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Youth Off The Streets is a non-denominational organisation working for young people who may be facing challenges of homelessness, drug dependence and/or recovering from abuse. We support these young people as they work to turn their lives around and overcome immense personal traumas such as neglect and physical, psychological and emotional abuse.

It is our goal that these young people will leave our care drug free, with a high school education, living skills and a full or part time job in hand.

Since opening in 1991, Youth Off The Streets has grown from a single food van delivering meals to young homeless people on the streets of Kings Cross to a major youth specific agency offering a full continuum of care through delivery of a wide range of services.

Our 35 services include aboriginal programs, crisis accommodation, alcohol and other drug services, counselling, accredited high schools, outreach and residential programs. Volunteers support us every step of the way.

Our Vision
Youth Off The Streets' vision is that we are well planned and balanced to meet the needs of all our stakeholders and in doing so we are focused on outcomes, community and sustainability.

Our Mission
Youth Off The Streets is helping disconnected young people discover greatness within by engaging, supporting and providing opportunities to encourage and facilitate positive life choices.

Our Values
Passion
At Youth Off The Streets we have a dream and we believe in our cause.

Respect
At Youth Off The Streets we are quick to listen and slow to speak.

Integrity
At Youth Off The Streets we know actions speak louder than words.

Dedication
At Youth Off The Streets we find reason why you can and not why you cannot.

Engagement
At Youth Off The Streets we lead by example.
This year at Youth Off The Streets was one of restoration and expansion. The board, executive and staff all worked together to achieve our goals. The end result being better services and outcomes for the young people we help.

I’m immensely proud of what we’ve achieved this year and what we’ve set out to achieve in the coming years. As well as becoming a restorative organisation, we’re launching a refugee service, employment initiative and many more exciting projects.

I recently attained my Masters in Restorative Practices and it is a social science that I truly believe works when implementing it within services. Restorative practices provide a framework for our young people to be accountable for their actions, to repair any harm caused and for them to thrive.

Thrive is a word that we use a lot at Youth Off The Streets because that’s what we want young people to do under our care. They can only do that if they are supported in the right way and it’s with that in mind that we’re looking to review what we do in order to continue our success.

This year has seen us open a mobile youth centre, expand outreach services and add another accredited high school to our portfolio of services.
We're currently reviewing all Outreach programs where more changes are expected in the future. Several new initiatives have begun including a refugee service, employment initiative, and a domestic and family violence project.

The continuum of care is something that I haven't mentioned in a while, but that is what we offer at Youth Off The Streets. We can care for young people from homelessness to independence and it is something we take great pride in. All the reviews and initiatives currently running are all contributing to our continuum of care and ensuring that we are providing the best help to young people in need.

The challenge now is to keep our much needed services and programs funded. The trend at the moment is for governments to slash funding to the not-for-profit sector. I've been very vocal about their short-sightedness and will continue to raise my voice in opposition to cutting funding for those who need it most. It’s truly strange that we can find $120 million to fund a pointless plebiscite but can’t fund programs that unlock the potential of disadvantaged young people.

Despite the trend of cutting funding, I’m blessed to have such wonderful supporters and donors. Individuals, corporate and trusts who give to us regularly and we couldn’t do what we do without them.

Youth Off The Streets will continue to grow and improve in the next year and, hopefully, this report accurately reflects the incredible work done by staff, young people and all involved with Youth Off The Streets.

A DELIBERATE DEFICIT

The annual review gives us a chance to look at the money we’ve spent throughout the year. It’s an honest and transparent view of everything we do. For the year ended 30 June 2018, Youth Off The Streets reported a deficit of $4,401,217 (2017: $1,156,976), which represented a 226 per cent decrease on the previous financial year.

Running at a deficit was an informed decision of the Board and Executive. The deficit ensured that Youth Off The Streets maintained its commitment to the communities that benefit from the current services offered.

Despite the reduction in income experienced, we were able to finance the deficit through cash reserves built up over a number of years. This will be addressed in the Directors Report starting on “director’s report” on page 40.

Expenditure for the 2017/2018 financial year was $26,806,129 (2017: $26,351,114, which was up on the previous year due to expanding services and starting new initiatives. Further details on everything we’ve done this year can be read in the Annual Review. We’ve expanded services and, in doing so, helped more young people unlock their full potential.

THANK YOU

We would like to thank our partner organisations, government, corporate and general supporters, volunteers, staff and donors for their belief in our young people and all their support throughout the year. All of the work we do and the achievements of our young people would not be possible without the support we receive from you, our donors, partners, staff and volunteers.

Father Chris Riley
CEO and Founder

Richard Gibbs
Chair
WHERE WE ARE

**WESTERN SYDNEY**
Bankstown Outreach
Blacktown Outreach
Fairfield Outreach
Holroyd Outreach

**MERRYLANDS, SYDNEY**
Youth Off The Streets Office
Chapel School, Key College Merrylands Campus
Step Up (Education Program)
ASPIRE Aboriginal Education Program
Aftercare/Integration (Education Program)
Dunlea Alcohol and Other Drugs Youth Service
Mental Health Service
Mentoring

**ALEXANDRIA, SYDNEY**
Youth Off The Streets Office (Corporate Services)
National Scholarship Program (Education Program)

**MAROUBRA, SYDNEY**
South East Sydney Outreach (Aboriginal Program)
The Bowen College

**REDFERN, SYDNEY**
Key College

**MARRICKVILLE, SYDNEY**
Street Walk
Food Van
Links 2 Learning
Inner West Youth Homelessness Services
Homeless Youth Assistance Program

**MOSS VALE, SOUTHERN HIGHLANDS**
New Pathways (Residential Program)
Mental Health Services

**BOWRAL, SOUTHERN HIGHLANDS**
Bowral Op Shop

**CORDEAUX HEIGHTS, ILLAWARRA**
Cordeaux Heights Centre for Youth
which includes Craig Davis College
and the Aboriginal Residential Care Program
Illawarra Outreach

**MACQUARIE FIELDS, SYDNEY**
Koch Centre for Youth and Learning
which includes:
EDEN College
Mental Health Service
Education Programs
Macquarie Fields Outreach

**NARRANDERA, NSW**
Narrandera Outreach (Aboriginal Program)

**GRIFFITH, NSW**
Griffith Outreach (Aboriginal Program)

**BOURKE, NSW**
Bourke Outreach (Aboriginal Program)

**CENTRAL COAST, SYDNEY**
The Lakes College

**HUNTER VALLEY, NSW**
Hunter Valley Outreach
Singleton Op Shop
Maitland Op Shop
Maitland Paraphenalia Antiques and Collectables Shop

**VICTORIA**
Wyndham Outreach

**QUEENSLAND**
Logan Outreach (Aboriginal Program)
Sydney Homeless Services is comprised of a number of different programs and services serving the inner west and city of Sydney. Together, we support at-risk young people get back on their feet and put them on a path to success.

The partnerships we've formed and the services we run are all done for the benefit of young people in the inner west. In saying that, we don't turn away young people that aren't from the area. We provide help to anyone that needs it.

One of our larger services is the Inner West Youth Homelessness Service (IWYHS), run in partnership with Wesley Mission and YWCA NSW. Together we supported 523 young people this financial year, 378 of which were “in district” clients and the rest received help before being referred on to services in their residential area.

This year, IWYHS focused on strengthening and building relationships within the community and with service providers. This was done to effectively provide a holistic wrap-around support for young people. We provide a continuum of care for young people that come across our services. It would be impossible to offer every type of service, so we must partner with other organisations and community services to fill the gaps of our services. We've developed a number of new partnerships which include: Headspace Camperdown, Headspace Ashfield, Burwood Housing, Newtown Neighbourhood Centre and many more. In the next financial year we will continue to focus on building new partnerships to achieve better outcomes for young people.

Another important part of our service is Street Walk, which you can read more about in the highlight section on page 10. Street Walk is a vital service that acts as a referral pathway for many young people accessing our services.

This year, Dunlea Alcohol and Other Drugs Program (Dunlea) fell under the Sydney Homeless Services banner for the first time. It's a service that provides specialised alcohol and other drug support, family case management support, and counselling.
Dunlea offers young people a high level of support to minimise the harm associated with drug and alcohol use.

In the last financial year, Dunlea has helped support 61 young people and 25 families. Dunlea’s focus is on inspiring, encouraging, and empowering young people to deal with substance abuse issues and providing them with the right tools and support to do so. Our work would not be possible without our supporters and we’d like to acknowledge the Western Sydney Primary Health Network (WSPHN) for their great work in the community and for funding the Dunlea AOD day program which has helped so many young people in need.

Another special program under the Sydney Homeless Services umbrella is the Links 2 Learning program. The service employs two people to provide targeted projects to ‘at-risk’ students in government schools. As it stands, the program is based at Tempe High School working with years eight to 10. The program helps up to 35 students at a time.

The Links 2 Learning program has an emphasis on the holistic wellbeing of young people. The program believes that student engagement is established through a positive connection to both the school and their teachers and that this will correlate to a young person’s engagement and academic potential improving.

The programs and services under Sydney Homeless Services are delivering great things for young people, but that doesn’t mean we can’t improve. We’re always looking for ways to deliver better outcomes for young people.

The Links 2 Learning program is looking at re-designing the delivery of the program to help attendance and ensure a greater viability and sustainability within schools. The 2019 round of funding is allowing us to take a closer look at the program in order to improve it.

IWYHS is no different. This year we drafted a comprehensive set of policies to ensure we met quality assurance standards. The next year will see those policies and procedures implemented across the service. We’re also looking at conducting domestic and family violence workshops at various high schools in the Inner West – something new that we’re trialling.

In the next year, Sydney Homeless Services will sit down as a unit and develop a strategic plan that covers 2019 to 2021. Staff, partnerships and young people will be involved in the process and it’s something we’ll be excited to report on in the next annual report.
HIGHLIGHT
THE CITY IS A CHANGING ENVIRONMENT

Every decision has an un-intended consequence, something that wasn’t considered and something that was negatively affected. The construction of the new light rail network had an un-intended impact on the young and homeless. They can no longer congregate in the city due to the construction. This has led young homeless people to gather elsewhere.

One of our longest running services, Street Walk, takes to the streets of Sydney to directly engage with young homeless kids. But what do you do if all the usual hot spots no longer have young homeless people? Is your job done? Has the problem been solved?

The problem is far from being solved and is only getting worse in New South Wales. Gary Lockhart, Street Walk Manager, had to expand into other areas. A search began to find the new locations where young people gathered and Gary ended up adding Newtown and Camperdown park areas into his usual routine.

Street Walk, although operating in new areas, still provides assistance to the chronically homeless. The idea is to provide young people with food, blankets, and other necessities in order to build trust. Once trust is built, then Gary can refer the young person on to a service that is best suited to their needs at that moment. This might not be a Youth Off The Streets service, it can be whatever is best for the young person.

In the coming year, Street Walk will continue to support clients and develop relationships with young people spending time in the inner west. However, as work finishes in the Sydney CBD, there may be a move back to the city and Street Walk will need to evolve again.

Street Walk is supported by wonderful volunteers who give up their time to help those in need. Without volunteers, this service wouldn’t be able to operate and we thank them for their support throughout the year. We’ll leave you with a few stats about what Street Walk accomplishes in a given year.

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<th>STREET WALK PROVIDED</th>
<th>2,769 MEALS</th>
<th>to young homeless people</th>
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<td>In 2017/18, a total of</td>
<td>1,350 INSTANCES OF SUPPORT PROVIDED</td>
<td>and 1,790 young people were observed as being potentially homeless</td>
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<tr>
<td>A BLANKET, TRANSPORT, REFERRAL OR OTHER FORM OF HELP 164 TIMES</td>
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NO SAFE PLACE TO CALL HOME

Jessie*, 17 had the courage to leave an abusive home, couch surf with friends for four months before coming to Don Bosco Home and seeking help. At such a young age, Jessie has had to overcome so much already.

When she showed up at Don Bosco Home, she was receiving no income, had disengaged with education and employment and was self-medicating with cannabis on a daily basis. At Youth Off The Streets we believe that no matter what situation a young person finds themselves in, there is always a way out.

Jessie worked with the staff at Don Bosco Home and developed some achievable goals to start on the road to recovery. She struggled at first with the house rules and curfew as she had been independent for a long time already. Gradually, the youth workers and staff at Don Bosco Home supported Jessie in her adjustment with regular case meetings, encouragement and support.

Jessie was able to obtain Centrelink payments, basic identification documents and to re-engage in employment through accessing a local youth employment program. The next thing on the agenda was her cannabis use. Staff worked with her to identify her triggers for use and get them under control.

Living independently requires a lot of skills that we sometimes take for granted and part of Jessie’s recovery was to learn those skills. The staff at Don Bosco Home helped her develop many skills needed to live independently including: cooking, budgeting, and time management. Staff also worked with her to develop communication and conflict resolution skills to assist her in maintaining relationships with friends and family.

After staying at Don Bosco Home for approximately four months, Jessie was offered transitional housing. She obtained full time employment within the hospitality industry and left Don Bosco Home with the skills to live on her own.

Jessie said that she wouldn’t have been able to meet the goals she set without the support of the staff and the welcoming and accepting environment of Don Bosco Home.

She is just one success story among the many and we wish her all the best with her future.

*Name changed for privacy reasons.
It was another great year for Outreach Services and it was a privilege to see our youth workers do so much good in the communities where we operate. As a service unit at Youth Off The Streets we continue to grow, but importantly we also reflect on the work we’ve done and where we should be investing resources.

One of the goals this year was to implement policies and procedures to enable continued growth and expansion. It is important to us that we are able to ensure that all of our teams and our actions are consistent in practice: always providing the highest standard of service.

In January 2018 we opened a service in Victoria for the first time. In response to widespread media and political attention, the Local Government Area of Wyndham came to our attention and a new team was established. We have three trainees, one youth worker and a senior youth worker at the service which officially launched Friday 20 April.

In addition to the new service we have seven outreach services: Blacktown, Hunter Valley, Fairfield, Cumberland, Illawarra, Logan and the Cultural Support Team and have expanded into new areas including Belmore and Auburn. Between all of our different locations this year we have provided 775 outreaches.

The Hunter Valley team and Logan team also moved to new premises in order to better service the community.

Expansion is fantastic for the organisation and it’s great to be able to help more young people every year, but we also risk becoming complacent. It’s important for Youth Off The Streets to continue offering effective services in areas that need them most. It’s with that idea in mind that we set out to conduct an extensive review of our services and several changes have already been made as a result.

The review has seen the Cumberland and Blacktown teams merge into one unit – now called Western Sydney Outreach. It’s important to point out that we didn’t lose any staff in this process and the services are better coordinated to help those in need.

The review also highlighted a number of challenges that we face. There are a growing number of young people under 12 wanting to access our services. It is our
policy to never turn anyone away, but this often comes at the cost of our target audience – they won’t want to hang around younger kids. In addressing this, we’ve started to implement specific family days. This gives a time for young kids to engage with us, but leaves our core group and times un-affected by their attendance.

The other major challenge we face is bullying. It has been in the news and on the Australian agenda for the last few years and we see it on a regular basis. Bullying is becoming more prevalent among young people – whether it be in person, online or in any other situation where social groups form, it is an issue that is not going away. Our youth workers are continuously working and developing programs to address bullying as well as other growing social issues facing young people today.

In 2019, as a service, we are aiming to receive a higher number of referrals - both to our services and from our services. We want to re-invigorate Outreach Services and continuously improve what we do for our young people.

We’re looking at increasing the number of partnerships with other services; specifically with indigenous and cultural services. This will allow us to operate culturally appropriate programs and services for Aboriginal and Torres Strait Islander young people where we don’t have the expertise.

The year ahead is going to be an exciting one for Outreach Services. We will continue expanding, but also continue to review and implement changes to ensure the effectiveness of all services. We want to facilitate more programs in schools and local suburbs. We want to facilitate more sporting competitions that allow different areas to come together.

Also, we want to improve our methods of collecting data and outcome measurement.

It’s with that in mind that I say bring on the next year and let’s continue to provide opportunities to the young people that access our services.
HIGHLIGHT

MELBOURNE IN FOCUS – RESPONDING TO A CRISIS

In early January of 2018, young Sudanese kids in Melbourne made national headlines for all the wrong reasons. Youth Off The Streets saw the headlines, the articles, the fear mongering from politicians and we knew we could help the young people and community involved.

Father Chris was quick to respond and sent a team down to the suburbs in question to consult with the community and run some outreach services in the local area.

“When I see or read about these issues, I don’t think of violent gangs, I think of troubled young people who are struggling to thrive due to a lack of care and support systems,” said Father Chris.

Wyndham Outreach was taking shape and Outreach Services had people on the ground. One leader who had ties to the community was Beny Bol, manager of our Logan Outreach. He was instrumental in bringing our workers and community together to identify the need and build an effective service in the area.

After a few months of operating at minimal capacity while conducting community consultation we were ready to launch the service officially. On Friday 20 April 2018, we opened the doors to Wyndham Outreach and Father Chris summed up how far we had come in such a short time.

“I first arrived in Wyndham in early January and it was clear that the young people in the area just weren’t getting the support they needed. Since then, we have established a skilled team to provide young people in the area with services, activities and even just a place to hang out and get something to eat. So far we have worked with local police, community elders, local politicians and young people to determine what is needed and wanted, and we believe we are in a good position to provide this,” said Father Chris Riley.

Wyndham Outreach is now an established service. It provides programs and services to the young people that need them. We’ve employed trainee youth workers from the local area and we’re looking forward to the good work that will come from our presence in the area.
Kylie’s Success Due to Outreach

Kylie* was a troubled teenager who was really struggling with life. She was having a terrible battle with depression and was the target of relentless cyberbullying from her schoolmates. Unable to escape, schoolyard taunts would follow Kylie from school to home and she was stuck in a negative cycle of self-hate and despair.

Today she credits Youth Off The Streets with saving her life. She is so grateful she met our outreach workers just at the right time.

“They were always coming to the local skate park and giving us free food,” says Kylie, now 20. “After a while, I came to trust them enough to open up about my struggles. For the first time I felt accepted. They didn’t treat me like I was a freak, but most importantly they gave me strength to believe I could get through it.”

At the time, Kylie said she had few close friends to open up to and didn’t want her mother and brother to know how much she was struggling.

“I was scared I’d be judged. I felt so alone and I didn’t want my family to know everything that was going on in my life. I just needed to talk to someone who understood what I was going through and to show they cared.”

Since meeting our Outreach Workers, Kylie has become free from her past and is now on a mission to help others in situations like she once was. She has become a Youth Off the Streets volunteer and is part of our Youth Advisory Group that helps young people overcome their various challenges.

One of the team members who helped Kylie says she was very shy at first but once she confided in her, she came out of her shell and started to shine.

Kylie knows that she couldn’t have overcome her obstacles alone.

“It’s hard to explain how much they have helped me. Words cannot describe how thankful I am. There’s a good chance I might not even be alive if I hadn’t come to outreach that day.”

The best news is that now Kylie is studying nursing which she hopes will also help her mother for whom she is caring. Kylie has a promising future. She is a wonderful example to us all.

*Name changed for privacy reasons.
Aboriginal Services extends through Youth Off The Streets and provides all young people at our services with the opportunity to connect with their culture and community. This opportunity extends to non-Aboriginal and Torres Strait Islander young people as they can learn a great deal about Australia’s first peoples.

The 2017/18 financial year was filled with highlights and successes for the Aboriginal Services team. Our aim was to offer young people and Youth Off The Streets staff the opportunity to take part in valuable cultural experiences.

The launch of a Mobile Outreach Service was of particular importance; it gave us the ability to move our service to where it is needed most. To launch the trailer, we formed a convoy in Canberra and drove to Bourke stopping at towns along the way to demonstrate what our services can bring to local communities. Our convoy finished in Bourke and then set up in Wellington for the first program.

It was great to be part of the convoy because we saw all Youth Off The Streets’ services come together as a whole to work with isolated communities and connect with those in need. It’s something that was unexpected but a delight to participate in. The young people involved in the convoy got a lot out of the trip as well. They learned a lot about the history of the towns we travelled through, the mobs and history of the area, and they learned of towns that they didn’t know existed. We’d like to thank Linfox for gifting Youth Off The Streets the Mobile Outreach Service. Without their in-kind support, this service wouldn’t have been possible.

This year, we were lucky enough to employ an Aboriginal Cultural Support Advisor who has transformed the way we work with services internally. This position has proven to be of value to the Aboriginal Services team and the organisation as a whole. The role has opened up options for young people across the organisation to connect with their culture and to be instructed by an expert in Aboriginal culture and learning. One of the goals in last year’s report was to open up options for young people across Youth Off The Streets to
experience Aboriginal culture and learning. This role has been critical in helping the team achieve that goal.

The cultural connections program funded by the Future Generation Investment Company Limited (ASX: FGX) continues to be a great success. This year, we have been on four cultural camps giving young people the opportunity to learn about the Aboriginal and Torres Strait Islander culture as well as connect with their country. The dance group is also part of this funding as well as some court support programs that help young people navigate court and legal systems.

The year hasn’t been without its challenges. The Aboriginal Services team has a high turnover of staff. One of our goals this year is the retention of our skilled staff. We intend to fix this issue because it makes it hard to engage with communities in a consistent way if the faces of staff keep changing.

The teams at South East Sydney and Macquarie Fields also had difficulty in connecting with females in local communities. We identified this issue as largely due to the difficulties we faced attracting female youth workers to our teams. We recognised this as a challenge we could work towards fixing. The goal for the last financial year was to recruit and retain female youth workers to address the issue in our ability to effectively connect with female members of the community.

I’m glad to report that this has happened and we’re working on engaging with those communities.

In the next year our goal is to lower recidivism and incarceration rates for young people in the areas we work. We’re hoping to do this through early intervention programs, out of home care, working closely with Juvenile Justice and implementing crime prevention programs. We have seen success with these programs in the past, and believe that narrowing our focus onto these particular outcomes will achieve positive results from young people and the communities we work in.

We have also recognised Western Sydney as an area we could expand into to provide further support. Although we already work in some areas of Western Sydney, there are still some suburbs that have a disconnect between young people and their communities and culture. We can step in to help.
Highlight
BREAKING BARRIERS BETWEEN YOUNG PEOPLE AND POLICE

Former IBF and WBA middleweight boxing champion Daniel Geale is helping Campbelltown police overcome relationship barriers with young people through boxing. The boxing and breakfast program is run out of our Koch Centre For Youth and Learning and gives young people the opportunity to interact with police while learning ‘the sweet science’.

Melody Chime is the Aboriginal Community Liaison Officer for Campbelltown City Police Command and realised that there was a need to better connect young people with police in the area. She thought a fitness and healthy eating program might be a great opportunity to get police and young people together.

“We have two police officers involved in the program – our crime prevention officer Senior Constable David Blom and Sergeant Richie Simon our Education and Development Officer. The ideal situation is to get these young people to communicate effectively with the police rather than being scared or thinking we’re different,” she says.

Daniel was brought into the program at the start of 2018 and knew exactly what boxing could do for these young people. He has seen everyone around him improve themselves due to boxing and thinks that young people can achieve what they want in life through the sport.

“I’ve been boxing since I was 9 years old. I’ve seen boxers in my stable achieve so much. Boxing gives people a lot of confidence, discipline and self-esteem. There are so many good aspects to boxing.” “I come from a working class area and a lot of people around me struggled. We didn’t have a lot, so we had to find ways to keep occupied and exert energy. A lot of my friends chose different paths, some of them chose the wrong path. Fortunately I had boxing and that kept me on track. It made me set goals for the future. I wanted to better myself and provide a better life for my family.” he said.

Bringing Daniel on board was a great thing for the program. Taking on world champion quality boxers meant that there were no easy fights. He always had a very big obstacle in front of him and that’s a lesson he is passing on to the young people.

“Fighting the best that boxing had to offer at the time brought out the best in me – I never ducked anyone in my career or took an easy path. I had a great team behind me, which is really important, not just in boxing but in life as well. If you have the right people behind you they’re going to help steer you in the right direction.”

One of our youth workers Joshua Nimmo-Mestre travels around Macquarie Fields in the morning, collecting the program participants. It can get tough waking them up so early – especially in winter – but he says it is all worth it when you see the smile on their face at the end of the session.

“Some kids are ready to go in the morning and others struggle with the early wake up. We try and keep building the habit, getting them to training and hopefully they will keep turning up. At the end of class, they’re happy that they’ve achieved something, had something to eat and have socialised with their peers. You can see that they’re set up for success that day,” he said.

“Boxing provides discipline but it’s also about overcoming a challenge in the morning. Boxing isn’t easy, and they have a sense of accomplishment after the session and it sets a good mindset for the rest of the day. No matter what the day throws at them, they’ll be able to handle it,” says Joshua.

“I’d love to see the program grow. We’ve had a few talks about travelling around the area and expanding it. It’s all about helping as many young people as we can.” – Daniel Geale
Youth Off The Streets Mobile Outreach Service

At the beginning of 2017, we recognised a need to support disadvantaged young people living in isolated or remote communities who did not have access to the same opportunities as young people in urban areas.

With this in mind we launched our own Mobile Youth Service in September 2017 which went on a week-long journey through regional NSW. The Convoy of Courage started at Government House, Canberra and made its way through to Cowra, Wellington, Dubbo and Bourke to visit and engage local community and young people in each area.

At each stop, the Mobile Youth Service was opened to the community and set up to provide young local kids with a variety of fun and engaging activities and a BBQ meal.

The idea was to bring the services and activities to the young people themselves, many had never travelled outside of their small communities. The aim was to re-engage them back with their community, education and employment and to give them a safe place where they could be themselves and meet new friends.

The Convoy of Courage was a great journey that saw young people come out of their shells and interact with one another regardless of where they came from. It was truly great and memorable experience for all who attended.

We would like to thank all those who supported us through this journey, whether it be through donating, volunteering or just spreading the word about our cause we are extremely thankful. Thank you to those who joined us on the convoy and those who met us in the towns we visited, you made us feel very welcome and we are glad to have had the chance to visit your area.

Thank you again to Mr. Lindsay Fox and Linfox for providing us with our Mobile Outreach Service, and to Dubbo RSL Vikings Group, Canberra Southern Cross Club, and ClubsNSW for providing us with meals along the way.

The biggest thank you goes to our kids. Thank you for showing Australia how kind, generous and inclusive you are and for making our mission and cause so worthwhile.

ABORIGINAL SERVICES 19
The last year has been a year of expansion and focus for the education team. We celebrated The Bowen College becoming a fully accredited school and the team as a whole narrowing the focus on outcomes for young people in our services.

The 2017/18 financial year saw a slight restructure in how education is organised. Since 1996 we have seen education grow from our single school in Redfern, to now five schools spread across six campuses. The recent growth of our schools has opened up the opportunity for two of our staff members to become School Principals; Steve Armstrong and Cath Hartland who now split the six sites: managing three each.

Our programs are dedicated to giving young people the opportunity to thrive in an environment that suits them. This ideology extends past our accredited high schools and into other aspects of the education unit.

We have seen great successes with our National Scholarship Program in the last 14 years and in recognition of the success of our past and present recipients, we held a scholarship celebration night to share the successes of many years of supporting young people in achieving their academic goals.

Our iDrive and Mentoring program are running strong to help equip young people with practical skills and knowledge. Thanks to our mentors, eight young people obtained their learners licence and two young people obtained their provisional driver’s licence this financial year.

We have been continuing to upskill our staff through engaging them in the Centre for Cultural Competency Australia’s Aboriginal and Torres Strait Islander Cultural Competency Course. In conjunction with the upskilling of staff, we have worked closely with the new RTO section of Youth Off The Streets to provide students with alternative pathways to further education and work. Many of our young people have been involved in further education delivered with our internal unit.
We're proud to encourage our young people to be involved in a variety of activities. In the last financial year we had students take part in the Convoy of Courage, which saw our Mobile Outreach Service travel from Sydney to Bourke, stopping at several locations across country New South Wales. Our students were quick to form friendships with the local young people and enjoyed playing games and interacting with new people. Our students also took part in our four annual sporting gala day as well as camps, work experience, employment opportunities and service learning programs.

In the coming financial year we will be working towards a number of goals to ensure we keep improving our learning environments and outcomes. We aim to build staff and student capacity by continuing to develop individual and customised learning experiences for students as well as encouraging staff and students to use effective feedback to improve performance and increase level of achievement. We also aim to increase community connection and engagement for student wellbeing, ensure our programs provide effective learning and teaching, and improve student and family engagement in Restorative Practices.

A lot of work has gone into investigating two new schools. One to service the Hunter Valley region and the other to support young people in Logan, Queensland. These two sites aren't finalised yet Youth Off The Streets endeavours to meet the needs of students in a variety of community settings.

The more schools we open, the more young people we help and that’s always our goal. We know that young people aren’t always suited to mainstream school settings. It’s always exciting when you’re investigating new sites, with the end goal of helping more young people unlock their full potential.

Staff and volunteers engaged in education programs provide quality support to the young people we work with. With the team we have developed we are looking to leap into the next year with bigger and better results.
HIGHLIGHT
MENTOR AND NATIONAL SCHOLARSHIP PROGRAM

STUDENTS HAVE ENJOYED THE NATIONAL SCHOLARSHIPS PROGRAM

“My whole life has consisted of big dreams and not enough money to pursue them. This opportunity makes me feel hopeful, knowing that there is a place for my dreams in this world. I have so much left to learn, and now I have the chance.”

“My mentor is a huge support and has never failed to be there for me, especially during HSC stress and small life questions about future studies etc. So grateful for her!”

“Absolutely fantastic! My mentor has been amazing she is so helpful and I couldn’t see myself with any other mentor. She is always caring and understanding and helps me as much as she can even though she already does so much in her life to help people.”

“I have not seen Heleen in over two months as she has left for long voyage around Europe. We had a good long talk few days before she left and we spoke about a lot of things! I never thought I would miss her as much as I do.”

“Growing up as a child my wellbeing was brought down by physical and emotional abuse. Receiving this scholarship has given me confidence in myself to reach my goal of studying science at university. Being a New Zealand citizen and having to support myself financially, the Youth Off The Streets scholarship will enhance my ability in reaching my goals.”

“The opportunity of receiving this scholarship has been a blessing and a definite a relief as it has opened numerous doors for me and my future plans. Without this scholarship and the team’s support, it would have been extremely difficult to achieve my optimum goal in attending university and reaching my full potential in my career ahead.”

THE MENTORS ARE A MUCH LOVED PART OF THE PROGRAM
Merrylands psychologist – first ever year 9 student to complete Sydney to Surfers bike ride

Counselling is a powerful service, so powerful that it can turn a troubled kid into a record setter. Merrylands RSL helps fund a psychologist at Chapel School, Merrylands – an independent school run by Youth Off The Streets.

The psychologist at the school was able to turn a young truant into the youngest ever Sydney To Surfers participant from Youth Off The Streets to complete the 958km bike ride.

Nico* was new to Chapel School in 2018 after not attending his previous school. He’d had a tough 2017. His dad passed away and his mum hadn’t coped well with the loss of her husband. The relationship at home was strained and it had been difficult for him to attend school.

The start of his time at Chapel School was similar to the previous year. Nico attended the first few days, but then his attendance slipped. A Youth Off The Streets youth worker spoke to Nico about coming in to see the school psychologist before deciding not to attend school.

The first meeting with the psychologist was a pivotal moment for Nico. He was able to talk through the issues he was facing at home, speak about his depression and express how he feels after losing his dad. He was also able to discuss with the psychologist ways the school could make his life a little easier. The psychologist used a strength based approach and motivational interviewing to help Nico become more open about his issues in a safe environment.

Before long, Nico was attending school regularly and quickly qualified to participate in the Cycle of Courage – the Youth Off The Streets cycling team. He was a natural and was lucky enough to be selected for the Sydney To Surfers bike ride. A gruelling 958km journey which would see him ride an average of 120km a day.

Nico was training hard and still meeting with the psychologist to discuss the problems he was facing. It proved vital to his success. He became the youngest rider to complete the full 958km Sydney To Surfers bike ride. This is an achievement that wouldn't have been possible without the help of Youth Off The Streets' psychologist at Chapel School.

Nico is now set up for success and knows that he can achieve anything he sets his mind to. Thanks to Merrylands RSL, every young person at Chapel School has access to a potentially life changing service.

*Name changed to protect privacy of the young person
We at the Koch Centre for Youth and Learning (KOCH) are honoured to be situated on the ancestral lands of the Tharawal People. As we build a greater sense of understanding and awareness about the First Australians amongst our staff, young people and community, we acknowledge they are the traditional custodians of this land. We pay respect to the Elders living, to those past and recognise the future generation of Aboriginal and Torres Strait Island Peoples. This is our journey towards reconciliation.

Every financial year the KOCH team selects two themes to promote and deliver to our young people, their families and the wider community. In 2017 we recognised the importance of unity amongst our young people and so we supported World International Youth Days with the theme ‘Building Peace’. As we moved into 2018, it was evident that a number of our young people were dealing with domestic and family violence and so we felt strongly about the NAIDOC theme ‘Because Of Her We Can’. These two themes became our key focus throughout the year and together our aim was to strengthen and grow a restorative change in our young people, their families and the wider community through positive leadership, shared decision making and open and fair processes.

The KOCH team is an eclectic group of individuals each with their own strengths and characteristics. Our ability to work together in a restorative manner has helped to improve our relationship with not only each other but with the young people we work with and in doing so this has produced some great results and outcomes in our programs. Our afterschool initiatives continue to be the most popular amongst our youth, with Wednesday evening bringing in the highest number of attendees – up to one hundred young people and their families!

Through our delivery of the afterschool programs the KOCH team established a KOCH Leadership Group after identifying potential young people who could take up the responsibility of representing the centre when required. We have twenty four leaders from various backgrounds and various ages who have participated in a number of amazing opportunities over the past year.

The launch of the Mobile Outreach Service in Canberra opened up new experiences for a group of young people and staff from the Koch Centre. The group travelled to some of the smaller communities as part of the convoy to Bourke, met other young people and through this whole journey got to understand the true meaning of ‘belonging and connectedness’. Learning opportunities like this have the ability to change the future...
direction for many of our young people and with the support of such a passionate team this has been the reality for most.

Strong community partnerships have allowed our young people to participate in some amazing workshops and the Campbelltown Arts Pacifica Project was one of the most successful. Our youth designed and modelled their own cultural pieces, were photographed in their work, and their portraits became part of the exhibit.

This progress hasn’t been without its hurdles. Over the year we have supported our young people and their families through tragedy, trauma, and hardship but we have also seen progress, triumphs and milestones in the community.

One of our newer initiatives this year is the Maori and Pacific Island Cultural Support Program that was developed at the request of Juvenile Justice. As part of the program, the team has started working with young people from Maori and Pacific Island backgrounds in the schools, courts and prisons. Taking a holistic approach the team understands the importance of the family, community and in many instances the church in the lives of these young people and so we continue to build a sense of belonging and connection with these key stakeholders. If we are to be successful in achieving positive outcomes for our young people especially from these cultural backgrounds, then we must be inclusive in everything that we do.

Many of the young people we work with have also been affected by the Immigration Law change of 2001 and as a result are not entitled to any financial support or assistance from the government. This has led to an increase in the number of young homeless people many of which have turned to crime to survive and in some extreme cases, have been incarcerated. The rich cultural knowledge within the team is one of our many strengths and we are fast becoming the ‘go to team’ with issues relating to these matters.

As I reflect on this past year I want to recognise the combined efforts of the team. Together through shared decision making and shared responsibility we have been able to achieve great things. In numbers we are stronger, more powerful and the impact is far greater. As we move towards 2019 we look to continue this good work. Every opportunity to secure future funding ensures that our programs will carry each year. They provide stability, safety and a sense of pride in our young people and community.

Father Chris once said ‘There is no such thing as a bad child just a bad situation’ and this continues to be the grounding belief for the KOCH team. Together we can make a difference and that’s what we will continue to do until we can’t do it any longer.
HIGHLIGHT
A COMMITMENT TO CULTURE

The Koch Centre For Youth and Learning holds cultural events throughout the year and offers young people a chance to connect with their culture and country. This year was no exception with a Reconciliation day held at the centre.

Youth Off The Streets invited young people, the community, other organisations and anyone interested to learn about Aboriginal culture, see traditional dances and hear from Aboriginal Elders.

The event’s formalities were held in the Aboriginal Garden at KOCH, and started off with a welcome from our Director of Aboriginal Services. Staff, young people, and guests were then treated to a smoking ceremony by Uncle Ivan and Uncle Dean who spoke of what reconciliation means and the connection between Aboriginal people and the land. We were blessed to have such knowledgeable elders at the event to pass on what they know.

The fantastic Aboriginal Dance group – consisting of two Youth Off The Streets employees and two young people from our services – performed two dances welcoming the crowd to the day. It was a stirring performance that set the scene and also advertised a program on offer at KOCH.

Following the formalities attendees were given the opportunity to engage further in Aboriginal culture. We had sessions discussing Aboriginal tools and weapons which expanded into their connection to the land and culture. Our young people were also taught traditional dance as well as told cultural stories by Elders in the Aboriginal community.

Youth Off The Streets is dedicated to reconciliation, through our Reconciliation Action Plan we ensure all our staff are culturally aware and formally trained in cultural competencies and will actively embrace the principles and practices of reconciliation.

Aboriginal culture is alive and strong within Youth Off The Streets and we are proud to be able to promote reconciliation during reconciliation week.

The KOCH centre will continue to offer young people a chance to connect with country and culture. Look out for the 2019 reconciliation event in May and come along!
A heartwrenching speech

A well-delivered emotional speech can soften the hardest of hearts. When Kiana spoke at Open Day this year, there wasn’t a single dry eye at the event and we’re privileged to be able to share that speech with you:

“I grew up in Maroubra. It was beautiful there. I got bullied quite a lot when I was in primary school. I used to come home crying not wanting to go back, but I complete year 6. I grew up in a broken home, where my parents used to continuously argue and fight to a point where it would get physical. I was too young to do anything. My dad would hit my mum... badly.

I would often go to Maroubra Outreach that was my escape. They treated everyone equally. It didn’t matter what colour skin you were, or where you came from or what struggles you went through, they made me feel safe when I couldn’t even feel safe in my own home.

2014 was the toughest year I’d ever experienced. My mum and dad split up. I remember I was angry at my dad for all the stuff he put my mum through and I rebelled and wouldn’t talk to him. Then when we finally started talking again I lost him... I lost him to the use of drugs. I never really knew what I had until it was gone... Later in the same year I lost my dear mother to suicide. Knowing I couldn’t do anything about it really cut deep, I was heartbroken. I took things for granted. Now I’m striving to do the very best in everything I do – in honour of my parents.

From losing both parents, my Aunty took the responsibility to take care of me and my two brothers including her own two children. I moved houses to Campbelltown, I lost heaps of friends but I’ve made so many here that I’m grateful for. My Aunty introduced me to KOCH and since the first day I’ve been here I haven’t wanted to leave. They have done so much for me and my family and I’m forever grateful. Today, I’m in a much better place, I’m currently completing year 12 while living independently. I’m working and still in school. I didn’t let the obstacles stop me from reaching what I’m destined to do. Life is going to knock you down it just depends how you get up.”
Training and Development Services is the newest business unit at Youth Off The Streets and as a result we have spent the last year identifying the need for and benefits of our programs.

Currently, our Training and Development unit is split into two branches; Registered Training Organisation (RTO) and the Learning and Development programs.

The RTO equips young people with the skills necessary to begin work and helps build their CV. The learning and development aspect of the service seeks to train staff and provide courses to young people that sit outside the RTO.

At Youth Off The Streets, we see education as vital for helping our young people. Not only are we helping our young people gain valuable skills through the RTO, but we are also upskilling our employees to ensure our young people have access to highly trained staff as well as making Youth Off The Streets a workplace of choice within the industry.

The RTO branch went through a massive overhaul this past financial year. This overhaul saw us make a number of changes to the courses on offer to better equip young people with the skills they need to thrive. The RTO currently offers three courses to young people. They can gain Statement of Attainments or a Certificate II in: Active Volunteering; Work and Vocational Pathways; and Community Services.

The Learning and Development branch is a newly established part of the unit that is designed to ensure our young people are receiving the best possible care and education through further educating and upskilling our staff. We want the best outcomes for young people and that means providing the best trained staff in the industry.

Our main goals for the 2017/18 financial year were to set up and establish our new programs whilst redesigning our current programs to contextualise the material to Youth Off The Streets and it’s young people. Part of our redesign and setup was to continuously evaluate what we do and our processes to ensure the programs are industry best practice.

Creating a new service unit for the organisation was always going to present challenges to overcome. The new industry we have jumped into has been tough to navigate when starting from scratch. We have a steep learning curve and I am proud of the dedication and flexibility my staff have shown to overcome early issues. We are a self-directed unit who have had to
quickly respond to and measure compliance which is constantly a work in progress.

As part of our development, and to address compliance challenges, we have implemented internal evaluation systems. These systems are in place to ensure the services we offer remain relevant and effective for staff and young people. In addition to internal systems, we are always engaging with external networks – other community organisations and education industry bodies – to ensure that our programs are effective and needed.

In the coming financial year we are looking at easing some of the teething pains of the unit and moving from functional – but under-construction – to a seamless part of the organisation. We will be taking further steps to be a fully integrated training service and workplace of choice within the industry. Major goals include chasing sustainable funding to ensure our programs have longevity as well as continuing to build our framework for sustainability and growth and develop more programs for staff and young people.

HIGHLIGHT
TRAINING AND DEVELOPMENT SERVICES TO DATE

Training and Development Services has been working hard to ensure young people and staff can access free, quality education and training. To date, the service has had:

110 ENROLMENTS

Of those:

- 13 are Aboriginal and Torres Strait Islander staff completing a Diploma in Leadership and Management
- 68 Statement of Attainments have been issued across the Cert II Skills for Work & Vocational Pathways & Cert II Community Services
- 10 full qualifications have been issued across the Cert II Skills for Work & Vocational Pathways & Cert II Community Services
- 555 Units of Competencies have been completed across all courses

In total, Training and Development Services has provided $278,816.00* in free education and training to staff and young people at Youth Off The Streets.

*This figure is calculated based on average course fees from training.gov.au
At Youth Off The Streets, we strive to help young people gain meaningful employment through a variety of our programs. In some circumstances, we are so impressed by young people involved in our programs that we encourage them to apply for job within our organisation. Lisa Ahlam is a graduate of our three week RTO PaTH program and as a result of her new skills, has been recently employed as a youth worker at the Koch Centre for Youth and Learning.

Lisa came to our RTO program as a job seeker in need of skills to help her lock down meaningful employment. The PaTH program is an Employability Skills Training program that gave Lisa the skills and experience required to acquire and maintain employment.

“The RTO PaTH program explained the job process and gave me the confidence and skills to go through interviews” says Lisa. “After completing the course I was given the opportunity to apply for a job as a youth worker at Youth Off The Streets.”

Lisa is now an incredibly valuable member of our Koch Centre for Youth and Learning and she attributes her success to the PaTH program.

“Being prepared for the interview process really helped” she says. “Now that I have the certification I can take what I have learnt and pass it on to the young people I work with!”

The PaTH course provides young people aged 17 – 24 the skills in: understanding the work environment, identifying soft skill strengths and weaknesses, developing confidence in interviews, communication strategies to help maintain employment, developing an understanding for the purpose of interactions at work, how to select the appropriate nonverbal and verbal communication for the particular situation and becoming a responsible and effective communicator in the work environment.

Youth Off The Streets looks to employ quality candidates, some of which come from our own services! In cases such as Lisa’s we find that some of our best staff, come from within.
Youth Off The Streets is endorsed as a Deductible Gift Recipient by the Australian Taxation Office, and holds a Charitable Fundraising Authority from the New South Wales (NSW), Queensland and Victoria government.

All our appeals and fundraising comply with the Fundraising Institute of Australia’s Principles and Standards of Fundraising Practice, Trade Practices Act, The Privacy Act and we are Payment Card Industry (PCI) compliant. Our fundraising proposal form is available on our website. We do not undertake face to face fundraising.

COST OF FUNDRAISING

The discussion around cost of fundraising continues in the not-for-profit industry, and until a formula is agreed and used as a standard, Youth Off The Streets’ figure is calculated by accounting expenses including:

» All costs of direct mail appeals and newsletters including, print, processing, and postage.

» All salaries of staff involved in fundraising, events, finance processing and database management

» Ancillary costs including premises, transport and office expenses in running Corporate Services.

» All costs associated with running internal and external events, advertising and promotions, merchandise expenses and website costs.

Youth Off The Streets cost of fundraising for 2017/18 was 31 per cent excluding government income.

Innovative fundraising events including our annual Lipstick Lunch and our annual Gala Dinner helped Youth Off The Streets end the financial year with a donation revenue of $8,163,392 (2017: $8,740,767), which is down from last year due to softening in donations. This softening has been felt across the industry and Youth Off The Streets continues to invest in acquiring new donors to fund vital services for young people in need.
I like to say that we’re a service to the services. The Alexandria office holds all the administrative functions that allow our programs and services to do what they do best – help young people in need. The services housed in the Alexandria office include: finance, fundraising (individual, corporate and government), human resources, IT, marketing and communications, premises management, research and evaluation and risk management. Although corporate services are based in Alexandria, on any given day you can find our staff out interacting with the teams on different sites providing expertise and support face-to-face.

At the start of the 2017/18 financial year, it was time for us to move premises. The Mascot office had served us well for years, but we were in need of a new space. After a lengthy search, we found a space in Alexandria that suited our needs perfectly. We're now in an open plan office that fosters better communication between different services and areas.

Our support isn’t limited to services and young people, we also look after our donors and supporters. The fundraising arm of Corporate Services implemented a number of strategies to take better care of our donors and we are seeing this through stronger results in our donation and acquisition campaigns. In the 2017/18 financial year, donation income totalled $8,163,392. In addition, the team ran several successful events including the Lipstick Lunch and the Gala Dinner. It was a great experience for those involved and attendees were treated to real stories of young people and the chance to hear some inspirational words from Father Chris.

Funding is an incredibly important part of our work, it keeps our doors open for young people and allows us to continue to expand into areas of need. This year, we also continued to implement new measures of support for our service, by implementing a staff learning platform ELMO; starting work on a new intranet; rolling out a new data gathering database (Social Suite); and a database for tracking grants (salesforce).

The HR team, in conjunction with training and development services, introduced ELMO as a staff training platform. The goal was to have all staff trained on our child safe policies and procedures in an efficient. ELMO was the chosen platform as it allowed staff to complete the training online and provided the HR team with the ability to track
who has and hasn’t completed their required training. In the next financial year, ELMO will be used more broadly to train staff on a range of topics including; policies and procedures.

Social Suite has been implemented across a number of services to enable Youth Off The Streets to better track how young people interact with our programs. The project was initiated by our services, our IT department, Research and Evaluation, and our Grants team. We often say that we offer a “continuum of care” – we can look after a young person in crisis until they have a full time job and independent living arrangements. Through Social Suite we hope to have accountable answers to our effectiveness and have greater visibility over how our services impact the lives of young people. It’s an exciting project that we’ll continue to report on every year.

Our Grants team previously had a very manual way of maintaining and tracking our grants, applications and partners. While they were effective in doing so, it left open that chance for human error. When Youth Off The Streets wins grants from local, state or federal governments we have a responsibility to spend that money delivering exactly what was promised in the application. As a means of alleviating some of these issues and to automate the process, we’ve started using Salesforce as a grant database. The goal is to ensure that we deliver on what was promised and then report back in a timely manner to the funding body.

The Operations team has had a big year. In addition to moving our office from Mascot to Alexandria they were also responsible for a large renovation project at our Merrylands site. Macintosh House received a $750,000 upgrade that will provide a better environment for staff and young people at our Merrylands facility. The laundry building was also converted into a classroom space. This space will be utilised by the Registered Training Organisation (RTO) and will mean more young people gain qualifications and work-ready certificates.

The year ahead will see us continue to build upon the support services we offer. We’re continuing to develop social suite, the intranet, ELMO and innovative funding strategies. The better the support we offer our services, the more effective they are in supporting our young people and the better the outcomes are for young people.
Youth Off The Streets is an Equal Employment Opportunity (EEO) employer and has a diverse cultural mix of people working and volunteering to meet the needs of the young people in our organisation. We strongly encourage Aboriginal and Torres Strait Islander people to apply for roles within the organisation.

At 30 June 2018, we had 238 full-time, part-time and casual employees, 21 of which identify as Aboriginal or Torres Strait Islander. Along with this, we had 496 active volunteers – more information on volunteers can be found on page 36.

The Human Resources (HR) team continue to develop, review, update and implement policies, processes, systems, training, governance, and the means of living the Youth Off The Streets values of Passion, Respect, Integrity, Dedication and Engagement (P.R.I.D.E.).

HR provides specialist support for employees across recruitment, learning and development, industrial relations, Work Health and Safety, rewards and recognitions, performance and career management, rehabilitation, workers compensation and payroll.

Youth Off The Streets is committed to the principles of a child safe organisation. Some of the measures we take to keep our young people safe include (but not limited to) ensuring all staff and volunteers comply with the NSW Child Protection Legislation, have a Working with Children Check and National Criminal Check, and are trained in our mandatory child safe policies.

Flexible Work Arrangements

Youth Off The Streets consider and implement flexible work arrangements for all reasonable requests.

Improvement in Engagement

From our staff survey we have found that our staff are more engaged in the work they do.

There was a 14% increase in new staff members being satisfied with the guidance and training on offer when they started with the organisation.

Wellbeing Initiatives and Opportunities

Youth Off The Streets offers a wellbeing program for staff (family and mind balance).

Family Balance – Rewards Gateway

An online rewards program which provides discounts from food, fashion, travel, entertainment and insurance retailers.

Mind Balance – EAP

A professional, confidential counselling service for staff and their immediate family members free of charge.

When surveyed on wellness and work life balance (including job stress, being emotionally well, and
meeting family requirements outside work), responses ranged from 75% to 90%

**WHAT WE DID**

» Enhanced our internal documents and forms used for HR/Payroll processes

» Worked closely to build stronger and collaborative business partnerships with Youth Off The Streets staff, management and the Executive team, meeting the strategic direction as set by the Executive and Managers

**HIGHLIGHTS**

» Launch of Youth Off The Streets Child Safe Policies and ELMO – together with Risk and Compliance, the HR team implemented Child Safe policies to help guide the actions of our staff and volunteers towards our young people. In line with the strategic direction set by the Executive, these policies have formed part of our mandatory training for all staff. Training is completed via our online learning platform, ELMO. In turn, it equips our staff with the knowledge they need in order to deliver a high standard of service to our young people. Retrain in these policies is required every 12 months

» Youth Off The Streets was the 2018 Finalist for the ‘Voice Project Change Challenge’

**2018-19 GOALS**

» Improve internal reporting processes

» Streamline onboarding process to become virtually paperless

» Implement a new payroll system

» Continue to enhance internal business partnering relationships with the Executive and Managers
At Youth Off The Streets, we value our volunteers as an essential component to the success of the organisation.

We engaged 496 active individual volunteers this year (2017:484) who worked alongside our staff to provide the best quality of care for our young people and contribute to an estimated value of just over $1.7m to our organisation. Our volunteers are over 21 years of age and work within most of our services by providing regular community support and at one off events.

Our volunteers provide vital services including supporting teachers and students at our schools; assisting at our Outreach programs; mentoring our young people through awarding them scholarships to support them to complete their education or teach them to drive, coordinating the day to day operations of our four Op Shops, and a range of other activities involving the maintenance and upkeep of all our facilities, food preparation and generally lending a friendly and encouraging helping hand. Our Food Van and Street Walk programs, could not be offered, without the support of all our corporate and individual volunteers who are critical to these services.

Our volunteers provide a positive mature presence throughout our programs and services and support our staff with day to day tasks, which enable our teams to spend more time on the frontline engaging with our young people to achieve positive outcomes.

2018 HIGHLIGHTS

• Ross Parkinson one of our mentors / volunteers was successfully nominated in the senior category for Mid-Western Sydney
• Appointed a new part-time Volunteer Coordinator in March 2018
• Engaged 112 new volunteers across all our services
• Successfully recruited and trained 35 new mentors
• Supported 51 students while they undertook their work placements in a variety of services
• Reviewed and updated all forms and engagement letters
• Continue to audit all of our volunteer’s records to ensure up-to-date probity checks (Working with Children Checks and Criminal Record Check) and signed policies with the aim of holding all information in one database
• Volunteer feature stories included in Youth Off The Streets Newsletters and appeals
2019 GOALS

» New Volunteers

» Review our processes with a particular focus on the engagement of Mentors

» Review our processes for bi-annual student placement intakes along with building long-term relationships with TAFEs and Universities regarding student placement opportunities

» Continue to recognise all our Volunteers

ONGOING CHALLENGES

» Engage volunteers to be involved in our services and their communities who utilise their experience or skills to assist disadvantaged youth, feel rewarded and have fun

COMMUNICATING WITH OUR VOLUNTEERS

Youth Off The Streets communicates with volunteers through the bi-annual Streets Ahead newsletter, dedicated Facebook posts, and website articles profiling individual volunteers. Volunteers are also invited to a number of events throughout the year.

We welcome new volunteers and our latest opportunities are advertised on the Youth off the Streets website.

ACTIVE VOLUNTEERS — JUNE 2018

TOTAL 238

- Mentors
- Homeless Services
- Education Services
- KOCH
- Opportunity Shops
- Outreach
Youth Off The Streets gratefully acknowledges the generosity of its major supporters and partners in 2017/18:
BRONZE

» Accor Hotels Group
» AMP Foundation
» Atradius
» Bankstown District Sports Club Ltd
» The Bloomfield Group
» Canterbury League Club Ltd
» Community Sector Banking
» Coleman Greig Lawyers
» Count Charitable Foundation
» Crown Resorts Foundation PAF
» CSR Limited
» Diageo Australia
» DOOLEYS Lidcombe Catholic Club Ltd
» Enboader
» EY Foundation
» GNK Foundation
» Golden Words Pty Ltd
» Insurance Australia Group
» Just Better Care Community Services Ltd
» Knight Frank Australia Pty Ltd
» Liverpool Catholic Club
» Macquarie Group Foundation
» Milton Corporation Foundation
» Myer Pty Ltd
» Newcastle Permanent Charitable Foundation
» nib Foundation
» PricewaterhouseCoopers Foundation
» Pacific West Foods Australia Pty Ltd
» QBE Foundation
» Rotary Club of Engadine
» State Street Australia Limited
» St Johns Park Bowling Club Ltd
» Swiss Reinsurance company
» UNLTD
» Western Suburbs Leagues Club Illawarra Ltd
» Westpac Banking Corporation
» White Knight Foundation
» Wilson Parking

PHILANTHROPIC FOUNDATIONS

» Alcohol and Drug Foundation Inc
» Australian Communities Foundation
» Australian Philanthropic Services
» Bagnall Foundation Pty Ltd
» Beeren Foundation
» Bennelong Foundation
» Beswick Family Fund
» Drew Family Trust
» Elderslee Foundation
» Father Atanasio Gonelli Charitable Fund Inc.
» Goodridge Foundation
» Jack Brockhoff Foundation
» James N Kirby Foundation
» JLDJ’s Foundation
» Kingston Sedgfield Charitable Trust
» Matana Foundation for Young People
» Packer Family Foundation PAF
» Rali Foundation
» Ted Dunn Foundation
» The Danks Trust
» The Jim McIntyre Foundation

AUSTRALIAN GOVERNMENT

» The Association of Independent Schools
» Attorney-General’s Department
» Department of Education and Training
» Department of Jobs and Small Business
» Department of Health
» Department of Immigration and Border Protection

NSW GOVERNMENT

» Department of Justice (Juvenile Justice)
» Department of Family and Community Services
» NSW Department of Premier and Cabinet
» NSW Department of Education
» NSW Department of Health
» The Community Relations Commission for a Multicultural NSW (Multicultural NSW)

COMMUNITY FUNDRAISERS

» Cooley Auctions
» Macsim Fastenings Pty Ltd
» NSW Rugby League
» Rotary Club of Engadine
» Startrack Fundraising Group
» TAFE NSW - Sydney Institute
» Terrace Tower Holdings Pty Ltd
» The Independent Liquor Group
» United Services Union
» Woollahra Golf Club
Your directors submit their report on Youth Off The Streets Limited (the “Company”) for the year ended 30 June 2018.

DIRECTORS

The names and details of the Company’s directors in office during the financial year and until the date of this report are set out below. Directors were in office for this entire period, unless otherwise stated.

- Richard John Gibbs
- Rebecca Monica Grace Lynch
- Anna Maree Ainsworth
- Christopher Keith Riley, AM
- Nicholas James Spooner
- Giuliana (Julie) Cleary
- Lynette Riley (Resigned: 22 January 2018)
**RICHARD JOHN GIBBS**  

**GAICD Chairperson**

Richard has been a Director since 2006. He was appointed Chairperson in February 2011.

Richard holds a Bachelor of Economics (Hons) and a Master of International Economics and Finance specialising in macroeconomic policy, finance and public policy administration. He also holds a Graduate Diploma in Applied Finance and Investment from the Securities Institute of Australia, a Master of Business Administration and a Graduate Diploma in Executive Performance Management.

Richard is a member of the Australian Business Economists and the National Association of Business Economists (NABE) in the United States. He is a member of the Advisory Board for the Australian National University, School of Arab and Islamic Studies, a Trustee for the Committee for the Economic Development of Australia (CEDA), a Member of the Australia-Oman Business Council, a Fellow of the Financial Services Institute of Australasia (FINSIA) and Graduate Member of the Australian Institute of Company Directors.

**Committee Membership:**

- Development Committee – Chair from October 2007
- Audit, Finance and Risk Committee
- Nomination Committee

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**REBECCA MONICA GRACE LYNCH**  

**Director**

Rebecca has been a Director since 2005. Rebecca is a solicitor and brings with her a great deal of experience in the legal profession. Rebecca has practised in national law firms in the area of commercial litigation for over 30 years including as a partner at DLA Phillips Fox until she retired from the partnership in May 2007 and most recently as special counsel at Thomson Geer Lawyers.

She holds a LLB (Bachelor of Laws) from the University of Sydney. Rebecca was admitted as a Solicitor of the Supreme Court of New South Wales (1979), Northern Territory (1992) and South Australia (1994). Rebecca also received official accreditation as a mediator by LEADR (1994). Rebecca is a member of the Law Society of NSW.

**Committee Membership:**

- Services Committee
- Nomination Committee-Chair

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**ANNE MAREE AINSWORTH**  

**GAICD Director**

Anne has been a Director since 2002. She served as Chairperson of the Board from 2008 to February 2011.

Anne is the Community Development Manager of Eden Gardens and Garden Centre, North Ryde and a Director of the Eden Foundation.

Anne’s earlier career was in Public Health Practice where she worked as a Paediatric physiotherapist. Anne is a member of the Development Advisory Committee of the Botanic Gardens and Domain Trust and a member of Philanthropy Australia through the Eden Foundation.

Anne holds a postgraduate Diploma in Physiotherapy from Cumberland College of Health Services and a Bachelor of Science from the University of New South Wales. Anne is a graduate Member of the Australian Institute of Company Directors and a graduate of the Benevolent Society Sydney Leadership Program.

**Committee Membership:**

- Services Committee- Chair
Father Chris Riley AM, Founder and Chief Executive Officer (CEO) of Youth Off The Streets, has worked with disadvantaged youth for more than 40 years in a variety of roles including teacher, youth worker, probation officer, residential carer and principal and CEO. Father Chris officially founded Youth Off The Streets in 1991.

As Chief Executive Officer of Youth Off The Streets, Father Chris oversees the operation of over 35 programs that employ over 200 staff and involve more than 400 volunteers. He has implemented innovative behaviour modification strategies to help young people deal with a history of trauma, abuse and neglect.

He has grown the organisation from a single food van delivering meals to young homeless people on the streets of Kings Cross to a major youth specific agency providing a wide range of services such as crisis accommodation, independent schools, residential treatment programs, centres for youth, Aboriginal programs, and early intervention and prevention programs into troubled suburbs through an outreach service.

Many of these strategies have been adopted by schools across Australia and by Government agencies. Father Chris believes there is no such thing as a “child born bad”, but acknowledges that there are bad environments, circumstances and families that impact negatively on our young.

“We must have the courage to demand greatness from our youth.”

- Diploma of Teaching (3 years trained) Australian Catholic University, Chadstone, Victoria, 1975
- Secondary Teachers Certificate of Registration No. 37378, 1975
- Primary Teachers Registration Board, 1976
- Bachelor of Theology, Melbourne College of Divinity, Clayton, Victoria, 1982
- Bachelor of Arts (major Sociology and English) Monash University, Clayton, Victoria, 1984
- Diploma of Abuse Counselling, Australian Institute of Professional Counsellors, Queensland, 1996
- Diploma of Psychology, Applied School of Psychology, Sydney, 1997
- Diploma of Aboriginal Studies, TAFE NSW OTEN, 2010
- Certificate IV in Alcohol and Other Drugs, TAFE NSW OTEN, 2010
- Honorary Doctorate of Letters, University of Western Sydney. “This award is in recognition of your outstanding humanitarian service to the community, especially youth,” 2010
- Masters of Special Education, University of Southern Queensland, 2010
- Diploma of Life Coaching, Registered Training Australia, 2014
- Diploma of Youth Work
- Master of Science in Restorative Practices, International Institute for Restorative Practices Graduate School (current)

Committee Membership:
- Services Committee
- Nominations Committee
Nicholas James Spooner

Director

Nick joined the Youth Off The Streets board as a Director in 2015 having supported the Development Committee since 2009.

Nick is the National Leader for PwC’s Digital Services practice having joined in 2013. Nick has also held a number of executive roles with some of Australia’s leading businesses and has a wealth of commercial experience in leading and running digital enterprises. With close to 20 years within the digital industry, Nick’s experience spans across a range of disciplines including commercial sales, marketing, product, operations, technology and program delivery across consulting, telecommunications, government, media and marketing services.

Prior to his current role, Nick championed and executed a significant business and structural transformation, successfully integrating eight separate businesses to form what is now Salmat Digital. He also played an integral role in the digital success of ninemsn as its Chief Operating Officer and Network TEN as its Chief Digital Officer. In addition to this Nick has held senior roles with Singtel Optus and global consulting group Accenture. And as Chairman of the Interactive Advertising Bureau (IAB) Australia, he sought to promote the convergence and growth of the local digital industry. Nick’s interest in digital extends beyond his professional life and he is passionate about the opportunities that digital offers to enable transformation beyond the business realm.

Nick is a dual British and Australian citizen and holds a First Class Honours Degree in Business and Technology (Industrial Studies).

Joined May 2015

Committee Membership:

» Development Committee-Chair

Giuliana (Julie) Cleary

Director

Julie has a Bachelor of Commerce and is a member of the Institute of Chartered Accountants in Australia.

Julie has been a Partner within KPMG’s Audit practice for over 10 years. She has over 22 years of experience in auditing public and private companies in Australia. She also brings international experience to Youth Off The Streets after working for two years in the KPMG US office. Julie’s focus has been primarily in the consumer markets and the energy sectors. As an audit partner she is responsible for understanding the risks that underpin her client businesses, the drivers underpinning financial results and the economic conditions that impact her clients.

As the People, Performance and Culture Partner for the KPMG Sydney audit group (leading approximately 250 people), Julie was responsible for all matters impacting people including remuneration, working environment, work/life balance and diversity matters. She has also been the operations partner for the Energy line of business audit group (leading approximately 70 people) and was responsible for driving efficiency and growth.
Julie is the Vice President for the Tara Anglican School for Girls Parents and Friends Association and is interested in utilising her skills to give back to the community and work in an environment that services the needs of children and young Australians.

**Committee Membership:**
- Audit and Risk Committee-Chair

**Dr. Lynette Riley**

**Director – resigned 20 January 2018**

Lynette Riley is a Wiradjuri & Gamilaroi woman from Dubbo and Moree. She is a Senior Lecturer in the Sydney School of Education & Social Work at The University of Sydney. Lynette completed her PhD thesis on “Conditions of Academic Success for Aboriginal Students”.

Lynette trained initially as an infant’s/primary teacher through Armidale College of Advanced Education 1975-1977. Lynette has almost 40 years’ educational experience, working specifically to improve Aboriginal education and administration within primary schools, high schools, Vocational Education and Training, the NSW Department of Education state office and Universities. Lynette has been a classroom teacher in primary and high schools, an Aboriginal Education consultant for schools across NSW; an Aboriginal Development Manager for VET across central and western NSW; Manager of the Dubbo TAFE Campus; State Manager for NSW DET, Aboriginal Education and a senior lecturer at UNE and Sydney University. In these positions Lynette has run many projects and sat on numerous committees.

Lynette has been required to not only theorise about education to and for Aboriginal children and their communities and interwoven interactions with non-Aboriginal people but to actively find solutions creating sustainable change for Aboriginal programs, entwining understandings and knowledge of cultural education and competence for all people.

Lynette is also an artist having presented her Kangaroo Skin Cloaks – a traditional Aboriginal art form – at several exhibitions since 2012; and one of her greatest accomplishments is her 7 children and at present 10 grand-children.
**DIVIDENDS**

The Company is a non-profit organisation and the Constitution of the Company prohibits the payment of a dividend.

**PRINCIPAL ACTIVITIES**

Youth Off The Streets Limited was incorporated in New South Wales on 30 April 2002. The principal activity of the Company is the provision of rehabilitation services to youth affected by drugs, alcohol and homelessness. Youth Off The Streets Limited commenced operating as a company, limited by guarantee, on 1 April 2003. There have been no significant changes in the nature of these activities during the year.

**OPERATIONAL AND FINANCIAL REVIEW**

**PRINCIPAL ACTIVITIES TO MEET OBJECTIVES**

» For the year ended 30 June 2018, Youth Off The Streets Limited reported a deficit of $4,401,217 (2017: deficit of $1,156,976), which represented a 226 per cent decrease on the previous financial year. Running at a deficit was an informed decision of the Board and Executive. The deficit ensured that Youth Off The Streets maintained its commitment to the communities that benefit from the current services offered. Despite the reduction in income experienced, Youth Off The Streets was able to finance the deficit through cash reserves built up over a number of years.

» Income received from government decreased by 13 per cent from $13,490,622 in 2017 to $11,708,239 in 2018, attributable to the closure of the Out Of Home Care programs (New Pathways and Aboriginal Residential Care) and lower than budgeted enrolments at Schools. These reductions were partly offset by additional funding to operate the Inner West Youth Homelessness Service.

» Income from government represents 54 per cent (2017: 54 per cent) of total revenue.

» Income from donations fell by 7 per cent to $8,163,392 reflecting a general softening across all donor classifications.

**OPERATING RESULTS FOR THE YEAR**

The operating result for the year ended 30 June 2018 was deficit of $4,401,217 (2017: deficit of $1,156,976).

**SHORT TERM AND LONG TERM OBJECTIVES AND STRATEGY**

Youth Off The Streets will continue to provide services consistent with our mission of helping disconnected young people discover greatness within, by engaging, supporting and providing opportunities to encourage and facilitate positive life choices. Our 35 services include homelessness services, alcohol and other drug services, counselling, Aboriginal services, accredited high schools, centres for youth, and outreach programs.

In 2017/18, Youth Off The Streets embarked on its final year of the 2016 – 2018 strategic plan, which will be reported on in the next annual report. Domestic and Family Violence, Employment, Refugee and Policy and Framework services have all been implemented or are in late stages of development. In addition to the expansion of services, Youth Off The Streets had a number of targets around being an employer of choice, which can be seen in the Annual Review.

As part of our focus on providing a framework for a sustainable future through accountable, professional and collaborative practice, our annual report describes how Youth Off The Streets has continued to outline the external and internal factors which will impact our organisation for the next three years. Youth Off The Streets will continue to adapt to the changes in funding requirements and opportunities from the various federal, state and local governments provided through relevant grants; the generosity of individuals; and private and corporate donors.

The Board continues to set clear expectations about the number and quality of programs provided to young people. The Board has agreed, in line with the Chief Executive Officer, to review the measurable outputs for each service including performance reports noting the progress made towards achieving these outputs at the monthly Board meeting.
LIKELY DEVELOPMENTS AND EXPECTED RESULTS

CHANGE IN GOVERNMENT FUNDING MODELS BASED ON OUTSOURCING SOCIAL SERVICES

A consistent theme over the course of the last three years has been the reliance on forming partnerships with other community organisations to deliver the services needed by young people.

Last year we used the example of our Inner West Youth Homelessness Service and while that is still a highlight Youth Off The Streets continues to form partnerships to deliver much needed programs. In our Annual Report we highlighted the partnership with Campbelltown City Police Command to deliver a boxing program that supports young people’s health and increases school attendance. Aboriginal Services have partnered with juvenile justice to help young people make positive life changes and to stop re-offending behavior. All services at Youth Off The Streets now have examples of partnerships formed with other community organisations to deliver better services for young people.

The various levels of government continue to update funding models and Youth Off The Streets responds in kind. The latest example being the federal government’s welfare proposal, where funds will be directed to services offering employment and training opportunities for young people. Youth Off The Streets continues to track potential opportunities and changes to funding models in order to deliver the programs that young people need.

IMPLEMENT PLANNED BUSINESS GROWTH

Youth Off The Streets has continued to implement the strategic plan developed in 2016 by the Executive Team and the Board.

In 2017 the Board and Executive reviewed these initiatives and the progress in implementation. During this review four major initiatives were identified as being a priority for Youth Off The Streets, in addition to our existing Services, and they are: Employment; Domestic and Family Violence; Refugee Services; and an Organisation Wide Policy Framework.

Tied in with the above major initiatives we have embedded restorative practices as a fundamental approach to our work. The goal this year was to build restorative communities and services – hence the theme of the annual report. All managers received restorative practices training and a restorative practices committee was formed to oversee the implementation of this throughout the organisation.

Youth Off The Streets has allocated significant resources in its 2018/19 budget towards the continued development of the four initiatives and the rollout of restorative practices. This investment will see new services established and Youth Off The Streets grow as an organisation. In addition, the organisation will be seen as a restorative leader in the community, equipping the people we help with the tools they need to thrive.

CONTINUED INVESTMENT IN EDUCATION

In the previous annual report, Youth Off The Streets opened two new schools – one on the central coast and one in south east Sydney. Youth Off The Streets believes that education is the key to unlocking a young person’s potential.

In the next financial year, investigations are underway to open more schools in areas where our services are needed. The mainstream school system isn’t designed for everyone. Some young people need more care and attention than a mainstream school can provide.
BUILDING RESTORATIVE COMMUNITIES

Father Chris Riley and the Board at Youth Off The Streets have committed to becoming a restorative organisation. Restorative practices is about building social capital and discipline through participatory learning and decision making. It’s about giving the young people the power to make positive life choices.

The management team at Youth Off The Streets have all been trained in Restorative Practices and a committee has formed to rollout restorative policies and procedures throughout the organisation. This will impact service delivery and will lead to greater outcomes for young people as they are given greater autonomy over their situation.

Young people will be supported in their decisions through a restorative approach and allowed the freedom to make decisions and determine their path forward in life. Becoming a restorative organisation will be on the agenda for the next few years as we work to better our services and the impact we have on the communities around us.

DOONSIDE – A CAPITAL WORK

The Western Sydney Parklands Trust has provided Youth Off The Streets with land in Doonside. We are undertaking preliminary research into building a site on this land that will act as a hub for the services in the area.

The work is expected to begin in the next financial year and is expected to house some of the Registered Training Organisation (RTO) and Western Sydney Outreach. The Outreach service will be based in Doonside, but runs programs in a number of areas in Western Sydney.

The hub will improve outcomes for young people as they’ll be able to access a number of services in the one area – everything from general support services to specific employment training through the RTO.

DIRECTORS’ MEETINGS

The number of meetings of directors held during the year and the number of meetings attended by each director were as follows:

<table>
<thead>
<tr>
<th>Name of Directors</th>
<th>Number of meetings held while in office</th>
<th>Number of meetings attended</th>
</tr>
</thead>
<tbody>
<tr>
<td>Richard John Gibbs</td>
<td>10</td>
<td>9</td>
</tr>
<tr>
<td>Rebecca Monica Grace Lynch</td>
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<td>10</td>
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<td>Anne Maree Ainsworth</td>
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<td>Christopher Keith Riley</td>
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<td>Nicholas James Spooner</td>
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<td>6</td>
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<tr>
<td>Giuliana (Julie) Cleary</td>
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<td>8</td>
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<tr>
<td>Lynette Riley</td>
<td>5</td>
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</table>
Committee membership

Directors acting on the committees of the Board and the meetings attended are as follows:

## Audit and Risk Committee Meetings

<table>
<thead>
<tr>
<th>Name of Directors</th>
<th>Number of meetings held while in office</th>
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<tbody>
<tr>
<td>Richard John Gibbs</td>
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<td>Anne Maree Ainsworth*</td>
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<td>Christopher Keith Riley*</td>
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<td>Giuliana (Julie) Cleary</td>
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<td>Nicholas James Spooner*</td>
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<tr>
<td>Rebecca Monica Grace Lynch*</td>
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* Attendance by invitation only

## Nominations Committee Meetings

<table>
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## Services Committee Meetings

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## Development Committee Meetings

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<td>9</td>
</tr>
<tr>
<td>Nicholas James Spooner</td>
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</table>
MEMBER’S GUARANTEE

The Company is a public company limited by guarantee that is incorporated and domiciled in Australia. If the Company is wound up, its Constitution states that each member is required to contribute a maximum of $20 each towards meeting any outstanding obligations of the Company. The total liability of members in the event of winding up the Company is 400 (2016: $400).

At 30 June 2018, the number of members was 20 (2016: 20 members). The maximum number of members allowed under the Company’s Constitution is 100 members.

INDEMNIFICATION OF AUDITORS

To the extent permitted by law, the Company has agreed to indemnify its auditors, Ernst & Young, as part of the terms of its audit engagement agreement against claims by third parties arising from the audit (for an unspecified amount). No payment has been made to indemnify Ernst & Young during or since the financial year.

AUDITOR INDEPENDENCE

The Directors received an independence declaration from the auditor, Ernst & Young. A copy has been included on page 9 of our Financial Report.

Signed in accordance with a resolution of the directors.

Richard John Gibbs
Chairman
Sydney
17 October 2018

Christopher Keith Riley, AM
Director
Sydney
17 October 2018
Youth Off The Streets is accredited as a Designated Agency and maintains policies and procedures that comply with the benchmark standards as defined by the Office for Children the Children's Guardian.

**All donations over $2.00 are tax deductible.**

Charitable Fund Raising No. 12611
Youth Off The Streets Limited
ABN 29 100 388 412

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Email: info@youthoffthestreets.com.au
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Instagram: @youthoffthestreets
Youtube: YOTS011