



POWER ON

Annual Report 2020-21



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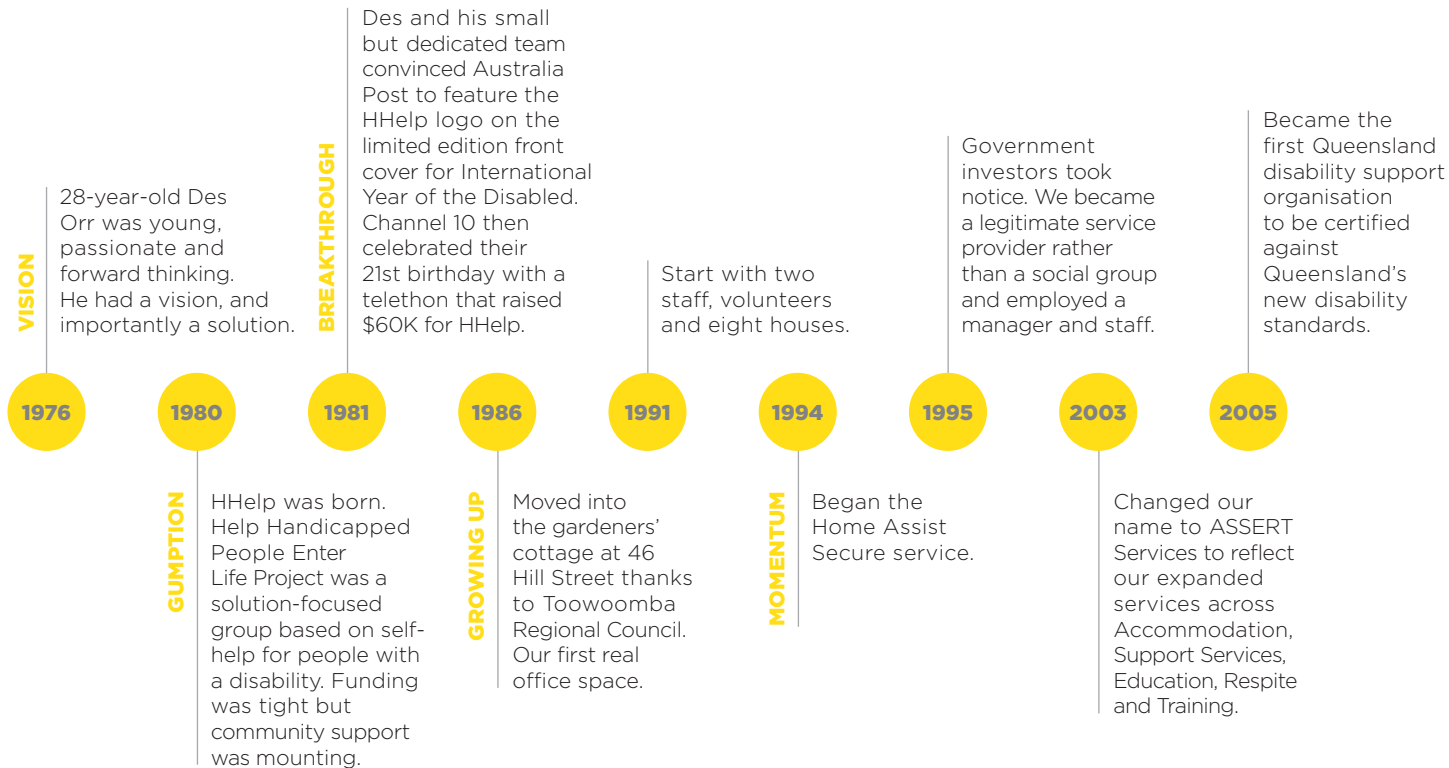
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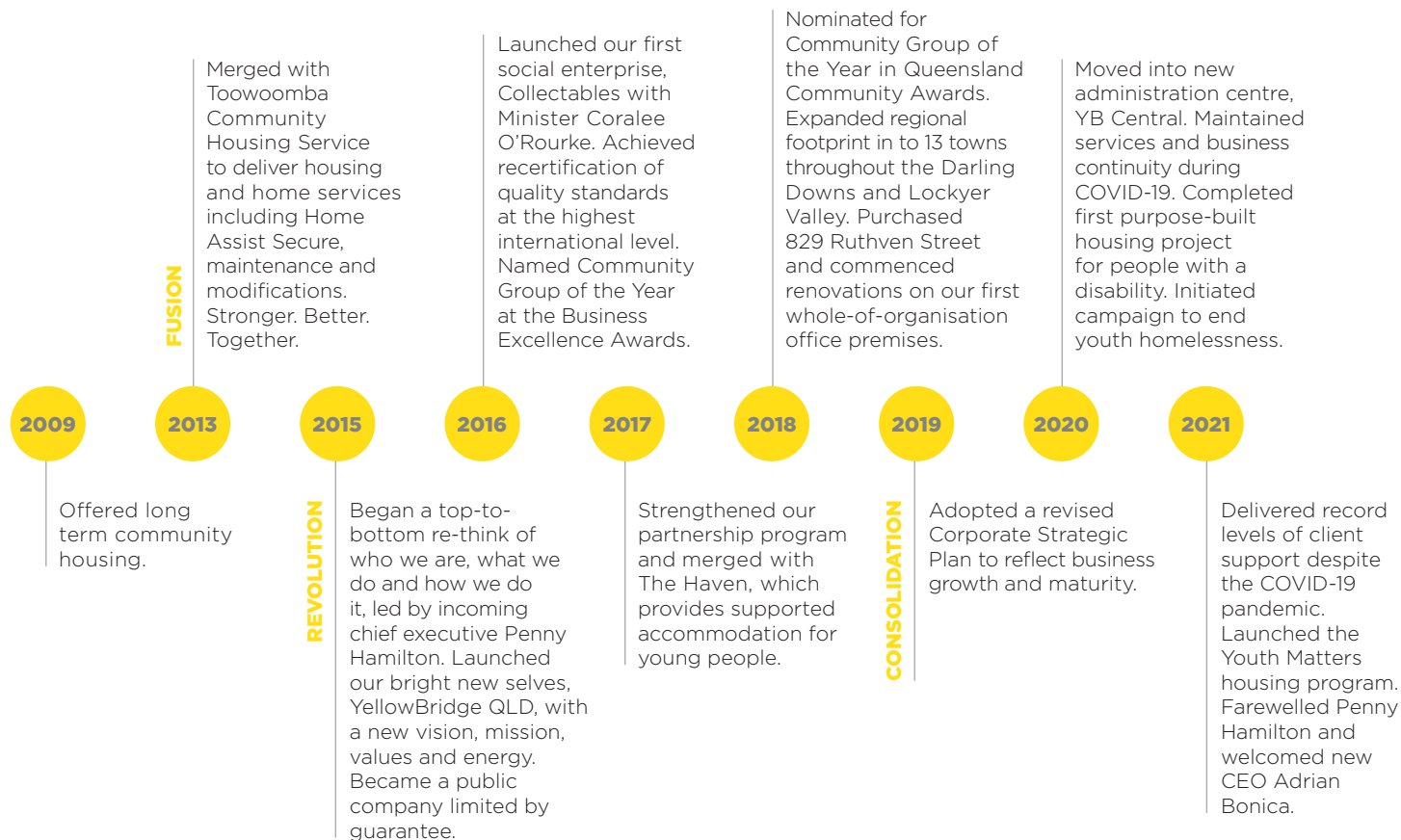
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OUR JOURNEY





CHAIR'S COMMENT

Carolyn celebrates the opening of Collectables at its new location

Carolyn Brown

FALL DOWN SEVEN TIMES, STAND UP EIGHT.

When I reflect on this year I am reminded of this famous proverb. It means choosing never to give up hope; when confronted with challenges and failure, to remain determined and optimistic. How true of YellowBridge in these COVID new-normal times.

I am immensely proud of YellowBridge's perseverance and cheerfulness in the face of the ongoing global pandemic. It would have been much easier to give up and pull back, but that is not the YellowBridge spirit. There was no way of hiding this yellow light under a bushel.

Thank you to every staff member who stepped up and soldiered on despite the change and uncertainty. It really was a lesson in people power, and grace. The fact that service delivery returned to pre-COVID levels so quickly is testament to your hard work and never-give-up attitude. The senior management team should be justifiably proud of their resolute leadership and confident attitude

this year. True character is revealed in testing times.

YellowBridge is now stronger than ever with a robust budget of \$13.5 million and a clear strategic direction. I acknowledge the support of the Australian and Queensland governments for their continuing investment and confidence in YellowBridge, which allows us to do our important community work. And we recognise our valued business and community partners who helped us to bring our special projects and big ideas to life. Even more so this year with \$1.5 million in grants and donations which is values in action if I have ever seen it.

I must recognise the impact of retiring CEO Penny Hamilton during her almost six year tenure. She has fostered a strong culture of courage and compassion amongst staff and left an indelible legacy. This organisation is stronger and brighter for her efforts and on behalf of everyone, I say thank you and best wishes for your retirement.

We were happy when Adrian Bonica accepted the offer of CEO, moving from his position of Chief Financial Officer. YellowBridge deserves a leader who is committed to our values and is prepared to be a champion for people in need. We are in good hands.

It has been a privilege to serve a sixth term as Chair of the Board and witness the achievements over the past 12 months. Thank you to my fellow Board members for their selfless contribution and special thanks to Cameron Stevenson who retired after 11 years as a Board Director. His financial and accounting acumen has been greatly appreciated and has no doubt supported YellowBridge's growth and resilience.

There will always be new challenges and moments that test our resolve and confidence, but we must never doubt our capacity to adapt and persevere. If we fall, we simply get up again and keep going.



CEO'S REPORT

Adrian renews YellowBridge's Exclusive Vehicle Partnership with Toowoomba Toyota Dealer Principal Brett Motton

Adrian Bonica

A LASTING LEGACY

Behind every great organisation is a great leader and that could not be truer for YellowBridge. After nearly six years of outstanding commitment, visionary leadership and dynamism, we farewelled much respected and admired CEO Penny Hamilton. Her enormous contribution to our organisation is undeniable and her legacy remains in the spirit of our staff and our reputation throughout our community.

Penny retired from professional life to spend more time in her verdant garden, with her twin grandsons and on her passion community projects.

We wish Penny and Gus all the very best for the future.

RECORD CLIENT SUPPORT

A notable change in leadership and a persistent global pandemic are major tests for any organisation, but our staff proved their spirit and powered on. They did not waver. They did not hesitate. As a result, we delivered a record number of client support hours across all programs, attracted our largest amount of grants and donations to date, surpassed our business efficiency target, and managed a 10.5 percent growth in overall budget of \$13.5 million.

A truly extraordinary effort by our Board, staff, corporate partners and community supporters. Power on indeed.

72 NEW OR RE-ENGAGED STAFF

We cannot forget the important contribution that the federal government's JobKeeper payment scheme made to our business during this time. It gave us the financial security to reengage all our staff who were stood down during the lockdown, which then enabled us to continue doing what we do best – delivering important services to our clients.

Despite the ups and downs of COVID-uncertainty, by June 2021 we had reached our pre-COVID levels of service delivery.

STRONG SERVICE DEMAND

Never have our program teams been busier. The demand for our services across housing, home services, disability support and youth remained persistently high.

Our Home Services team experienced a 43 percent growth in service output on the back of increased funding for this sector.

At the same time, the Royal Commission into Aged Care Quality and Safety has brought much-needed scrutiny and extra funding for aged care. Since becoming an approved provider for government-funded home care, our Home Care team has doubled in size and delivered just over 4000 hours of home care services, a 25 percent increase on last year. As more older Australians choose to live independently in their homes for longer, we expect to see the demand for this service increase.

COLLECTABLES FINDS A NEW HOME

Our disability clients were thrilled to return to some normality and rejoin their friends and support workers in group activities and individual support arrangements. The support team delivered 101,000 hours of individual support and group activities.

Our ever-popular boutique op shop, Collectables, shifted to a new site at 7 Russell Street and we took advantage of the COVID slowdown to renovate the disability hub in Hill Street.

Gail Yates moved into the General Manager position after Jodie Collins accepted the newly-created role of Chief Operating Officer. Under their combined leadership, we achieved certification against the new NDIS Practice Standards.

YOUTH HOUSING GETS A BOOST

Access to affordable housing and the growing rate of homelessness are key concerns to us and we have been able to make a valuable contribution to both through our Housing and Youth programs.

Our Housing team managed 134 properties, assisted 546 people with safe accommodation and we remained a Co-Chair of the Good Hood steering committee.

In Youth, we launched the Youth Matters housing program in partnership with Hand Heart Pocket the Charity of Freemasons Queensland, to provide extra housing options for young people experiencing homelessness. Suncorp helped us to renovate the kitchen at The Haven and new partnerships with Downs Group Training and Vanguard Laundry will lead to employment pathways for these young people.

FOCUS ON BETTER BUSINESS

Underpinning our strong service delivery is a commitment to strong business systems. We are part-way through the implementation of four major operating systems in finance, CMS and workforce rostering. These have required a significant investment of time and resources but we are confident they will deliver excellent outcomes for us into the future.

As a majority public-funded organisation, we know the value of every dollar so we were pleased to surpass our business efficiency target of \$130,000 and pocket savings valued at \$245,000.

THANKS TO OUR PARTNERS

We are grateful to our many partners who help us achieve our goals.

Special thanks to Toowoomba Toyota who renewed their sponsorship as our Exclusive Vehicle Sponsor and increased their vehicle donation to three, which is enormously generous.

We celebrated McConachie Stedman's fifth continuous year as the Major Sponsor of our Yellow Bucket Appeal. Our Christmas appeal delivered 367 hampers to people in need and we are very grateful to McConachie Stedman's staff and customers for their continued support of this special initiative.

And, Hand Heart Pocket who made possible the opening of our first purpose-built accommodation for people with a disability and the launch of our Youth Matters housing program.

THE HEART AND SOUL

At the end of the day, it always boils down to people – the heart and soul of all good organisations.

As well as farewelling Penny, we said goodbye to General Manager Home Services Maria Sloane after 10 years and one of our longest serving staff members George Evans who made 17 years. Board member Cameron Stevenson also retired after 11 years of dedicated service. I would like to thank all of our serving and retiring directors and staff for their important contribution to our organisation and their steadfast devotion to helping others.

We have endured change and challenges this year, but we have persisted. We have resolved to power on, and that has made the difference.

THE HEART OF IT



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.

DELIVERED LARGEST AMOUNT OF SUPPORT HOURS **ON RECORD** ACROSS ALL PROGRAMS

REFURBISHED HILL ST DISABILITY HUB

MOVED COLLECTABLES TO **7 RUSSELL ST**

HELD **15 EVENTS** DURING BANTER REGIONAL ROADSHOW FOR SENIORS

RECEIVED **\$1.5 MILLION** IN DONATIONS, GRANTS & FUNDING OPPORTUNITIES

ACHIEVED 92% STAFF **SATISFACTION** RATING

PROVIDED COMMUNITY SUPPORT THROUGH OTHER ORGANISATIONS & YB INITIATIVES VALUED AT **\$40K**

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

DELIVERED **367 BUCKETS OF JOY** FOR 6TH YELLOW BUCKET CHRISTMAS APPEAL

HIGHLIGHTS



SUPPORTED 7 MICRO **SOCIAL ENTERPRISES** BY CLIENTS

LAUNCHED **YOUTH MATTERS** HOUSING PROGRAM

ACHIEVED **\$245K** IN BUSINESS EFFICIENCIES

PROVIDED SERVICES TO **5,042 PEOPLE**

DELIVERED **22,857 HOME SERVICES** FOR SENIORS

PROVIDED COMMUNITY HOUSING FOR **546 PEOPLE**

PROVIDED **9,710 HOURS** OF YOUTH SUPPORT

PROVIDED **101,000 HOURS** OF DISABILITY SUPPORT

NEW CEO ADRIAN BONICA



BETTER BUSINESS

WE STRIVE TO MAKE OUR BUSINESS BETTER, STRONGER AND BOLDER EVERY YEAR.

After a whole-of-business audit of our finance and service delivery systems, we commenced a major overhaul of existing systems and invested in new and better options. We upgraded our financial operating system to Sage Intacct and commenced implementation of Sage People Pay for payroll, Lumary for disability client management and Skedulo for disability staff rostering. These programs operate on the Salesforce platform which is regarded as the world's leading customer relationship management software.

We work hard to uphold the quality of our systems so we are proud that we have maintained our quality management systems across all certifications. We successfully transitioned to the new NDIS Quality and Safeguard Standards and began preparations for a similar transition to the new standards in aged care.

In other successes, we managed a 10.5 percent increase in overall budget

and surpassed our business efficiency target of \$130,000, which helped us to achieve \$245,000 in savings.

We renewed our Exclusive Vehicle Sponsorship with Toowoomba Toyota who generously increased the number of sponsored vehicles to three. The extra vehicle will be used exclusively within the youth support program. We also upgraded the motor vehicle fleet with eight new Toyota vehicles.

We attracted a record \$1.5 million in new and renewed funding. This comprised of \$94,900 in donations, \$21,045 in small grants and \$1,383,059 in large grants.

Our Environment Committee spearheaded initiatives to increase awareness and better practices around environmental sustainability. At a corporate level we introduced a no-purchase policy for single-use plastic products. We also initiated an internal campaign to encourage staff to reconsider their personal use of SUP products which received strong support.

Our focus in health and safety centred around *Work Safe. Home Safe.* and a campaign was undertaken on this theme. Our staff attended 317 skilling events for training and professional development – a 100 percent increase on last year mostly due to time being available during the COVID-19 slowdown. Our staff continued their vigilance around incident reporting with a total of 513 reports submitted. This is the highest number on record, up 10 percent from last year. There has been a corresponding decrease in serious incidents of 22 percent. The Employee Assistance Program which provides staff with access to professional counselling and psychology services was well supported and fully subscribed this year.

We also created a new Chief Operating Officer position in the leadership team and appointed Jodie Collins in the role, formerly General Manager Disability Support.



BRIGHT BUSINESS

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 **The Luxe Bloom**.

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 seven 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, Golden Harvest Service Station**, volunteer mentor drivers.



CONNECTING LIVES

HOME SERVICES
How can we help you?



CONNECTING LIVES

DISABILITY SERVICES
Live your way

The Haven

Supported accommodation for
young people aged 16 to 18 years.

Established 1996



CONNECT

HOUSING
place

**PEOPLE
POWER**

126 27 full time
89 part time
STAFF 10 casual

5.25%
DECREASE IN STAFF

63%
FEMALE

37%
MALE

5.32
AVERAGE YEARS' SERVICE

11%
STAFF TURNOVER

19.8%
**STAFF FROM CULTURALLY
DIVERSE BACKGROUNDS**

92%
**STAFF SATISFIED OR HIGHER
WITH THEIR JOB**

127
CONTRACTORS (10% increase)

Our staff and contractors proved their mettle, delivering record levels of service support while contending with a full year of COVID-19 impacts on both personal and professional fronts.

It is a remarkable achievement to record our highest levels of service delivery while faced with the uncertainty of a global pandemic, but our staff did not hesitate and powered on.

Overall, staffing numbers decreased slightly by 5.25 percent but we were fortunate to be able to re-employ all staff who lost shifts due to the lockdown and subsequent restrictions on group and public activities thanks to our eligibility for the JobKeeper payment scheme. There was a total of 72 re-employments and new staff.

It makes us extremely proud to know that 92 percent of our staff are very satisfied with their job as reported in their annual reviews. We invest considerably in our staff because they are the foundation of our organisation. Their dedication, skill and compassion underpin our continued growth and success. Strong satisfaction ratings like this let us know we are on the right track.

The pandemic might have shut borders, but it did not shut our staff's hearts. Proving their generosity and compassion once again, our staff contributed \$9,722 through workplace giving and contributed to our Yellow Bucket Appeal and 14 volunteer events.

Celebrating **DEDICATED SERVICE**

15 YEARS

Erin Laherty

10 YEARS

Amy McDonnell
Daniel Hassett
Maria Sloane
Karin Bleumink
Tamara Farquharson
Doris Farquharson
Ros Ott
Justin Bienke

5 YEARS

Bevan Erbacher
Noelle Harper
Hannah Jones-Pillar
Diwas Chapagain
Lynda Jones
Kathryn Sternes
Rebecca Taylor
Leonie Godwin
Araminta Pearce
Dianne Bonell



HOME SERVICES

1,319

NEW CLIENTS

4,379

TOTAL CLIENTS

22,857

NUMBER OF SERVICES

4,003

HOURS OF HOME CARE

476

MODIFICATIONS COMPLETED

13,957

YARD SERVICES

13

SERVICE AREAS

143

CONTRACTORS AND PARTNERS

29

STAFF

OUR **HOME SERVICES** PROGRAM INCLUDES:

HOME ASSIST SECURE

HOME MODIFICATIONS

YARD MAINTENANCE

HOME CARE PACKAGES

It was a stellar year for Home Services, delivering 43 percent more services overall than last year despite the challenges and changes caused by the COVID-19 pandemic. Yard maintenance services experienced the largest increase due to its expanded range of services beyond lawn mowing and trimming, completing an impressive 13,957 services. Alongside the Department of Housing, we delivered the government's COVID response program, Seniors Accessibility Assistance Program, that provided up to \$5000 to seniors to improve accessibility in their homes. We delivered 82 home modifications as part of this. We continued to grow our Home Care staff and partner

network and almost doubled our clientele as more people choose us as their Home Care Package provider. This contributed to an increase in the number of partners we work with by nearly 60 percent. We resumed our Banter Regional Roadshow for seniors after a forced postponement by coronavirus. The program, which was supported by the Australian Government Department of Health, visited nine townships and delivered 15 free events including yoga, painting and flower arranging. The team farewelled two of its longest serving members, General Manager Maria Sloane and George Evans after 10 years and 17 years of devoted service respectively.



HOUSING SERVICES

134

PROPERTIES MANAGED

226

TENANCIES MANAGED

88

NEW TENANCY AGREEMENTS

546

PEOPLE ACCOMMODATED

28

**TENANCIES TRANSITIONED
TO PRIVATE RENTAL MARKET**

4

STAFF

OUR **HOUSING** PROGRAM INCLUDES:

COMMUNITY RENT SCHEME

LONG TERM COMMUNITY HOUSING

COMMUNITY MANAGED STUDIO UNITS

EDUCATION AND EMPLOYMENT HOUSING

Providing secure and affordable housing to vulnerable tenants is the accomplishment of the Housing program. While the number of properties in the program decreased from last year, we managed to assist more people with accommodation across the 134 properties. The reduction in properties was caused by the conclusion of the COVID Response Program and some owners opting to sell their properties to take advantage of a buoyant property market, which saw house prices increase on average by 16 percent. The high house prices together with vacancy rates as low as 0.5 percent made it difficult for our tenants and our program to secure properties. Tenancy engagement was a key

focus and the informal morning teas at the long-term complexes and house-warming hampers have been well received. We continued our involvement with The Good Hood, a collaboration of housing providers and government partners that provide strategic direction to address social housing issues, by volunteering services one day each fortnight. We restructured our housing team to add a new member to service the growing demand in the sector. Our capacity to help so many people with accommodation would not be possible without our ongoing partnerships with local industry peers and funding support from the Department of Communities, Housing and Digital Economy.



YOUTH SERVICES

31**YOUNG PEOPLE
ACCOMMODATED****10****YOUNG PEOPLE RECEIVED
MOBILE SUPPORT****9,710****HOURS OF SUPPORT
PROVIDED****6****LEARNER DRIVER
PROGRAM GRADUATES****2****HIGH SCHOOL GRADUATES****\$350K****DONATIONS AND GRANTS
RECEIVED****7****STAFF****OUR YOUTH PROGRAM INCLUDES:**

THE HAVEN (24/7 RESIDENTIAL FACILITY)

MOBILE YOUTH SUPPORT

YOUTH MATTERS HOUSING PROJECT

Young people have been particularly impacted by COVID-19 especially those seeking safe accommodation or transitioning to affordable private housing. The demand for these services has not abated and our live-in and mobile support programs remained at full capacity. To increase local housing options for young people, we teamed up with other youth services and community partners in a shared mission to 'end youth homelessness'. Our efforts attracted a \$220,000 grant from Hand Heart Pocket the Charity of Freemasons Queensland to accommodate young people in privately leased properties, supported by a full-time youth case manager. The Youth Matters housing project has supported 14 young

people since its launch, which is a great step in the right direction. Many local people, businesses and government have provided invaluable financial and in-kind assistance to our youth program. New and returning supporters have contributed more than \$350,000 in grants and donations along with hundreds of volunteer hours, primary funding from the Department of Housing and Public Works and a sponsored car for Youth Matters from Toowoomba Toyota. Our young residents rejoiced when the kitchen at The Haven was renovated thanks to Suncorp who has supported the youth program for three years. New partnerships with Downs Group Training and Vanguard Laundry will help our young people access more employment opportunities.



DISABILITY SERVICES

75
CLIENTS SUPPORTED

101,000
HOURS OF CLIENT
SUPPORT

24/7
SUPPORTED LIVING

1
BOUTIQUE OP SHOP

82
STAFF

OUR **DISABILITY** PROGRAM INCLUDES:

INDIVIDUAL SUPPORT

GROUP SUPPORT

INDEPENDENT LIVING (24/7 SUPPORT)

After the COVID-19 lockdown was lifted, we celebrated the official opening of the much-anticipated purpose-built unit complex for people with a disability at Empress Street. We own and manage one of the four units thanks to a generous \$450,000 donation from Hand Heart Pocket the Charity of Freemasons Queensland. The COVID slowdown also gave us time to renovate the disability hub in Hill Street and transform it into a fresh and beautiful space for our 25 weekly disability group activities. Our boutique op shop Collectables moved to a new premises in Russell Street and the Men's Shed joined DGT's larger woodwork shed to provide greater opportunities for our clients. The

COVID restrictions and hygiene requirements made life tricky at times but on the whole our clients adapted well and were relieved to recommence their regular face-to-face supports and activities. Despite the extra restrictions and uncertainty, the team still delivered an impressive 101,000 hours of client support in a COVID safe way. Behind the scenes, our team completed a successful NDIS Quality and Safeguard Audit and spent many unfunded hours advocating for and assisting clients to access suitable supports and pursue their goals. We welcomed Gail Yates to the role of General Manager after Jodie Collins accepted a promotion to Chief Operating Officer.

CHALLENGE
ACCEPTED



LASTING
LEGACY



AFTER NEARLY SIX YEARS AS CHIEF EXECUTIVE OFFICER, PENNY HAMILTON OFFICIALLY RETIRED FROM HER ROLE AND MADE AN EMOTIONAL FAREWELL AT THE ANNUAL GENERAL MEETING IN OCTOBER.

During her time in the top job, Penny transformed YellowBridge into a professional and respected service organisation with more than 130 staff assisting over 6000 people every year.

Penny has led the organisation through significant reforms and challenges in the industry including the introduction of the National Disability Insurance Scheme, the launch of Home Care Packages for seniors, and most recently, the impact of the COVID-19 pandemic.

Her passion for inclusion and collaboration inspired many important initiatives including the Yellow Bucket Christmas Appeal, boutique op shop Collectables, Posey of Kindness, merger with youth homelessness facility The Haven, and partnerships with major local businesses.

"I retire from YellowBridge QLD with immense pride, some sadness but no regrets," she said.

"I feel extremely privileged to have had the opportunity to work with an organisation and staff that gives so much back to our community, every minute of every day."

"It was an honour to take the organisation on the YellowBridge journey and I am enormously proud of what we do for others and what we have achieved together."

"There is so much I love about YellowBridge and our awesome staff."

YellowBridge Board Chair Carolyn Brown said it would not be easy to say goodbye.

"Penny's contribution to YellowBridge has been immense," Carolyn said.

"She has expertly steered us on a transformational journey with cheer, charisma and compassion for our staff, clients and partners."

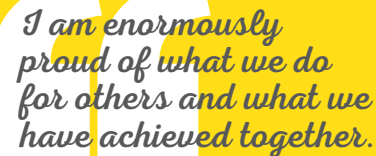
"It will be hard to say goodbye but we are determined to carry on her legacy

and embrace the future and the opportunities with her indelible spirit of positivity, collaboration and joy."

Ms Hamilton is determined to maintain her advocacy and community work during retirement, particularly in the area of youth homelessness.

She is also looking forward to spending more time in her expansive native garden at Cabarlah and enjoying babysitting her twin grandsons.

YellowBridge's Chief Financial Officer Adrian Bonica was appointed as Penny's successor from 16 November after a national recruitment campaign.



I am enormously proud of what we do for others and what we have achieved together.

IN THE NEWS



GEOFFREY BUILDS A HOME FOR BOOKS

THEY ARE POPPING UP IN ALL SORTS OF PLACES WITH QUIRKY DESIGNS AND SURPRISING SHAPES AND FILLED WITH FREE ENTERTAINMENT THAT IS REPLENISHED BY CHARITABLE PEOPLE.

Cambooya is the latest neighbourhood to welcome a Street Library thanks to the handiwork of building and restoration hobbyist Geoffrey Whitbread.

Geoffrey credits his handiwork to his dad who helped him make all sorts of things when he was a boy growing up on their Millmerran farm, Woodlands.



I find it rewarding to create something with my own hands.

His manual arts lessons at high school helped to refine his skills, which he now uses to build tables, chairs, birdhouses, picture frames and anything else that takes his fancy.

“I have projects on the go all the time,” Geoffrey said. “I’m always thinking of new ideas and looking at shops and furniture designs for inspiration.”

Geoffrey receives assistance with his building projects through YellowBridge QLD’s disability support program.

Each week he sets up his workshop in the YellowBridge woodwork workshop where he can access

power tools and help from his disability support worker.

His hobby has evolved into his own mini social enterprise, which he named Woodlands Creations after his parents’ farm.

YellowBridge supports Geoffrey’s enterprise by helping him sell his wares through their boutique op shop, Collectables, which provides work and training opportunities for people with a disability.

“Having a hobby keeps me busy and I find it rewarding to create something with my own hands,” he said.

It was officially opened by local dignitaries on 4 December.



YELLOW BUCKETS

SPREAD JOY

300 YELLOW BUCKETS FILLED WITH GOURMET CHRISTMAS FOOD ARE ON THEIR WAY TO PEOPLE IN NEED THROUGHOUT TOOWOOMBA.

The special buckets have been packed and wrapped as part of YellowBridge QLD's Yellow Bucket Christmas Appeal.

Now in its sixth year, the Appeal fills 300 yellow buckets with special Christmas food and gifts them to people who need some festive joy.

"Christmas is meant to be a special time of the year filled with love and happiness," said Adrian Bonica, YellowBridge QLD CEO.

"Sadly, this is not the case for some people who will spend Christmas alone or are unable to afford extra special food to make it a memorable day for them and their family."

"It is a true collaboration between us, our partners and our like-minded industry peers to deliver these beautiful buckets of joy to people at this special time of year."

Toowoomba accounting firm, McConachie Stedman, is the Appeal's major sponsor for the fifth year and their support helps with the costs of running the initiative.

"It gives me great pride to see the generosity of our staff and clients who continue to embrace the Appeal, helping us to fill 51 buckets this year," Director Amanda Roberts said.

Recipients are chosen based on their known need. YellowBridge staff and

supporters 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.



It is a true collaboration between us, our partners and our industry peers.



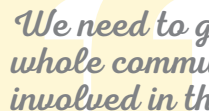
YOUTH HOMELESSNESS RATE IS SHAMEFUL

MEMBERS OF THE YOUTH HOMELESSNESS ROUNDTABLE ARE CALLING FOR ACTION TO END YOUTH HOMELESSNESS IN TOOWOOMBA.

The Roundtable is comprised of YellowBridge QLD, Emerge, United Synergies, Lifeline Darling Downs and South West Queensland, Mission Australia, Downs Group Training and Red Cross.

“We need to take youth homelessness seriously,” YellowBridge Youth Program Manager Donita Bellette said.

“The city’s 11 beds for homeless youth are always full so most of these young people have nowhere to go.”



We need to get the whole community involved in the solution.

Young people experiencing homelessness are less likely to complete their education, find secure employment, get access to housing and forge healthy habits and relationships.

Without the right support, many will struggle with homelessness for the rest of their lives and be adversely impacted by the emotional, social and physical challenges of it.

“We know from experience and working in this area for many years that early intervention works.”

“Providing a safe place to live and assistance to finish school, get a driver’s licence, find a job or training and learn life skills can turn young lives around.”

YellowBridge and the Roundtable members are speaking out during National Homelessness Week about the issue.

“We do have a solution but it will require all of our community to get involved.”

“We need to adopt a Housing First approach, support our young people for success, work together by coordinating the existing services and get the whole of community involved in the solution.”

“If we do all of this we will be able to house every young person every night and put an end to youth homelessness in our great city once and for all.”



SARAH FINDS HER HAPPY PLACE

SARAH BACHMANN, 20, HAS FACED MORE CHALLENGES THAN MOST YOUNG PEOPLE HER AGE.

Sarah and her twin sister were only ten years old when their mother died and were sent to live with relatives. She spent the next seven years in and out of different homes before finding her way to The Haven operated by YellowBridge.

“They were really great to us. They let us both live there and supported me to finish school,” Sarah said.

After 18 months at The Haven, Sarah was ready to move into independent housing, but found the private rental market daunting and unsympathetic to young people in her situation.

Her lucky break came when YellowBridge received a \$220,000 grant from Hand Heart Pocket the

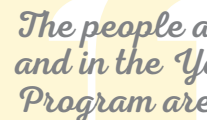
Charity of Freemasons Queensland to launch its Youth Matters program with the goal to provide a bed for every young person experiencing homelessness in Toowoomba by 2025.

The funding allows YellowBridge to head-lease eight two-bedroom units, providing accommodation for 16 young people who are supported by a full-time case worker.

To her relief and delight, Sarah was offered a place in one of the units.

“It is amazing to have my own place and know that I don’t have to worry about the lease ending and then struggling to find somewhere else to live,” Sarah said.

“The people at The Haven and in the Youth Matters program are amazing. They have dedicated a lot of hours to me and tried really hard to help me. It is amazing the amount of effort they go to and how much they care,” she said.



*The people at The Haven
and in the Youth Matters
Program are amazing.*



VEHICLE DONATION HELPS YOUTH HOMELESSNESS

HELPING YOUNG PEOPLE AT RISK OF HOMELESSNESS JUST GOT A WHOLE LOT EASIER FOR YELLOWBRIDGE QLD'S YOUTH SERVICES TEAM.

The small team who provide 24-7 residential care to young people experiencing homelessness has received a new Toyota Yaris Cross from Toowoomba Toyota.

Toowoomba Toyota provided the hybrid vehicle after re-signing as the Exclusive Vehicle Sponsor for YellowBridge QLD.

The partnership between the two Toowoomba businesses began in 2016 and also provides YellowBridge with a sedan and 8-seater van that it uses for its disability support program.

"We are extremely grateful to Toowoomba Toyota for their ongoing support as our exclusive vehicle sponsor," YellowBridge QLD CEO Adrian Bonica said.

"Our youth services team is overjoyed to receive the new Yaris Cross – they are so excited."

"It will be a huge help in moving young people into accommodation and driving them to appointments and work."

"Our youth services team does an amazing job helping vulnerable young people and this new car will be put to very good use."

Dealer Principal Brett Motton said Toowoomba Toyota was pleased to re-sign its partnership with YellowBridge and provide an additional vehicle to support its important youth work.

"We take our business and social responsibilities very seriously and

supporting the local community through partnerships like this one is important to us," Mr Motton said.

"We are really grateful for organisations like YellowBridge that support people in our community who need help."

"Knowing this vehicle will be helping dedicated and passionate youth workers to support vulnerable young people makes us feel proud that we could do something to help."

This vehicle will help workers to support vulnerable young people.



Collectables

Our boutique op shop celebrated its fifth birthday in June and moved into its new premises at 7 Russell Street in April.

The new location offers greater street exposure and the internal shop area is larger and more comfortable.

Our woodwork workshop also relocated to a shared spare within DGT's larger manual workshop site providing greater opportunities for our clients with a disability.

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, 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.

Foundation Partner

Toowoomba Toyota
Beyond Your Expectations!





Yellow Bucket Appeal

The 6th Yellow Bucket Appeal was a great success with 367 buckets filled with gourmet Christmas goodies. It was an extra special Appeal this year as we celebrated McConachie Stedman's fifth year as our major sponsor.

Our Christmas Appeal has gone from strength to strength and we do not underestimate the value of McConachie Stedman's role in this success. Their staff and customers enthusiastically support the Appeal and this year filled an impressive 51 buckets with their own donations.

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



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 500 posies to strangers and those we know need a kind gesture.

It was inspired by the Random Acts of Kindness movement and we have now made it our own.

Each week, one of our clients and their disability support workers collect the two yellow posies from The Luxe Bloom who covers half of the flower costs.

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

Our special thanks to Amanda from The Luxe Bloom at Highfields who skilfully prepares the bouquets for us.

Exclusive Partner



Charity Christmas Cards

Our Christmas card series is great fun. Last year, our front card designs incorporated our favourite Australian native animals with festive decorations.

This year we collaborated with our friends from Tall Timbers Quilting Group in Highfields who chose their best Christmas-themed creations for our covers.

The result was five beautiful cards printed on superior art card and packaged into a card set for sale through our boutique op shop, Collectables.

We were delighted to share the creative talents of our local quilters in this year's series.





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

Butterfly Hands

Hike for Homelessness

Homeless for a Night Sleepout

Jeans for Genes Day

Jobs Taskforce Roundtable

Movember

National Homeless
Prevention Week

National Youth
Housing Conference

QShelter regional representative

RUOK Day

Safe Work Month

SPiN Working Group

Skilling Queenslanders
for Work (Regional panel)

Toowoomba Carnival
of Flowers

Toowoomba Christmas
Tree Festival

Toowoomba Housing
Hub (Co-Chair)

Toowoomba Refugee
and Migrant Support

World Environment Day

Youth Homelessness Roundtable



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



NEW PARTNERS

- Akadia Training
- Downs Group Training
- Royal Flying Doctor Service
- Edge Financial
- Vanguard Laundry
- Betta Electrical

GENEROUS PEOPLE AND BUSINESSES

- A G Rigging and Steel
- Commonwealth Bank
- Complete Driving School
- Department of Transport and Main Roads
- Dianne Surtess
- Future 2 Foundation
- Golden Harvest Roadhouse
- Good Samaritan Op Shop
- Gus Hamilton
- Ironbark Timber Supplies
- Jenny Godwin
- Lady Bowen Trust
- QUOTA International of Toowoomba
- REMAX Success
- Selena and Scott Park
- Stuart Moar
- Tall Timbers Quilting Group
- The George Family
- Toowoomba & Districts Masonic Council
- Rotary Club of Toowoomba East
- 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.

*We make a living by what we get,
but we make a life by what we give.*

WINSTON CHURCHILL

**OUR
BOARD**



Chair

CAROLYN BROWN

Director, Time Made



Deputy Chair

GEOFFREY JORDAN

Principal, Century 21 Marsden Realty



Director

CAMERON STEVENSON

Director, Acumen Accounting



Director

TOM HAYDOCK

Director, Lavish Constructions



Director

LISA KING

Director, Crunch Practice Solutions



Director

TIM MCGOWAN

Legal Counsel, FKG Group

*No one can whistle a symphony.
It takes a whole orchestra to play it.*

H. E. LUDDOCK

OUR LEADERSHIP TEAM



ADRIAN BONICA
Chief Executive Officer



JODIE COLLINS
Chief Operating Officer



SANDY JENKINSON
Senior Administration Manager



MARIA SLOANE
General Manager
Home Services & Housing



GAIL YATES
General Manager
Disability Services

FINANCIAL HIGHLIGHTS

INCOME AND EXPENDITURE SUMMARY

	Year end 30 June 2021	Year end 30 June 2020
Revenue	13,285,216	12,124,167
Expenses	12,376,085	11,285,021
SURPLUS/(DEFICIT)	909,131	839,146

BALANCE SHEET SUMMARY

Assets		
Cash and Equivalents	1,669,610	2,114,000
Total Assets	8,152,861	7,339,761
Liabilities		
Employee Benefits	631,406	719,257
Unspent Funding	0	376,920
Total Liabilities	2,991,517	3,087,549
EQUITY	5,161,344	4,252,212

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Further copies may be obtained from contacting YellowBridge QLD. To view an electronic version visit www.yellowbridgeqld.com.au

For the full audited 2020/21 financial statements, please visit our website or contact Adrian Bonica at AdrianB@yellowbridgeqld.com.au

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