



BRIGHT FUTURES

Annual Report 2015-16



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WE ARE YELLOWBRIDGE

but first...

WHERE WE BEGAN

VISION

1976

28-year-old Des Orr was young, passionate and forward thinking. He had a vision, and importantly a solution.

GUMPTION

1980

HHelp was born. Help Handicapped People Enter Life Project was a solution-focused group based on self-help for people with a disability. Funding was tight but community support was mounting.

BREAKTHROUGH

1981

Des and his small but dedicated team convinced Australia Post to feature the HHelp logo on the limited edition front cover for International Year of the Disabled. Channel 10 then celebrated their 21st birthday with a telethon that raised \$60K for HHelp.

GROWING UP

1986

Moved into the gardeners' cottage at 46 Hill Street thanks to Toowoomba Regional Council. Our first real office space.

MOMENTUM

1995

Government investors took notice. We became a legitimate service provider rather than a social group and employed a manager and staff.

2003

Changed our name to ASSERT Services to reflect our expanded services across Accommodation, Support Services, Education, Training and Respite.

2005

Became the first Queensland disability support organisation to be certified against Queensland's new disability standards.

FUSION

2013

Merged with Toowoomba Community Housing Service to deliver housing and home services including Home Assist Secure, maintenance and modifications. Stronger. Better. Together.

REVOLUTION

2015

Began a top-to-bottom re-think of who we are, what we do and how we do it, led by incoming chief executive Penny Hamilton.

Launched our bright new selves, YellowBridge QLD, with a new vision, mission, values and energy.

2016

Became a public company limited by guarantee. We are on our way to a bright future.

WELCOME

Chair Report - Carolyn Brown

Welcome to the first annual report for YellowBridge QLD. Good people, good ideas and good values are the bedrock of good organisations and this has proven to be the case for YellowBridge QLD this year.

In every corner of the organisation there are hard working people who are dedicated to helping others lead connected lives with joy and meaning. We are very proud of the supportive community we have created together and the real and meaningful difference we make every day.

To say this year has been exciting would be an understatement. It has been exhilarating. Makeovers, reforms, celebrations, launches and new faces have all been part of what can only be described as a year of strong, deliberate, planned and positive change.

We said goodbye to ASSERT Services and hello YellowBridge QLD - a new name full of optimism, pride and passion to reflect the type of organisation we want to be for our valued clients and partners. We also changed our legal structure from an Association to a Company Limited by Guarantee. This is a specialised form of public company designed for non-profit organisations. One of its key advantages is it allows the organisation to operate nationwide and demonstrates to investors and partners that we operate according

to stringent principles and acknowledged standards.

During the year we took great strides forward, continuing to develop our strategic and operational capabilities, bolstering our risk management approach and engaging with industry and community to identify new partnering opportunities.

Our Corporate Strategic Plan and three-year Business Plan have laid a strong foundation for management and oversight. The Balanced Scorecard performance measurement system we use has made it easier to monitor performance, identify where attention or improvement is required, and track overall goal achievement.

A full review of all policies and procedures is 70% complete and the company has received good reports by external auditors and regulators resulting in ongoing certification in key business areas. Congratulations to staff who helped the organisation achieve Tier 2 provider registration under the National Regulatory System for Community Housing.



CAROLYN (CENTRE) WITH PENNY HAMILTON AND TOOWOOMBA TOYOTA DEALER PRINCIPAL BRETT MOTTON

TO SAY THIS YEAR HAS BEEN EXCITING WOULD BE AN UNDERSTATEMENT. IT HAS BEEN EXHILARATING.

At the Board level, we formed two new sub-committees: Engagement Committee and the Finance, Risk and Audit Committee (FRAC). The former will provide strategic leadership to support our partnership aspirations. The FRAC is in response to our commitment to outstanding risk management and is an important component of our ethical and responsible business approach. There has been a strong focus on implementing the risk management framework this year and this has had positive outcomes such as a new safety and wellness program for staff.

During the year, we 'upped the ante' on business creativity and innovation, resulting in a number of successful proposals for increasing funding or approval to expand our services in the local region. Our new Business Partnership Model has also achieved

financial and in-kind arrangements with like-minded corporate partners, thus contributing to our strong business performance.

It was gratifying to see that 96% of staff have reported a job satisfaction rating of 7 or above with final figures to be released soon. Our staff is the heart of our organisation which is why we resourced and delivered a substantial training budget and introduced an Employee Assistance Program to support health and wellbeing.

I'd like to acknowledge the financial support of our Queensland and Australian Government partners. Without them we would not be able to achieve all that we have. I'd also like to take this opportunity to thank all our people for their efforts on behalf of the company; and I thank my fellow directors for their

ongoing dedication and leadership. The quality of our people at all levels allows us to look to the future with confidence.

We are well placed to implement our Strategic Plan and Business Plan and continue to deliver value to our investors, corporate partners and clients. Because, after all, connecting lives is what we do best.

AND HELLO

CEO Report - Penny Hamilton

What a year! It has been exciting, revealing and reaffirming. The launch of our new company name, brand and values opened the door to a whole new world of potential. But that was just the beginning. We have put everything under the microscope and instigated sweeping reforms across our processes, services and objectives. Today, we are a stronger, better and brighter organisation as a result.

Now, after 18 months in the chief executive role, it is my pleasure to share with you the highlights from this momentous year. The demand for our services across housing, disability and home services continued to be strong. Overall, we managed 131 properties in our portfolio, which enabled us to find safe accommodation for 262 people in need. Our disability team supported 73 clients, held 1104 group activities and provided 93,208 hours of support. In Home Services, we expanded our service footprint to make more than 4100 homes safer so our clients can continue to enjoy independent living. Helping our clients to lead connected, meaningful and joyful lives gives us great satisfaction.

The quality and breadth of services we offer is not possible without government support. The majority of our revenue is obtained through Australian and State Government contracts. I offer our sincerest thanks to our government partners for their continued investment and confidence in what we do. I am also proud that we have been able to secure historical unspent funds across all three sectors to expand our services to reach more people in need.

We have balanced the demands of quality service delivery and business professionalism with ongoing financial investment into improving our organisation through strategic planning, system improvement, team leadership and technology infrastructure. Staff professional development was a key priority and we dedicated 2% of our budget to this. We also launched Safe and Well and an Employee Assistance Program to support our staff's safety and wellness. Our efforts were rewarded with ongoing certification in ISO 9001 Quality Management System, Human Services Quality Framework, Community Care Common Standards, and National Regulatory System for Community Housing.

National reforms in the social service sector have been, and continue to be, a significant influence on our business. We have invested substantially in our preparedness for the implementation of the National Disability Insurance Scheme. We created a NDIS Readiness Team, launched an education campaign, My Bright Way, and sharpened our attention to increasing the flexibility and choice in our services for clients. This will continue to be a key priority for YellowBridge over the next year.

We welcomed the Aged Care reforms that commenced on 1 July 2015 and we have adapted and strengthened our services in response. We are confident that our client-focused care model will continue to be popular with older people and those with a disability who want to remain living independently at home longer.

In Housing, we celebrated becoming a Tier 2 provider with the National Regulatory System for Community Housing. This is a significant achievement and puts us in a strong position as a local housing provider. Affordable and adaptable housing is our main aim and we will continue to be strong advocates for this.

Something close to our hearts is 'working together for better outcomes'. We took this to a new level this year with the introduction of our Partnership Business Model. We firmly believe that working in partnership with government, business and community is the best way to do business and create lasting benefit. We welcomed



PENNY WITH THE HON CORALEE O'ROURKE MP

aboard six partners and we look forward to welcoming more next year. Particular thanks to Toowoomba Toyota who has joined us as Exclusive Vehicle Sponsor and Foundation Partner of our new disability social enterprise, Collectables. We also extend our thanks to Deane's Wedding Flowers who is our partner-in-kindness, helping us deliver random acts of kindness in the community each week with yellow poseys.

An extension of this partnership philosophy is our Bright Futures Program, which hatched this year and features special projects that address a real need or gap in the community. Our signature projects in this program include the Yellow Bucket Christmas Appeal, the Rainbow Choir, Posey of Kindness and our boutique op shop, Collectables.

Collectables was launched with great enthusiasm in June by the Honourable Coralee O'Rourke MP. The excitement around this enterprise continues to build and we are thrilled to see our clients brim with pride and confidence whether they are helping customers in the shop, building something in the men's shed or cooking up a storm in the kitchen. The community has

SOMETHING CLOSE TO OUR HEARTS IS 'WORKING TOGETHER FOR BETTER OUTCOMES'.

embraced the concept and we have been humbled by the high number of quality donated goods. We are grateful to Toowoomba Toyota for being our Foundation Partner and supporting this terrific initiative in its early years.

On behalf of all staff, I offer heartfelt thanks to our Board of Directors who willingly volunteer their valuable time to guide us, ask a lot of questions and support our endeavours.

It is my great pleasure to work amongst so many dedicated staff. My sincere thanks to the Senior Management Team for their leadership during the past year. To all staff, I recognise your dedication to YellowBridge and commend you for the work you do every day to enrich the lives of our clients. I am in awe of how our staff live our values - you are a champion team.



SAME BIG HEART

The transformation to YellowBridge QLD was the culmination of nine months careful consideration and staff consultation.

The new name and identity reflects the type of people we are and the type of organisation we want to be.

It is full of optimism, pride and passion for our community and the people we help to build connected and meaningful lives.

The choice of colour, shapes and words are deliberate and significant. They speak volumes about who we are.

YELLOW is a warm and happy colour that creates a sense of cheerfulness and optimism.

'BRIDGE' refers to connecting and linking lives and experiences. Bridges are also dependable structures for helping people to reach or discover new places in their lives, relationships or outlook. We believe we can all be strong and positive 'bridges' in each other's lives.

NEW BRAND



NEW PURPOSE

Vision

**CONNECTING LIVES
AND FINDING BRIGHT
POSSIBILITIES**

Mission

**WORKING TOGETHER
TO HELP LIVES SHINE**

NEW VALUES



WE PLACE PEOPLE FIRST

Our clients are at the heart of everything we do. They are our purpose and our reason. We dream of bright futures for them. We are determined to do whatever we can to help them lead proud and rewarding lives. This mission invigorates us.



WE ARE HONOURABLE

We have a strong moral compass that guides us. We act with integrity and honesty. Our instinct is to stand up for justice and fairness. We do the right thing even when no one is looking. If we say we will do something, we do it.



WE FIND THE JOY

We search for the best in all situations and all people. When faced with challenges, we find a positive way through. We make the time to listen, understand and help each other. Little acts of kindness is what we like to do. We have cheerful attitudes and big hearts.



WE AIM HIGH

We are proud of what we do for others. We believe it is important and makes a difference. This is what drives us to be diligent, reliable and accountable so we can achieve excellent outcomes that matter. When times demand, we are bold and have the courage to think differently.



WE ARE BETTER, TOGETHER

Our diversity is our strength. We work together to achieve our common goal. We appreciate, respect and uplift each other. We say thank you. No one is left on the sideline. Every one is part of the solution. We are one team.

BRIGHT SPOTS

Completed a major re-branding program including a new name, corporate values and visual identity

Achieved ongoing certification in ISO 9001 Quality Management System, Human Services Quality Framework (Queensland Government) and Community Care Common Standards (Australian Government)

Improved safety and security at 2136 households through the Home Assist Secure program

Look what we accomplished together

Completed 598 home modifications to help the elderly or people with a disability remain in their homes longer

Held 1104 group activities for people with disabilities and provided more than 93,000 hours of disability support

Launched the Bright Futures program for special projects that address a real need or gap in the community

Supported more than 4500 clients across three portfolios of Housing, Disability and Home Services

Initiated the Posey of Kindness campaign, delivering yellow poseys to people in the local community

Launched disability social enterprise, Collectables, with The Hon Coralee O'Rourke MP

Held the inaugural Yellow Bucket Christmas Appeal

Achieved Tier 2 Provider status under the National Regulatory System for Community Housing

Launched a Wellness Program and all-staff Safe and Well campaign to improve safety and wellness in the workplace

Launched #MyBrightWay campaign in response to the roll-out of the National Disability Insurance Scheme

A STRONG BUSINESS

We have worked hard to build a stronger business from the inside out.

STRATEGIC PLAN

We developed a comprehensive Corporate Strategic Plan that underpins everything we do. It outlines our Vision, Mission, Goals, Strategies and Values and is supported by a three-year Business Plan to 2018. Our goals are centred on four strategic pillars: People, Services, Systems and Resources. Our goals reflect what motivates us: To be client focussed; have strong leadership and management; have business systems that meet our needs; and, be financially secure with a dual focus on efficiency and growth. We believe that with Vision, Skills, Systems, Resources and a Plan, we can achieve desired change. In fact, we are proving it.

OUR GOALS

- Be an employer and service provider of choice
- Deliver quality products and services that meet client needs
- Implement fit for purpose systems
- Develop the depth and capacity of our income streams

RISK MANAGEMENT

We overhauled our risk approach this year and developed a detailed Risk Management Framework that is managed by the senior leadership team. At the Board level, we created the Finance Risk and Audit Committee. We were proud to have our robust risk management processes recognised with ongoing certification:

- ISO 9001 Quality Management System
- Human Services Quality Framework (Queensland Government)
- Community Care Common Standards (Australian Government)

WORKPLACE SAFETY

The Workplace Health and Safety Committee launched Safe and Well, an internal campaign to increase awareness about safety and wellness in the workplace. The campaign includes a distinguishable brand marker, monthly e-newsletter, fortnightly Facebook posts, poster series featuring actual staff, branded desk pad and computer screensavers. Each month, a staff member is awarded Safe and Well Star of the Month for demonstrating a positive behaviour or attitude towards safety and wellness.



CONTINUOUS IMPROVEMENT

We designed and implemented four tailored engagement approaches across all three key services to collect client feedback. The data will be used to improve our processes and service to ensure our clients continue to have a valuable and quality experience.

TECHNOLOGY SYSTEMS

We modernised our document management system with the introduction of SharePoint across the organisation. It will improve performance, reliability and scale and offers enhanced data security. Importantly, it can be accessed remotely, which is useful for staff that are not based in a physical office. We are also in the process of implementing ProSIMS to support our services under the National Disability Insurance Scheme.

BOARD OF DIRECTORS

Our skill-based Board comprises six volunteer Directors from diverse professional backgrounds. They completed a range of professional development and are involved in two new sub-committees: Finance, Risk and Audit Committee and the Engagement Committee.

A BRIGHT BUSINESS

People and partnerships are at the heart of who we are and what we do.

BRIGHT FUTURES

We launched the Bright Futures Program, which features special projects that address a real need or gap in the community. Ultimately, they help people living with a disability, older residents and those who are vulnerable or disadvantaged. In most cases, we find like-minded and passionate people and businesses to partner with because we believe **we are better, together.**

COLLECTABLES

A disability social enterprise featuring a boutique op shop, men's shed and group activity space.

YELLOW BUCKET APPEAL

Hampers filled with gourmet foods and gifts for people who need extra support to make their Christmas special.

POSEY OF KINDNESS

Two yellow poseys are distributed to people in the local community each week as a little random act of kindness.

RAINBOW CHOIR

Toowoomba's only choir for people with a disability led by music therapist Rob McGrigor.



PARTNERSHIPS

One of our core values is that we are better together. We firmly believe that working in partnership with government, business and community is the best way to do business and create lasting benefit. To put philosophy into practice, we initiated our Partnership Business Model to challenge and inspire us to find new ways of working with others to achieve better outcomes. We are already seeing the benefits of this approach and welcomed six new partners this year.

- Baywash Southside
- Deane's Wedding Flowers
- JP Smith Recruitment and Human Resources
- Priority 1 Technology Solutions
- Toowoomba Toyota
- Wishbone Communication

EMPLOYER OF CHOICE

We care deeply about our staff and have introduced some important strategies and activities to promote a healthy, safe and skilled workforce. Our new Human Resources Strategy prioritises professional and personal development for all staff and encourages them to devote 10 percent of their work time to development activities including community service. Two percent of this year's budget was spent on training and professional development for our staff. The new Wellness Program offers more than 40 benefits to staff ranging from flexible work arrangements and training to gym membership discounts and free fresh fruit. It also extends to an Employee Assistance Program that provides staff with free access to an experienced psychologist for confidential sessions.



OUR PEOPLE

Our staff is the bedrock of our organisation. We could not do what we do without their passion, dedication, skill and care.

We invested 2% of overall budget to providing targeted professional development to all staff. Each team member has a personal PD plan and budget so they can pursue the skills, training and knowledge opportunities they need and want. Continual learning is encouraged

and celebrated in our organisation and the result is a skilled and satisfied staff.

Staff are also encouraged to join in and give-back to the local community. We provided paid leave so staff could volunteer or participate. For one member, this allowed her to take a small group of young people with disabilities to tenpin bowling one morning each week.

We introduced a Wellness Committee and program to provide opportunities and experiences that bring joy to the workplace and improve the health and wellbeing of staff. Some of the initiatives have included service awards, psychologist support, office snack stations, team sports and renovated staff facilities.

99
EMPLOYEES

27
FULL-TIME

55
PART-TIME

17
CASUAL

62%
FEMALE

38%
MALE

3.75
AVERAGE YEARS' SERVICE

70
CONTRACTORS

30%
INCREASE IN STAFF AND CONTRACTORS ON LAST YEAR

7%
STAFF TURNOVER (MOST DUE TO RETIREMENT, CAREER CHANGE OR OVERSEAS RELOCATION)

2%
ANNUAL BUDGET SPENT ON PROFESSIONAL DEVELOPMENT

10%
WORK TIME ALLOCATED TO COMMUNITY SERVICE OR PROFESSIONAL DEVELOPMENT



HOME SERVICES

This year we helped 4,113 older Australians and people with a disability keep their homes safe, secure and tidy so they could continue to live independently.

We worked closely with our network of 130 plus tradespeople and allied health professionals to deliver these services across the 10 townships of Toowoomba, Gatton, Warwick, Chinchilla, Goondiwindi, Inglewood, Yarraman, Oakey, Millmerran and Clifton.

The regular client satisfaction surveys returned 162 compliments

and positive reports. Many clients expressed appreciation for the friendly and professional service from YellowBridge staff and contractors and said they would not be able to remain living in their own home without the program's assistance.

We successfully transitioned to the new Commonwealth Home Support Program, which launched on 1 July and combined four previous programs. The consolidated CHSP provides entry-level home support for

older people who need assistance to keep living independently.

General Manager Home Services, Maria Sloane, attended the Modifications of Australia inaugural annual conference in Canberra and we welcomed two new staff to the team, Darna Bradshaw and Deb Conway.

Home Services has a suite of new education material for clients and contractors that were created following the launch of the new YellowBridge brand.

HOME SECURITY

403
NEW CLIENTS

2136
HOMES ASSISTED

8787
HOURS OF SERVICE

\$258k
RETAINED FUNDING

HOME & YARD MAINTENANCE

1379
CLIENTS

13,874
HOURS OF SERVICE

34%
INCREASE IN CLIENTS

3 NEW SERVICE AREAS IN OAKEY, MILLMERRAN, CLIFTON

HOME MODIFICATIONS

516
MINOR MODIFICATIONS

82
MAJOR MODIFICATIONS

\$380k
RETAINED FUNDING

1 SUCCESSFUL TRANSITION TO NEW COMMONWEALTH HOME SUPPORT PROGRAM AND MY AGED CARE PORTAL



HOUSING SERVICES

We achieved registration as a Tier 2 provider by the National Regulatory System for Community Housing. This is a significant achievement and puts us in a strong position to provide community housing in the local region and further afield.

At a local level, we participated in an innovative trial of a new co-design process for housing intake and assessment. Toowoomba Housing Connect was initiated by the Department of Housing and

Public Works and Community Insights. It ran for four weeks and involved more than 15 different groups and agencies. YellowBridge played an important role in the trial and subsequent discussions about how to introduce the scheme on a permanent basis.

General Manager Housing Services, Darce Foley, was appointed Co-Chair of the Toowoomba Housing and Homelessness Coalition and represented this group at the

regular QShelter forums. He also attended the National Housing Conference in Western Australia.

In February, significant changes to reporting, data collection and housing policy were introduced and these have been successfully incorporated into the unit's operations.

In staff appointments, we welcomed Katie Noske as Program Coordinator and bid farewell to Cheryl Conroy after 13 years of dedicated service.

131
PROPERTIES
MANAGED

84
NEW TENANCY
AGREEMENTS

262
PEOPLE
ACCOMMODATED

78
HOUSEHOLDS
TRANSITIONED
TO PRIVATE OR
PUBLIC HOUSING

1
SUCCESSFUL
REGISTRATION AS
TIER 2 HOUSING
PROVIDER

DISABILITY SERVICES

It was a big year in disability services with preparations for the roll-out of the National Disability Insurance Scheme (NDIS) and the launch of our first social enterprise, Collectables.

We commenced our NDIS preparations in earnest and formed a NDIS Readiness Team, attended numerous training events and conferences, hosted workshops for staff and clients and launched our campaign My Bright Way. The purpose of the six-month campaign, which is still in progress, is to increase awareness of the NDIS, help clients prepare for the transition and celebrate the benefits of this ground-breaking social reform. The campaign includes a photographic exhibition featuring 20 client portraits and their stories.

It was all smiles at the launch of our first social enterprise, Collectables. The boutique op shop, men's shed and group activity space will provide work and training opportunities for our clients. We were very pleased to announce Toowoomba Toyota as Foundation Partner and Des Orr as Patron. Collectables opens up vast opportunities for our clients to learn and develop a broad range of useful skills and experience.

Also a benefit to clients is the new Snoezelen Room located at the Hill Street centre. The room is filled with sensory objects and equipment, which stimulate the senses of light, touch, smell and emotion for people with developmental disabilities. The combination of light, sound and

tactile objects creates a wonderful sensory experience and helps to relieve feelings of distress, confusion and anxiety.

We undertook a comprehensive review and restructure of the client group program and appointed working groups to oversee this critical component of our service. We are in the midst of implementing a new software program, ProSIMS, which will greatly enhance our capacity to manage our client programs more efficiently under the NDIS.

Our clients were very excited to visit SeaWorld for their Christmas party. Nearly 90 clients, carers and staff enjoyed the excursion thanks to the generosity of Stonestreeets Coaches, Downlands College and Easternwell.



74

CLIENTS SUPPORTED

38

AVERAGE AGE OF CLIENTS

63

DISABILITY SUPPORT STAFF

8

DIFFERENT SERVICES OFFERED

1104

DISABILITY GROUP ACTIVITIES

93,208

HOURS OF CLIENT SUPPORT

BRIGHT FUTURES

Our new Bright Futures Program includes special projects that fill a real need or gap in the community.



COLLECTABLES

Collectables is a social enterprise featuring a boutique op shop, men's shed and group activity space to provide work and training opportunities for people with a disability.

The initiative, which was launched in June by the Hon Coralee O'Rourke MP, was inspired by Clive Bashford's generous gift before he passed away.

Clive liked to keep his house spick and span, filled with treasures and mementos. When ill health forced Clive to move into residential care, he gathered up all his lifetime possessions and donated them to YellowBridge to help others. His donation was the inspiration that launched Collectables.

The inaugural Collectables Patron is Des Orr.

Foundation Partner



YELLOW BUCKET APPEAL

Christmas is a special time of the year filled with love and joy. Sadly, this is not the case for some people who may spend Christmas alone or are unable to afford gifts or food to make it a special occasion.

We hoped to change this with the Yellow Bucket Christmas Appeal. It was launched in 2015 and we filled 101 buckets with Christmas goodies donated by the YellowBridge family including our staff, suppliers and contractors.

The 'buckets of joy' were hand delivered to grateful clients in time for Christmas Day.

In 2016 we aim to fill twice as many buckets and are searching for a corporate partner to join us.

Partners

Oates logo



POSEY OF KINDNESS

If you find a yellow posey on your doorstep or handed to you in the street, it may just be a gift from us.

Inspired by the Random Acts of Kindness movement, we decided to create our own version. The first poseys were distributed to our guests at the YellowBridge launch who were invited to 'pass them on' to a friend or stranger.

Every week since, we have wrapped two yellow poseys in pretty paper, sprinkled them with kind thoughts and sent them out to people in our local community. It is our little way of spreading kindness.

Partner



ABOVE AND BEYOND

We take our work seriously and always look for opportunities to join in and give back. We strive to be a strong, positive voice and always add value.

SPONSORSHIP

Dan Wilson art exhibition
 Immune Deficiencies Foundation Australia
 Lifeline
 Movember Foundation
 Toowoomba Business disABILITY Awards of Australia
 Toowoomba Housing Connect Hub

EXHIBITOR

Clifford Park Special School Expo
 Disability Action Week
 Gatton Health Expo
 Millmerran Health Expo
 National Homeless Prevention Week
 Toowoomba U3A Seniors Expo

PRESENTATIONS

Alzheimer's Australia
 Clifford Park Special School Expo
 Department of Communities, Child Safety and Disability Services (Disability employment options)
 Department of Communities, Child Safety and Disability Services (About YellowBridge QLD)
 East Creek Community Centre
 MOD.A 2016 National Conference, Home Modifications Australia
 National Council of Women Queensland
 Oakey Carers Luncheon
 The Haven Annual General Meeting
 Toowoomba Housing Connect Launch



COMMITTEES AND GROUPS

Aged Care Provider Network
 Local Level Alliance
 Meeanjin Board (Non-Executive Director)
 Not for Profit Governance in Regional Areas
 Not for Profit Leadership Group
 Property Manager's Networking Group
 QShelter Indigenous Advisory Committee
 QShelter regional contact
 Queensland Rugby Union Indigenous Advisory Group
 Skilling Queenslanders For Work Regional Panel
 Toowoomba Disability Service Provider Network Meeting
 Toowoomba Housing and Homelessness Coalition (Co-Chair)

FORMAL RESPONSES

REGIONAL
 Safer Toowoomba Regional Partnerships, Toowoomba Regional Council

STATE
 Queensland Community Care Review, Department of Communities, Child Safety and Disability Services
 Queensland: an age-friendly community, Department of Communities, Child Safety and Disability Services
 Social Housing Discussion Paper, Department of Housing and Public Works
 State Housing Strategy, Department of Housing and Public Works
 The Future Design of the Queensland Community Care, Department of Communities, Child Safety and Disability Services

NATIONAL
 CHSP Service Gap Analysis survey, Department of Health
 Commonwealth Home Support Program Forum, Department of Social Services
 How social innovation leads to increased performance in social purpose organisations, University of Queensland
 Increasing Choices in Home Care, Department of Social Services
 NFP Governance and Performance Survey, Australian Institute of Company Directors

GREAT PARTNERS

We are stronger and better because of the tremendous support from our corporate partners and supporters.

GOVERNMENT PARTNERS



Australian Government



Queensland Government

MAJOR PARTNER

Toowoomba Toyota

Beyond Your Expectations!



PARTNERS AND SPONSORS



SUPPORTERS

- | | |
|-----------------------------------|-------------------------------|
| 10,000 Steps | John Wallis Foundation |
| Andrea Frost | Kevin McGrath |
| Australian Men's Shed Association | Leanne Gillam |
| Cr Geoff McDonald | Mark, Joanne and Tom Dixon |
| Downlands College | Oates |
| Easternwell | Rotary Club of Toowoomba East |
| Grace Dewar | Sauce Kitchen |
| Horizon Housing | Stonestreets Coaches |
| John and Robyn Herbert | Teen Challenge |
| John Anderson | The Haven |
| John Lines | Tim and Nola Passmore |

PLUS, EVERYONE WHO DONATED TO THE YELLOW BUCKET APPEAL AND COLLECTABLES.

Every care has been taken to include everyone who has supported our initiatives through financial donations or in-kind support. If we have missed anyone, we sincerely apologise.

OUR BOARD



CAROLYN BROWN

BOARD CHAIR
Director of Time Made



GEOFFREY JORDAN

SECRETARY
Principal of Century 21
Marsden Realty



CAMERON STEVENSON

TREASURER
Director of Acumen
Accounting



LISA KING

DIRECTOR
Director of Crunch Practice
Solutions



TIM MCGOWAN

DIRECTOR
Legal Counsel for FKG Group



TOM HAYDOCK

DIRECTOR
Director of Lavish
Constructions

LEADERSHIP TEAM



PENNY HAMILTON CHIEF EXECUTIVE OFFICER

Penny has more than 30 years experience working with communities in rural and remote regions. She is the former Deputy CEO of Queensland natural resource management group, Condamine Alliance and is Secretary of Forum Communicators, a Queensland based public speaking organisation. She holds Bachelor and Masters Degrees in the field of agricultural science and is a graduate of the Australian Institute of Company Directors. Penny is a strong advocate for workplaces and communities that are healthy, happy, balanced and cohesive.



ADRIAN BONICA CHIEF FINANCIAL OFFICER

Adrian is an experienced financial manager with 20 years commercial business experience involving multisite management, sales and accounting. He also worked as a professional accountant for 10 years and holds a Bachelor of Commerce (Accounting/Law). He is a member of the Institute of Chartered Accountants.



DARCE FOLEY GENERAL MANAGER HOUSING

Darce has proven experience in the community sector with roles in community mental health, employment and disability services, community welfare and social housing. He joined YellowBridge QLD in 2012 where he leads the Housing program. He is a Member of the Toowoomba Housing and Homelessness Coalition and holds qualifications in community services and development, mental health, and social housing.



MARIA SLOANE GENERAL MANAGER HOME SERVICES

Maria has a broad range of experience within the agricultural, health, aged care and government sectors. She joined YellowBridge QLD in 2010 and leads the Home Services program, which assists more than 4000 people every year. She is an experienced manager and in 2014 was named Manager of the Year at the Toowoomba Chamber of Commerce Business Excellence Awards.



JODIE COLLINS GENERAL MANAGER DISABILITY SUPPORT

Jodie has extensive experience in the community services sector with professional roles in aged care, allied health, training, disability management, and lifestyle and leisure coordination. She commenced her career as an Enrolled Nurse in Dalby and holds Diplomas in Community Services Management and Leisure and Health. She joined YellowBridge QLD in 2015 to lead the organisation's transition to the National Disability Insurance Scheme (NDIS).



DEEANN NATIVIDAD GENERAL MANAGER BUSINESS DEVELOPMENT

Deeann is a highly capable, results driven senior manager with a passion for delivering high quality employment programs and community services particularly with Aboriginal and Torres Strait Islander individuals and communities. She was a Finalist in the 2012 Telstra Business Women's Awards and is a member of the Ministerially appointed Queensland Indigenous Education Consultative Committee and the Queensland Rugby Union Indigenous Advisory Committee.



KIM BUROW WORKPLACE HEALTH AND SAFETY MANAGER

Kim joined YellowBridge QLD in 2004 and is experienced in disability support provision and coordination and workplace health and safety implementation and management. She holds qualifications in both disability and workplace health and safety as well as a Bachelor of Science (Psychology).



SANDY JENKINSON SENIOR ADMINISTRATION MANAGER

Sandy is an experienced and skilled administrator. She has spent more than 30 years working in a variety of local, state and national organisations including Pony Club South Australia, community psychology and diabetes clinics, RSPCA Queensland and Medicare Local Mental Health. Sandy joined YellowBridge QLD in 2015 where she leads the corporate administration team and provides personal assistance to the Chief Executive Officer.

FINANCIAL HIGHLIGHTS

INCOME AND EXPENDITURE SUMMARY

	Year end 30 June 2016	Year end 30 June 2015
Revenue	8,856,921	7,809,672
Expenses	8,856,095	7,321,481
Surplus/(deficit)	826	488,191

BALANCE SHEET SUMMARY

	Year end 30 June 2016	Year end 30 June 2015
ASSETS		
Cash and Equivalents	2,556,135	3,619,238
Total Assets	3,904,215	4,776,562
LIABILITIES		
Employee benefits	411,156	391,658
Unspent Funding	694,540	1,497,812
Total Liabilities	1,554,589	2,427,762
EQUITY	2,349,626	2,348,800

For the full audited financial statements for 2015/16 please visit our website or contact Adrian Bonica on adrianb@yellowbridgeqld.com.au

YELLOWBRIDGE QLD

Toowoomba main office
2a Station Street, Toowoomba
PO Box 3126, Toowoomba QLD 4350

P 07 4639 3821
F 07 4638 4937
E connect@yellowbridgeqld.com.au
W www.yellowbridgeqld.com.au

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