



North West Youth
Accommodation Service Inc.

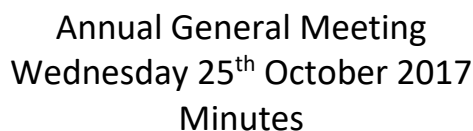
ANNUAL REPORT **2017-2018**

Funded by



Queensland
Government


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1. Present: Judy Timms, Robert Granger, Deon Menerey, Christine Robinson, Heather Rowe, Nicole Walsh, Bec Killen, Kellie Pamic, Holly Moulds, Amanda Ronan-Hearn, Veronica Davies, Leila Gorrington, Gavin Rowe, Linda Christensen, Narelle Jones, Amy Mathews, Laurence Brown, Sarah Thorne, Lydia Walker, Jim Fouras, Meloney Menerey, Ying Ao, Cr Andrew Wines
2. Apologies: Tim Mander - Member for Everton, The Hon. Jane Prentice – Federal Member for Ryan, Mark Furner MP – Member for Ferny Grove, Senator Ketter – Strathpine Senator, Kate Jones – Minister for Education and Minister for Tourism, Major Events and the Commonwealth Games, Tracey Davis, Member for Aspley, Suzie Dennis – Finance Worker NQYAS, Brian Parker, Shummy Sitawa – QUT/Volunteer, Angel Tang – QUT/Volunteer
3. Minutes of Previous Annual General Meeting
MOVED: Bec Killen
SECONDED: Christine Robinson
4. Reports:
 - ✓ President:
MOVED: Holly Moulds
SECONDED: Heather Rowe
 - ✓ Team:
MOVED: Amanda Ronan-Hearn
SECONDED: Jim Fouras
 - ✓ Financial Report /Audit:
MOVED: Judy Timms
SECONDED: Bec Killen
5. Election of Office Bearers:
MOVED: Amanda Ronan-Hearn
SECONDED: Heather Rowe
6. Appointment of Auditor: David Starr
MOVED: Holly Moulds
SECONDED: Meloney Menerey
7. Close of Meeting: 7:06pm

This is a true and accurate record of the AGM held on the 25th October 2017

Signed:


Robert Granger
President

President's Report

I am pleased to present the President's Report for 2017-18 for North West Youth Accommodation Service (NWyAS).

2017-18 has been a very busy year for NWyAS supporting young people. We have seen last financial year:

- An extension of our Head lease portfolio from three properties to four.
- continuing to work to comply with the Human Services Quality Framework (HSQF) which has required a major task to review and refresh all policies and procedures.
- A major extension of our volunteering program, welcoming in administration volunteers, students and project workers.
- development of a new Strategic Plan Framework 2018 – 2021.

The Manager's annual report will report on another year of achievement and challenging work for NWyAS in helping young people in or near homelessness.

Our core activity is funded by Queensland Governments Department of Housing and Public Works under the National Partnership Agreement on Homelessness to manage some 14 properties while at the same time providing specialised case-management support to tenants of the 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 significant activity for NWyAS is the Mobile Support program which sees NWyAS assisting young people and young families to secure safe, long term housing in the community through share-houses, private rentals and student accommodation.

I would like to place on record the organisation's appreciation for the funding of the State Government and acknowledge the support and assistance of the Minister for the Housing and Public Works, and his Department. NWyAS has seen in this year the renewal of our critical service agreements, which are 5-year contracts. This gives us a sense of continuity and greatly helps us to plan and enrich our level and extent of services.

On a broader note, NWyAS continues to apply for a whole range of small grants which allows us to offer our young people more opportunities and support as part of our program. For these I wish to acknowledge:

- Queensland Governments - Gambling Community Benefit Fund
- Queensland Governments – Dignity First Fund
- Mark Furner MP for Ferny Grove
- Brisbane Airport Corporation
- Lord Mayors Community Trust
- Energex
- Rotary Mitchelton
- Hills and District Chamber of Commerce
- Bendigo Bank
- Street Smart

I would like to mention the continued support of a host of local businesses. NWWYAS relationship with the Hills and Districts Chamber of Commerce is a very important relationship with the wider business community and I particularly acknowledge the work of Nicole in this area.

During the year we held a fundraising BBQ at Parliament House and I must thank Jim for arranging the use of the excellent facilities and of course, all those who made the event possible and successful. The behind the scene tour of the House was especially enlightening.

I want to place on record my sincerest thanks for the hard work and professionalism of Nicole and her team at NWWYAS. The dedication and determination of staff largely shapes the quality and extent of care and assistance we offer the young ones who come to NWWYAS. During the year our longstanding Finance Worker, Suzie Denis retired and, in her place, we welcome Kaja Holzhemier has been appointed. I also welcome back to the team Deon who had a break on maternity leave.

I thank my Management Committee which comprises a team of skilled and experienced volunteers who provide counsel and support for NWWYAS. I appreciate the work of Holly as the Treasurer and Bec as Secretary. Other members I thank for their work on the Management Committee are Amanda, Linda, John, Judy and Jim.

Jim and Judy will be leaving NWWYAS after many years of long and faithful service. Jim has been with the organisation some 28 years and in that time has seen many changes which have helped shape the organisation to what it is today. Jim brought to the Presidency of NWWYAS a rich exposure to the issue of homelessness particularly via his work through the HUMAN RIGHTS AND EQUAL OPPORTUNITY COMMISSION into the REPORT OF THE NATIONAL INQUIRY INTO HOMELESS CHILDREN published 1989. Judy has been a valuable member of the Management Committee including as Secretary. I wish both Judy and Jim all the very best for the future in life beyond NWWYAS.

In conclusion, let me say that the nature and extent of homelessness in our community will be shaped by social, economic and environmental forces far beyond our capacity to fully understand and predict. The collective strength of many and varied agencies to achieve solutions will depend very much on the goodwill and cooperation of those who want to help those in most need.

NWWYAS must remain well focussed on its primary purpose and at the same time work within the wider community including other support agencies and in partnership with government. At an organisational level, NWWYAS Strategic Framework for 2018-21 will help mould the organisation to best achieve its primary purpose to help young people.

To this end NWWYAS will be shaped by four broad pillars. WE will

1. strive to maintain our focus on continuous improvement and maintenance of quality services.
2. challenge ourselves to focus on prioritising growth and excellence in service provision.
3. ensure our governance and leadership is at the forefront of our values and best practice
4. care and respect each other and ensures our staff and clients can feel and see our values and culture.

In closing, can I thank everyone for attending this AGM.



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 2017-2018 financial year with a surplus of \$15,178.25. Majority of this surplus is made up of self-generated funds such as donations, interest received, and fundraising. These funds will be used in future years as per the organisations objectives. 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.

The staff have worked hard in applying and being successful for grants to supplement our work with young people this year, receiving a total of \$48,251 in grants. We increased our fundraising opportunities, such as our BBQ at Parliament House and set up PayPal to facilitate donations through our website.

There was a 35% increase in Rental Income for our properties, a portion on this is due to extending our Headlease portfolio from three properties to four within our existing funding agreement. But mostly, this is a testament to young people and their abilities to prioritise their rent payments and to our Service Delivery Model which includes a supportive approach to Tenancy Management and Specialist Homelessness Case Management.

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.

Farewell to Suzie, our long term finance worker. She worked with us for 10 years before retiring. We thank Meloney for providing relief work during the transition and welcome Kaja as our new finance worker.

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 Davies
TREASURER

Our History

CERTIFICATE OF INCORPORATION OF AN ASSOCIATION

NORTH-WEST BOARDING INC

from theseventeenth..... 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.



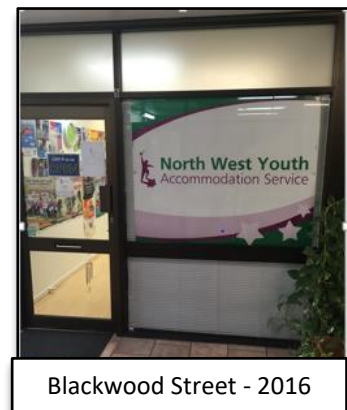
Samford Road Office – pre 2005



Osbourne Road – 2009

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.



Blackwood Street - 2016

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.



Blackwood Street - Current

The NWWYAS Team



Nicole

Role: Manager

At NWWYAS for: 3 years

Qualifications: Bach Psych, Post-Grad Dip Psych

Experience supporting homeless young people: 12 years

Why I do it: because these young people are the elders, leaders and parents of tomorrow!



Christine

Role: Tenancy

At NWWYAS for: 9 years

Qualifications: Dip Youth Work, Dip Social Housing

Experience supporting homeless young people: 10 years

Why I do it: Every young person and child deserves a home. Changing the negative perceptions of homeless young people will always be an important part of the work we do here.



Sarah

Role: Case-Worker

At NWWYAS for: 7 years

Qualifications: Bach Social Science

Experience supporting homeless young people: 7 years

Why I do it: I want to help young people change their futures. I want to support them to have stability, safety and dreams.



Deon

Role: Case-Worker

At NWWYAS for: 10 years

Qualifications: Dip Youth Work, studying Bach Human Services

Experience supporting homeless young people: 10 years

Why I do it: I like seeing young people make positive changes in their lives. I feel privileged to be able to walk alongside them.



Mel

Role: Locum Finance

At NWWYAS for: 6 years

Qualifications: Cert Com Services, Cert Bookkeeping

Experience supporting homeless young people: 6 years

Why I do it: I believe in what the staff at NWWYAS do – they encourage, assist and arm young people with the skills and knowledge to enrich their lives!



Heather

Role: Case-Worker

At NWWYAS for: 14 years

Qualifications: Bach Social Science

Experience supporting homeless young people: 18 years

Why I do it: I believe vulnerable young people have the power to change the course of their lives and are not defined by their past.



Narelle

Role: Case-Worker

At NWWYAS for: 1 year

Qualifications: Bach Psych/Criminology
Experience supporting homeless young people: 1 year

Why I do it: I am passionate about youth work and supporting young people to feel empowered about themselves and be confident in their abilities.



Kaja

Role: Finance Worker

At NWWYAS for: 1 year

Qualifications: Bach Arts, Grad Cert Music, Cert IV Accounting

Experience supporting homeless young people: 17 years

Why I do it: I want to use my skills to benefit organisations I believe in, and who do valuable work!

The rest of our Team:



Leigh

Role: Volunteer

At NWWYAS for: 1 year



Suzie

Role: Finance Worker

At NWWYAS for: 10 years



Sammy

Role: Student

At NWWYAS for: 1 year



Helena

Role: Student

At NWWYAS for: 1 year

Also:

Shummy Sitawa, (Angel) Rong Tang and (Angela) Ying Ao, Anna Szajner

2017-2018 Management Committee:

Robert Granger (Current) Chairperson, supporting NWWYAS for 9 years

Holly Davis (Current) Treasurer, supporting NWWYAS for 9 years

Bec Killen (Current) Secretary, supporting NWWYAS for 3 years

Linda Christenson (Current) Member, supporting NWWYAS for 1 year

Amanda Ronan-Hearn (Current) Member, supporting NWWYAS for 2 years

John Sinnamon (Retiring) Member, supporting NWWYAS for 1 year

Judy Timms (Retiring) Member, supporting NWWYAS for 11 years

Jim Fouras (Retiring) Member, supporting NWWYAS for 28 years

Brian Parker (Retired 2017), supported NWWYAS for 7 years

How We Help

NWYAS provides support to young people experiencing homelessness through the:

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

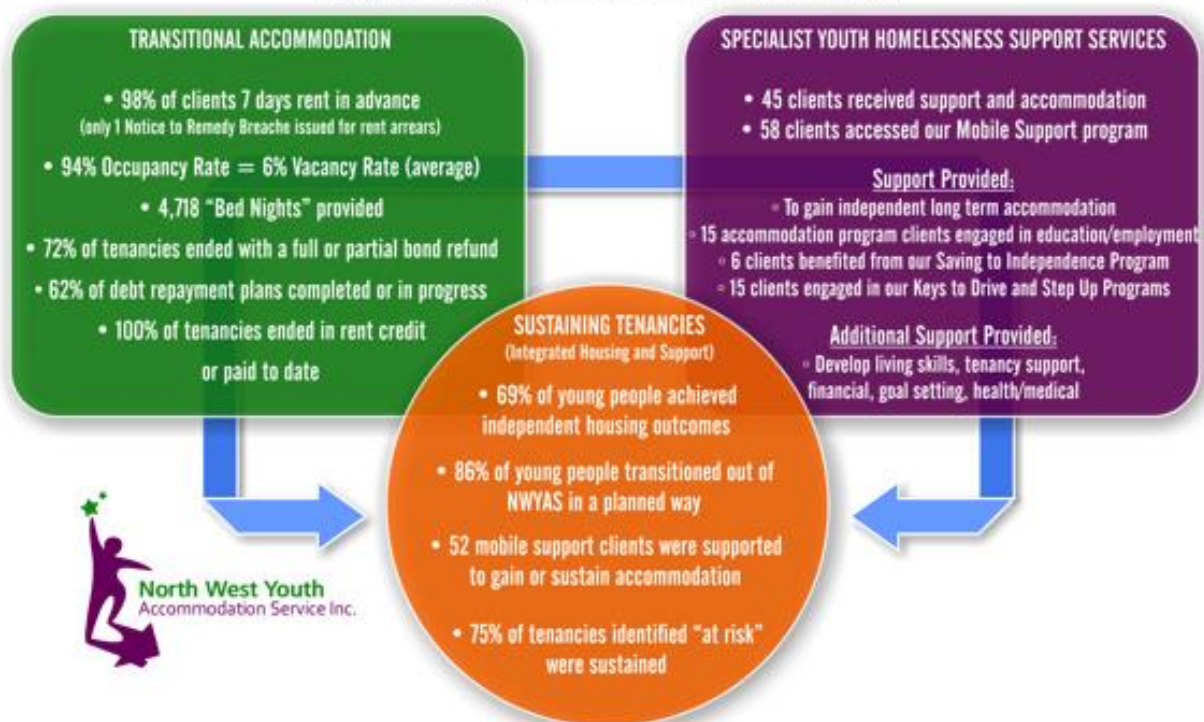
In 2017-18, NWYAS received **287 direct referrals** from young people. NWYAS was unable to meet demand through the supported housing program due to only having 14 properties. As a result, NWYAS workers were able to utilise the Queensland Homelessness Information Platform (QHIP) to inform young people of possible vacancies with alternate services. If suitable, referrals were then sent through on behalf of the young person in order for them to still be able to access housing and support. Of the 287 direct referrals, 175 young people consented to having their details used for referrals through QHIP, as managed by NWYAS.

Some young people identified as lower needs and eligible for support through the mobile support program. In accessing this program, young people were able to bi-pass homelessness services and secure housing in the private rental market. In 2017-18, **58 young people** accessed support through the mobile support program.

43 young people who referred to NWYAS identified that they would like to refer to immediate supported accommodation. Immediate accommodation differs from NWYAS as it is offered for a shorter time period and is often shared by other young people.

Shared accommodation presents a barrier to many young people who refer to NWYAS. Due to significant trauma and abuse experienced through their lives, many young people do not feel safe sharing accommodation with other young people they do not know. As a result, **126 young people** referred for transitional housing support similar to NWYAS.

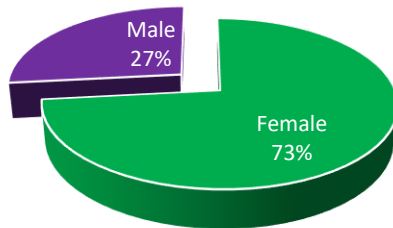
2017-2018 ACHIEVEMENTS



Who were our tenants?

NWYAS housed 45 young people during the 2017-2018 financial year. **73%** of these young people were female. The proportion of females represented in our housing can be attributed to the high number of homeless and at risk pregnant and parenting young women who access our service.

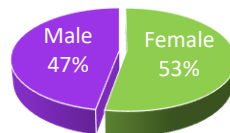
Gender Analysis of SHS
Tenants 2017-2018



45 young people
plus
16 children
across
43 tenancies

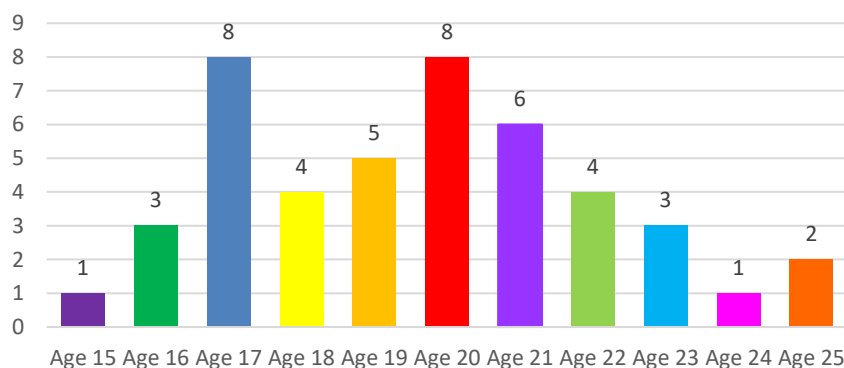
Of the 16 children accommodated by NWYAS 10 were female and 6 were male.

Gender Analysis of
Accompanying Children in SHS
2017-2018



As shown in the graph below the average age of young people this year when they entered our service was age 17 and 20 years of age. In total we housed 12 young people under the age of 18 with 4 of them being between 15 and 16 years of age.

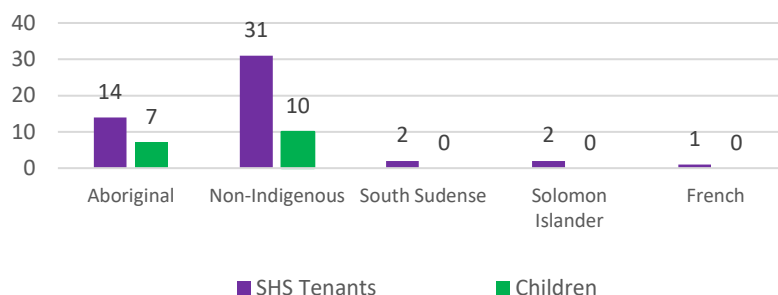
Age of SHS Tenants when first Housed 2017-
2018



88% of our young people in the 2017-2018 financial year were born in Australia with 31% identifying as Aboriginal or Torres Strait Islander. NWWYAS also housed young people from a number of different countries including South Sudan, The Solomon Islands and France.

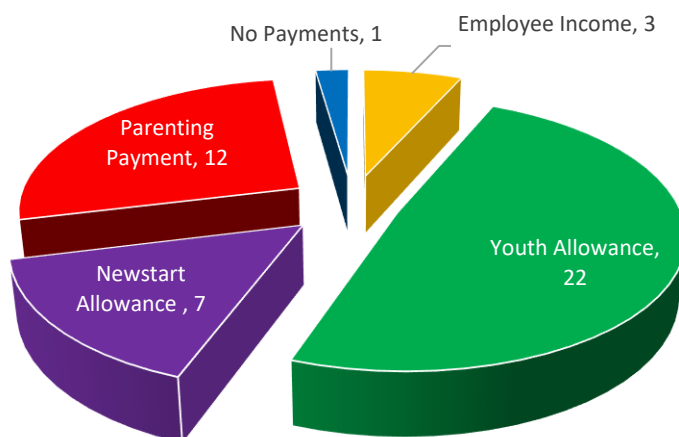
43% of the children housed during this year identified as Aboriginal or Torres Strait islander.

Cultural Background of SHS Tenants and their Children 2017-2018



Youth Allowance was predominantly the income that the majority of young people this year were on when they entered into NWWYAS. In fact 48% of our young people were on Youth allowance, 26% on parenting payment, and 15% on the NewStart payment. We also had 3 young people who were on employee income on entry and 1 young person who initially was on no income at all.

Income Support of SHS Tenants when First Housed 2017-2018



This graph demonstrates that the majority of the young people that are accommodated and supported by NWWYAS initially rely on our welfare income support system and therefore are under constant financial pressure to make ends meet.

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.

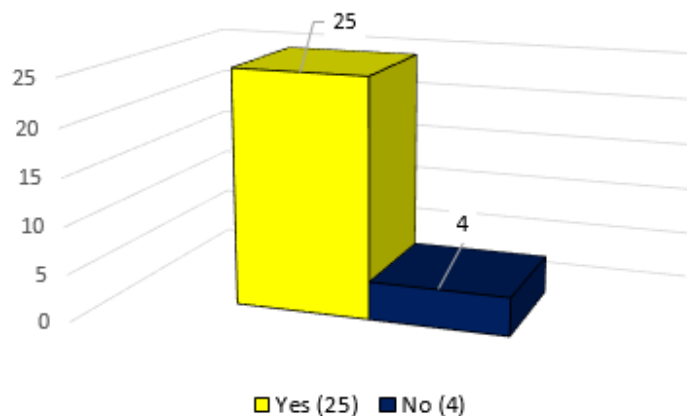
This section of the report details the tenancies NWWYAS had throughout this year and how they progressed.

43 TENANCIES

There were a total of forty-three tenancies this year, split over our fourteen properties. That is a record turnover for us. Here are the households that made up those forty-three tenancies:

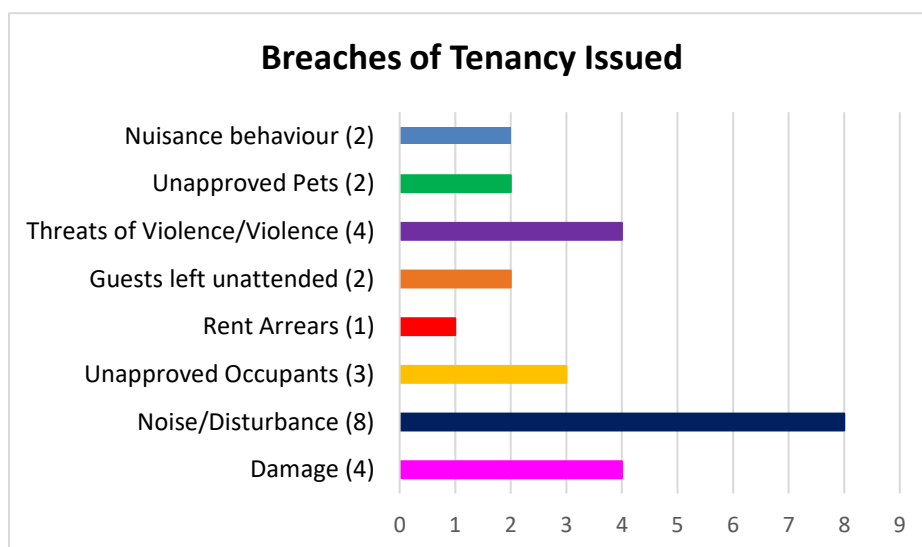
9 single parenting with one child ✨ 19 single young people ✨ 1 single parenting with two children
1 parenting couple with three children ✨ 1 parenting couple with two children
6 parenting couples with one child
1 three person household (no children) ✨ 5 two person households (no children)

Planned Exits - Tenancies Sustained



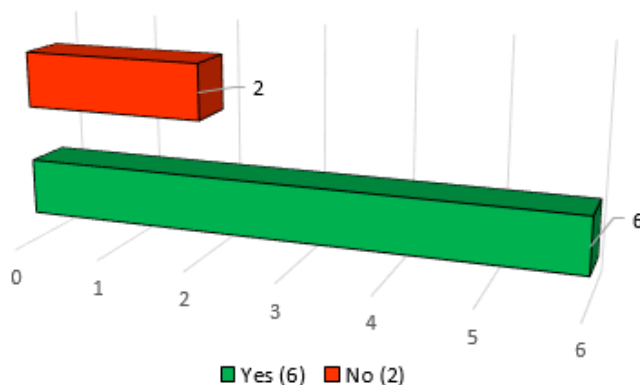
Out of the forty-three tenancies NWWYAS had this year, twenty-nine of those have exited. Only four of those exits were due to tenants being issued a Notice to Leave. Twenty-five tenancies exited in a planned way, meaning they were able to sustain their tenancy.

Breaches of Tenancy Issued



Eight 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.

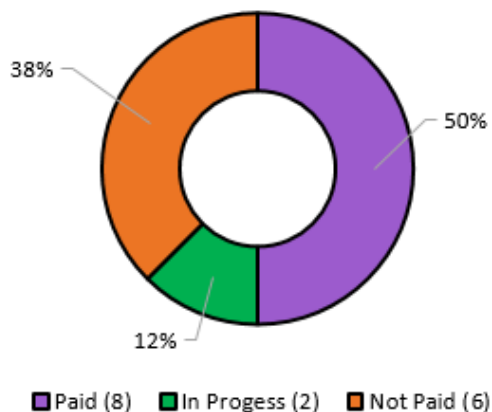
Tenancies at Risk & Sustained



We believe the Tenancy at Risk process is a valuable component of 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.

Out of the eight tenancies that attended this meeting this year, only two tenancies were not able to be sustained.

Tenant Debt Repayments

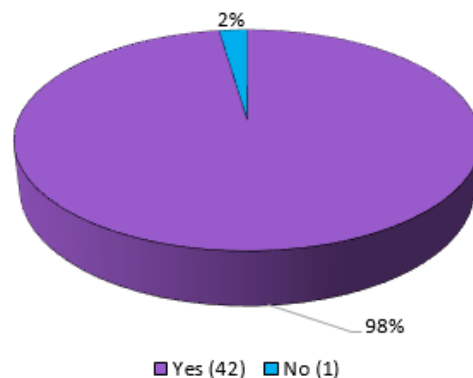


The number of tenants who had debts has decreased this year and although only by one, in the last two years the number of tenants with debts has continued to decrease. This year we had an increasing number of tenants that did not repay their debt, a total of 38% of debts have not been repaid (6 Tenants).

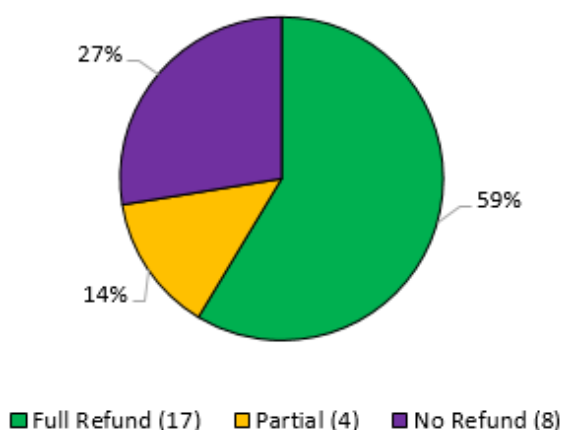
Tenant debt usually comprises of things such as damage to property, key-cutting or cleaning and other exit costs.

100% of tenancies ended with Rent Credit to be refunded or were paid up to date.

7 days in advance with rent at all times



Tenant Property Bonds



Our tenants understand the importance of paying their rent. Out of the forty-three tenancies, 98% were 7 days in advance with their rent at all times. Only one tenant received a breach for being 7 days in arrears with rent.

From the twenty-nine tenants that exited this year, 72% received a full or partial refund from the bond held on the property, this is a 7% increase from last year. Tenants bonds are claimed for things like exit cleaning, damage to property, carpet cleaning or rent owing.

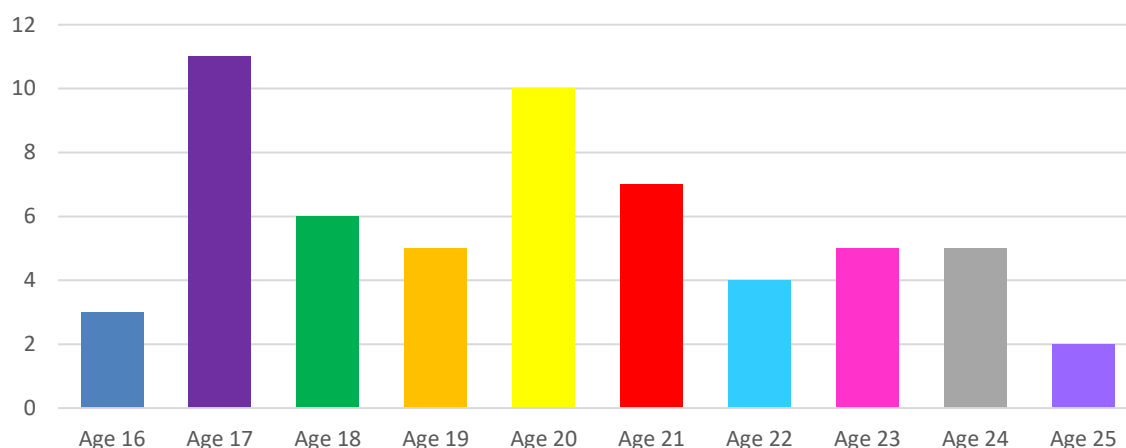
Mobile Support



In 2017-18, NWWYAS found that many young people just needed support to prevent them from losing their current accommodation. Young people who accessed Mobile Support identified that they needed further education and support in gaining their own housing away from the homelessness sector.

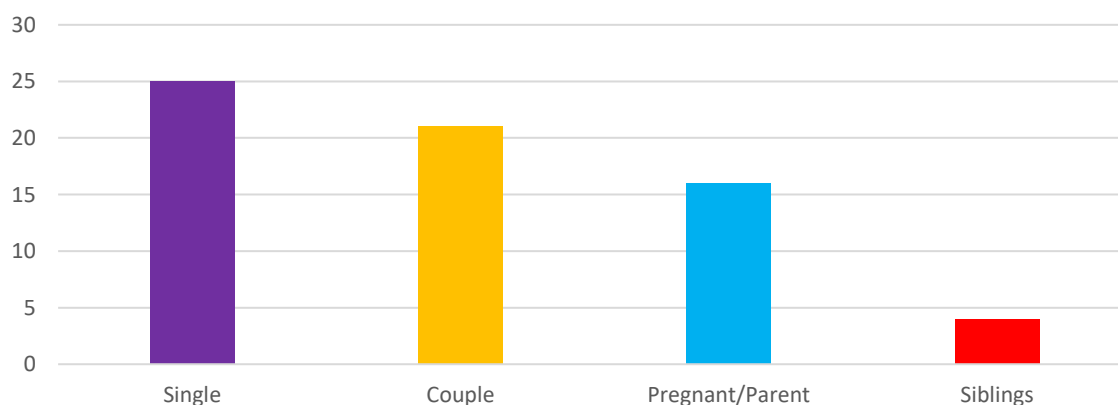
Mobile Support was provided to **58 young people** and **12 accompanying children** aged 0 to 5 years old.

Age of Mobile Support Clients 2017-2018

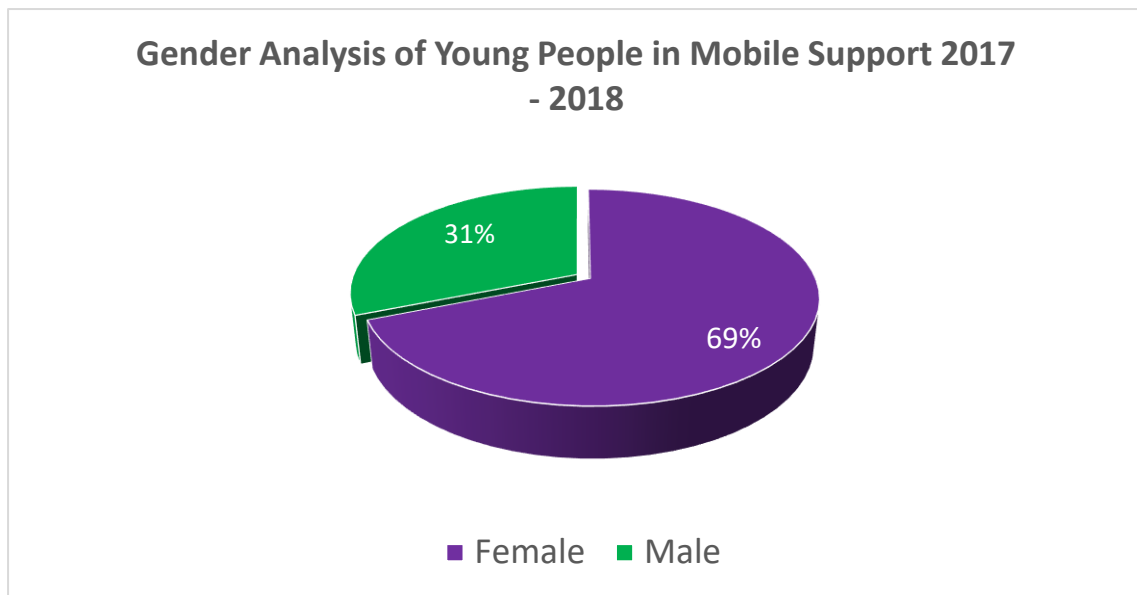


NWWYAS provided Mobile Support to clients aged 16 to 25 years, with majority of our young people accessing Mobile Support being single. 10% of clients who accessed Mobile Support as a couple also identified as pregnant/parenting.

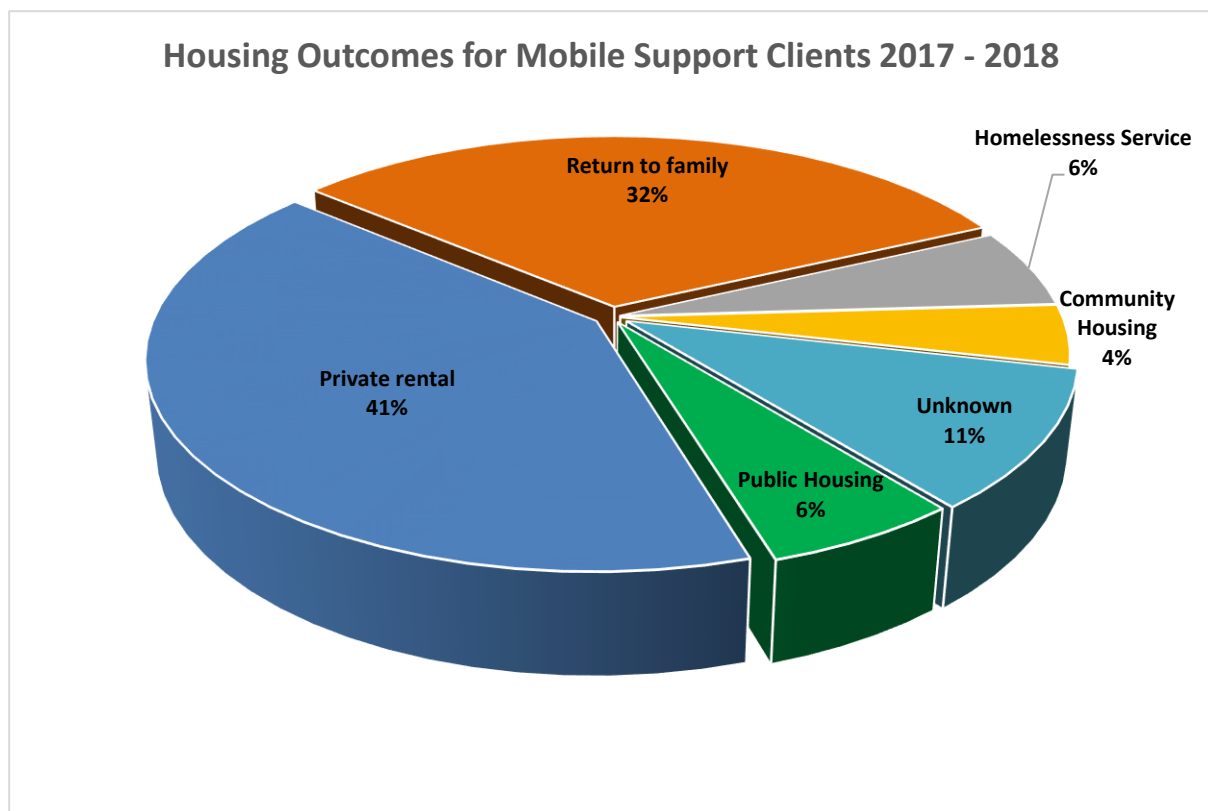
Relationship Status of Mobile Support Clients 2017 - 2018



Gender analysis of young people in our Mobile Support Program showed that **69% were female**.



A total of 57% of young people accessing Mobile Support were supported to gain appropriate housing outcomes. From this, **41% of young people were assisted to find housing within the private rental market**. NWYAS was able to engage young people in short term support, in order to help empower them with the necessary skills to gain and sustain independent housing outcomes.



The following story details how a young Mum was able to secure a private rental through our Mobile Support Program in 2018.

Lucy (18) referred to NWYAS in late 2017 seeking secure safe and stable housing for and her newborn son. Lucy had just given birth to her son and was temporarily staying with her mother and step-dad. Lucy was experiencing significant conflict and overcrowding issues as a result of staying with her mother. She did not have a good relationship with her step-dad and was told she needed to leave.

Lucy had recently separated from her ex-partner and was experiencing physical and emotional threats from him and his family. As a result of this, Lucy did not feel safe travelling on public transport and avoided local shopping centres as much as possible so she would not encounter her ex-partner and his family.

Lucy did not have many friends and little contact with other family members. She could not rely on them for support and housing due to her friends and family also couch-surfing and experiencing issues of over-crowding.

When Lucy referred to NWYAS for Mobile Support she was overwhelmed, distraught and unsure of where she was going to live with her son. A Case Worker from NWYAS assisted Lucy to help her view rentals online, book inspections, go to property viewings and submit applications.

Because Lucy had no rental history and was only on limited income, she was not accepted right away. The Case Worker then spoke with a Real Estate NWYAS had worked with previously. They arranged an upcoming inspection for a property they had coming up. Lucy viewed the property and felt it was a safe and secure place to stay. The Case Worker assisted Lucy to apply for the property and she was accepted. The Case Worker then worked with Lucy to get a budget in place so she could pay rent and bills on time, as well as generate some savings for her and her son. The Case Worker also helped Lucy acquire second hand furniture items for her new place, through donations.

Since participating in Mobile Support, Lucy has not faced any difficulties in sustaining her tenancy. She has rebuilt her relationship with her mother and step-father. Lucy says she feels safe in her new home and is looking forward to building a future with her son.



Young people's stories of change

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20y/o Sammy moved to Australia to meet their father a few years ago, however he became violent and left Sammy and her sister to couch surf due to a lack of family or community supports.

While couch surfing Sammy experienced mental health concerns and was unable to look to the future. She was housed with NWYAS in late 2017 and having housing and support enabled Sammy to dream of a different future. While in our housing she began a Diploma in Child Care and was able to begin driving lessons through the Step up and Drive for Life Programs.

Sammy now lives independently in a Department of Housing and Public Works property, was able to gain her diving license and now has a full-time child care job. She was able to turn distant dreams into reality.



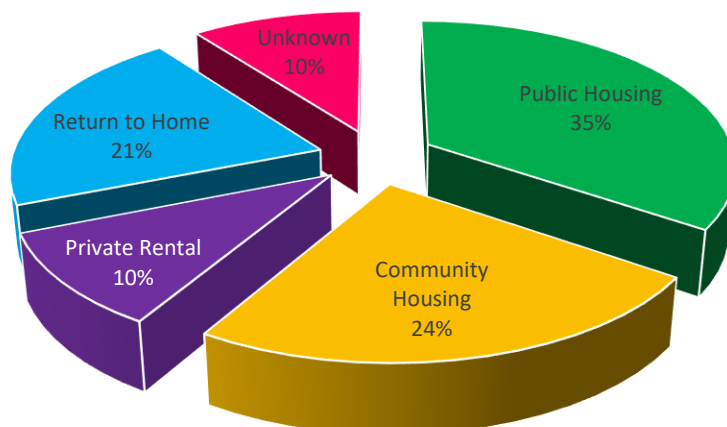
Amber (22y/o) is a young person on the transition from homelessness. She referred to our housing in late 2017 after spending a few weeks in hospital due to significant mental health concerns. Amber had been living in a private rental but after a relationship breakup was kicked out. A lack of family and social supports meant she ended up sleeping in her car before she had to sell it to cover significant debt that had piled up. Amber had been working but lost her job due to her significant mental health concerns. She needed stability to keep herself safe.

Since moving into NWYAS, Amber has been able to access the mental and physical health supports she needs to stay well. Although she has her ups and downs she has had NWYAS to reach out to for support and has learned new, positive ways to cope with her mental health. Amber has a new job and works as a trainee dental assistant. Amber plans to move out of NWYAS in the next few months into a private rental. She has started to talk about her dreams for the future – travelling overseas and buying a car. She is excited that she not only has a job but a bright career.

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Housing Outcomes of SHS Tenants 2017-2018



How does Mobile Support Help?

NWYAS also supports young people who may be able to gain housing outside of homelessness accommodation through mobile support. Natalie (19y/o) had been living with her older brother and his partner and child after moving to Australia in 2015. The partner kicked Natalie out due to conflict so she was forced to couch surf between Rocklea and Nundah in several houses, never staying in one place for long. Natalie had a full-time job in an aged care facility in Beenleigh so commuting to her job from all over Brisbane while homeless was tough. She often went days without showering and could not get proper sleep which put her employment at risk.

Natalie had enough income to find her own independent private rental so mobile support work assisted Natalie learn how to apply for rentals, book inspections and view properties which were close to her work place. Natalie learned how to budget so she had enough money for a bond and 2 weeks rent upon sign up. She secured a unit and mobile support assisted Natalie to access furniture through St Vincent De Paul's and access toiletries, food and kitchenware kindly donated to NWYAS by community members. Natalie now has stability and is no longer stressed and at risk of losing her job.

Active and Connected

Many young people who access NWYAS have grown up in trauma and chaos so life has been about survival rather than focusing on health and wellbeing. Studies continue to show a distinct connection between improving mental wellbeing and being physically active. In 2017/18 NWYAS ran several events to encourage young people to be more active.



With financial support from The Lord Mayors Christmas Trust, NWYAS was again able to assist young people to celebrate the holiday season at The Gap Reservoir by getting out and healthy with kayaking, stand up paddle boarding, swimming and a lunch. Young people were able to enjoy a low-cost activity that is easily accessible. Several returned again and again

over the summer – just the beginning of a more active lifestyle for them and their children.

Due to the success of this activity NWYAS marked Anti-Poverty week by taking young people back to the reservoir. We thank the Member for Ferny Grove Mark Furner for his financial support for this.



<https://anxietyproblem.tumblr.com/post/171386824748>

This year NWYAS made a connection with Everton Hills Dental Clinic. They kindly donated their time to chat with young people about the importance of dental health and donated dental hygiene products to assist young people in new dental routines.



So many young people who access NWYAS are socially isolated, experiencing fractured relationships with family. Most have lost contact with friends through their homelessness journey. Many report that moving into intendent housing can be a very lonely experience, but the process of meeting new people is daunting. Each year we run activities to promote opportunities for young people to make new social connections through positive outings.

NWYAS promoted Youth Homelessness Matters Day with activities at each NWYAS block to create a joint art piece that is now proudly hung in our office. Young people could engage their creative side to celebrate their strengths and put their dreams down on a canvas. Young people were able to meet their neighbours over lunch in a safe environment with the support of their case workers.



Domestic violence and discrimination are a part of the lived experience for our client cohort, which is predominately young women. We again celebrated International Women's Day this year by taking our young people for some pampering. They were able to get their nails done and enjoy a lunch "out with the girls". This gave the young women the opportunity to chat about their common experiences and explore what healthy relationships with respect might look like. Some of the relationships that developed from this outing became a protective factor during domestic violence incidents this year.

Networking and Community Support

We do what we do with the support of the community, networks, supporters and champions!

Volunteers and Student Placements:



Shummy, Angel and Angela

COMMUNITY
DEVELOPED
COMMUNITY
LED
COMMUNITY
SUPPORTED.

- Volunteers and Students contributed 685 hours
 - Across five projects and events

This allowed us to run our Fundraising BBQ, provide additional support and referral to young people, produce a video and a promotional booklet and contribute dozens of hours of admin/office support!

Hills and District Chamber of Commerce:



The Chamber has supported NWYAS with low cost training and valuable networking across this financial year. We have met so many amazing business owners keen to partner with us and put back into the community!

Donations and GIVIT:

We continue to be humbled by the generosity of the community who respond to our shout-outs for assistance through GIVIT with so much grace and kindness. This year we have supported dozens of families to secure the essentials they need to create a home! On top of this you have amazing community members donating money for a cause.



Mother's Day Alliance:

NWYAS was a proud supporter of the Mother's Day Alliance, which is a beautiful program that encourages members of the community to create a hamper for women who are sick, vulnerable, homeless or fleeing domestic violence to allow all mothers to feel special and loved on Mother's Day. We passed around a tin to create our own hampers, staff got their family and friends on board making hampers and members of the community donated hampers for this very worthy cause! NWYAS received hampers to distribute to all our young mums.

Platform 1225 – Abuse of Power:

NWYAS attended this defining sector conference that highlighted issues relating to domestic and family violence in youth homelessness. We are a proud supporter of Queensland Youth Housing Coalition, with our very own Christine Hastwell (née Robinson) on the QYHC Board.



Events and Sector Participation:

NWYAS is out and about in our sector and our community keeping the conversation about youth homelessness positive and constructive. We proudly attended and supported:

- North West Community Expo
- Brisbane Alliance to End Homelessness (previous 500/500) events, including monthly participation in the Youth Working Group
- Accommodation Coordinators Network Meeting
- Local Level Alliance (Brisbane North)
- Brisbane North Case Coordination Meetings
- North West interagency
- Launch of the QLD Edition Parity
- CEO and Senior Leadership Forums



Share the Dignity:

We support with this amazing charity as a collection point for pads and tampons through their annual collection drive. NWYAS also receives tampons and pads from this drive to distribute to young women who are homeless and couch surfing, or young women who have recently moved into our accommodation and are struggling financially. Another amazing project run by Share the Dignity is their hand-bag drive, equipping homeless young woman with sanitary and hygiene materials as well as a good quality donated bag. We have spotted some of our young people using this bag months later!



Anti-Poverty Week:

We were able to take our tenants for a well-deserved day out at Walk-About creek and get them out and about on paddle-boards and kayaks thanks to a kind donation from Mark Furner, State Member for Ferny Grove.



Youth Justice and Department of Child Safety:

We continue to work productively with Youth Justice and the Department of Child Safety both in supporting our shared cases and in NWYAS being a loud and protective voice in doing more for these particularly vulnerable cohorts of young people.



Local, State and Federal Members:

NWYAS continues to enjoy support from our champions in local, state and federal government. A special shout out to:

- Mark Furner, state member for Ferny Grove
- Bart Meelish, state member for Aspley
- Councillor Adam Allan
- Councillor Andrew Wines
- Senator Chris Ketter

Bendigo Bank:

A big thank you to Bendigo Bank for their donation of \$250 towards our Youth Homelessness Matters Day roaming art project. We visited our properties across the Northside of Brisbane to allow all our tenants a chance to contribute.



The 2018 Youth Homelessness Matters Art Project!

Small Grants and Fundraising

We fundraise and apply for small grants to support our young people to get their basic needs met! This financial year has seen NWWYAS fundraise and secure grants to a total of **\$48,251**.

Gambling Community Benefit Fund: \$25,000

We received this grant to undertake bathroom renovations in 2 of our block properties! This particularly block featured their original bathrooms and was in much need of a makeover.



Dignity First Round 2: \$6,450

“The Next Chapter” project provides young people moving into our accommodation with a Cleaning, Pantry and Kitchen Package. These packages provide tenants with some essential items to get them started with their tenancy and to help make their house feel like a home. This project provided 15 households with these awesome starter packs!



Salvation Army Christmas appeal:

NWWYAS partnered with the Salvation Army for their annual appeal – allowing our tenants and their children to receive some beautiful gifts for Christmas!



Brisbane Airport Corporation: \$1,000

This grant allowed us to upgrade the external security lighting at three properties, making the properties safer for young people and their children.

Lord Mayor's Community Trust: \$1,500

Young People's Christmas Party: \$800

Fun Christmas festivities were held at The Gap Reservoir, where young people got to enjoy kayaking, stand up paddle boarding, a massive feast and Christmas games!



International Women's Day: \$700

A lunch for our young women to share stories and enjoy a bit of pampering. Young women spoke about how they have not conformed to traditional gender roles and have pushed boundaries and expectations.



Energex Grant: \$1,500

"The Bright Lights" project enabled NWYAS to upgrade the internal and external lighting at one of our block properties.

Youth Engagement Fund Collaboration: a share of \$4,150

NWYAS has partnered with Picabeen and Arana Hills PCYC to support at risk young people engage in education, employment and recreation. A big thank you to Mitchelton Rotary who facilitated a fundraising event to raise \$3000 for this program, Mark Furner who donated \$150 and anonymous donator contributing \$1000. So far, this program has helped 5 young people!



Hills and District Chamber of Commerce: \$2,000

The Chamber has supported NWYAS with low cost training and valuable networking. The 2017 Big Breakfast fundraising event raised money for the NWYAS "Step Up" program, supporting young people with bridging the gap to employment/education.

- It supported 10 young people
- Three young people got their learners with this support
- 5 young people accessed five driving lessons
- One 25yo young person with a 6yo child got their licence!

Mother's Day Alliance Hampers:

All young mothers of our service received a beautiful gift-wrapped hamper for Mother's Day thanks to the Mother's Day Alliance.



mother's day alliance

Bendigo Bank: \$250

Roaming art project where all tenants contributed to an art piece for our office followed by a delicious lunch for Youth Homelessness Matters Day.



Street Smart \$2,500 and Café Smart: \$750

"Keys to Drive" program assists young people engaged in NWYAS Supported Accommodation or Mobile Support programs with support to gain their learner/drivers license. This program requires a young person to also contribute financially to the extent of their capacity. So far 5 young people have accessed this program.

BBQ at Parliament House: \$3,151

A big thank you to Jim Fouras and all our friends and supporters who helped us raise money to support young people who are homeless and at risk of homelessness! This has already helped us house a young woman with epilepsy and a vision impairment who had just been assaulted to be safe in a motel for a few nights until she could be accommodated. It also paid for a motel and an airfare interstate to her family for a young woman and her baby fleeing DV.



Mark Furner, Member for Ferny Grove: \$100

Honourable Mark Furner donated money for young people to enjoy the day out at Walkabout Creek and lunch for Anti-Poverty Week.



Our Supporters

Funded by



In addition to funding from the Department of Housing and Public Works for our core work, 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 were fortunate to receive further funding from The Department of Housing and Public Works through their Dignity First Fund of \$6,450, for home starter packs for young people. The Department of Justice and Attorney-General through the Gambling Community Benefit Fund gave funding of \$25,000 to renovate two bathrooms in our accommodation.

We would like to express our most sincere appreciation to the following local members and businesses for their support & assistance in 2017-2018:

Mark Furner MP for *Ferny Grove*







The
HILLS
& Districts

Chamber of Commerce





All of your support is greatly appreciated.

THANK YOU,

 **North West Youth**
Accommodation Service Inc.