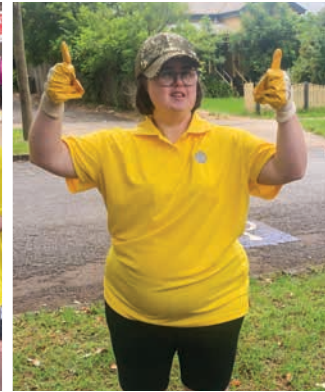




CONNECTING LIVES



EYES FORWARD

Annual Report 2021-22



Congratulations Des and Liza!

2021 Business DisABILITY Award winners

YellowBridge Founding Member Des Orr received the *Judy Antonio Memorial Award*.

Liza Chilly won the inaugural *Indigenous Champion Award*.

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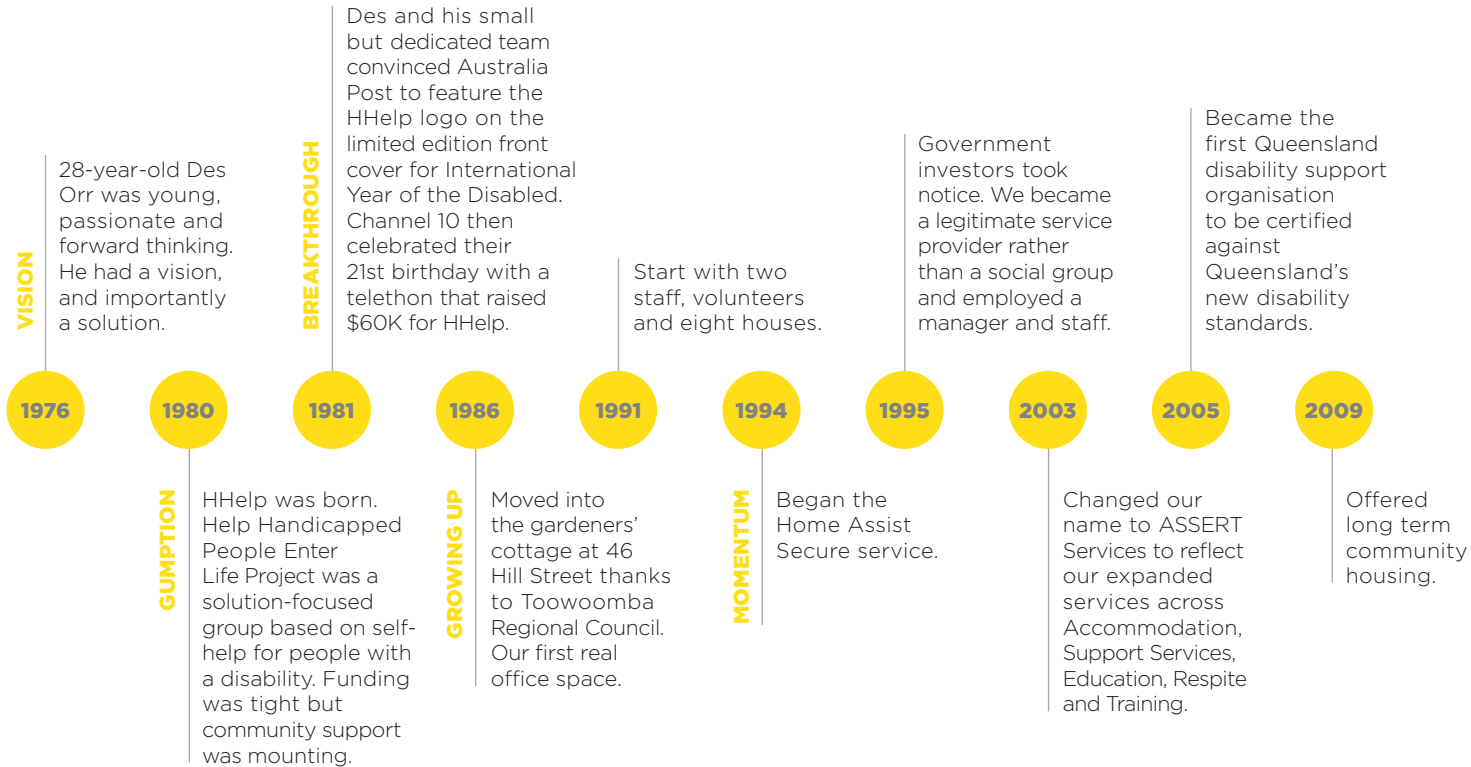
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OUR JOURNEY





CHAIR'S COMMENT

Carolyn and guest speaker Angela Brown present awards at the YellowBridge 2021 AGM.

Carolyn Brown

I read once, “Every day may not be good, but there is something good in every day”. How true.

When I reflect on this year, I can't help but notice all the examples of 'good' that YellowBridge has managed to find or make happen. Yes, there were ongoing difficulties related to the COVID-19 pandemic, but a team spirit and steely resolve ultimately triumphed. Yes, there were challenging migrations to new systems and technology upgrades, but a strong work ethic and determined attitude triumphed here too. Yes, there were more people than we could possibly help with finite resources, but the record service we did provide was nothing less than triumphant. So much good!

Thank you to every staff member who rallied and resolved to see the 'good' in every day. All your individual acts of positivity did add up to a rewarding whole. Managing through challenging times is less about ability, and more to do with attitude. Since attitude is a choice, everyone can adopt a good

attitude. Thank you for seeing and choosing good.

Maintaining financial viability in these COVID new-normal times demands equal measures of courage, commitment and creativity. YellowBridge is a significant community organisation, managing a budget of \$12.7 million, employing a staff of 140 and delivering important services to more than 3500 people each year. It is a big responsibility, and we are grateful to the Australian and Queensland governments for their continuing investment and confidence.

YellowBridge is all about collaboration and community. You see this everywhere you look. We cannot talk about YellowBridge's achievements without recognising the valuable contribution of our supporters. They help us to realise our true potential and this year contributed a record \$1.8 million in grants and donations. There is a lot of good to see right here. It makes me proud to see YellowBridge and its staff pay-forward this generosity by directly supporting 14 community events to the

value of \$36,000. It was another proud moment when we opened our doors to host Business@Dusk with Toowoomba Chamber of Commerce and the local business community.

Special congratulations to YellowBridge's founder Des Orr whose community service was recognised at the 2021 Toowoomba Business disABILITY Awards where he was honoured with the Judy Antonio Memorial Award.

Thank you to my fellow Board members for 'seeing and doing good' too and I wish Geoffrey Jordan all the best for the future after 11 years' service as a Board Director. Sadly, this is my last Report as Board Chair. It has been a privilege to serve YellowBridge over the past six years in this role. I am immensely proud of our contribution to this great region and the difference it makes, every day, in the lives of everyday Australians. I will remain on the Board as a Director and I look forward to what's next. There is a lot of good that has been done, and the future only looks good.



CEO'S REPORT

Adrian celebrates the 2021 Toowoomba Business DisABILITY Awards with YB Director Tom Haydock.

Adrian Bonica

EYES FORWARD

English singer Billy Ocean sang:

*When the going gets tough,
the tough get going.*

The lyrics could have been the theme song, or war cry, for many organisations and communities this year. It certainly was apt for YellowBridge.

While on the surface the threat of the COVID-19 pandemic appeared to diminish and major restrictions lifted or eased, the reality meant we were definitely not out of the pandemic woods. The health and safety of our clients and staff remained our number one priority. Rising levels of illness throughout the community had significant flow-on effects to our staffing levels with many staff forced into home isolation to protect themselves and our vulnerable clients.

If last year taught us anything, it was how to face uncertainty and challenges outside our control. This year was filled with similar tests but we were confident about our capacity to survive and thrive. We have learned that the best way through is with spirits high, hearts open and eyes firmly forward.

EXCEPTIONAL EFFORT

As they say, the proof is in the pudding, and we certainly have served up an exceptional pudding.

We delivered another record number of client support hours across our youth, housing and home services programs. We attracted our largest amount of new and renewed funding to date (\$1.8 million). We achieved our best performance in quality system audits while completing a record number of 425 system improvements. We accomplished 95 percent of our business targets, delivered record investment in professional development (\$130,000), and managed a very respectable budget of \$12.7 million.

We did this against a backdrop of no extra government assistance (such as JobKeeper which provided us with critical financial security in 2020 and 2021), the pandemic's ongoing uncertainty and threat of lockdowns, vaccination requirements and border closures, and the challenge of keeping skilled staff in a highly competitive labour market.

Our ability and capacity to realise these achievements in spite of everything is something we are very proud of. We understand no triumph is ever achieved in isolation. It has been a remarkable team effort by our Board, staff, funders, corporate partners and community supporters. Thank you.

IN DEMAND

The demand for our services across housing, home services, disability support and youth remained at record levels.

The Home Services program, which delivers services to seniors who live independently, experienced the greatest increase of 67 percent due to the expansion of our Home Care services. To cater for this extra demand, we appointed a second Home Care manager and continued to recruit more home care workers. We also welcomed new General Manager Dianne Jones.

The Housing team supported a record 523 people in community housing. More people than ever are seeking affordable housing and the need is relentless. The national housing crisis continues to squeeze young people out of the private rental market which has had a flow-on effect for social housing programs. Unsurprisingly then, our live-in and mobile support programs delivered through our residential facility, The Haven, remained at full capacity. Fortunately, we were able to support another 24 young people in privately leased properties thanks to the Youth Matters Housing project, which is funded by Hand Heart Pocket the Charity of Freemasons Queensland. We restructured the Housing and Youth teams to create a combined department headed by a General Manager for Housing & Youth Donita Bellette to better service the growing demand in this sector.

The Disability Support team were most affected by the pandemic challenges because our workforce of 80-plus support workers could not escape the impacts of illness, home isolation requirements and service delivery interruptions. It is testament to their dedication and team spirit that they managed to still deliver more than 100,000 hours of client support, run 24 weekly group activities and launch a new respite service. Definitely eyes forward with a determined glint in them.

The demand for our services remained at record levels.

SMART, SUSTAINABLE, SUPPORTIVE

We delivered on our commitment to ongoing investment in new and improved systems and processes by completing the implementation of seven new systems, undertaking a record number of 425 system improvements, and achieving our best performance in all quality system audits. We invested \$265,000 in asset upgrades and installed rooftop solar panels at YB Central to further reduce our carbon footprint and align with our environmental ethos.

We are grateful to our many partners and kind supporters who help us achieve our goals. We developed 12 new partnerships and renewed 11 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 sixth year, Suncorp who continued their support of The Haven through their Brighter Futures program, and Hand Heart Pocket the Charity of Freemasons Queensland who is helping us to provide accommodation and case management support for more young people.

We are determined to be an Employer of Choice so doubled our investment in professional development for our staff and continued our generous Employee Assistance Program. Although staff turnover was up due to consequences of the pandemic, the majority of our staff remained very satisfied with their work with 87 percent reporting a high satisfaction score in the annual staff review.

FAREWELLS, NEW BEGINNINGS

The life of an organisation is best reported by the people who share their heart with it.

We are fortunate to have many devoted people who make an important contribution to our organisation and the lives of the people we support.

We said goodbye to Board member Geoffrey Jordan after 11 years of dedicated voluntary service and welcomed new Director Dominika Ryan. This will also be the last Annual Report that I share with Board Chair Carolyn Brown as she will retire from the role at the next AGM along with founding member, Barry Whisson.

I would like to thank all of our serving and retiring directors and members for their valuable contribution and their unwavering belief in the value of community organisations and the service we provide to make communities better, stronger and happier.

It has been another year of contrasts that is for sure. We have chosen to stare down the uncertainties and challenges with fierce determination and have ultimately succeeded. Well done, and thank you.



CONNECTING LIVES

THE
HEART
OF IT

Jessie-Leigh with her candle store at the Cabarlah Markets with support worker Jamee.

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 RECORDED **SUPPORT HOURS** IN YOUTH, HOUSING AND HOME SERVICES

RECEIVED **\$1.8 MILLION** IN DONATIONS, GRANTS AND FUNDING OPPORTUNITIES

ACHIEVED **87%** STAFF SATISFACTION RATING

IMPLEMENTED **7 NEW** BUSINESS SYSTEMS

ACHIEVED **95%** BUSINESS TARGETS

ACHIEVED **BEST PERFORMANCE** IN QUALITY SYSTEM AUDITS

COMPLETED RECORD NUMBER OF **SYSTEM IMPROVEMENTS**

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

DELIVERED **370 BUCKETS OF JOY** FOR 7TH YELLOW BUCKET CHRISTMAS APPEAL

HIGHLIGHTS

A smiling man in a firefighter's uniform, wearing a helmet and a jacket with reflective stripes, is holding a young tree sapling. He is standing in a woodshed or workshop, with wooden planks and beams visible in the background. The entire image has a yellowish tint.

SUPPORTED **7 MICRO SOCIAL ENTERPRISES** BY CLIENTS

DELIVERED **RECORD INVESTMENT** IN PROFESSIONAL DEVELOPMENT

PROVIDED SERVICES TO **3,850** PEOPLE

DELIVERED **24,658** HOME SERVICES FOR SENIORS

PROVIDED COMMUNITY HOUSING FOR **523** PEOPLE

PROVIDED **11,020** HOURS OF YOUTH SUPPORT

PROVIDED **101,845** HOURS OF DISABILITY SUPPORT

HAVE **23 NEW** AND CONTINUING PARTNERS

STAFF DONATED **\$8000** AND SUPPORTED **14 EVENTS** THROUGH WORKPLACE GIVING



BETTER BUSINESS

SMARTER, STRONGER, BETTER IS OUR BUSINESS APPROACH.

We believe that a smart and sustainable business will ultimately bolster our capacity to provide more and better services to our clients. That is why we are committed to ongoing investment in new and improved systems and processes. We are proud to have completed the implementation of seven new systems across finance, client management and staff rostering. This significant investment puts our business in a strong position for future growth and continued excellence in service delivery and management.

Our commitment to Quality has never been stronger. We completed a record number of 425 system improvements across the business. Gratifyingly, our performance in all quality system audits in every business area was the best on record. We received the least number of improvement recommendations and obtained zero non-conformances. This is an outstanding achievement and a reflection of our team's hard work and dedication.

In other successes, we achieved 95 percent of our business targets and completed six business reviews. We attracted \$1.8 million in new and renewed funding, an increase of \$400,000 from last year. This comprised of \$105,114 in donations, \$13,949 in small grants and \$1,754,868 in large grants.

We managed an overall budget of \$12.7 million, which was down from \$13.5 million last year due to the conclusion of the JobKeeper government assistance.

We invested \$265,000 in asset upgrades. We continued the staged upgrade to our motor vehicle fleet and purchased two new vehicles from our corporate partner, Toowoomba Toyota. Old vehicles will be gradually replaced with more efficient vehicles that provide improved comfort and accessibility for our staff and clients. We are grateful to Toowoomba Toyota for their ongoing support as Exclusive Vehicle Sponsor, which includes the provision of three sponsored vehicles.

Looking after our business also means finding ways to reduce our impact on the environment. The most significant example of this was the new roof-based solar electricity system installed at YB Central, which will deliver expected savings in electricity costs of more than \$15,000 annually.

We cannot achieve a smart and sustainable business without investing in our staff. We delivered record expenditure on professional development at \$130,000, doubling our investment in people from last year. Our company-wide emphasis on health and safety continued to pay dividends with staff submitting 502 safety reports. The Employee Assistance Program which provides staff with access to professional counselling and psychology services was well supported and fully subscribed again.

The Leadership Team welcomed Nicole Boyge to the new role of Manager People and Culture.



BRIGHT BUSINESS

Chop Muir Collects donations from Toowoomba Toyota for the 2021 Yellow Bucket Appeal.

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



PEOPLE POWER

139 49 full time
77 part time
STAFF 13 casual

65%
FEMALE

35%
MALE

4.88
AVERAGE YEARS' SERVICE

15%
STAFF TURNOVER

14%
**STAFF FROM CULTURALLY
DIVERSE BACKGROUNDS**

87%
**STAFF SATISFIED OR HIGHER
WITH THEIR JOB**

102
CONTRACTORS

OUR MOST IMPORTANT ASSET IS OUR PEOPLE.

Our staff and contractors made an impressive team, delivering record levels of service support across our youth, housing and home services programs. This achievement was made all the more notable because staff turnover was at a peak due to illness and home isolation requirements related to COVID-19.

Staff levels have almost returned to pre-COVID numbers but it has been a challenge to recruit suitably skilled staff due to workforce pressures and shortages.

We are very fortunate to have a highly-experienced and dedicated team of almost 140 staff. Despite the ongoing industry challenges and uncertainties of the past year, the majority of our staff remain very satisfied with their work as reported in the annual staff review. This makes us extremely proud and reassures us that our record investment in skills and wellbeing is recognised and appreciated. 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.

True to form, our staff opened their hearts and pockets and contributed \$8,000 through the workplace giving program and supported 14 community events as a volunteer or participant. They were also the backbone of our Yellow Bucket Appeal, donating Christmas items and helping to fill and deliver 370 bucket hampers. Proof of their compassion and generosity once again.

Celebrating *dedicated service*



DEANNE McCOIST
Disability Support Worker



JUSTIN BIENKE
Disability Support Worker



NICHOLAS MORGAN
Yard Maintenance Team Member



CHOP MUIR
Operations Officer



MICHAEL LAGU
Yard Maintenance Team Member



RYAN WALKER
Special Projects



LEONIE GODWIN
Residential Support Officer



ARAMINTA PEARCE
Disability Program Support Officer



DIANNE BONELL
Disability Program Support Officer



PHILIP DENG
Disability Support Worker



MITCHELL GRAY
Yard Maintenance Team Member



TRACEY HUNT
Disability 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 2021 Spirit Award winners were:



JESSICA FLINTOFF

ARAMINTA PEARCE

DIANNE BONELL

MARLINA-RAE PERN

JORDAN DARR



HOME SERVICES

1,309

NEW CLIENTS

3,193

TOTAL CLIENTS

24,658

NUMBER OF SERVICES

6,679

HOURS OF HOME CARE

342

MODIFICATIONS COMPLETED

16,174

YARD SERVICES

15

SERVICE AREAS

110

CONTRACTORS AND PARTNERS

30

STAFF

OUR **HOME SERVICES** PROGRAM INCLUDES:

**HOME ASSIST SECURE
HOME MODIFICATIONS
YARD MAINTENANCE
HOME CARE PACKAGES**

Our home services were in hot demand with nearly 25,000 services delivered across 15 townships. This demand continues to grow year on year with no signs of abating. Our yard services increased by 15 percent despite many wet weather events. We appointed a second Home Care manager and doubled the size of the Home Care team, which surpassed last year's amount of in-home care by an impressive 2676 hours. We delivered 19,000 hours of maintenance support and 342 home modifications to help clients adjust their homes to suit their changing needs. We successfully applied for an extra \$75,000 in funding to meet the demand for modifications and established a new partnership with a local builder which will boost our capacity to complete more modifications with shorter wait times. We welcomed a new General Manager

who has focused on preparing the department for changes in the aged care industry from 2024. Recruiting suitable staff in other key positions has been a challenge along with high staff turnover due to a range of factors including ongoing impacts of the COVID-19 pandemic. Illness and the related health requirements for staff to home isolate did make it more difficult to deliver consistent services at times. We enjoyed being part of the annual Seniors Expo again and spending time with our valued service partners at our Contractor Breakfast. The feedback from our client survey was very positive and lets us know where we can make improvements. 82 percent said they received help they needed; 67 percent said they received that help how they wanted it; and 96 percent said that staff treated them with respect.



HOUSING SERVICES

132

PROPERTIES MANAGED

47

NEW TENANCY AGREEMENTS

523

PEOPLE ACCOMMODATED

17

**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**

The growing demand for, and scarcity of, affordable housing is a nation-wide issue. Many housing programs like ours, are feeling the pressure from increases in demand, rent and competition and are finding it increasingly difficult to maintain their housing portfolios. Amongst the ever-present challenges, our motto has been to focus on what we can control. The relationships with our clients, like-minded organisations and local real estates have been critical to our success this year – accommodating 523 people and maintaining a housing portfolio of 132 properties.

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. We implemented new software, Rentfind

Inspector, to conduct property inspections which has improved the service and communication to our clients with inspection reporting that is clear and transparent. 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 possibly the predominant way we will secure most of our headleases in the future.

Outside the office, our team volunteered time and effort to organise a breakfast event for the program's valued contractors and support local community events including Hike for Homelessness, Homelessness Expo and Homeless for a Night Sleep Out (pictured).

Haven
ate rentals
r



YOUTH SERVICES

16

**YOUNG PEOPLE
ACCOMMODATED
AT THE HAVEN**

24

**YOUNG PEOPLE
ACCOMMODATED
IN PRIVATE RENTALS**

13

**YOUNG PEOPLE RECEIVED
MOBILE SUPPORT**

11,020

**HOURS OF SUPPORT
PROVIDED**

3

HIGH SCHOOL GRADUATES

\$26,450

**DONATIONS AND GRANTS
RECEIVED**

8

STAFF

OUR **YOUTH** PROGRAM INCLUDES:

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

Young people are both resilient and vulnerable and there is nowhere better to witness this reality than in our youth support program. The national housing crisis continues to squeeze young people out of the private rental market which has had a flow-on effect for social housing programs and their growing wait lists. Unsurprisingly then, our live-in and mobile support programs delivered through our residential facility, The Haven, remained at full capacity. Fortunately, we were able to accommodate and provide case management support for another 24 young people in privately leased properties thanks to the Youth Matters Housing project, which is funded by Hand Heart Pocket the Charity of Freemasons Queensland and was officially launched in July.

We are tremendously grateful to the many local people, businesses and government agencies who have provided invaluable financial and in-kind assistance. We received \$26,450 in grants and donations as well as many volunteer hours, primary funding from the Department of Communities, Housing and Digital Economy and a sponsored car for Youth Matters from Toowoomba Toyota.

Residents at The Haven were delighted when their home was freshly painted and new blinds installed thanks to the Suncorp Brighter Futures Fund. Other highlights included the annual trip to Stradbroke Island and three young people graduated from high school.



DISABILITY SERVICES

67
CLIENTS SUPPORTED

101,845
HOURS OF CLIENT SUPPORT

24/7
SUPPORTED LIVING

1
BOUTIQUE OP SHOP

1
RESPITE FACILITY

6
SUPPORTED LIVING HOUSES

1,104
GROUP ACTIVITIES

84
STAFF

OUR **DISABILITY** PROGRAM INCLUDES:

INDIVIDUAL SUPPORT
GROUP SUPPORT
INDEPENDENT LIVING WITH 24/7 SUPPORT

We delivered more than 100,000 hours of support to 67 clients despite the ongoing pandemic challenges. Many staff contracted the virus which meant they had to isolate at home and were unavailable for support shifts. This proved a major challenge for rostering as we worked hard to cover the staff gaps. Fortunately, our great staff banded together and, with a positive attitude and helpful perspective, made the best out of challenging circumstances.

After months of careful preparation, we successfully implemented Skedulo-Lumary across the department, which is an integrated workforce management and scheduling system, and adjusted all client support plans to accommodate new regulations under the Social, Community, Home Care and Disability Services Industry Award.

There were many bright moments for staff and clients, including first-time holidays, football games, theatre shows, parties and trips to the zoo. Our group activities program offered 24 different activities each week for our clients, Collectables op shop flourished in its new location at 7 Russell Street and clients enjoyed the use of the impressive DGT woodwork shed.

We also welcomed clients to our new respite facility, which provides clients the opportunity to spend time away from the family home to increase their independent living skills and enjoy excursions and activities of their choice.

Our team of experienced and skilled disability support staff are passionate about working together to deliver a high quality service to our clients.



IN THE NEWS

ON TRACK TO END YOUTH HOMELESSNESS

EVERY NIGHT, AROUND 130 YOUNG PEOPLE ARE LIVING ON THE STREETS IN TOOWOOMBA. THE CITY'S 11 BEDS FOR HOMELESS YOUTH ARE ALWAYS FULL SO MOST HAVE NOWHERE TO GO.

YellowBridge provides seven of those beds through its youth support facility The Haven but it decided more needed to be done, particularly when it has the solution.

Their campaign, Youth Matters, aims to provide a bed for every young person experiencing homelessness by 2025.

“Ending youth homelessness is a community-wide responsibility that needs support from both the private

and public sectors,” YellowBridge CEO Adrian Bonica said.

“We need to take youth homelessness seriously,” he said.

Despite what some people may think, young people do not become homeless by choice. The real issues are complex and varied.

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.

YellowBridge has already made good progress and organised eight properties which are now providing accommodation for 14 young people.

They received start-up funding from Hand Heart Pocket the Charity of Freemasons Queensland which will help to fund the transitional accommodation and employ a case manager over the next two years.

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

“Providing a safe place to live can turn young lives around.”



MORE SUPPORT FOR YELLOW BUCKETS

THE YELLOW BUCKET CHRISTMAS APPEAL CONTINUES TO ATTRACT MORE SUPPORT FROM THE LOCAL COMMUNITY.

The 7th Appeal packed and delivered 370 yellow buckets with more than 5000 gourmet Christmas delicacies thanks to donations from staff and 20 supporting businesses including major sponsor McConachie Stedman.

The Appeal has distributed 2000 yellow buckets filled with gourmet Christmas food to people in need throughout Toowoomba since its humble beginnings.

YellowBridge chief executive officer Adrian Bonica said the Appeal was a favourite time of year for the community organisation.

“Christmas is meant to be a special time of the year filled with love and happiness,” Mr Bonica said.

“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,” he said.

“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 sixth 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 over 60 buckets this year,” Director Amanda Roberts said.

The majority of the Christmas food and products are donated by YellowBridge staff, partners and suppliers who have embraced the annual appeal and the opportunity to ‘give back’ to others in their local community.

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.



RELIEF FOR

TOOWOOMBA'S CARERS

TO HER FAMILY AND CLOSEST FRIENDS, JOANNE MCCORLEY IS FONDLY KNOWN AS QUEEN JO-JO, MUCH TO HER DELIGHT.

The 41-year-old loves singing, dancing, colouring in, puzzles, craft and even doing the household chores.

For 12 years, Jo has attended weekly group classes at YellowBridge QLD and received individual support to increase her confidence, be part of the community and improve her independent living skills.

She volunteers at Meals on Wheels and attends cooking classes on Monday, goes to the gym and dance class on Tuesday and has scrapbooking and sports on Thursdays.

When YellowBridge opened its new respite service for people with a disability this year, Jo was the proud first guest.

According to the Australian Bureau of Statistics, approximately 10,000 people in Toowoomba need help in their day-to-day lives due to a disability.

That daily help is provided by carers – the mothers, fathers, partners, siblings, grandparents and guardians – who provide countless hours of unpaid care, attention and support for their loved one living with a disability.

“Our new respite care service is designed to provide relief or time-out for a carer, or when they are unavailable for any reason,” YellowBridge General Manager for Disability Support Gail Yates said.

“It is help for the helpers,” she said.

The YellowBridge service offers short or medium-term respite accommodation with one-on-one support.

“Respite guests have a great time. We go on excursions, play games, learn new skills and anything else that they want to do,” Ms Yates said.

During her respite stay, Jo and her support worker enjoyed lunch out, went swimming, visited Peacehaven Park, cooked meals and did lots of her favourite hobby, colouring-in.



Our respite service is designed to provide relief for a carer.



EXTRA SPECIAL



Yellow Bucket Appeal

The 7th Yellow Bucket Appeal was a great success with 370 buckets filled with gourmet Christmas goodies.

We also celebrated McConachie Stedman's sixth year as our major sponsor. Their staff and customers enthusiastically support the Appeal and this year donated enough Christmas items to fill an impressive 60 buckets.

We are grateful to the many other people and local businesses who choose 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 has flourished since moving into its new, larger premises at 7 Russell Street.

The greater street exposure along the soon-to-be-refurbished Russell Street and larger shop area have been beneficial for business and back-of-shop client activities.

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.

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 600 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.

This year, we welcomed a new floral partner, Botanica Rose Farm, after our inaugural partner The Luxe Bloom retired her business.

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 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.

Exclusive Partner





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

Hike for Homelessness

Homeless for a Night Sleepout

Jeans for Genes Day

Jobs Taskforce Roundtable

Movember

National Homeless
Prevention Week

National Youth
Housing Conference

Pyjama Foundation

QShelter
Regional Representative

RUOK Day

Safe Work Month

Seniors Expo

Skilling Queenslanders for Work
(Regional panel)

SPiN Working Group

Toowoomba Business
DisABILITY Awards

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



SUPPORTING PARTNERS

- Ability Enterprises
- Akadia Training
- Betta Home Living Toowoomba
- Catholic Care
- Darling Downs Affordable
- Downs Group Training
- Edge Financial
- Floranda Services
- Milestones Employment CPL
- Right At Home
- Royal Flying Doctor Service
- Stag Machinery
- Vanguard Laundry

GENEROUS PEOPLE AND BUSINESSES

- A G Rigging and Steel
- Complete Driving School
- Department of Transport and Main Roads
- Dianne Surtess
- Future 2 Foundation
- Golden Harvest Roadhouse
- Good Samaritan Op Shop
- Gus Hamilton
- Heritage Bank
- Ironbark Timber Supplies
- Jenny Godwin
- Lady Bowen Trust
- Learner driver mentors: Ryan Walker, Peter Conaghan, Jenny Spain, Nicole Boyce
- QUOTA International of Toowoomba
- REMAX Success
- 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.

*One person can make a difference,
and everyone should try.*

JOHN F. KENNEDY

**OUR
BOARD**



Chair

CAROLYN BROWN

Director, Time Made



Secretary (Retired June 2022)

GEOFFREY JORDAN

Principal, Century 21 Marsden Realty



Director

TOM HAYDOCK

Director, Lavish Constructions



Director

LISA KING

Director, Crunch Practice Solutions



Director

TIM MCGOWAN

Legal Counsel, FKG Group



Director

DOMINIKA RYAN

Sector Director, VAGO

*Leadership is the capacity to
translate vision into reality.*

WARREN BENNIS

OUR LEADERSHIP TEAM



ADRIAN BONICA
Chief Executive Officer



JODIE COLLINS
Chief Operating Officer



NICOLE BOYGE
Manager People & Culture



GAIL YATES
General Manager
Disability Services



DIANNE JONES
General Manager
Home Services



DONITA BELLETTE
General Manager
Housing & Youth

FINANCIAL HIGHLIGHTS

INCOME AND EXPENDITURE SUMMARY

	Year end 30 June 2022	Year end 30 June 2021
Revenue	12,636,940	13,285,216
Expenses	12,970,597	12,376,085
SURPLUS/(DEFICIT)	(333,657)	909,131

BALANCE SHEET SUMMARY

Assets		
Cash and Equivalents	1,309,442	1,669,610
Total Assets	7,775,740	8,152,861
Liabilities		
Employee Benefits	751,447	631,406
Unspent Funding	0	0
Total Liabilities	2,948,053	2,991,517
EQUITY	4,827,687	5,161,344

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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 2021/22 financial statements, please visit our website or contact Adrian Bonica at AdrianB@yellowbridgeqld.com.au

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