



**North West Youth**  
Accommodation Service Inc.



# **ANNUAL REPORT**

## **2019-2020**

Funded by



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



*We acknowledge the Jagera and Turrbal people, first nation custodians and original inhabitants of the lands on which we live and work. We acknowledge and respect their continuing culture and contribution to the life of this city and this region. We acknowledge Aboriginal and Torres Strait Islander connection to land and country. We pay our respects to Elders past, present and emerging.*

*Cover art is provided by Bree. A big thank you to Bree for contributing her work.*



## Annual General Meeting Thursday 24<sup>th</sup> October 2019 Minutes

1. Welcome and Acknowledgement of Traditional Owners
2. Present: Mark Furner – Member for Ferny Grove, Brian Battersby, Rebecca Killen, Daniel Killen, Debbie Towns, Stephen Lawley, Luke Roberts, Aparicio, Silvia, Christine Hastwell, Nicole Walsh, Heather Rowe, Kaja Holzheimer, Robert Granger, Allan Mitchell, Narelle Jones, Linda Christensen, Holly-Emma Davies, Madeleine Cooper, Pierro Mapanzi, Jake Araullo.
3. Apologies: Tim Mander – Member for Everton, Hon Dr Anthony Lynham MP, Cr Andrew Wines, Deanna Herbst – DHPW, Alison Cole – YHP, Jillian Warren – Picabeen, Melinda Burrows – Salvation Army, Tony Newman – Cerebral Palsy League, Leah Hudson – Flame Tree Financials, Linda Conyard, Judy Timms, Brian Parker, Kit Berkelmans – PCYC. Amanda Ronan-Hearn – NWYAS.
4. Minutes of Previous Annual General Meeting  
Moved: Linda Christensen                      Seconded: Christine Hastwell  
  
Motion Carried.
5. Reports:
  - President: Robert Granger  
Moved: Rebecca Killen                      Seconded: Christine Hastwell  
  
Motion Carried.
  - Financial Report: Holly Davies  
The audited financial statements were presented and adopted by the members.  
Moved: Holly-Emma Davies                      Seconded: Christine Hastwell  
  
Motion Carried.
  - Managers Statements
6. Election of Office Bearers and Management Committee members:  
  
Brian Battersby acted as Returning Officer

Management Committee nominations:

- |                         |                    |
|-------------------------|--------------------|
| • President             | Holly-Emma Davies  |
| • Secretary             | Rebecca Killen     |
| • Member/Vice Treasurer | Linda Christensen  |
| • Member                | Amanda Ronan-Hearn |
| • Member                | Jocelyn Slater     |
| • Member                | Jake Araullo       |
| • Member                | Madeleine Cooper   |

All position were elected unopposed.

Moved: Holly-Emma Davies

Seconded: Rebecca Killen

Motion Carried.

Presentation: Nicole, Manager presented gifts to returning Management Committee members of NWYAS.

7. Appointment of Auditor:

That David Starr CPA be appointed as the association's auditor for the year ending 30 June 2020.

Moved: Christine Hastwell

Seconded: Holly-Emma Davies

Motion Carried.

8. Close of Meeting 5:45pm

This is a true and accurate record of the AGM held on the 24<sup>th</sup> November 2019.

Signed: \_\_\_\_\_



Holly-Emma Davies  
President

# President's Report

I am pleased to present the President's Report 2019-20 for North West Youth Accommodation Service (NWYAS). 2019-20 has been a challenging and very busy year for NWYAS staff and the work they do supporting young people.

The AGM Report outlines the achievements and challenging work that NWYAS provides in supporting young people experiencing homelessness or who are at risk. Our core activity is funded by Queensland Governments' Department of Housing and Public Works under the National Partnership Agreement on Homelessness to manage 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

2019-2020 has been a challenging year for us a team, with a number of very significant critical incidents relating to domestic violence and safety related issues that have had a huge effect on our young people and our staff. Our team have worked hard to manage the incidents and resolve them for the best possible outcomes for our young people.

NWYAS show great 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. This gives us a sense of continuity and greatly helps us to plan and enrich our level and extent of services. 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 the Queensland Governments - Gambling Community Benefit Fund, the Queensland Governments – Dignity First Fund, Mark Furner MP for Ferny Grove and the Hills and District Chamber of Commerce.

I would like to mention the continued support of a host of local businesses. NWYAS relationship with the Hills and Districts Chamber of Commerce is a very important relationship with the wider business community.

During the year we held our largest fundraiser yet at Parliament House and I thank the Honourable Mark Furner Minister for Agricultural Industry Development and Fisheries for arranging the use of the excellent facilities and of course, all those who made the event possible and successful.

NWYAS explored opportunities to expand the services we provide young people and continue to actively pursue this as part of our Strategic Plan. This year we were also able to extend our team through student placements as well as an admin volunteer and some extra tenancy hours. During the year we welcomed Craig into the team. We also said farewell to our valued and long-term staff member Sarah; after 7 and a half years with us.

Thank you to Nicole and team for all their hard work through this very challenging year. The commitment of the team shapes the quality and diversity of care and assistance we offer young people who come to NWYAS.

**Holly (Chairperson) and Bec (Acting Chairperson)**

# Treasurer's Report

North West Youth Accommodation Service Inc. (NWYAS) continues to provide support and transitional accommodation for young people 16 – 25 years old experiencing homelessness or at risk of homelessness. With continued support from our volunteers, the Queensland Government and generous donations from the community, we will continue to do so for many years to come.

I can confirm that the auditor, David Starr CPA, declared us to be in a viable and sustainable financial position with the organization able to pay its debts when they fall due.

We have closed the 2019-2020 financial year with an operating surplus of \$44,406.81. This surplus can be identified as the result of sound financial control, an increase on previous years donations and fund raising (increase of 82% from the previous year) and the support from the Federal Government for expenses due to the COVID-19 global pandemic.

We continue to seek support from the Queensland Government and other funding bodies for the small grants that allow us to continue to value add to the supports we are able to give our clients. Every donation and grant that we receive helps us provide increased support and assistance we can offer our tenants as they transition out of our service.

The efforts of our team resulted in a 15% increase in rental Income for our properties this year.

There service was able to negotiate complex organisational challenges this year, and conservative financial practice of previous years furnished a financial buffer that was able to provide management with enough support that they could maintain a continued focus on the well-being of staff and clients during this period.

I would like to commend the efforts of Kaja, Nicole and the NWYAS team who have continued to manage the finances of the organisation responsibly during a period of great change. The Management Committee appreciates your continued efforts and recognizes your success through the challenges this year has bought.

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.

**Simon Booth (Treasurer)**



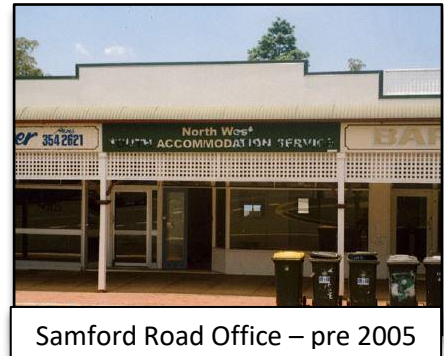
# Our History

## CERTIFICATE OF INCORPORATION OF AN ASSOCIATION

NORTH-WEST BOARDING INC

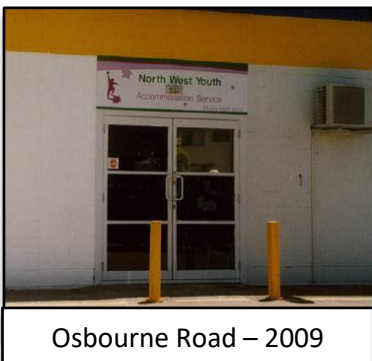
from the .....seventeenth..... day of.....January....., 1986

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.



Samford Road Office – pre 2005

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.



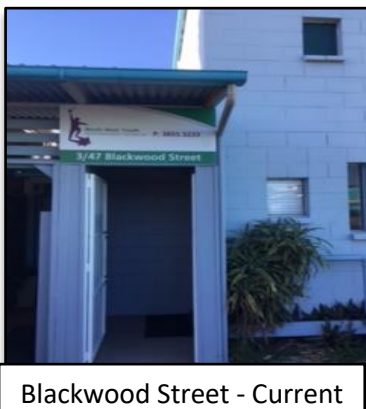
Osbourne Road – 2009

The organisation received its Certificate of Incorporation of an Association 17 January 1986 under the name North –West Boarding Inc. facilitating 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 service provided.

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



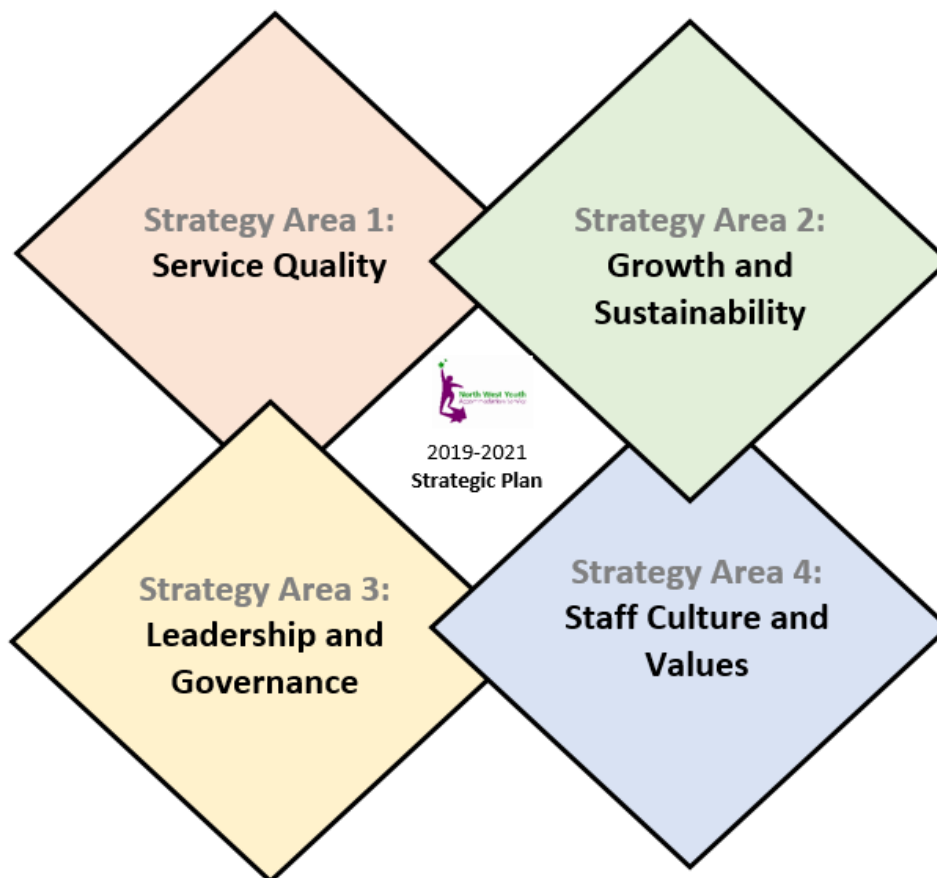
Blackwood Street - Current

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. 2018 saw the introduction of five-year service agreement, which assists with continuity and business planning.

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 of young people experiencing homelessness through case-management, support, advocacy and referrals.

## NWYAS 2018-2021 STRATEGIC PLAN OVERVIEW



### Vision:

Safe to grow. Empowered to change. Opportunities to thrive.

### Mission Statement:

To support young people on their journey from homelessness to independence.

### Values:

<b>Partnerships:</b>	We partner with the community and young people
<b>Independence:</b>	We build independence through resilience, leadership and responsibility
<b>Empowerment:</b>	We empower through knowledge, self-determination, rights and positive change
<b>Optimism:</b>	We believe in change and hope
<b>Commitment:</b>	We are committed to quality, effectiveness and consistency



# The NWWYAS Team 2020



**Nicole**  
**Role:** Manager  
At NWWYAS for: 5 years

**Qualifications:** Bach Psych, Post-Grad Dip Psych

**Experience supporting homeless young people:** 14 years

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



**Christine**  
**Role:** Tenancy  
At NWWYAS for: 11 years

**Qualifications:** Dip Youth Work, Dip Social Housing

**Experience supporting homeless young people:** 12 years

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

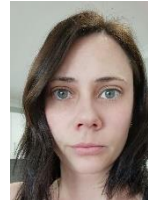


**Heather**  
**Role:** Case-Worker  
At NWWYAS for: 16 years

**Qualifications:** Bach Social Science

**Experience supporting homeless young people:** 20 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.



**Deon**  
**Role:** Case-Worker  
At NWWYAS for: 13 years

**Qualifications:** Dip Youth Work, studying Bach Human Services

**Experience supporting homeless young people:** 12 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.



**Narelle**  
**Role:** Case-Worker  
At NWWYAS for: 3 years

**Qualifications:** Bach Psych/Criminology

**Experience supporting homeless young people:** 3 years

**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.



**Sarah**  
**Role:** Case-Worker  
At NWWYAS for: 7.5 years

**Qualifications:** Bach Social Science

**Experience supporting homeless young people:** 9 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.

*Sarah finished up late last year. We wish her all the best and thank her for all the wonderful work she did supporting the young people and our community.*



**Kaja**

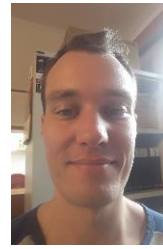
**Role:** Finance Worker

At NWYAS for: 3 years

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

**Experience supporting homeless young people:** 19 years

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



**Luke**

**Role:** Locum Tenancy Worker

At NWYAS for: 1 year

**Qualifications:** Dip youth work, studying an Arts Degree

**Experience supporting homeless young people:** 1 year

**Why I do it:** I do it so I can make a direct impact on my community



**Zoe**

**Role:** Locum Tenancy

At NWYAS for: 1 year

**Qualifications:** Cert III Business Admin

**Experience supporting homeless young people:** 1 year

**Why I do it:** Everyone deserves a safe place to live. It's vital that we support young people improve their circumstances.



**Karen**

**Role:** Locum Tenancy Worker

At NWYAS for: >1 year

**Qualifications:** Dip Gov, Cert IV Business

**Experience supporting homeless young people:** >1 year

**Why I do it:** Letting young people experiencing homeless know that they are valued and just as important as everyone else in our society



**Craig**

**Role:** Locum Case-Worker

At NWYAS for: 1 year

**Qualifications:** Dip Youth, Dip Counselling

**Experience supporting homeless young people:** 6 years

**Why I do it:** To make a difference in a young person's life and help them gain a basic human right of a safe place to live.



**Mel**

**Role:** Locum Finance

At NWYAS for: 7 years

**Qualifications:** Cert Com Services, Cert Bookkeeping

**Experience supporting homeless young people:** 7 years

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



**Stephen**

**Role:** Volunteer

At NWEAS for: 1 year

**Qualifications:** Volunteering with Special Olympics and Lions/Lioness Club

**Experience supporting homeless young people:** 1 year

**Why I do it:** I feel a sense of pride helping young people who are homeless due to circumstances outside their control. I believe we should be helping people in the community.



**Melissa**

**Role:** Project Volunteer

At NWEAS for: >1 year



**Renatha**

**Role:** Student Volunteer

At NWEAS for: >1 year



**Tara**

**Role:** Student Volunteer

At NWEAS for: >1 year

## 2019-2020 Management Committee:

**Holly Davis** (Retired) Chairperson, supporting NWEAS for 11 years

**Bec Killen** (Current) Secretary, Acting Chairperson supporting NWEAS for 5 years

**Simon Booth** (New/Current) Acting Treasurer, supporting NWEAS for 1 year

**Linda Christensen** (Retiring) Acting Treasurer, supporting NWEAS for 3 year

**Amanda Ronan-Hearn** (Current) Member, supporting NWEAS for 4 years

**Jake Araullo** (Current) Member and Acting Secretary, supporting NWEAS 2 years

**Madeleine Cooper** (Current) Member, supporting NWEAS for 2 years

**Jocelyn Slater** (Retired) Member, supporting NWEAS 1 year

A big thank you to **Holly Davis (nee Mould)**, **Jocelyn Slater** and **Linda Christensen** who retire their positions on the NWEAS Board in 2020. Linda brought so much expertise, energy and kindness to our team. Holly exits our Board after serving the NWEAS community for 11 years across various roles on our Board.

**Why Holly does it:** "I was only 19 when I joined NWEAS. I had not experienced homelessness or being at risk of homelessness but I knew others who had. I saw how much they struggled on a daily basis, to do normal teenage things that I took for granted. I wanted to help make a difference to the lives of other young people"

**Why Linda does it:** "I was motivated to contribute to NWEAS because I wanted to "give back" to my local community by using some of the skills I had gained during my working life. After 3 short but rewarding years I realise I gained more than I gave. My eyes have been well and truly opened to the hardships and challenges facing some of the vulnerable young people who live amongst us. I am in awe of the dedication, professionalism, care and commitment shown by the amazing groups of individuals who make up the team at NWEAS."

**Linda says:** "As I step down from the Board, I am confident NWEAS is in good hands and will continue to expand the services required to meet the needs of clients. I look forward to being involved in supporting functions held to raise much needed funds for the service."

# How We Help

NWYAS provides support to young people experiencing homelessness through the:

1. Supported Housing Program
2. Rent Support Program
3. External Support for exited SHS tenants
4. Interim referral support to alternate housing and support providers

In 2019-20, NWYAS received 180 distinct direct referrals from young people. NWYAS was unable to meet demand through our supported housing program due to only having 14 properties. Workers utilised 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. Approximately 170 young people consented to having their details used for referrals through QHIP, managed by NWYAS.

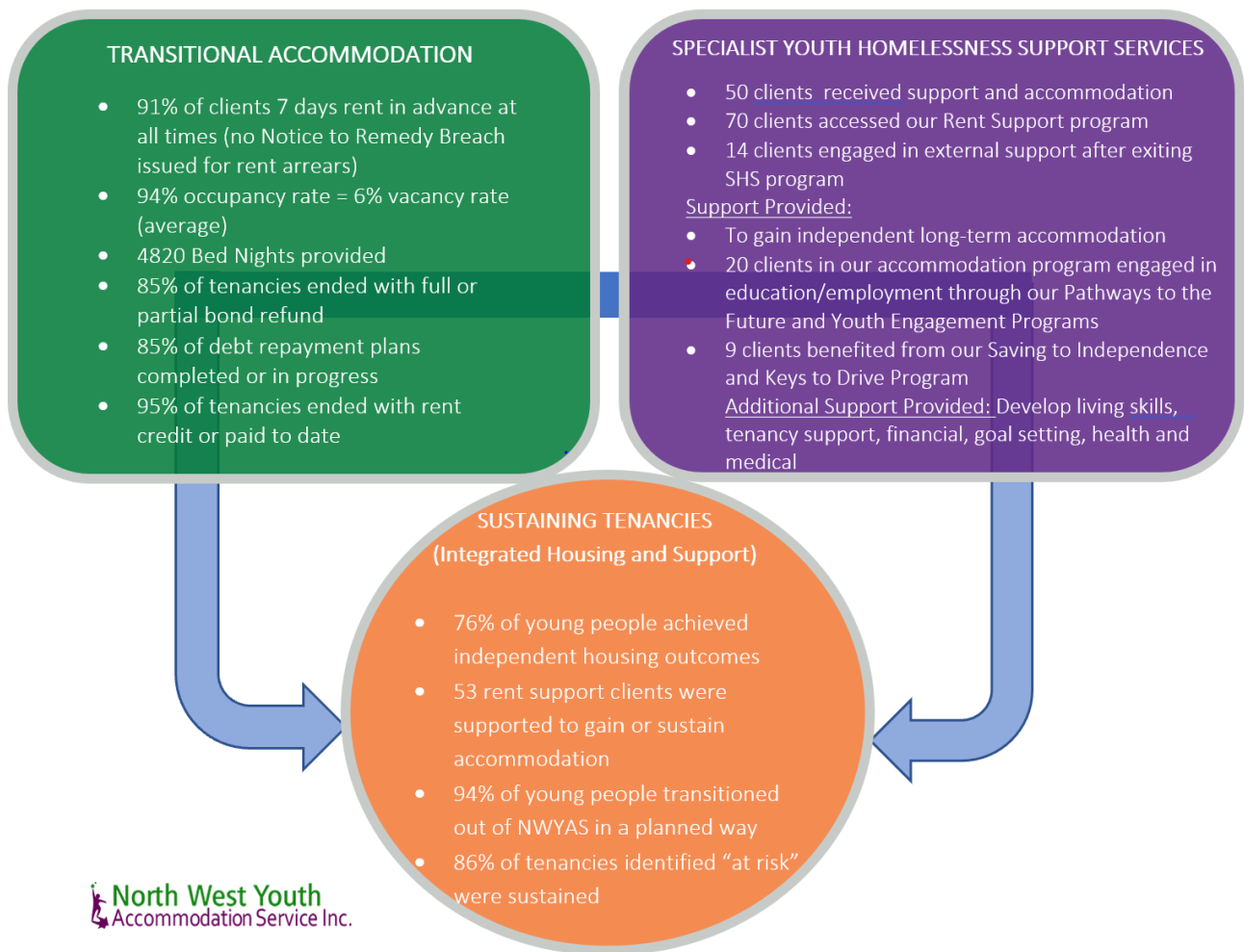
Some young people with less complex needs were eligible for support through our mobile support program. In accessing this program, young people were able to bypass homelessness services and secure housing in the private rental market. In 2019-20, 54 young people with 16 accompanying children accessed support through the NWYAS rent support program.

60 young people who referred to NWYAS requested immediate/crisis supported accommodation. Crisis/immediate accommodation differs from transitional accommodation as it is offered for a shorter time period and the accommodation 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, 99 young people referred for transitional housing support similar to NWYAS.

The graph of the Integrated Model of Tenancy and Support on the next page outlines the successfulness that this operating model has on the way we manage our tenancies.

## **Transitional Accommodation (green)**

- 91% of clients 7 days rent in advance at all times (no Notice to Remedy Breach issued for rent arrears)
- 94% occupancy rate = 6% vacancy rate (average)
- 4820 Bed Nights if accommodation provided
- 85% of tenancies ended with full or partial bond refund
- 85% of debt repayment plans completed or in progress
- 95% of tenancies ended with rent credit or rent paid to date



### Specialist Youth Homelessness Support Services (purple)

- 50 clients received support and accommodation (including 16 accompanying children)
- 14 clients accessed our External Mobile Support program for exited SHS tenants (including 4 accompanying children)
- 70 clients accessed the Rent Support Program (including 16 accompanying children)

#### Support Provided:

- To gain independent long-term accommodation
- 20 clients in our accommodation program engaged in education/employment through our Pathways to the Future and Youth Engagement Programs
- 9 clients benefited from our Saving to Independence Program and our Keys to Drive Program

#### Additional Support Provided:

- Develop living skills, tenancy support, financial, goal setting, health/medical

### Sustaining Tenancies (Integrated Housing and Support) (orange)

- 76% of young people achieved independent housing outcomes
- 53 Rent Support Program clients were supported to gain or sustain accommodation
- 94% of young people transitioned out of NWYAS in a planned way
- 86% of tenancies identified "at risk" were sustained

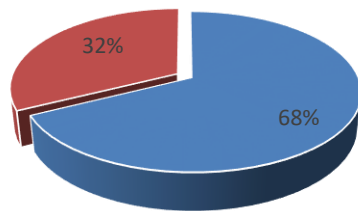


# Who Were our Tenants?

NWYAS housed 34 young people and 16 accompanying children in the 2019-2020 financial years. Two of these young people have had two or more tenancies within this financial year due to their vulnerability, high level of support needs and support to ensure their safety. For the purposes of this data collection, we have only counted these two client's information once.

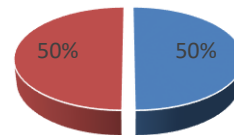
This financial year we have housed 23 young women and 11 young men, along with their children; 8 boys and 8 girls. Compared to last financial year, we have seen a slight increase of males present for supported accommodation, and this is largely due to males referring in a partnership with and without children (2 single males, 4 males presenting with a partner, 1 male as a single parent and 4 young men with partners and children)

Gender of SHS Tenants 19-20



■ Female ■ Male

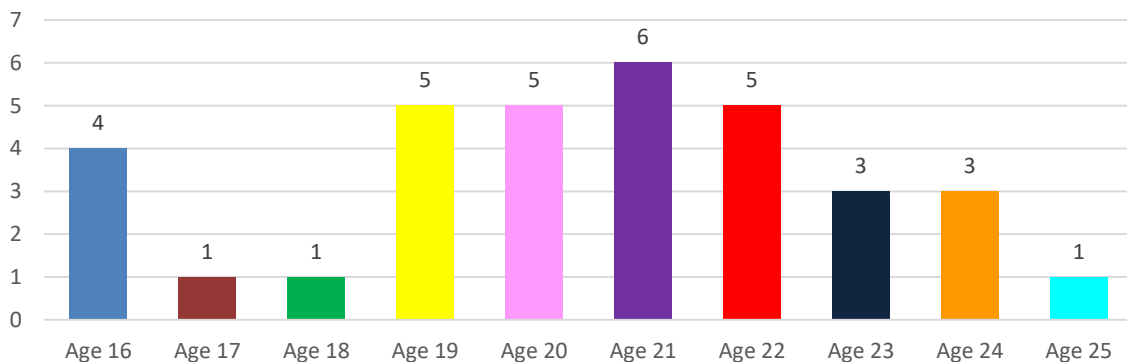
Gender of Accompanying SHS Children 19-20



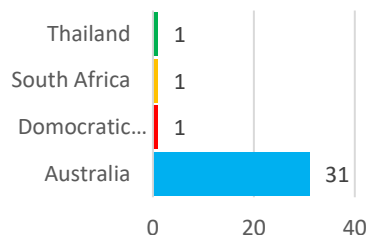
■ Female ■ Male

As the graph below shows, the majority of young people housed in the 2019-2020 period were between the age of 19 and 22, which similarly reflects the statistics of the year before.

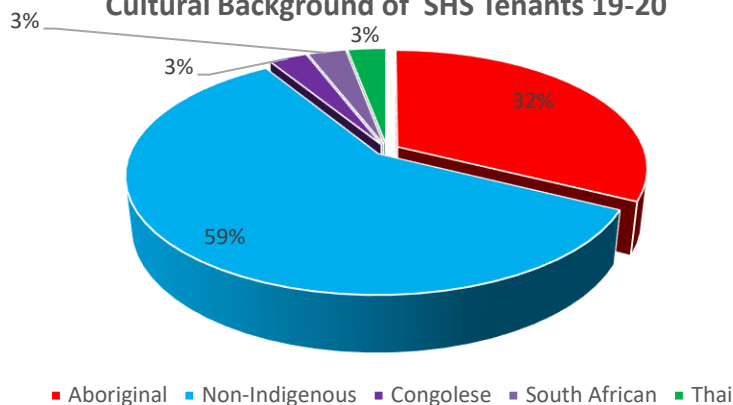
Age of SHS Tenants when First moved in 19-20



### Country of Birth of SHS Tenants 19-20



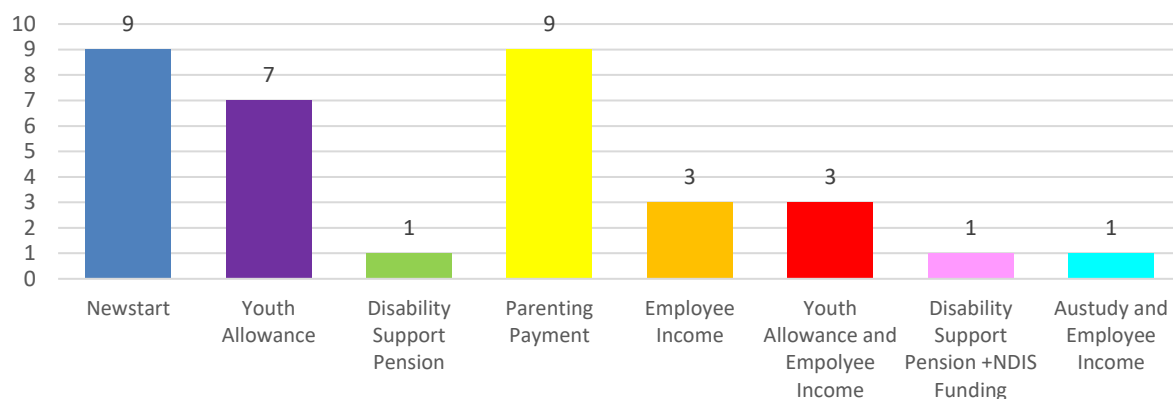
### Cultural Background of SHS Tenants 19-20



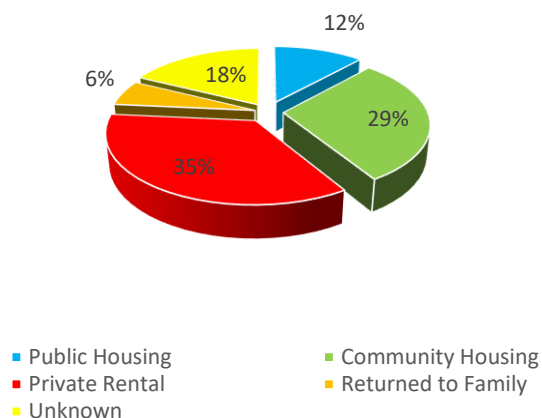
The majority of the tenants in the 2019-2020 year identified as Non-Indigenous Australian born, followed closely by 32% of tenants identifying as Aboriginal. Three tenants were born outside of Australia, with one young person speaking English as their second language. Three additional young people identified that they are bi-lingual and speak another language other than English with family.

This financial year saw seven young people housed who were working either part time, casual or full time upon gaining accommodation. The majority of tenants (91%) are in receipt of Centrelink payments as their main source of income.

### Income of SHS Tenants when First housed 19-20



### Housing Outcomes for SHS Tenants 19-20



We have seen so many of our tenants work so hard to find stable housing after their stay with us.

Six young people secured a private rental (with their name and lease in place), 7 young people transitioned into Social Housing, while one young person reunited back to the family home.

# Sustaining Tenancies

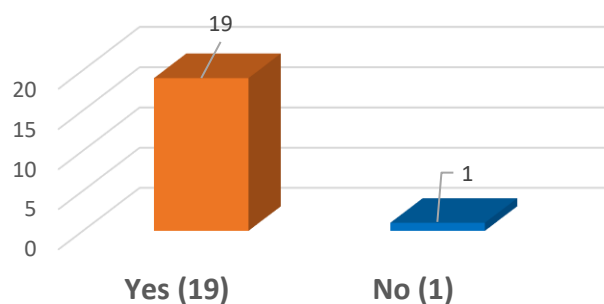
Our program aims to give young people the opportunity to develop the necessary skills they need to sustain their housing now and in the future. In this section of the report, we detail the tenancies NWWYAS had throughout this year and how they progressed.

## 34 TENANCIES

There were thirty-four tenancies this year, split over our fourteen properties. This is down from last year's total of forty-three tenancies. COVID-19 and the changed landscape of our community meant some young people were offered extensions to their lease agreements, even though they were no longer engaging with support or managing their tenancies in a positive way. Here are the households that made up those thirty-four tenancies:

6 single parenting with one child 🌸 14 single young people 🌟 4 single parenting with two children  
1 parenting couple with one child 🌸 1 parenting couples with two children  
5 two person households (no children)

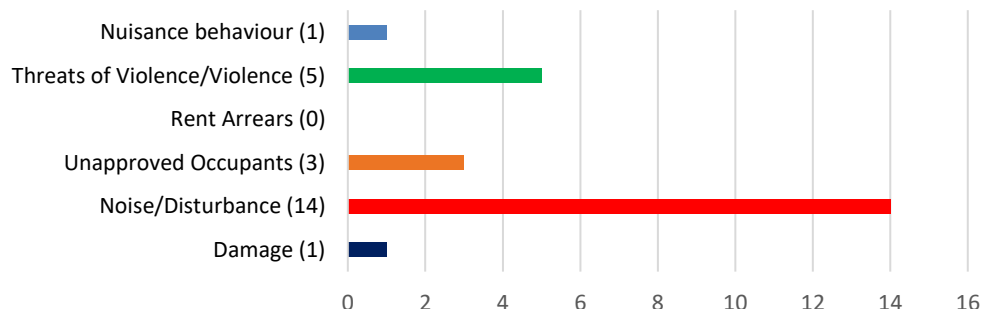
### Planned Exits - Tenancies Sustained



Out of the thirty-four NWWYAS had this year, twenty of those have exited. Only one of those exits were due to tenants being issued a Notice to Leave. Nineteen tenancies exited in a planned way, meaning they were able to sustain their tenancy. This is significant, since for many of our young people this is their first time leading a tenancy and household.

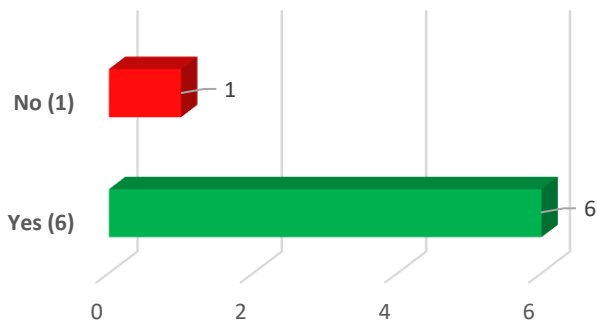
NWWYAS supports young people to understand their rights and responsibilities as tenants and what will be expected from them in future tenancies. The number of breaches issued was higher this year. Due to COVID-19, leases which would not be renewed were extended. This resulted in tenants who were having difficulty managing their tenancies and not responding to interventions receiving multiple breaches during their stay.

### Breaches of Tenancy Issued



We engage tenants with informal and case-management support to change their behaviour where possible, and issue formal warnings where required.

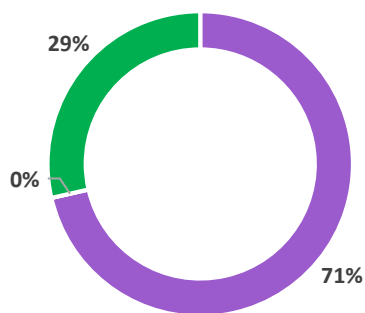
### Tenancies at Risk & Sustained



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. 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 seven tenancies that attended the Tenancy at Risk meeting this year, only one tenancy did not respond to intervention.

### Tenant Debt Repayments



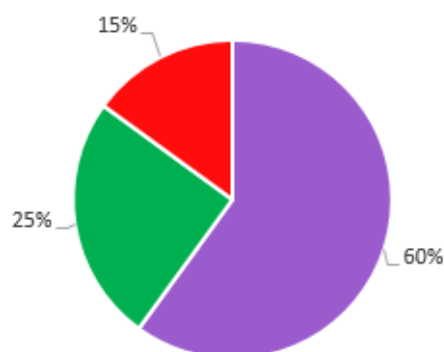
■ Paid (5) ■ In Progress (0) ■ Not Paid (2)

The number of tenants who had debts has increased by 1 this year. Prior to this, the number of tenants with debts had continuously decreased for 3 years. We had two tenants not repay their debt this year.

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

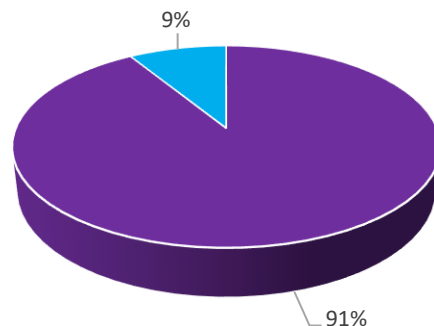
95% of tenancies ended with Rent Credit to be refunded or were paid up to date.

### Tenant Property Bonds



■ Full Refund (12) ■ Partial (5) ■ No Refund (3)

### 7 days in advance with rent at all times



■ Yes (30) ■ No (4)

Our tenants understand the importance of paying their rent. Out of the forty-three tenancies, 91% were 7 days in advance with their rent at all times. No tenants received a breach for being 7 days in arrears with rent. From the thirty tenants that exited this year, 85% received a full or partial refund. This is up from 70% last year.

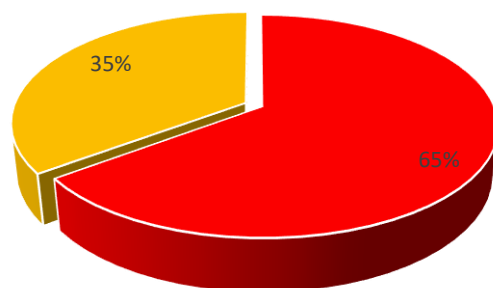
# Mobile Support

The mobile support funding is utilised to deliver two programs, External Support and the Rent Support Program.

**External Support** is provided to tenants transitioning out of our accommodation, who identify that they require additional support with their transition. The financial year of 2019-2020 saw 10 young people with 4 accompanying children engage with this program. 5 young people with 2 accompanying children currently have support periods open and are actively engaging with case management. On average, young people engage with support for 2.5 months and that this support typically is around assistance to transition and stabilize their new tenancy and to link in with services and support networks if required for ongoing case management for those with high and complex needs.

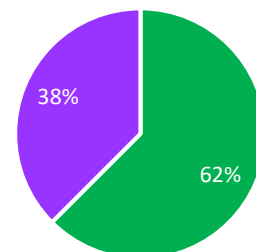
**The Rent Support Program** was developed to fill the gap with supporting young people who identify few barriers towards obtaining and maintaining housing to access safe, long-term housing outside of the homelessness sector. This financial year saw 54 young people with 16 accompanying children engage with this program. Three young people engaged with this service twice within this reporting period and for the purposes of the data collection, only their housing outcome has been counted twice.

Gender Analysis- Rent Support Program  
19-20



■ Female ■ Male

Gender Analysis of Accompanying  
Children- Rent Support Program  
19-20

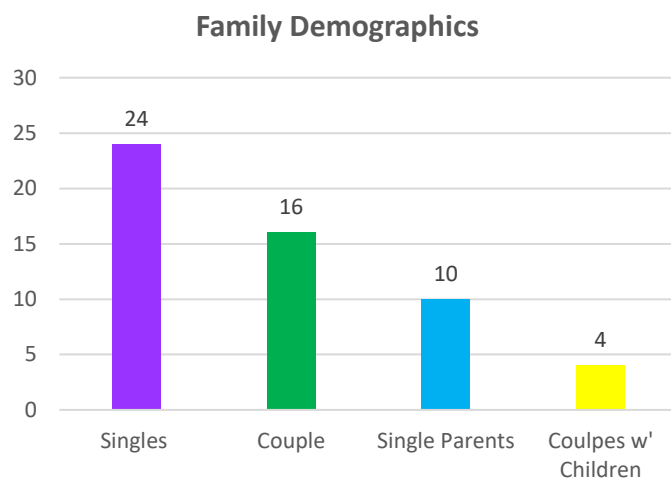


■ Girls ■ Boys

As the pie graphs above show, the number of women accessing this program (35 females and 19 males) is significantly higher than their male counterparts. Interestingly, the majority of accompanying children are also female.

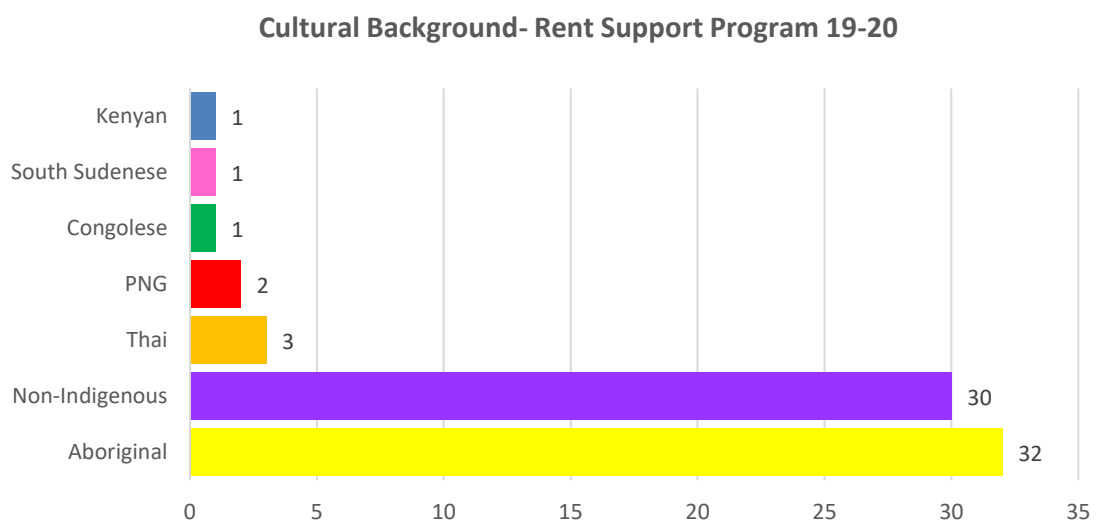


North West Youth Accommodation Service houses young people in a range of family structures.

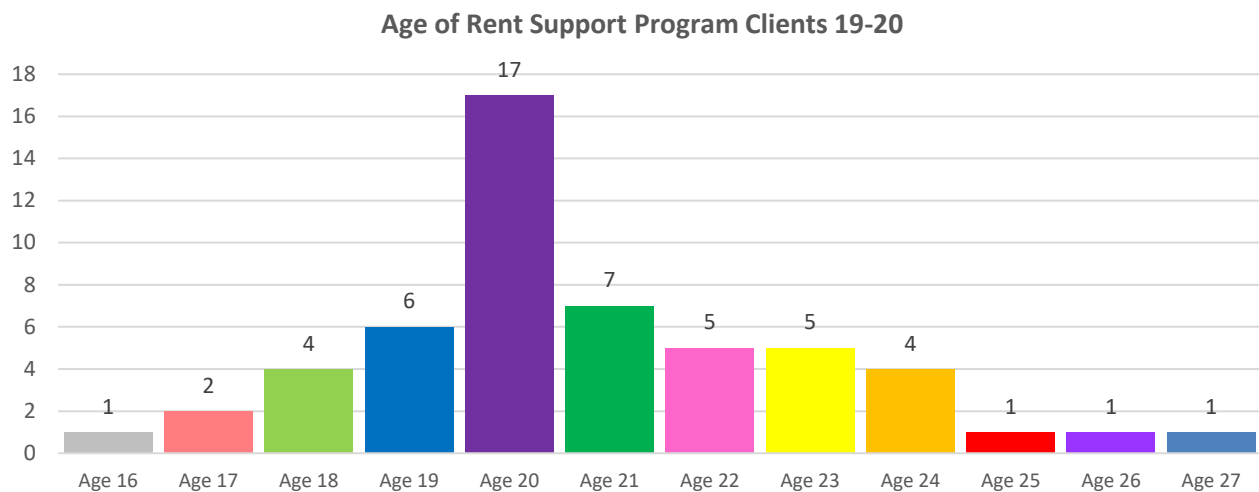


As the graph shows, 44% of the people seeking support with renting are single young people followed by couples, making up 30%. Single parents (19%) and couples with children (7%) are also seeking support with getting into the rental market.

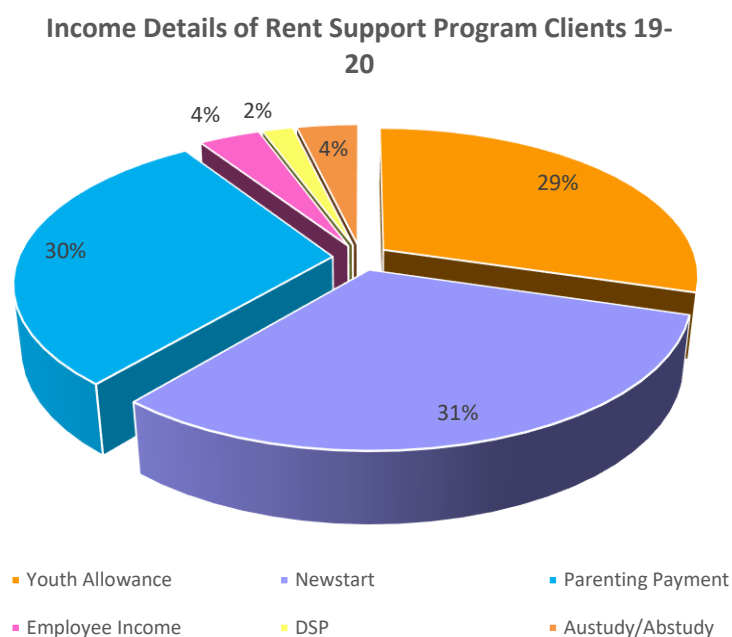
A significant proportion of the young people report difficulties with living in shared accommodation, but the reality is one bedroom properties are not affordable and even more so if the young person is not engaged in employment.



The Rent Support Program has supported a number of clients from diverse cultural backgrounds. The majority of young people and their accompanying children engaged with this program identify as Aboriginal (46%) followed closely by non-Indigenous Australians (43%).

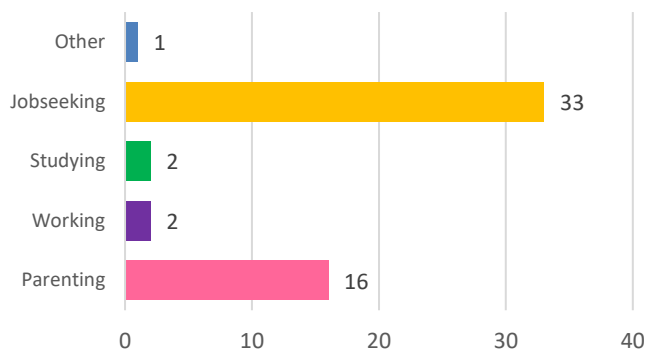


The majority of Rent Support Clients were aged between 19 and the 24 years old, with 32% of young people being the age of 20 when referring for the service.



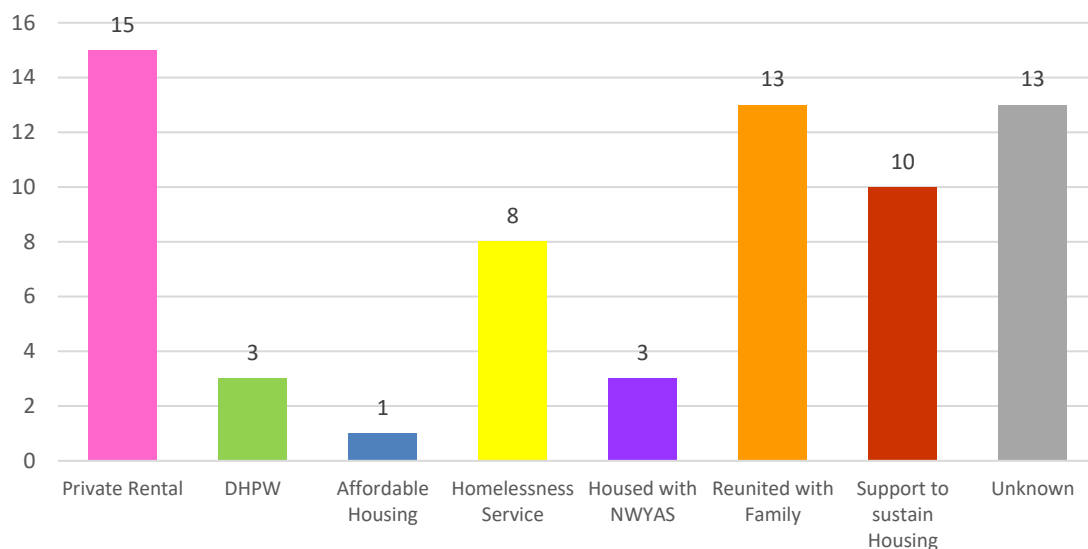
96% of the Rent Support Program's clients were in receipt of some type of Centrelink benefit, with only 2% of young people earning Employee Income. Despite this, many young people on Centrelink have still managed to gain affordable and long-term housing through a rental property. The Rent Support Program is more than just a link to safe housing – these young people now have the skills, confidence and knowledge in pursuing housing options outside of the homelessness system. Rental properties and housing in the community provide young people and young families with freedom of where they want to live, how and when.

**Daily Activity of Rent Support Program Clients 19-20**



As the graph shows, most of the young people seeking support through the Rent Support Program are looking for work or are full time parents, with a small proportion of clients engaged with either employment or education.

**Housing Outcomes of Rent Support Program Clients 19-20**



While 20% of the client group did disengage from the program, the majority of the participants, 23% (15 clients) exited the program by securing private rental.

Another 20% of the participants reunited with family. Many of those participants outlined that affordability was an issue, and were able to work through the difficulties at home and sustain that placement. The skills, confidence and experience they gained through their time in this program will be useful to these young people in the future subsequent chapters of their lives.

15 % of participants were supported to maintain their current housing placement. Through liaising and advocacy work with their current housing provider, NWTAS was able to assist them to sustain their tenancy.

11 (17%) participants were referred and housed within the homelessness sector, with 3 participants being offered vacancies in our SHS supported accommodation program. For many of these young people, time was a factor. They had the skills and the determination to seek housing within the private sector but due to time constraints were made homeless.

Lastly 5% of this cohort secured Public Housing or affordable housing through assistance provided through the Rent Support Program.

# From Homelessness to Housing



## A place to call home...

Sally (20 yrs) and Joseph (24yrs) moved to Brisbane from a small town in NSW seeking better opportunities for themselves. They both had family members who had made the move to Brisbane but were unable to live with them due to their unstable housing situations. Sally was 3 months pregnant when they linked in with the Rent Support Program. They had been couch surfing with one of Joseph's mates but this placement eventually broke down and they had no other option than to stay unapproved with Joseph's sister who was living in supported accommodation with her child and mother.

The Rent Support Program assisted Joseph to obtain his Birth Certificate and then his Proof of Age card so that he had 100 points of ID. The Rent Support Worker provided transport for the young couple to attend property viewings and support to complete rental applications. During COVID and the transition to working from home, NWWYAS arranged Ubers through grants and donations to ensure the young couple could continue to attend property inspections.

Within 3 months the young couple secured a rental property. The Rent Support Worker assisted the couple to apply for a Bond Loan. Through the LMCT Mobile Support grant, the worker organised for a new mattress and a welcome pack containing all the essential kitchen items, a vacuum cleaner and other basis cleaning equipment for the pair.

Sally and Joseph proudly signed their first 12 month lease. They secured housing that was affordable for them and had the stability of a place to call home as they prepared for the birth of their baby.

## A Fair Go...

Amy is a 23-year-old young Mum. She first referred to NWWYAS in November 2019 and was housed by our transitional accommodation program. Since the age of 16 Amy experienced long periods of homelessness, living in and out of youth shelters and couch surfing off and on. Amy was kicked out of home and had no other family to rely on for support or accommodation.

Couch surfing and sleeping in cars, Amy secured a casual job at the age of 17 in hospitality to make ends meet but still struggled to afford stable accommodation. After a few years of working, Amy had to leave her employment due to having her daughter Amber. Amy was focused on making a stable life for her and her daughter. After securing a rental shortly after the birth of her daughter, the property was put up for sale. Amy was required to leave after 6 months. Amy couch surfed with friends and temporarily went to stay with family in NSW, however this broke-down due to overcrowding and her family's ongoing struggle with mental health.



Amy was often knocked back due to discrimination and competitiveness in the private rental market. Amy moved to QLD and tried to secure a private rental in Brisbane but was unsuccessful. Having no other choice, she referred to emergency accommodation with her daughter and was able to stay there for 6 months before being accepted into NWFYAS.

In the time Amy was housed with NWFYAS she achieved her goals of putting her daughter into day-care, something she has been unable to do due to transient living. Amy achieved her provisional 1 licence (P1) and saved up enough to buy a second-hand car. After 8 months in our service Amy felt ready to move on. She worked extremely hard with her Case Worker to apply for over 15 private rentals all over Brisbane. Amy was not accepted for any rental due to a number of barriers including: her age and being a young Mum, being a recipient of Centrelink payments, competitiveness in the private rental market, lack of affordable housing and lack of private rental history.

Feeling down and out, Amy received a call offering her and her daughter long-term Social Housing. Amy has since moved into her new accommodation with her daughter and they have settled in well and can now travel safely. Amy has plans of enrolling in TAFE next year, whilst her daughter is excited to start prep next year at a local school near their new place.



### Kicking Goals...

Peter is a 21-year-old young man who maintained his accommodation with NWFYAS for 12 months. During his tenancy Peter completed Year 12 at Kedron SHS, achieved his provisional licence (P1), saved up and bought a car, maintained two casual retail jobs, joined a recreational soccer team, pursued acting and modelling and committed to youth mentoring groups across Brisbane.

Peter migrated to Australia from the Republic of Congo when he was a young child. Peter's family experienced significant civil unrest and it was not safe for him or his family to remain there. After settling in Australia, things still did not seem okay for Peter and his family. Peter was forced to leave his family home when he was 17 due to abuse, conflict and family breakdown.

Peter referred to a youth shelter on Brisbane North Side. After maintaining accommodation with them for 3 months he then referred to a transitional shared accommodation for young people who were homeless or at risk. Peter responded well to both programs and developed the skills necessary to live independently, making his transition to NWFYAS successful.

After completing 12 months in our program, Peter exited into affordable accommodation through Brisbane Housing Company and has maintained his housing with them ever since. Since exiting NWFYAS Peter has secured full-time employment and begun the process of applying for Australian citizenship. He also has dreams of one day owning his own place, being on The Voice Australia and helping other young people like him reach their goals.

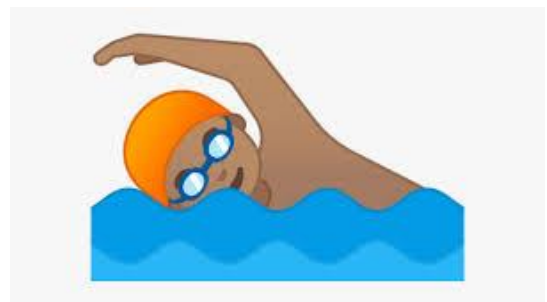


# Group Work and Activities

NWYAS supports young people from a variety of backgrounds. Many of the young people who access NWYAS have grown up in trauma and chaos. Life has been about survival rather than focusing on health, connection and wellbeing. Studies continue to show a distinct connection between improving mental wellbeing and being physically active. With financial support from The Lord Mayors Christmas Trust, NWYAS was again able to assist young people to celebrate the holiday season at Newmarket Pools by being active, participating in sports and coming together as a team with other young people and families.



# Newmarket Pool





A lot of young women who presented to our service identified that they had experienced gender inequality at some or various points of their young lives. It became clear to us that women experiencing homelessness also experience exploitation and abuse, often on a daily basis. It was important for us to help the young women in our program learn about what a healthy relationship looks like and to remind them they are deserving of much better.



With support from Lord Mayor's Charitable Trust and kind donations from Community Members, NWYAS was able to host a Girls' Group Lunch for International Women's Day 2020. For this event we brought together young women in our service for a lunch where we participated in discussions around gender equality and personal stories of resilience.



## International Women's Day

The young women were able to reflect openly with each other and workers about the talk and share their common experiences. This exercise allowed young women in our program feel connected in their own experience and learn about what resources are available for support.



Youth Homelessness Matters Day (YHMD) 2020 rolled through mid COVID-19 lockdown restrictions. In previous years, NWEAS reached out to our tenants on YHMD to contribute to a shared 'roaming art project' to celebrate their strengths and engage their creativity.

COVID-19 and safety restrictions meant we had to get creative. How could we engage our tenants and to explore their stories and experiences around homelessness and housing?



Youth  
Homelessness  
Matters  
Day

Kind donations from the community allowed us to provide individual art kits to our tenants. NWEAS staff engaged remotely to explore areas of strength, creativity, togetherness, stability and to unpack their stories on what safe and long-term housing means for them.

# Networking and Community Support

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

## Volunteers and Student Placements:

NWYAS is a tiny organisation run by part-time workers. In 2018-2019 volunteers contributed just short of 700 hours of support to NWAYS.

Volunteers allowed us to run our Fundraising BBQ, provide additional support and referral services to young people and contributed 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. NWYAS was able to distribute hampers to the young mums in our program!

## Share the Dignity:

NWYAS also receives tampons and pads from this amazing charity 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 products as well as a good quality donated bag. We have spotted some of our young people using this bag months later!

## 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 events such as:

- Brisbane Alliance to End Homelessness (previous 500/500) events, including monthly participation in the Youth Working Group
- Accommodation Coordinators Network Meeting
- Brisbane North Case Coordination Meetings

## Rotary Mitchelton:

Continues to support us through fundraising and promotion of the Youth Engagement Fund, which allows at risk young people to access resources relating to education, employment and recreation.



## Local, State and Federal Members:

NWYAS continues to enjoy support from our champions in local, state and federal government. A special thank you to our local state member Mark Furner and all that he and his staff do for NWYAS, our community and young people.

Thank you to Di Farmer for attending our AGM and BBQ Fundraiser and for all of her interest and support to the young people we assist.



**NWYAS is, and continues to proudly be:**

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



# Small Grants, Donations and Fundraising

We rely on small grants, donations and fundraising to support our young people live safe, healthy and connected lives.

## Department of Housing and Public Works Grant: Dignity First Rd 3:



The “My Place” Program provided tenants moving in to NWYAS from homelessness a House Care Package (cleaning), Kitchen Packages (cooking) and personalised Home Packs. This ensures young people have a safe and healthy routine from the first day of their tenancy and the tools and resources they need to turn their new house into a home.

## Salvation Army Christmas Appeal:

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



## Lord Mayors Community Trust Grants:

LMCT Mobile Support This grant provides brokerage support to young people who are homeless or at risk of homelessness but in a position to secure housing directly in the community through private rentals, share house or student accommodation.



## LMCT Christmas Party



This grant allowed us to take our young people out and about to celebrate the Christmas season, with a lunch and Christmas festivities and games. So many of our young people do not have a lot to celebrate over Christmas as they work to get their lives back on track, dealing with issues like family breakdown, domestic and family violence, isolation and loneliness and poverty and disadvantage. It was lovely to see our young people enjoy this special day together.

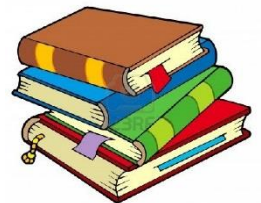
## Donations from the Community:



We receive a range of offers of donations from kind community members. Since we don't have storage space, we check in with our young people. If we can find an immediate home for an item, we take it! This year we have received fantastic items that have improved every-day life for our tenants.

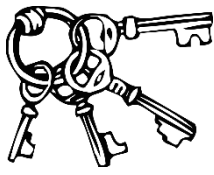
## Lady Bowen Grant: “Pathways for the Future” \$4500

The Pathways for the Future program empowers tenants to create better futures for themselves through education and employment. This year the grant assisted young people still in school to cover their costs, as well as young people to return to education through TAFE and Uni. It assisted young people look and feel job ready, or position themselves to be more employable by getting closer to securing their driver's licence.



## Hills and District Chamber of Commerce Donation: “Never Okay” Program

This donation from the Hills and District Chamber of Commerce’s annual Big Breakfast Fundraiser supports young people who are living or escaping domestic violence. This has assisted young



people with things like ramping up the security on a rental property, repair damage caused by violence, change locks when a key has been taken and to pay for cleaning and moving costs so a young person can relocate due to violence. This program has assisted people surviving DV to live with dignity with take away delivered to their home or motel in a crisis, groceries and replacement Go Cards when they have had their Centrelink or payments stolen in a DV incident. In 2020 we partnered with a group of concerned community members who are donating money each month into this program.

## Mothers’ Day Alliance: Hampers

All young mothers in our service received a beautiful gift-wrapped hamper for Mother’s Day thanks to the Mother’s Day Alliance. Many of our young people are fleeing domestic or family violence and Mother’s Day can be a difficult day for our young mothers, who are often disconnected from their families and feel isolated and alone. Knowing that the community cares and is supporting them is so powerful.



*mother's day alliance*

## Youth Engagement Fund Collaboration:

NWYAS continues to partner with Picabeen and Rotary to fundraise and distribute support to at risk young people to engage with Education, Employment and Recreation.

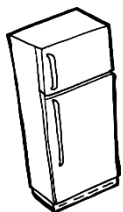
## Street Smart, Café Smart and Grill’d: “Keys to Drive”

Donations through Street Smart and Café Smart continue to top up our fund supporting young people living in NWYAS to gain their licence. Getting your licence increases a young person’s job-readiness and educational opportunities as well as making them more independent and confident. This is an important rite of passage in the lives of young people who have missed so many of the usual teenage milestones and celebrations due to disconnection from education, family, community and culture.



## SIP (Saving for Independence Program)

We continue to utilise donations and fundraising to fund this powerful program which encourages our tenants to save for the white good items they need as they transition from our furnished apartments into long-term housing. This program matches their contribution towards a fridge or washing machine, allowing them to have a good quality item with a full warranty.



## Annual NWYAS Fundraiser: BBQ at Parliament House

A big thank you to Mark Furner (local state member for Ferny Grove, Minister for Agricultural Industry Development and Fisheries) and all our friends and supporters who helped us raise money to support young people who are homeless and at risk of homelessness address urgent safety needs and every day assistance! A special thank you to Di Farmer (Minister for Child Safety, Youth and Women and Minister for the Prevention of Domestic and Family Violence) for her attendance and support on the night.



### **Donation: “Stronger Together Program”**

NWYAS is supported by a donation from another organisation (Tough Love) that closed down in 2018 and wanted to ensure the money they held from donations and fundraising went to good use. Because this program existed to support families we created our “Stronger Together” Program which supports our young families stay together and to be empowered and upskilled. This program was particularly useful through the COVID-19 crisis. Many of our young parents found their usual respite network of day care, family and friends broken by the lock-down. Parents of school-age children or siblings found themselves spending 24/7 with their children in very tense and challenging circumstances, without the luxury of parks and outdoor entertainment.



### **NOW Network: “Step Up”**

In 2019/2020 NWYAS has been supported by a fantastic local network of small businesses who have donated into our “Step Up” Program. This supports young people around employment and education goals.

### **Community Donations: COVID-19 and Lockdown Support**



The world changed dramatically with COVID-19 and community lockdown. Many of our tenants have complex issues and a range of support services in their lives. Our tenants lack the software, hardware and data to connect remotely. Our tenants became increasingly isolated and at risk at a time when mental health plummeted and domestic violence increased. NWYAS desperately

approached stakeholders for support, including DoHPW, to support us cover the cost of operating in an unprecedented landscape with heightened risks to clients and staff. We were unsuccessful. Community members single-handedly saved the day with donations of money large and small. Our tenants were able to remain connected with specialist services, access mental health, food and safety packages and arrange alternative transport to appointments and property viewings!

### **BCC Housing Support: “Service Connect”**

Supports young people who are living in, or rough sleeping through, listed inner city suburbs. This assists young people resolve barriers towards transport, communication, access and connection.



## Our Supporters



Mark Furner MP for  
Ferny Grove ✓



## Kate Jones MP for Cooper



## Grace Grace MP for McConnel



## Mary Di Marco and Waterfront Properties



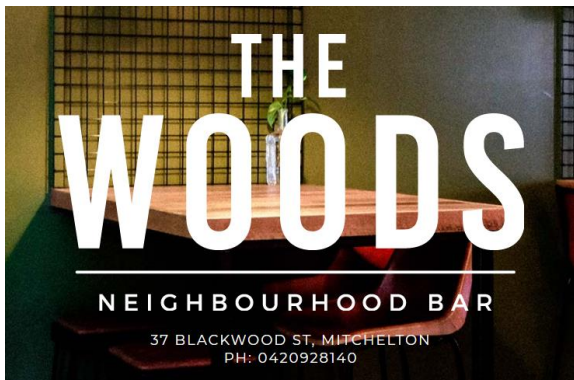




The  
**HILLS**  
& Districts  

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Chamber of Commerce



All of your support is greatly appreciated.

**THANK YOU,**

