96%) ended with rent credit to be refunded or were paid up to date. Only 1 tenancy had rent owing when they exited.

The number of tenant debts were down this year. In the previous year we had a total of 21, with this year that figure lowered to 17. Tenant debt is composed of things such as damage to property, key-cutting or cleaning and other exit costs.



Although the number of debts is lower this year, the number of tenants that have repaid or are in progress of repaying has also decreased. Last year, 90% of tenants had repaid or were in progress. In 2016-2017, only 70% of tenants had repaid or were in progress of repaying their debt.



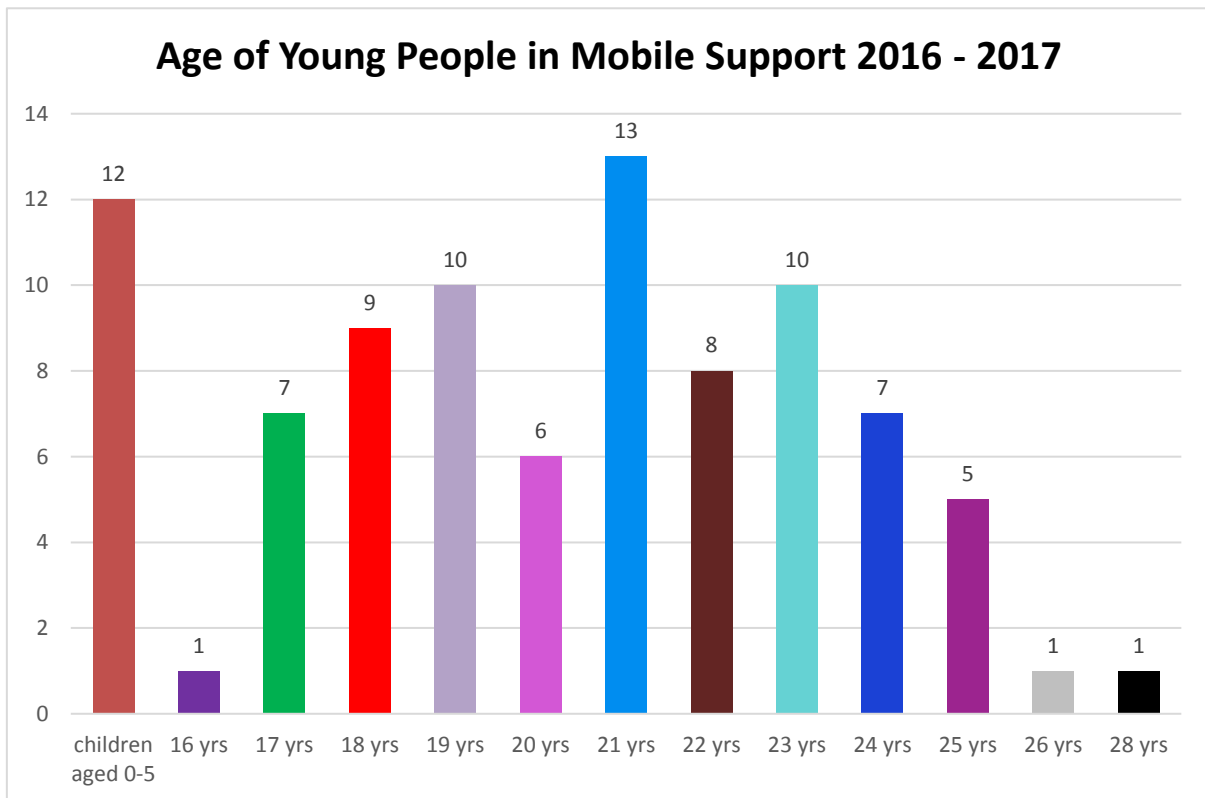
From the twenty-six exits this year, 65% received a full or partial refund from the bond held on the property. This matches the figure from last financial year. Tenant bonds are claimed for things such as exit cleaning, damage to property, carpet cleaning or rent owing.

# Mobile Support

Throughout 2016 – 2017, NWFYAS found that some young people just needed support to prevent them from losing their housing and entering into the homelessness system. Young people of Mobile Support identified that they required additional education and support in acquiring their own housing away from the Specialist Homelessness Sector.

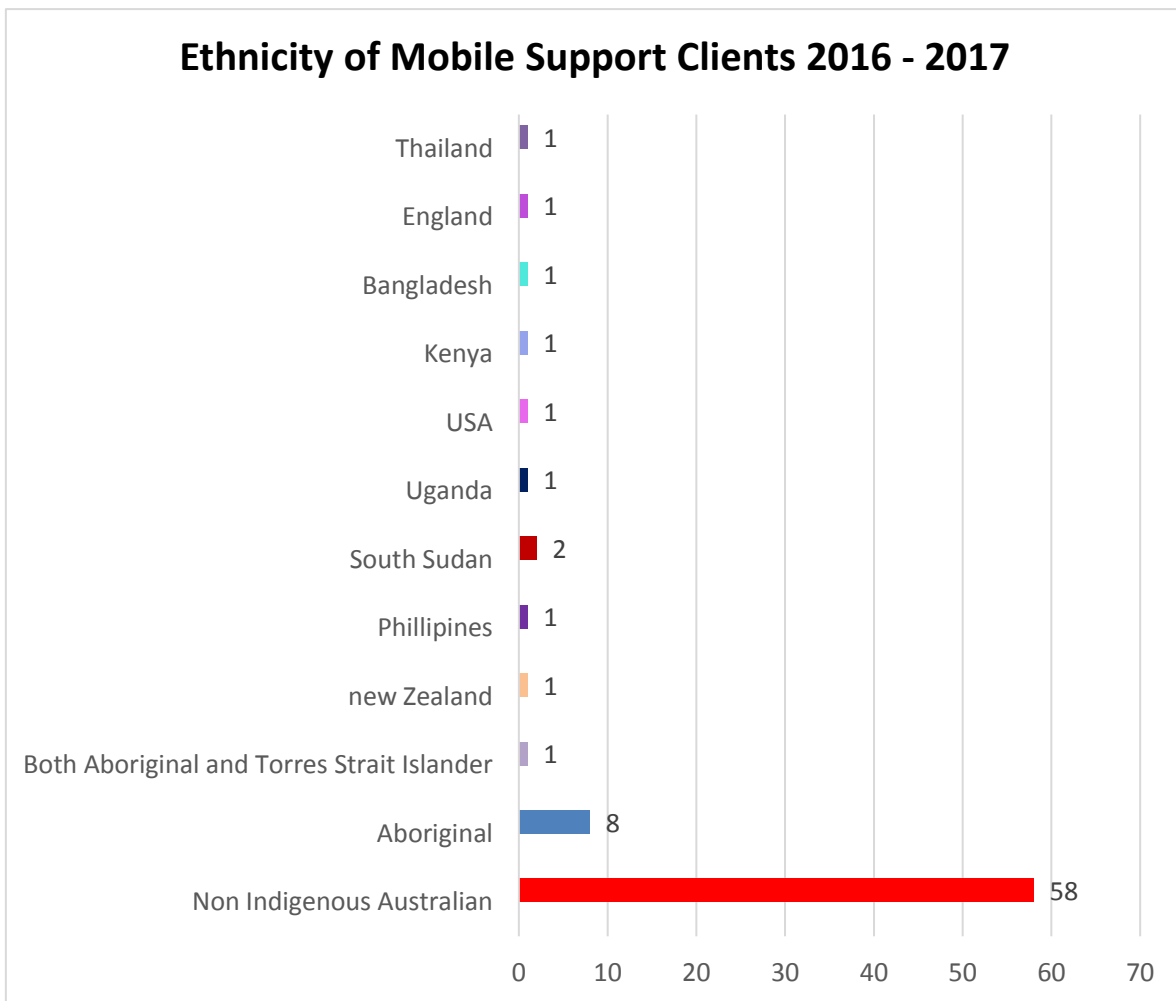


Mobile Support was provided to **79 young people** and **12 accompanying children** aged 0-5 years old.

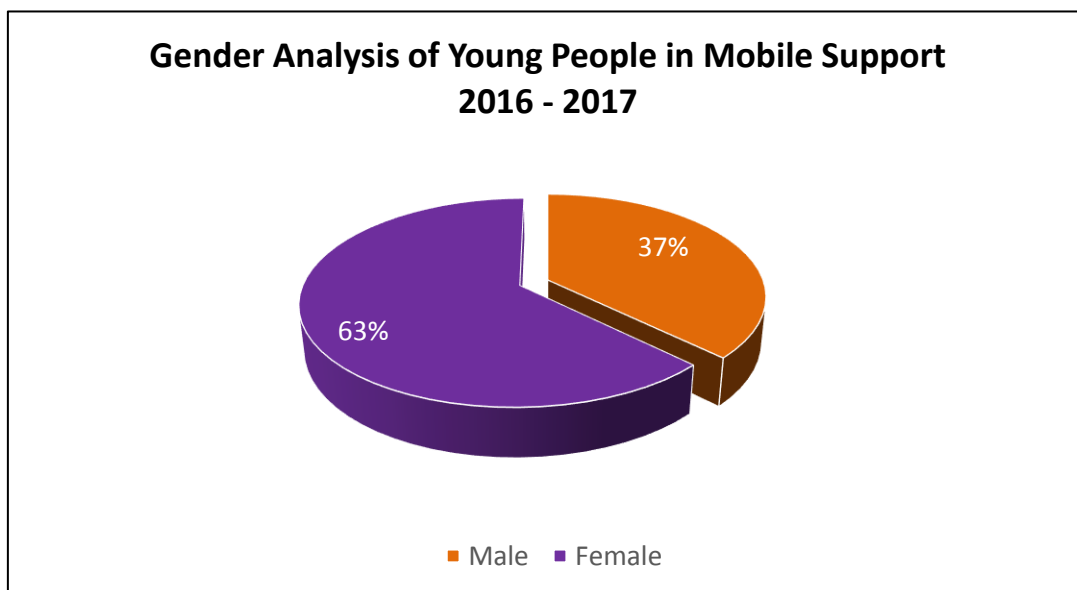


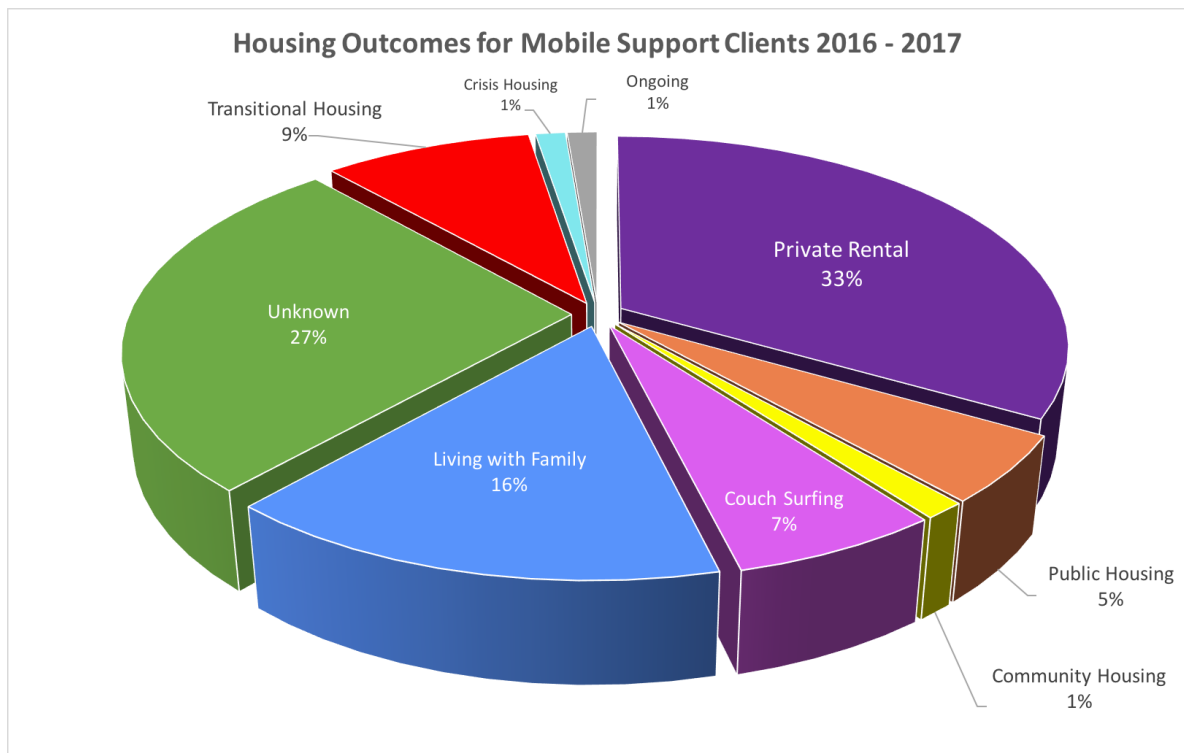
NWFYAS was able to provide Mobile Support to clients aged 16 to 28 years, from a variety of cultural backgrounds, to assist them in gaining and maintaining independent accommodation.

As demonstrated in the graph below, majority of our young people accessing Mobile Support were **born in Australia (84%)**, from this **10% identified as Aboriginal**.



Gender Analysis of young people in our Mobile Support Program showed that **63% were female**.





A total of **49%** of young people accessing Mobile Support were supported to gain appropriate housing outcomes. From this, **33% of young people were assisted to find housing within the private rental market.** By engaging young people in short term support, NWYAS was able to assist them in gaining independent housing outcomes.

The following story details how a young family were able to secure independent accommodation through our Mobile Support Program in 2017.

***Ria (19)** and her partner **Alex (19)** were referred to NWYAS in early 2017 for a vacancy in our Supported Accommodation program. Ria had just given birth to a newborn baby and was already a mother to a healthy 1 year old. Ria and Alex were desperate to find suitable housing for their young family because they were living in a four bedroom house with Ria's mum and 7 of her siblings. The house was overcrowded and this was impacting negatively on their physical and mental well-being.*

*Ria and Alex were experiencing ongoing conflict in the household with other family members and were in need of independent accommodation. Ria was the eldest of 8 children and had never lived out of home before. Alex also had no experience living out of home, except for moving in with Ria and her family. Both Ria and Alex were not aware of any other options for accommodation except through specialist housing services.*

*After an interview with our service, Ria and Alex appeared to be appropriate candidates for our Mobile Support program. The Case Worker working with Ria and Alex was able to help them with understanding the application process, maintaining a tenancy, providing transport to property viewings and independent living.*

*After working consistently with the Case Worker in our Mobile Support Program for a few weeks, Ria and Alex were able to apply for a two bedroom property which they were approved for. Shortly after, Ria and Alex were prepared to move into their new place and settled in quite comfortably. Since participating in our Mobile Support Program, Ria and Alex have not faced any difficulties in sustaining their tenancy and are looking forward to building their future together as a family.*



# From Homelessness to Housing

When young people first move into supported housing with NWWYAS they are often in a state of crisis due to being homeless and the instability they have experienced. Often they have very few belongings due to losing these while couch surfing at different people's places or being asked to leave places quickly, not being given time to collect their things. With time and support these young people start to stabilise and their lives slowly become less chaotic and driven by stress.

Here is a story of a young person housed with NWWYAS this year.

*Sadie (19) has been under a child protection order her entire life and moved into our housing as she was turning 18 and exiting care. Sadie's foster placement had broken down almost a year prior to her moving into NWWYAS and in that year she had completed her year 12 studies all while couch surfing with a friend. Sadie also has a diagnosed disability which affects her ability to concentrate, to socialise with others, to organise herself and follow through on tasks she initially starts with enthusiasm.*

*Sadie had many traumatic experiences being a young person in care and this significantly affected her ability to trust others and build relationships including her relationship with her NWWYAS Case Worker. When Sadie initially moved into supported accommodation with NWWYAS she had very few living skills and really struggled with knowing how to cook basic meals, complete a healthy food shop, clean and budget her money.*

*NWWYAS housed and supported Sadie for 18 months and through unconditional positive acceptance, consistency of support and always showing up, the Case Worker was able to break down some of those walls with Sadie and she was able to start trusting in the Case Worker/client relationship.*

*The Case-Worker helped Sadie develop some cooking and cleaning skills through workshops. As a team Sadie and her Case Worker cleaned and cooked together, giving Sadie the opportunity to learn these essential life skills. Sadie went from buying take away food most nights of the week to buying groceries every fortnight with fresh fruit and vegetables and cooking herself meals. She also went from failing her first cleaning inspection to completing the best bond clean inspection NWWYAS had seen all year.*

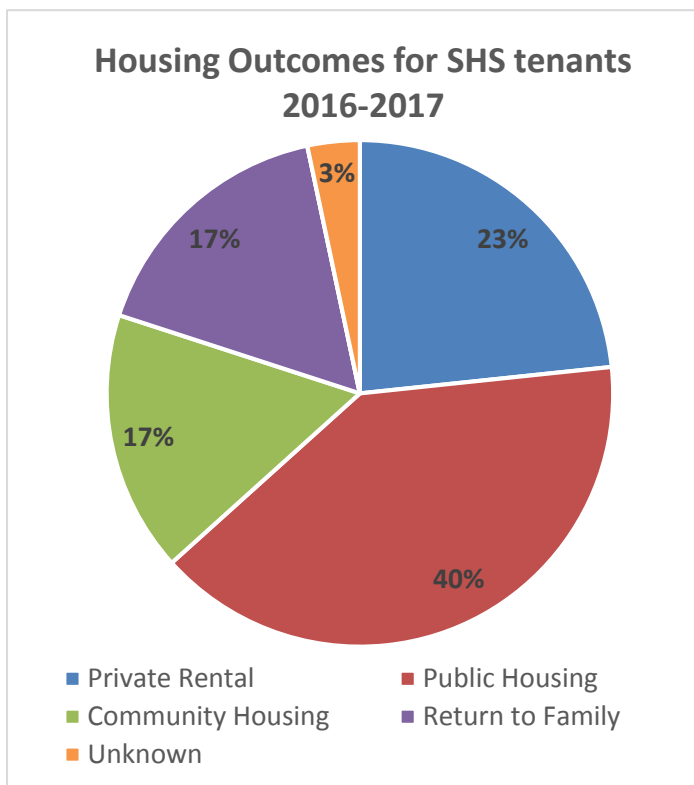
*Sadie developed many new skills whilst housed with NWWYAS and has now moved out of NWWYAS into her own independent 1 bedroom unit. Sadie has managed to set up her new unit with all new furniture she has chosen and is managing all aspects of her tenancy very well. Sadie feels a great sense of accomplishment because she is currently engaged in study in a field she is very interested in having a career in, is having driving lessons so she can get her driver's licence and has built some new relationships.*

## NWYAS supports young people with:

- Linking young people to the community
- Emotional support
- Engaging in support around mental health issues
- Sustaining tenancies
- Parenting support
- Engaging with education or employment
- Develop living skills (budgeting etc.)
- Support around child safety intervention
- Empowering young people to become independent
- Support to get their driver's license through the Street Smart Keys to Drive funding



2016-2017 was a successful year in supporting young people to move into safe, independent and affordable accommodation.



NWYAS housed 45 young people and 14 children in the last financial year.

**57%**

of all young people housed with NWYAS moved into independent Public or Community Housing.

**23%**

Of all young people housed with NWYAS moved into the private rental market.

A total of **80%** of young people achieved independent housing.

Young people who exit NWYAS have access to a minimum of three months external support. The majority of young people we house access external support after exiting. This support has been vital in linking young people into the community and supporting young people in their transition to independent accommodation. The transition can be an unsettling time for young people and we have found that transitional support can be the key to sustaining housing and preventing them from entering back into homelessness.

# Active and Connected

NWYAS workers are continually reminded of the importance of staying active to alleviate stress, depression, anxiety and improve sleep. As so many young people who access NWYAS experience mental health concerns, it is important to continue to make this a part of the support NWYAS provides.



Young people report having limited support networks due to family breakdown. Many comment that the first couple of weeks of their tenancy at NWYAS can be very lonely as it is the first time they are in a house on their own. To promote healthy lifestyles and give young people the opportunity to build new social connections NWYAS ran several events in 2016/17.

In December, NWYAS had the annual young person's **Christmas of Year Party**. This year it was held at Coochiemudlo Island where young people had the opportunity to swim, stand up paddle board, kayak, paddle boat and participate in several active beach games.

Several young people reported they had missed out on the opportunity to learn how to swim growing up so had previously avoided water activities. Being able to try these new activities in a safe environment with support enabled several young people to overcome their fear of the water and enjoy an active water sport. Funds for this end of year event were again provided by the Lord Mayor's Charitable Trust – we thank them for their ongoing support.



During 2016-2017 Rackley Swimming at the Chermside Swimming Pool sponsored **free swimming lessons** for two children of young mum's in our housing program.

*One mum "Millie" commented that she had never learnt to swim so she felt too scared to take her daughter swimming. She did not want her daughter to miss out like she had but could not afford the expense of lessons. The swimming lessons not only gave the child important swimming safety skills but improved Millie's own water ability. This has resulted in giving Millie confidence to take her daughter swimming and allowed Millie to go stand up paddle boarding at the Christmas party.*

We thank Rackley Swimming for their generous support this year and look forward to working with them again in the future.



In March as the world celebrated **International Women's Day**, NWYAS marked this by taking several young women to see Hidden Figures, a movie about 3 women in the 60's who did not let constant sexual and racial discrimination stop them from achieving their goals in working for NASA. This enabled conversations with the young women about their experiences of being told they cannot achieve something or being treated poorly due to their ethnicity or their gender.

Many young women were empowered to speak about their big dreams for the future and how they would get there.

5 April 2017 marked **Youth Homelessness Matters Day (YHMD)**. This year's campaign theme was *Be Bold, Be Brave, Be You*. Young people were invited to participate in an art activity at their unit block to create a shared art piece inspired by this year's theme that is now hanging proudly in the NWYAS office. The activity allowed young people to make new social connections in a positive safe space.



NWYAS also attended **Platform 1225** hosted by Queensland Youth Housing Coalition (QYHC). Christine our Tenancy Worker worked tirelessly in her role on the QYHC board for this event. A NWYAS young person "Christie" was able to attend this event and put a question forward during a panel discussion with members of McVeigh Law, Orange Sky Laundry, Youth Plus Institute, Micah Projects and Swinburne University about her experience in the care of Child Safety. This gave Christie the opportunity to have a voice and speak up about current gaps in service.



# Partnerships

NWYAS continues to do what we do thanks to guidance and support from the community.

## Support:

### Kate Jones

#### State Member for Ashgrove

Kate visited NWYAS to discuss the Dignity First Grant and what it means to young people. She met with two of our clients and spoke with them about their experience transitioning from homelessness to housing and their encounters with various Government Departments.



The  
**HILLS**  
& Districts  
*Chamber of Commerce*

### Hills and District Chamber of Commerce

The Chamber has been such a support and resource for NWYAS over the past year. They have provided:

- Professional Development and Training Opportunities
- A Donation from the 2016 Big Breakfast fundraising event for new tenant packs
- A scholarship for one of our young students
- Networking opportunities that have resulted in meeting so many passionate and talented local professionals

### Senator Chris Ketter

#### Federal Member

Senator Ketter provided us with a very generous donation that allowed us to help a young family in their time of need. Two siblings had just lost their mother and were being asked to leave their accommodation due to this tragic, unplanned change to their financial situation.



Senator Ketter's donation allowed us to help these young people, who had a long history of homelessness, to pack up all of their mother's belongings and move to another property to complete their grieving process and sort her belongings at their own pace. What remains of the donation will be used in a similar way to help young people and young families to move to a place of safety.

**COMMUNITY**  
**DEVELOPED**  
**COMMUNITY**  
**LED**  
**COMMUNITY**  
SUPPORTED.

## Grants:

### Dignity First:

#### Department of Housing and Public Works



The Dignity First Grant allows us to welcome tenants transitioning from homelessness into NWYAS housing with personalised homewares – such as sheets, towels, mats, handtowels, pillows, cushions and other homewares that turn their new house into a home. This creates a personalised space, a new identity and dignity to young people who have been borrowing and using second-hand, broken and borrowed items.

### Lady Bowen Trust Grant:



The Lady Bowen Grant from the Lady Bowen Trust has allowed us to ensure that all new tenants moving into our houses have a cleaning pack, a kitchen pack and a pantry pack. This means all tenants are greeted with basic pantry food to cook with, pots and pans

and utensils. Previous tenants have needed to move in with mismatched and insufficient plates and cups and cutlery whilst they struggle to save enough to buy themselves essential products. A vacuum cleaner and cleaning products allow young people to keep their space fresh and clean and create a healthy routine from the first day in their new home.

### Street Smart – Keys To Drive:



The Street Smart Grant has allowed us to purchase driving lessons, tests and the costs of a learner's card or licence for our tenants this past year. A big congratulations to the 5 young people who participated in this program in the past year. They have gained experience, confidence, new self-esteem and their learners or licence.

## Out and about in the Community:

Staff at NWYAS work closely with a vast range of services for the young people we work with. This includes attending networking meetings such as:

- Local Level Alliance Meeting
- Brisbane Northern Case Coordination Meeting
- 500 Lives, 500 Homes Youth Working Group
- North West Interagency Meeting
- Accommodation Coordinators Networking Meeting

We've also attended various forums, conferences and events that relate to youth, homelessness and housing across the region, including the White Ribbon (DV) March in November.





# Our Supporters

Funded by



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 local members and businesses for their support & assistance in 2016-2017:



Mark Furner MP for *Ferny Grove*





LORD MAYOR'S CHARITABLE TRUST  
CARING FOR BRISBANE'S COMMUNITY



THANK YOU,  
 North West Youth  
Accommodation Service Inc.