



2022-23

ANNUAL GENERAL MEETING

REPORT

ACKNOWLEDGEMENT OF COUNTRY

The staff and management of North West Youth Accommodation Service Inc. respectfully acknowledge all First Nations People and their continuing connection to land, waters and community.

We pay our respect to the Turrbal and Jagera/Yuggera Peoples, the traditional custodians of the lands upon which we work.



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Our Vision, Mission and Values

Vision:

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

Mission Statement:

To support young people on their journey from homelessness to independence

Values:

Partnerships - we partner with the community and young people.

Independence - we build independence through resilience, leadership and responsibility.

Empowerment - we empower through knowledge, self-determination, rights and positive change.

Optimism - we believe in change and hope.

Commitment - we are committed to quality, effectiveness and consistency.

WHO WE ARE

North West Youth Accommodation Service Inc. (NWYAS) is a small organisation which has supported young people who are homeless or at risk of homelessness for over 38 years.

The organisation was formed in 1985 as a community response to the local need for support and services for homeless and at-risk young people. Father Wally Dethlefs formed a group of local residents that included a bank manager, engineer, student, quantity surveyor, and together they formed the Enoggera Boarding Group.

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 young people experiencing homelessness with approved community members for three-month placements.

In 1997, NWYAS began to receive SAAP funding from the Queensland Government and continues to build strength on strength to maintain a quality community service. We currently receive funding from the Department of Communities, Housing and Digital Economy (DCHDE) to deliver a real and effective response to youth homelessness within our community.

STAFF POSITIONS

Manager
Intake/Mobile Support Worker
Case Worker x 2
Tenancy Manager
Administration Support

2022-23 BOARD MEMBERS

Sharon Gingell - Chair (resigned on 28/02/2023)

Sue Thomson - Chair (appointed on 28/02/2023)

- Vice Chair (resigned on 28/02/2023)

Hans Geffert - Vice Chair (appointed on 28/02/2023)

Patricia Rodgers - Secretary

Heath Goldfinch - Treasurer

Jake Araullo - Board Member

Ella Craig - Board Member

Amanda Ronan-Hearn - Board Member (resigned on 01/08/2023)

PRESIDENT'S REPORT

In 2022-2023 NYWAS received renewed funding from the Queensland Government's Department of Housing to continue to provide specialised case-management support to tenants of our fourteen properties and deliver outreach support to young persons in the community via our mobile support program. We thank the Queensland Government for their ongoing support of our service.

For the previous 12 months and beyond, NPYAS has continued to navigate the inevitable challenges inherent in a highly competitive, low supply housing environment. For young people, a cohort who already had significant barriers to obtaining affordable housing, particularly in the private market, the task of building true independence via securing long-term housing has seemed increasingly out of reach. As an organisation, this has offered opportunities to consider our role within the sector and respond with a strategic plan which aims to strengthen our unique place in an evolving landscape. Part of this work is building renewed focus on our relationships and strengthening our scope within these vital networks.

I would like to take this opportunity to thank Sharon Gingell, outgoing President whose knowledge of the sector and commitment to young people was a credit to the organisation. Further, I would like to officially farewell and sincerely thank Amanda Ronan-Hearn, long standing general board member for her years of voluntary service. Finally, I give acknowledgment and thanks to the rest of the Board, for your time and commitment. My thanks also to the NPYAS team for your energy and enthusiasm.



Sue Thomson - President

TREASURER'S REPORT

For the financial year ending 30th June 2023, we achieved a surplus of \$5,000, marking an improvement from the slight deficit in the previous year. Our overall financial position can be considered a break-even scenario, demonstrating positive progress.

While our total income decreased by 3%, it's important to note that the prior year included approximately \$70,000 in one-time income from grants and insurance claims. Government funding, rental income, and interest showed positive growth. Total expenses decreased by 5%, primarily due to reduced spending across various categories, except for Administrative Expenses, which increased in line with underlying inflation.

Our assets saw an 8% increase, attributed to higher cash and prepayments. However, liabilities also rose by 16%, mainly due to deferred income on government contracts. Although the current ratio slightly dropped to 2.2, it remains robust, as does our cash reserve ratio.

Equity remains strong, with over 60% of liabilities represented by deferred government funding revenue. This stability provides us with confidence in planning for the future. Further details are presented in the ratio analysis below:

Ratio Analysis	2023	2022	Description
Program Expense Ratio	82%	84%	Percentage of outgoings spent on core mission
Administrative Expense Ratio	16%	14%	Percentage of outgoings allocated to administrative costs
Government Reliance Ratio	84%	79%	Reliance on government funding
Employee Expenses Ratio	63%	63%	Employee costs to produce revenue
Current Ratio	2.2	2.5	Liquidity - Dollars of current assets to cover current obligations
Cash Reserves Ratio	9	8	Months of cash on hand to cover expenses.

I express sincere gratitude to our dedicated staff for their ongoing commitment to client needs. Special thanks to our manager, Sam, for her dedication to best practices amidst the challenging housing crisis. I also acknowledge the invaluable support from our external accountant, Right Source, especially Julie Stannard, for making this year's financial report preparation and audit a seamless process. Your contributions are instrumental to our success.

Heath Goldfinch - Treasurer

MANAGER'S REPORT

This past financial year has brought with it a dynamic mix of triumphs, challenges and much in-between. Broadly, a post-pandemic cost of living, climate and housing crisis has turned our focus sharply towards a service delivery model which is increasingly agile and flexible to growing need. Here, community response – such as the charitable support of Lady Bowen Trust, Bridgeman Downs Church, Bunya Lions, Street Smart and the local community at large has proven vital not only in meeting practical need but lifting spirits through kindness.

The constants of change also saw shifts in our staffing and board make-up. Farewelling board members and staff who had, over many years of dedication, made a long and meaningful contribution to the organisation. I take this opportunity to publicly share our sincere thanks and best wishes.

For service delivery over the period, true to our adaptive nature and noting a growing need for young people to receive a continuity of care, we developed an intake role. Since implementation, many-times over, young people have expressed relief and gratitude for having a service which is responsive, takes the time to listen and validate during a time typified by chaos and uncertainty. This act of holding true to the no-wrong-door ethos continues to have a profound and empowering impact on the lives of our most vulnerable when navigating the housing and homelessness space.

Looking forward, as governments and partners work towards innovations in meeting housing needs, we hope to guide our tenants and stakeholders towards more available solutions and housing options. Housing as a human right, and the rights of children and young people as central to our work, remain at the core of the work we do. Further, our commitment to delivering a well-connected and quality service drives us forward. Finally, and most importantly, it is the strength and determination of our young people which continues to motivate and give the fullest meaning overall. No doubt, there will be further challenges along the way, however with our shared compassion and vision, we will continue to fine tune and achieve the best possible outcomes.

Samantha Wallwork - Manager

SERVICE DELIVERY

NWYAS provides support to young people experiencing homelessness through:



Intake & Mobile Support.
Supported Housing Program.
Tenancy Management.
Aftercare for exited SHS tenants.



Intake & Mobile Support Program

Dual intake and outreach, our intake and mobile support role specialises in offering information, referral and assessment for young people seeking initial help with housing. Mobile support offers outreach support to young people wanting short-term assistance with finding securing accommodation. With only one case worker, numbers are limited to capacity and young person's willingness to actively engage in forming and implementing goals.

Supported Accommodation Program

Provided as part of our tenancy program, case workers work closely with young people housed in our accommodation to overcome barriers and work towards long-term housing options. Case work is partnership based where both the case worker and the young person are active in identifying and achieving goals. While the final goal is always long-term stable housing, we sensitively acknowledge that housing forms an essential, but not only part of the young person's story.

Tenancy Management

Tenancy management works under RTA guidelines and provides our young people with the experience of a real rental lease, including payment of bond and rent in advance. Following an initial 13 week probationary period leases are renewed for 3 month periods, dependant on the tenant's proven suitability and participation in our tenancy program. Property inspections and tenancy reviews are conducted every 3 months and feedback is provided to the tenants to help them learn how to maintain a tenancy.

Aftercare for Exited SHS Tenants

Case workers will continue to meet with NWYAS tenants after they have exited our properties for up to three months. This program design ensures the young person has the appropriate support to settle into their new tenancy while adjusting to their new living environment. Aftercare also ensures the important working relationship between the case worker and the young person is honoured with proper closure.

SERVICE DELIVERY

154

Intake registrations
recoded with
completed phone
referrals

Average age of
young people
engaging
20 years

COMMON REFERRAL SOURCES

Self-referral

Specialist Homelessness Services

Family and Child Support Agency (including
Child Protection)

Mental Health Services

Family and Friends

Educational Institutions

CLIENT FEEDBACK



"I love my unit, now I can go and see my mum and know if it all goes bad while I'm at her house I can get up and leave with my baby and go back to our home".

Current Tenant 2023



"As someone who had to leave home at a young age, being supported by NWYAS has helped me to build a rental history, learn how to pay rent and prepare for a property inspection, and most importantly having my own space that is safe, stable and comfortable has improved my mental wellbeing and has allowed me to focus on achieving my goals."

Current Tenant 2023

"I really love all the support I get while I am living here. I like that people come and see me and bub and want to support me. It will be really hard when I eventually move out and that support might change. Right now though we have support and a place to live and that's so much better than couch surfing and living in a motel".

Current Tenant 2023



"I don't know what would have happened if NWYAS didn't house me when you did, I was so tired of moving around everywhere and losing all my stuff. It feels so good to know I have a place to sleep that's safe every night now".

Current Tenant 2023



KEY FIGURES 2022 - 2023

SUPPORTED ACCOMMODATION

31

Young People
Housed and
Supported by
NWyAS

+

12

Accompanying
Children

Main Reasons for Presenting

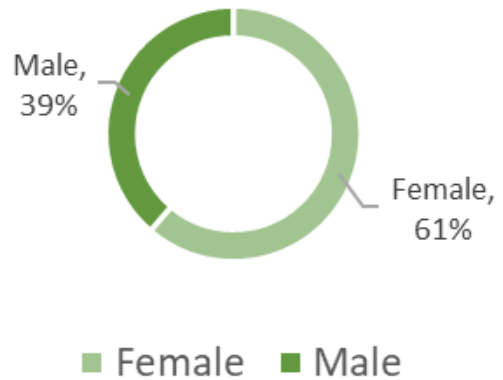
Housing Crisis (i.e., eviction)

Inappropriate Dwelling Conditions

Domestic and Family Violence

Unaffordable Housing

IDENTIFIED GENDER



84

Clients provided with
Mobile Support

Main Reasons for Presenting

Unaffordable Housing

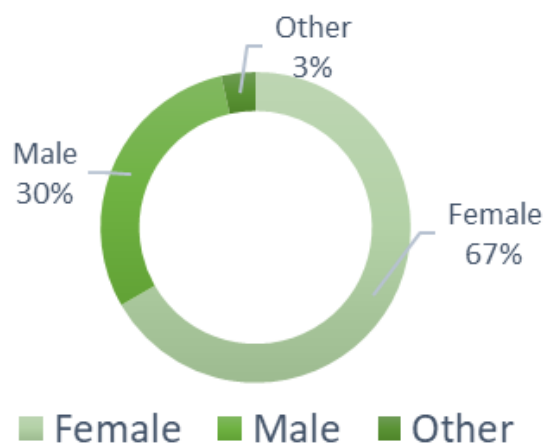
Domestic and Family Violence

Housing Crisis (i.e., eviction)

Lack of family or community support

MOBILE SUPPORT

IDENTIFIED GENDER





Everyone Has a Story

Gloria (19 y/o), a refugee from the Democratic Republic of Congo, and her newborn son Andre moved into an NYWAS property when Andre was only one week old. Gloria had survived a history of intense physical and emotional abuse from her family. As is common for young people escaping family violence, Gloria found herself homeless, couch surfing and moving from place to place for a year, eventually returning to the family home after all options had been exhausted. It wasn't long until Gloria had to leave the family home again as the violence continued. After a time, escaped that relationship by timing her departure and leaving from the house to the airport where she got on a plane to Brisbane. Upon arriving in Brisbane, Gloria couch surfed in Brisbane at a friend's house and then found her own share accommodation. Soon after her arrival, Gloria discovered she was pregnant. She had great difficulty finding any accommodation she could afford and due to the shared nature of the house she was in she was unable to remain in the house with her baby. During her time of referring to NWWAS Gloria had completed a Department of Communities, Housing and Digital economies application and her case worker at NWWAS helped her with referrals to Community Rent schemes.

NWWAS housed Gloria and Andre in one of our two-bedroom units and Gloria began the work to build a life of quiet and routine for her and newly born son. After a visit with Gloria's family ended with violence, Gloria entered a period of heavy drinking. This led to Child safety becoming involved and Gloria being unable to stay in her unit with Andre for a few weeks while further supports were put in place.

Gloria returned to her unit with Andre and started to concentrate on herself and Andre and continued to link in with support from NWWAS, the Young Parents Program and started some relapse prevention counselling with the AMEND alcohol and other drugs program through Anglicare. Slowly, over time, Gloria started to feel more in control of her life, and this could be shown in every aspect of her life. Gloria understands that it will always be easy for her to slip back to using alcohol when life gets hard, but she is determined to stay sober, keep connected with people and build a healthy and happy future for both of them. In August 2023 Andre turned one. Three months earlier Gloria had been given an offer of Community Housing through Jacaranda Housing which has been vital in both Gloria and Andre having long term housing stability.

Gloria's journey while in NWWAS housing was one full of ups and downs and a time where Gloria states she learnt a lot about herself. Gloria case worker has provided her with Mobile Support since exiting NWWAS housing and both Gloria and Andre are stable and enjoying their life. Gloria is one of the fortunate young people who has been offered secure long term affordable housing. Long term affordable housing has always been difficult for young people to acquire, but during the current housing crisis it has become incredibly difficult for young people to secure long term housing to move to after NWWAS. We have some young people ready to move, who are on all the social and community housing waitlists and have been applying for private rentals now for 6 months or more with no housing outcome.



FUNDING, FRIENDS AND SUPPORTERS

It is only with the wonderful support of these funding bodies, people and organisations that we are able to achieve tangible and meaningful outcomes for young people experiencing homelessness and housing challenges.



Lady Bowen Trust Grant



Department of Housing



StreetSmart Australia



Brisbane Basket Brigade



Bridgeman Downs Community Church



Lions Club of Brisbane Bunya Inc.



Picabeen Community Association



Young Parents Program



Share the Dignity



Northside Connect



Containers For Change



Northside Connect

THANK
YOU
♥

 **North West Youth**
Accommodation Service Inc.