



CONNECTING LIVES



THAT'S THE SPIRIT!

Annual Report 2022-23



Thank you Barry

YellowBridge founding member, Barry Whisson, retired from his post after 41 years. He was the leading architect on the renovations at 46 Hill Street in the 1980's and again in the 2000's. He took the dilapidated worker's cottage and turned it into a larger and more functional facility that has been essential to our operations for nearly four decades. Barry and his wife Jill were guests of honour at the 2022 annual celebrations.

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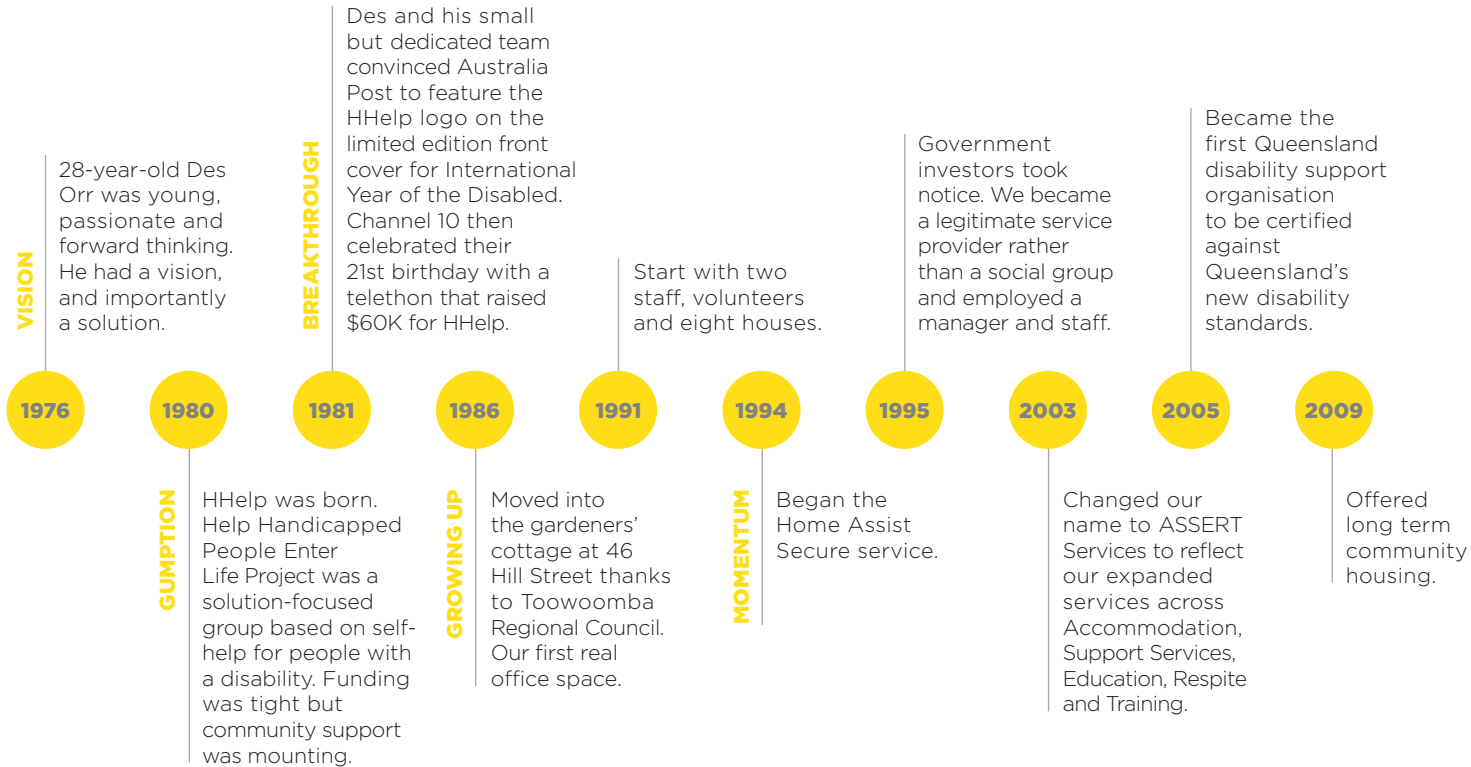
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LEADERS

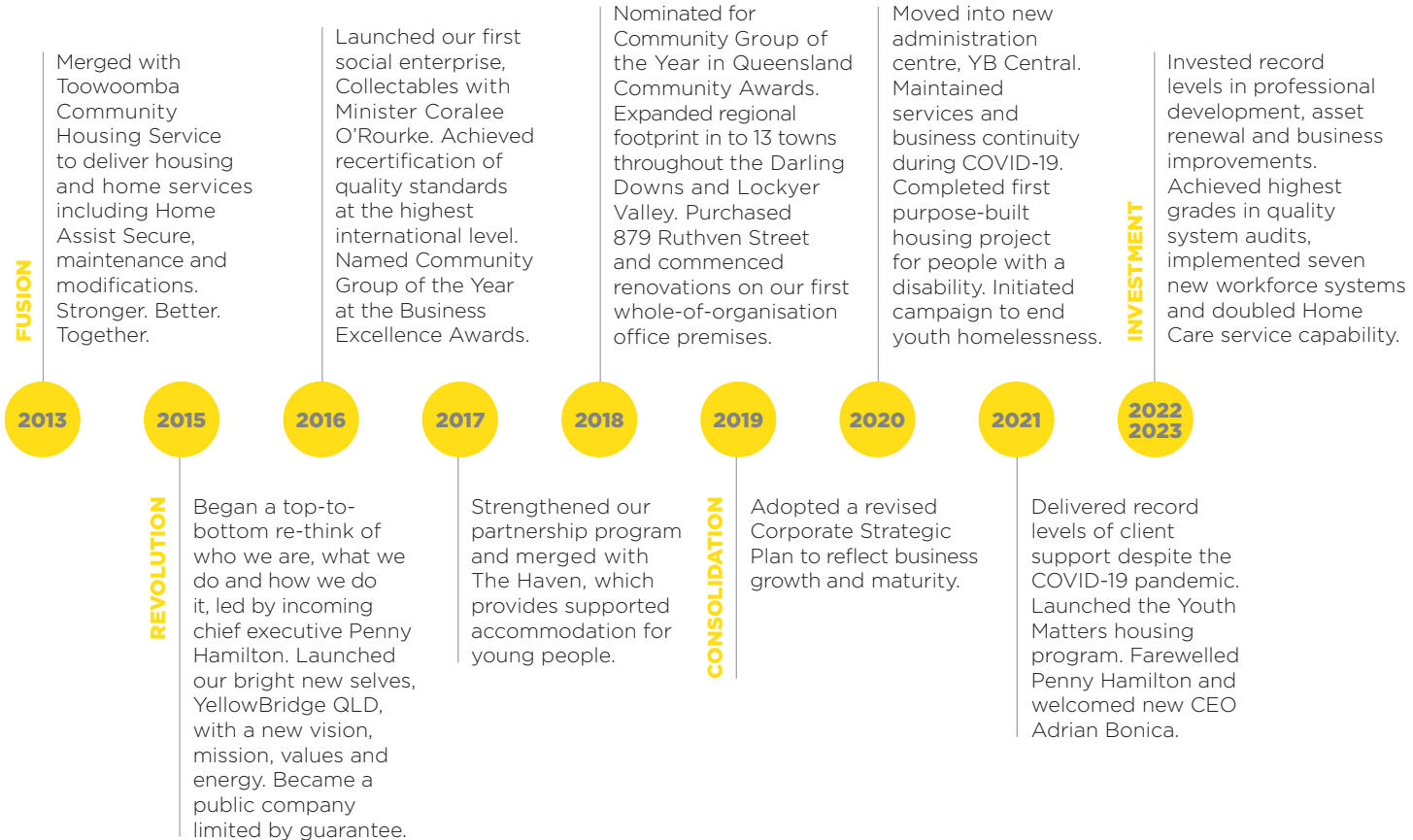
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OUR JOURNEY





CHAIR'S COMMENT

Celebrating the 2022 AGM is from left:
Jodie Collins (YB Chief Operating Officer)
Tim McGowan (YB Director)
Tom Haydock (YB Director)
Adrian Bonica (YB Chief Executive Officer)
Des Orr (YB Founder)
Carolyn Brown (outgoing YB Chair)
Clare Schonfeld (new YB Director)
Lisa Bennett (YB Director)
Dominika Ryan (new YB Chair)

Dominika Ryan

I am honoured to introduce this annual report for YellowBridge QLD for what's been a busy, inspiring, constructive and successful year.

YellowBridge's mission is an impressive one. It is the only organisation in our region to deliver four major community services - housing, home services, youth and disability. Every year, it assists nearly 5,000 people in the region with services that can be life-changing.

YellowBridge is a significant community venture. With an operating budget of \$14.1 million, it has grown into a substantial business that impacts the everyday lives of many, including some of the most vulnerable members of the community. This requires experienced, knowledgeable and engaged teams and robust systems. This is why the organisation continues to invest in staff development and wellness, system and asset improvements, client and partner engagement, and community connection.

YellowBridge's commitment to its core values has impressed me many times. It's not a wallpaper commitment that looks and sounds good, but a commitment that leaders and team members live and breathe. It is the framework that underpins every decision.

I would like to acknowledge and thank the leaders, team members and contractors of YellowBridge and congratulate them on an impactful and successful year. I've seen many examples of people going above and beyond, innovating and striving to deliver services that are better and better. One of my favourite examples is the boutique op shop Collectables, which this year doubled its revenue while offering more than 2,300 hours of retail experience to clients with a disability. Another example is YellowBridge's Youth Matters Housing project. Availability of affordable housing is an issue affecting many people, including young people.

This project helps them break into the competitive rental market. It will soon enter its third year because of the youth team's tenacity.

I'd like to acknowledge and thank YellowBridge's primary funders, donors, volunteers, partners and supporters. From donations to Collectables or the Yellow Bucket Appeal, to the business support for addressing youth homelessness or reducing isolation for seniors, every contribution helps.

Thank you to my fellow Board members for contributing their views, expertise and wisdom throughout the year, and a particular thank you to my predecessor as Chair, Carolyn Brown, for generously sharing her knowledge and insight.

When I joined the Board, I hoped to give back to others and the community, but I didn't anticipate the extent to which I would feel grateful and inspired. Thank you for the privilege of being a part of the YB journey.



CEO'S REPORT

Adrian celebrates the launch of the 2022 Yellow Bucket Appeal with major sponsor McConachie Stedman and Directors Scott Maroske (left) and Nathan Johnson.

Adrian Bonica

WE'VE GOT THE SPIRIT!

Reflecting on this year and collecting our accomplishments and achievements to present in this annual report is one of the most satisfying aspects of my role as CEO. Through this process, it is possible to see the big picture of where we have been and where we are going; to fully understand the breadth of our contribution and the impact of our care.

I am immensely proud of our record service delivery results, our commitment to continuous improvement and business optimisation, and our stellar team of staff and community partners. But this year, I am particularly impressed by the size of spirit that is evident across our entire organisation. A spirit of excellence, ambition, enthusiasm and kindness. It shapes what we do as a significant community organisation, it guides how we do it, and it reflects who we are. It is the essence of what makes YellowBridge special, and it is the reason for our continued success.

OUTSTANDING ACHIEVEMENTS

We thought last year's record results would be hard to beat, but we did it. We experienced growth in all four departments (Home Services, Housing, Youth, and Disability) and achieved our highest service delivery results in the organisation's 43-year history. Demand for our services was up, but so was our capacity to assist more people with essential community services. We surpassed our previous best performance in quality system audits and completed a new record of 715 system improvements. We attracted our largest amount of new and renewed funding (\$5.55 million) and achieved a 10 percent growth in total revenue (\$14.2 million). We are big believers in 'you get what you give' so to support the community that supports us, we participated in 16 charity events and raised over \$42,000 in donations. That's the spirit!

Of course, to be the best you need to be amongst the best. We are fortunate to have an exceptional team with the best hearts and minds. Our success is only possible through the combined efforts of our Board, staff, funders, corporate partners and community supporters. And our existence is only possible with the ongoing trust and support from our valued clients.

HERE TO SERVE

The demand for our services remained at an all-time high, which spurred our growth and innovation across all departments.

Our Home Services program led the way, delivering a record number of services to its 4060 clients including 361 home modifications, more than 11,000 lawns mowed and almost 9,000 hours of home care services – a 34 percent increase on last year with further strong growth predicted. To manage the extra activity, we appointed an additional two managers and doubled the size of the Home Care team.

The Housing team achieved exceptional outcomes in exceptional circumstances. They supported a record 544 people in community housing amid the nation's worst housing crisis. There are many people that desperately need access to affordable housing, however with our Community Rent Scheme contract renewed for another five years we can at least help some of them.

Housing access and affordability invariably impacts young people so it was no surprise that our residential youth facility, The Haven, remained at full capacity. Thank you to Suncorp who provided funding to continue our Youth Matters Housing project, and to Catholic Care who signed an MOU to make it possible next year. These programs are essential to protecting vulnerable young people from the risk of homelessness.

The Disability Support team provided a record \$6.3 million in support services, including more than 110,000 hours of disability support and 1,056 weekly group activities. We welcomed 18 new support workers and 12 new clients as well as a dedicated manager for Collectables op shop, which led to a 50 percent revenue increase and exciting opportunities for clients and customers. Our boutique op shop is one of our best examples of the 'YellowBridge spirit'. It is here where big ideas infuse with big dreams and big smiles. Pop in to catch a glimpse of it.

TAKING CARE OF BUSINESS

Spirits were high in our business team who achieved another year of outstanding achievements on top of last year's hectic program of system upgrades and business improvements. Our quality system performance was the best ever across the whole organisation, resulting in recertification across ISO 4001 and NDIS Quality and Safeguards Standards.

Our commitment to continuous improvement has never been stronger. We implemented a new record of 715 system improvements and invested \$130,000 in asset upgrades. We also introduced a Clinical Care Committee that includes external experts to identify and review emerging risks.

We are grateful to our many partners and generous supporters who helped make this our best year yet. We

developed four new partnerships and renewed 13 existing relationships. Special thanks to Toowoomba Toyota who remained our Exclusive Vehicle Sponsor, McConachie Stedman who was the major sponsor of the Yellow Bucket Appeal for the seventh year, Suncorp and Catholic Care who supported our Youth and Housing programs, and our 150-strong team of local contractors who make it possible for us to deliver our services across 15 townships. We were then surprised and thrilled to be chosen by Toowoomba Regional Council as the partner charity for the 2022 Mayoral Carols by Candlelight.

To be a great business you need to be a great place to work. We take our commitment to being an Employer of Choice very seriously. We invested \$105,000 in professional development, implemented a new reward and salary increment process, and introduced Support Connections – a new annual review and coaching process to support and empower staff in their career journeys. We completed four staff engagement surveys, which revealed that 89 percent of staff were satisfied with their work and 100 percent said they were proud to be a YellowBridge employee.

FAREWELLS AND NEW FACES

Everyone who belongs to our organisation, belongs to its legacy; their contribution becomes our shared story.

Carolyn Brown retired from her position of Board Chair but remained on the Board as a Director. We thank Carolyn for her important contribution as Chair and are grateful that her association with us continues. Dominika Ryan was appointed Chair and we welcomed new Director Clare Schonfeld. I would like to thank all of our serving directors for their valuable contribution to our organisation's success and for leading with purpose and integrity.

Special thanks also to YellowBridge founding member, Barry Whisson, who retired after 41 years. He was the leading architect on the renovations at 46 Hill Street in the 1980's and again in the 2000's. He took the dilapidated worker's cottage and turned it into a larger and more functional facility that has been essential to our operations for nearly four decades. We were honoured to have Barry and his wife Jill join us at the 2022 annual celebrations to celebrate his contribution.

To our staff, thank you. Thank you for your unwavering belief in the importance of what we do, and the right of every single client to lead a meaningful and connected life of their choice. You definitely have the right spirit!



THE HEART OF IT

YellowBridge hosted its annual Biggest Morning Tea to raise vital funds for cancer research.

VISION

**CONNECTING
LIVES AND
FINDING**

bright

POSSIBILITIES

MISSION

**WORKING
TOGETHER
TO HELP LIVES**

shine

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.

PROVIDED SERVICES TO **4,643** PEOPLE

DELIVERED **26,852** HOME SERVICES FOR SENIORS

PROVIDED COMMUNITY HOUSING FOR **544** PEOPLE

PROVIDED **10,225** HOURS OF YOUTH SUPPORT

PROVIDED **114,850** HOURS OF DISABILITY SUPPORT

ACHIEVED **89%** STAFF SATISFACTION RATING

IMPLEMENTED **715** CONTINUOUS IMPROVEMENT ACTIONS

ACHIEVED **\$108K** IN BUSINESS EFFICIENCIES

DISTRIBUTED MORE THAN **100** YELLOW POSIES AS PART OF OUR POSEY OF KINDNESS CAMPAIGN

HIGHLIGHTS



DELIVERED **372** BUCKETS OF JOY FOR 8TH YELLOW BUCKET CHRISTMAS APPEAL

SUPPORTED **9** MICRO SOCIAL ENTERPRISES BY CLIENTS

SUPPORTED STAFF TO ATTEND **262** SKILLING EVENTS

RECEIVED **\$65K** IN DONATIONS AND **\$5.5M** IN GRANTS

RECEIVED **153** DONATIONS TO COLLECTABLES OP SHOP

WORKING WITH **150** CONTRACTORS

INITIATED **27** ACTS OF ADVOCACY

RECEIVED **148** OFFICIAL COMPLIMENTS

DONATED NEARLY **\$9000** AND SUPPORTED **16** EVENTS THROUGH WORKPLACE GIVING



BETTER BUSINESS

Katherine with YB Disability
Support Worker Erin (left).

SMARTER, STRONGER, BETTER IS OUR BUSINESS APPROACH.

Each year is opportunity waiting. It is a chance to reflect, review, refine and refresh. The environment in which we operate and the people we assist are never static, and nor should we be. A runner has to train at running to be a good runner. The same applies to us. We need to maintain our strength, flexibility and stamina if we want to be a better business that provides a better service to our clients.

It has been another productive year and we have seen the fruits of our hard work and 'training'. After implementing seven new systems across finance, client management and staff rostering, we focused on optimising and refining the systems to have them working at optimal efficiency. These have proven to be a game-changer and put us in a strong position for future growth and continued excellence in service delivery and management.

Our firm commitment to quality was rewarded with our best performance throughout the organisation resulting in recertification across all standards. We completed a new record of 715 system improvements across the business (up from 415 last year) as part of our continuous improvement approach and implemented \$108,000 in business efficiencies. We also created a Clinical Care Committee comprising external clinical experts who will provide suggestions on future quality improvements.

Business revenue grew 10 percent to \$14.2 million. We managed the renewal of eight major funding contracts valued at \$5.4 million and attracted more than \$136,000 in grants and donations. We invested \$130,000 in asset upgrades and added two new vehicles to our corporate fleet to accommodate increases in service delivery, particularly for in-home care.

We are grateful to Toowoomba Toyota for their ongoing support as Exclusive Vehicle Sponsor, which includes the provision of three sponsored vehicles.

We maintained our vigilance on the workplace health and safety front with staff submitting 400 incident reports and the roll-out of My Safety Buddy lone worker devices and duress alarms for frontline workers. The charter of our Workplace Health and Safety Committee was revised to focus on reviewing incidents and making recommendations for improvements.

Mary Garcia was promoted from Finance Manager to General Manager of Business Services.

**WE ARE IN A STRONG POSITION
FOR FUTURE GROWTH AND
CONTINUED EXCELLENCE.**



Australia
Post

Toowoomba

4 3 5 0

Australia Post acknowledges the
Custodians of the land on which we
live and gather as employees,
their continuing connection to
and community contribution to
the past, present and future of
Australia.

BRIGHT BUSINESS

Damien loves his weekly postman job.

PEOPLE, PARTNERSHIPS AND POSITIVITY ARE AT THE HEART OF WHO WE ARE AND WHAT WE DO.

Our core work relates to our four key services but our contribution to our clients and community goes far beyond that.

COLLECTABLES

A boutique op shop that works as a social enterprise. It provides work and training opportunities for people with a disability – with Foundation Partner **Toowoomba Toyota**.

THE WORKSHOP

Provides people with a disability the opportunity to learn manual arts skills and build friendships. Some of their creations are then displayed or sold in Collectables - with new community partner **Downs Group Training**.

POSEY OF KINDNESS

Two yellow posies are distributed to people in need in the local community each week as a random act of kindness – with community partner **Botanica Rose Farm**.

YELLOW BUCKET APPEAL

Hampers filled with gourmet foods and gifts for people who need extra support to make their Christmas special – with community partner **McConachie Stedman Accountants**.

NO BOUNDARIES MAIL RUN

A group of YellowBridge clients collect and deliver the mail for a number of local businesses – with participating businesses.

MICRO SOCIAL ENTERPRISES

YellowBridge provides seed funding to support a number of micro social enterprises that are operated by clients.

LETTERBOX DELIVERY

Clients assist with mail sorting and delivery – with community partner **Darling Downs Pamphlet Distributors**.

YOUTH DRIVING PROGRAM

Helps the residents at The Haven to complete their 100 hours of supervised driving for their driver's licence – with partners **Complete Driving School, Dixon Driving School, Golden Harvest Service Station**, and volunteer mentor drivers.



PEOPLE POWER

146 31 full time
106 part time
STAFF 9 casual

71%
FEMALE

29%
MALE

4.86
AVERAGE YEARS' SERVICE

25%
STAFF TURNOVER

17%
**STAFF FROM CULTURALLY
DIVERSE BACKGROUNDS**

89%
**STAFF SATISFIED OR HIGHER
WITH THEIR JOB**

150
CONTRACTORS

Our staff and contractors are the powerhouse of our organisation, and we could not deliver the community support we provide without them. With 146 staff and 150 contractors, it makes a formidable team all working together to deliver a high standard of service and care for those we assist.

Staff numbers increased slightly by 5 percent as did the number of staff who identify from a culturally diverse background. In May, we adopted a Diversity Statement to express our commitment to being a safe and inclusive workplace for all types of people. Approximately 17 percent of our staff identify with a non-English speaking background. Many more identify with other diverse groups or identities. It is not important that we know everyone's specific choices, stories or personal circumstances, but that we create and uphold a workplace culture that is safe, friendly and accepting.

Our core values of integrity, compassion and connection are strongly linked to our ongoing commitment to being the best organisation that we can be. We believe that this approach will ultimately lead to better outcomes for the people we support in the community.

In keeping with our commitment to investing in skills and wellbeing, our staff participated in 262 skilling events valued at \$105,000 and we implemented a staff leadership development program. The Employee Assistance Program, which provides staff with access to professional counselling services, was fully subscribed again.

Our contractor network increased by 47 percent to accommodate the demand for services in the fast-growing Home Care sector. We completed a review of contractor performance and streamlined program requirements for contractor engagement. Our annual celebration included a special recognition of some of our longest serving contractors, including HSE Electrical who has worked with us for 24 years.

Leading from the heart, our staff raised \$8,785 through workplace giving, supported 16 community events, made 27 advocacy acts and helped fill 372 buckets with gourmet Christmas food for the Yellow Bucket Appeal. In return, they received 148 official compliments.



DIVERSE

DIVERSE & PROUD

Our new Diversity Statement expresses our commitment to being a safe and inclusive workplace for all types of people.

Approximately 17 percent of our staff identify with a non-English speaking background. Many more identify with other diverse groups or identities.

It is not important that we know everyone's specific choices, stories or personal circumstances, but that we create and uphold a workplace culture that is safe, friendly and accepting.

Our core values of integrity, compassion and connection are strongly linked to our ongoing commitment to being the best organisation that we can be. We believe that this approach will ultimately lead to better outcomes for the people we support in the community.

YELLOWBRIDGE QLD DIVERSITY STATEMENT

We are proud to be a *diverse and inclusive* organisation that welcomes, respects and supports people in all their wondrous variations.

Across our staff, clients, partners and community, we are committed to being a friendly, safe and *uplifting place for all.*



Celebrating *dedicated service* From 1 July 2022 – 30 June 2023



SHARON NICHOLLS
Team Leader Disability Support



GAIL YATES
General Manager Disability Support



BERNIE COOPER
Disability Support Worker



THERESA HOVEY
Disability Support Worker



JOAN GOLDMAN
Disability Support Worker



REBECCA ROBINS
Program Support Officer



5
YEARS

KARL BRUGGEMANN
Home Maintenance Officer



5
YEARS

MARY GARCIA
GM Business Services



5
YEARS

JOANNE WAKE
Home Care Support Worker



5
YEARS

PETER BURNETT
Disability Support Worker



5
YEARS

JOANNE ROMETSCH
Disability Support Worker



5
YEARS

HARPREET KAUR
Disability Support Worker



5
YEARS

JOSEPH PALAMOODAN
Disability Support Worker



5
YEARS

ELIZABETH PEACOCK
Group Leader Disability Support



5
YEARS

JUDITH LINDSAY
Residential Support Worker

Celebrating outstanding spirit

Each year, we recognise staff who have demonstrated an outstanding commitment to the YB values. It is a prestigious award presented by the Chief Executive Officer.

The 2022 Spirit Award winners (pictured L-R): Darna Bradshaw, Baljinder Gill, Philip Deng, Jakan Edser and Elizabeth Peacock (absent).



Celebrating *partnerships*

Some of our 150 contractors have been with us for many years and we appreciate their professionalism, dependability and loyalty. HSE Electrical is our longest serving contractor after 24 years.

VENERABLE PARTNERS

24 YEARS

HSE Electrical

20 YEARS

Brisk Electrical
Downs Window Renewals
Downs Appliance Repairs
Security Door Factory
Delta Electrical

10 YEARS

Hennessy Plumbing
Brendan Coonan Plumbing



Darna Bradshaw and Jodie Collins congratulate Tony Smith from HSE Electrical on 24 years of partnership with YellowBridge.



HOME SERVICES

Heather Westwood and Jack Robinson enjoy the Biggest Morning Tea get-together.

4,060

TOTAL CLIENTS

300%

INCREASE IN NEW ENQUIRIES

26,852

NUMBER OF SERVICES

8,939

HOURS OF HOME CARE

361

MODIFICATIONS COMPLETED

11,173

YARD SERVICES

15

SERVICE AREAS

116

CONTRACTORS AND PARTNERS

30

STAFF

OUR **HOME SERVICES** PROGRAM INCLUDES:

HOME ASSIST SECURE HOME MODIFICATIONS

Home services has seen year-on-year growth and achieved a new record in service delivery. Nearly 27,000 services across the program were delivered throughout 15 townships, a nine percent increase. The Home Care service led the increase in demand with 8,939 hours of in-home care provided to people living independently in their own homes – a 34 percent increase from last year.

The Home Care team doubled in size to accommodate the growth and now includes four care managers and 10 support staff. The demand for home modifications remained strong and we completed 361 modifications to help clients adjust their homes. Lawn maintenance was the only service area to record a drop in demand, but this was due to extended dry weather.

A successful multi-media campaign was rolled out to reach more eligible participants for the Home Assist Secure program. Advertisements

YARD MAINTENANCE HOME CARE PACKAGES

appeared in television, print and online and resulted in a 300 percent increase in new client enquiry.

Continuous improvement across the program has been a key focus. We implemented a mobile app for our CRM, conducted a full review of the maintenance and modifications program to enable faster delivery times, and completed a full compliance review of our operations to ensure alignment with the Aged Care Quality Standards.

We participated in the Seniors Expo at the Toowoomba Showgrounds and enjoyed a cuppa with clients at our Biggest Morning Tea event. Dave Willet retired from the Maintenance Team Leader role after 10 years and we welcomed Mark Reid to the position. Special thanks to our 116 private contractors who helped us deliver our services to clients in many different towns, and with the right spirit!



HOUSING SERVICES

Braving the cold and discomfort during Homeless for a Night Sleep-out was (from left) Aden, Donita, Adrian, Peter, Betina and Fletcher.

160

PROPERTIES MANAGED

50

NEW TENANCY AGREEMENTS

544

PEOPLE ACCOMMODATED

18

**TENANCIES TRANSITIONED
TO PRIVATE RENTAL MARKET**

5

STAFF

OUR **HOUSING** PROGRAM INCLUDES:

**COMMUNITY RENT SCHEME
LONG TERM COMMUNITY HOUSING
COMMUNITY MANAGED STUDIO UNITS
EDUCATION AND EMPLOYMENT HOUSING**

It has been another challenging year for our dedicated Housing team. The demand for affordable housing, rising property rents and tight competition in the rental market has continued to put pressure on our housing portfolio in the Community Rent Scheme program. Most of these forces are outside of our control and have impacted many other housing providers across the country in similar ways.

Our team has chosen to remain focused on what it can control and that is the relationships with our clients, like-minded organisations and the real estate community. These strong and enduring relationships, many of them established and nurtured over successive years, have been crucial to our success this year – accommodating 544 people in need of housing and maintaining a housing portfolio of 160 properties compared to 132 last year.

We cannot retain our housing portfolio without the support of our network of local real estate agents and property owners. Our strong relationship with these critical parties is key to our program's sustainability and helps us to secure and obtain more headleases during the challenging housing crisis.

We continue to invest significant effort and care in supporting our clients to maintain successful tenancies and ensure any concerns are responded to fairly and promptly.

Donita Bellette became General Manager of Housing and Youth Services, Astra Silcock joined the team as Property Officer and we were happy to have Danielle return from maternity leave. The team supported housing issues beyond the office by participating in Hike for Homelessness, the Homeless Persons Expo and Homeless for a Night Sleep-out.



YOUTH SERVICES

Mia achieved her driver's licence through our Learner Driver Mentor program.

29

**YOUNG PEOPLE
ACCOMMODATED**

10

**YOUNG PEOPLE RECEIVED
MOBILE SUPPORT**

10,225

**HOURS OF SUPPORT
PROVIDED**

5

HIGH SCHOOL GRADUATES

3

LEARNER DRIVER GRADUATES

\$91,200

**COMMUNITY DONATIONS
AND GRANTS**

7

STAFF

OUR **YOUTH** PROGRAM INCLUDES:

**THE HAVEN (24/7 SUPPORTED RESIDENTIAL FACILITY)
MOBILE YOUTH SUPPORT
YOUTH MATTERS HOUSING PROJECT
LEARNER DRIVER PROGRAM**

Accommodating young people amidst a national housing crisis is not an easy task, but we did our utmost to make a difference for those we could assist. Our residential facility, The Haven, remained at full capacity and we supported a further 10 people with mobile support.

We were delighted to partner with Suncorp to continue the Youth Matters Housing project after Hand Heart Pocket's initial funding ended. This provided accommodation in privately leased properties for 14 young people. And, we signed an MOU with Catholic Care for \$62,500 to fund the project next year.

We are tremendously grateful to local people, businesses and government agencies who have provided invaluable assistance. We received over \$90,000 in donations, many volunteer hours and the ongoing use of a sponsored car from Toowoomba Toyota.

Our clients thoroughly enjoyed the annual Stradbroke Island trip where lifelong friends and memories are made. And we were extremely proud to see five young people graduate from high school.

The Learner Driver Program continued with the support of Golden Harvest Roadhouse, Complete Driving School, Dixon Driving School, Future 2 Foundation and our volunteer mentor drivers. Three young people graduated with their provisional licence.

Our Youth team has developed an exceptional reputation for going above and beyond to help young people and maintaining strong relationships with collaborating organisations. They are admirably led by Donita Bellette, who stepped into the General Manager for Housing and Youth Services role, and newly-appointed Program Coordinator for Youth Services, Betina Weir.



DISABILITY SERVICES

Clients and staff work together as a great team at Collectables.

76
CLIENTS SUPPORTED

114,850
HOURS OF CLIENT SUPPORT

24/7
SUPPORTED LIVING

1
BOUTIQUE OP SHOP

1
RESPITE FACILITY

6
SUPPORTED LIVING HOUSES

1,056
GROUP ACTIVITIES

95
STAFF

OUR **DISABILITY** PROGRAM INCLUDES:

INDIVIDUAL SUPPORT
GROUP SUPPORT
INDEPENDENT LIVING WITH 24/7 SUPPORT

Our disability support team provided a record \$6.3 million in support services, delivered more than 110,000 hours of support to 76 clients as well as held 1,056 group activities. Bookings for our respite facility have gradually increased and this has provided many of our clients with important time to increase their independent skills and enjoy their choice of activities.

We joined a Community and Consumer Advisory group with three other like-minded Toowoomba community organisations. Its purpose is to provide advice and feedback, make recommendations about service provision and support, identify barriers and gaps in services, and suggest service improvements. Four YellowBridge clients and their families accepted the opportunity to join the first intake of group members.

We welcomed 18 new support workers to the team and continued to invest significantly in the professional development of our staff through training opportunities. This is an important part of our commitment to having a skilled workforce and supporting our staff to expand their experience and qualifications.

Our boutique op shop, Collectables, is always a source of joy and awe. We appointed Jenny Spain as a dedicated manager who has helped to double the shop's revenue and secure its viability. They ran a very successful pop-up shop campaign in Margaret Street before expanding the Russell Street retail area to create a better shopping experience. The op shop received more than 150 donations and provided 2327 hours of retail experience for clients while our volunteers contributed 400 hours of their valuable time.



MAKING NEWS

YellowBridge CEO Adrian Bonica launched the inaugural Not-For-Profit Workplace Health and Safety Network with Lifeline CEO Grant Simpson.

NOT FOR PROFITS

UNITE FOR STAFF SAFETY

YellowBridge and Lifeline Darling Downs and South-West Queensland united to improve workplace safety outcomes for their staff by launching the inaugural Not-For-Profit Workplace Health and Safety Network.

Twenty-five staff from both organisations met for the first time to share ideas and strategies for safety at work, learn tools and tips from industry peers and meet fellow not-for-profit colleagues who have responsibilities for workplace health and safety.

YellowBridge CEO Adrian Bonica and Lifeline CEO Grant Simpson jointly launched the Network during National Safe Work Month.

“The health and safety of our workforce is extremely important to both organisations,” Mr Bonica said.

“We have a great workplace health and safety program but we are always seeking new ways to improve our approach,” he said.

“It made sense to come together and share our ideas and strategies and provide an opportunity for our WHS representatives to meet their industry peers.”

Both organisations aspire for the Network to be expanded to include more not-for-profit organisations in the future.

“Mental health and well-being are a key area of focus for the workplace. Employers need to be well equipped to provide workers support in this critical aspect of WHS,” Mr Simpson said.

“Toowoomba is home to many not-for-profit organisations who all share

many of the same workplace issues and challenges,” he said.

“This Network has the potential to be a significant annual event for all WHS staff from the not-for-profit sector.”

This Network has the potential to be a significant annual event.

“We have a lot to gain if we work collaboratively to share our wisdom and support with each other.”

According to Safe Work Australia, more than 120,000 serious workplace injuries were reported last year.

Nearly 40 percent of all injuries were related to joint, ligament or tendon injury.



Jo, Sue and Julien help out at the Collectables pop-up shop in Margaret Street.

OP SHOP SEIZES

CBD OPPORTUNITY

YellowBridge's boutique op shop turned an empty CBD shop into a new opportunity to sustain its social enterprise.

The former Golders shop on the corner of Margaret Street and Duggan Street was transformed into a temporary pop-up venture for Collectables.

The op shop is a social enterprise run by Toowoomba community organisation, YellowBridge QLD, to provide work and training opportunities for people with a disability.

"Do you know that saying, 'When the going gets tough, the tough get going'? Well, that's us at the moment," Collectables Manager Jenny Spain said.

"Ongoing roadworks in front of our main shop in Russell Street pushed us to think of a new way to keep shoppers coming through our door," she said.

"The empty shop in Margaret Street is in a great location with lots of passing shoppers who may not have heard of or seen us before."

"It is perfect for a pop-up shop so we decided to take a chance and here we are."

The effort has been worth it with the pop-up shop enjoying a steady stream of new and regular shoppers.

"The response has been amazing. We have had more visitors in our shop than ever before, which means more opportunities to let more people know what we do and why," Mrs Spain said.

““

The empty shop in Margaret Street is in a great location with lots of passing shoppers...

"It is exciting for our staff and our clients who work in the shop to meet new people and help them find a collectable or special treasure to leave with," she said.

"The community's support makes us hopeful for the future of our social enterprise so we can continue to provide these real-life working opportunities for our clients with a disability."



Sharon celebrates 20 years in the YellowBridge disability support team.

SHARON CELEBRATES

LIFE-CHANGING CAREER

Sharon Nicholls clearly remembers the day she decided to change her life. She was looking after her friend's son with a disability when the epiphany struck her – she wanted to help people like him.

Opportunities were limited in her hometown of Stanthorpe at the time and higher education seemed out of reach for a country girl raised on her family's modest farm. Undeterred, Sharon took matters into her own hands and completed a Certificate III in Disability Support and left behind everything she knew to find work in Toowoomba.

Her first job was as a live-in support worker for people with disabilities working for then HHelp, which is now YellowBridge QLD. That was 20 years ago and Sharon celebrated the anniversary this week with her colleagues who she considers to be more like family than work mates.

“It was the best move I ever made,” Sharon said. “I have never looked back. I always liked helping people but I never imagined turning it into a real career.”

“As a young person growing up on a rural farm, I had very limited aspirations for my future. My only regret is that I didn't start sooner and have the self-confidence to back myself.”

Sharon spent the first 15 years working as a live-in support worker in YellowBridge's supported independent living houses. She formed deep relationships with her clients and their families and dedicated herself to their welfare and care.

“I have learnt so much over the years about how to be a good support worker,” Sharon said. “You need to listen well and take the time to understand what they want for their

own lives and then help them to achieve that. It isn't about taking control of their lives and dictating what they do. It is about helping them realise and fulfil their own potential and dreams.”

After a quick tally, Sharon estimates she has worked closely with about 60 clients over her 20-year career.

“I love seeing the joy on their faces and watching them achieve things they didn't think they could do. I feel a connection to them because I also didn't think I could do things, but look at me now?”

“I have been given opportunities to develop myself, take on higher duties and realise that I am capable. Being confident about yourself and your place in the world is a wonderful feeling. I feel honoured to help my clients feel like that too.”



Dianne Bonell (right) distributes kindness tokens with Toowoomba Police as part of YellowBridge's World Kindness Day celebrations.

KINDNESS IS CONTAGIOUS

The best day to spread kindness is today. The next best day is World Kindness Day!

World Kindness Day is celebrated across the world on 13 November every year. After marinating an idea for several years, YellowBridge took the plunge in 2022 and hosted its first World Kindness Day event.

YellowBridge invited its friends at Toowoomba Police to join them because events like this are always better with like-minded friends.

Together, they flooded the Toowoomba CBD and distributed 2000 kindness tokens to morning pedestrians. Each participant was encouraged to pay-it-forward to make sure the gift of kindness was spread to as many people as possible.

World Kindness Day was introduced in 1998 by the World Kindness Movement,

a coalition of nations' kindness NGOs. It is observed in many countries, including Australia, Canada, Nigeria, Singapore, Italy, the United Kingdom and the United Arab Emirates.

The purpose of the international observance is to highlight good deeds in the community focusing on the positive power and the common thread of kindness for good which binds us.

Kindness is a fundamental part of the human condition which bridges the divides of race, religion, politics, gender and location. Kindness Cards are also an ongoing activity which can either be passed on to recognise an act of kindness or ask that an act of kindness be done. Approaches are being made to the United Nations by the peak global body, the World Kindness Movement, to have World Kindness Day officially recognised

Kindness is a fundamental part of the human condition which bridges the divides of race, religion, politics, gender and location.

and its members unanimously sign a Declaration of Support for World Kindness.

It is not YellowBridge's first, official, kind deed. In 2015, it launched its Posey of Kindness initiative with local florist Amanda Deane. Each week, two yellow posies would be distributed to people in the community as a random act of kindness. The initiative has gifted more than 700 posies and is currently supported by Cabarlah florist, Botanica Rose Farm.



EXTRA SPECIAL

Councillors Melissa Taylor, Nancy Sommerfield and Geoff McDonald pack buckets for the Yellow Bucket Appeal.



Yellow Bucket Appeal

The 8th Yellow Bucket Appeal was a great success with 372 buckets filled with gourmet Christmas goodies.

We also celebrated McConachie Stedman's seventh year as our major sponsor. Their staff and customers enthusiastically support the Appeal and this year donated enough Christmas items to fill an impressive 50 buckets.

We are grateful to the many other people and 56 local businesses who chose to support the Appeal – every donation counts!

Our community is blessed with many generous Christmas initiatives that support people doing it tough. The Yellow Bucket Appeal, with its emphasis on Christmas food that is gourmet and extra special, means that our recipients get to share in the festive spirit too.

Recipients are chosen based on their known need. YellowBridge staff then deliver the hampers prior to Christmas Day to people who either live alone, have a disability or need to know that someone cares. They are also distributed to people nominated by YellowBridge's peer organisations in the housing, disability, youth and aged services sectors.

Major Partner

McConachie Stedman



Collectables

Our boutique op shop is thriving and its location is now more pleasant following the completion of beautification works along Russell Street.

It ran a successful pop-up shop venture on Margaret Street for two months during the road works and met many new customers as a result.

We are grateful for the continued support from our regular shoppers and the range of donated items we receive from the public.

These donations help us to stay viable and achieve our main goal of supporting our clients with a disability to learn retail skills, meet new people, build confidence and receive work experience.

Collectables also stocks handmade products designed and crafted by our micro social enterprises, which are run by our clients with a disability.

Donations and volunteers are always welcome!

Foundation Partner

Toowoomba Toyota

Beyond Your Expectations!



TOYOTA



Posey of Kindness

We have continued to spread kindness by gifting yellow posies to people in our community each week. So far, we have distributed more than 700 posies to strangers and those we know need a kind gesture.

It was inspired by the Random Acts of Kindness movement and reflects our corporate values of helping people and making a positive difference in our community.

The initiative is thriving thanks to the support from our floral partner, Botanica Rose Farm, who carefully prepares and wraps the yellow posies with our signature kindness card.

Each week, one of our clients and their disability support worker collects the two yellow posies from Botanica Rose Farm who covers half of the flower costs.

They then distribute one posey to a person in known need and the other to a stranger in the community. So, if you find a yellow posey on your doorstep or handed to you in the street, it may just be a gift from us.

Exclusive Partner



CONNECTING



GIVING BACK



WE RECEIVE TREMENDOUS SUPPORT FROM OUR COMMUNITY SO WE ALWAYS LOOK FOR OPPORTUNITIES TO JOIN IN AND GIVE BACK. THIS YEAR WE SUPPORTED:

Aged Care Employee Day

Aged Care Provider Network

Biggest Morning Tea

Bring Your Dog to Work Day

Clean Up Australia Day

DEBST Employment Expo

Hike for Homelessness

Homeless for a Night Sleepout

Jobs Taskforce Roundtable

Loads of Love Appeal

Mental Health Week

November

National Homeless
Prevention Week

National Homelessness Conference

Pyjama Foundation

QShelter regional representative

Rotary Club of Toowoomba East
Golf Day

Rotary Run the Range

RUOK Day

Safe Work Month

Seniors Expo

Skilling Queenslanders for Work
(Regional panel)

Social Enterprise
Showcase Event

SPiN Working Group

Toowoomba Business
DisABILITY Awards

Toowoomba Carnival of Flowers
Window Display Competition

Toowoomba Housing Hub
(Co-Chair)

Toowoomba Refugee
and Migrant Support

World Environment Day

World Kindness Day

Youth Homelessness
Roundtable



CONNECTING LIVES

CONNECTING
LIVES

A collage of three people's faces in the bottom left corner. A man in a yellow shirt is the most prominent, with a woman and another man partially visible behind him.

GREAT
PARTNERS

OUR WIDE PARTNER NETWORK IS VERY IMPORTANT TO US. WE ARE STRONGER AND BETTER BECAUSE OF THE TREMENDOUS SUPPORT FROM OUR CORPORATE PARTNERS AND SUPPORTERS.

FUNDERS



MAJOR PARTNERS



CONTINUING PARTNERS



SUPPORTING PARTNERS

- Akadia Training & Nursing Services
- Betta Home Living Toowoomba
- Chasely Park Social Housing
- Downs Group Training
- Floranda Services
- Go Salary
- Milestones Employment CPL
- Remax Success
- Right At Home
- Totally Workwear

GENEROUS PEOPLE AND BUSINESSES

- A G Rigging and Steel
- Complete Driving School
- Department of Transport and Main Roads
- Dianne Surtess
- Dixon Driving School
- Future 2 Foundation
- Golden Harvest Roadhouse
- Good Samaritan Op Shop
- Gus Hamilton
- Ironbark Timber Supplies
- Jenny Godwin
- Lady Bowen Trust
- Learner driver mentors: Ryan Walker, John Pullen, Kathy Morrison, Peter Conaghan, Jenny Spain
- Rotary Club of Toowoomba East
- Toowoomba & Districts Masonic Council
- YellowBridge staff through workplace giving
- 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.



Chair

DOMINIKA RYAN

Sector Director
VAGO



Director

CAROLYN BROWN

Director
Time Made



Director

TIM MCGOWAN

Legal Counsel
FKG Group



Director

TOM HAYDOCK

Director
Lavish Constructions



Director

LISA KING

Director, Toowoomba
Deck Maintenance



Director

CLARE SCHONFELD

Senior Manager Operations
Southern Qld Rural Health

OUR BOARD



ADRIAN BONICA
Chief Executive Officer



JODIE COLLINS
Chief Operating Officer



NICOLE BOYGE
Manager People & Culture



MARY GARCIA
General Manager
Business Services



GAIL YATES
General Manager
Disability Services



DONITA BELLETTE
General Manager
Housing & Youth

OUR LEADERS

FINANCIAL HIGHLIGHTS

INCOME AND EXPENDITURE SUMMARY

	Year end 30 June 2023	Year end 30 June 2022
Revenue	14,032,104	12,636,940
Expenses	13,808,559	12,970,597
SURPLUS/(DEFICIT)	223,545	(333,657)

BALANCE SHEET SUMMARY

Assets		
Cash and Equivalents	1,174,508	1,309,442
Total Assets	7,418,770	7,775,740
Liabilities		
Employee Benefits	852,670	751,447
Unspent Funding	0	0
Total Liabilities	2,367,538	2,948,053
EQUITY	5,051,232	4,827,687

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For the full audited 2022/23 financial statements, please visit our website or contact Adrian Bonica at AdrianB@yellowbridgeqld.com.au

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