



GOOD THINGS ARE HAPPENING

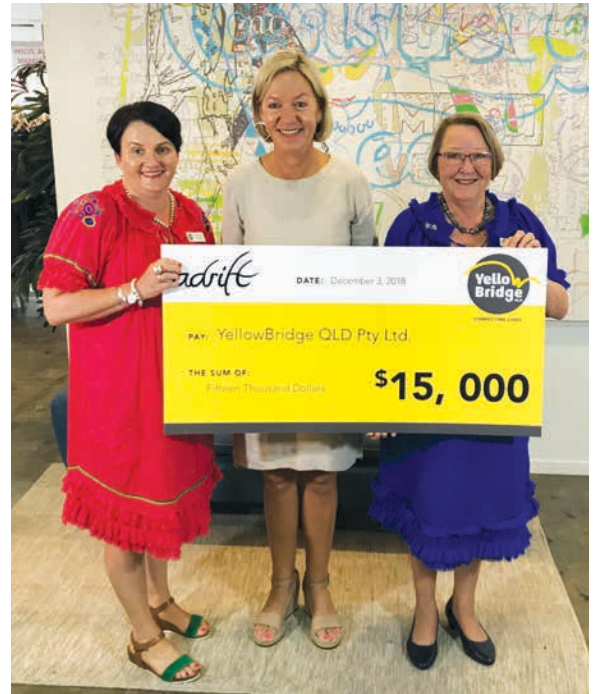
Annual Report 2018-19

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CELEBRATING 365 DAYS OF **GOOD THINGS**



DOING GOOD FOR 40 YEARS

VISION

1976

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

GUMPTION

1980

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

BREAKTHROUGH

1981

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

GROWING UP

1986

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

1991

Start with two staff, volunteers and eight houses.

MOMENTUM

1994

Began the Home Assist Secure service.

1995

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

2003

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

2005

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

2009

Offered long term community housing.

FUSION

2013

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

REVOLUTION

2015

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

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

Became a public company limited by guarantee.

2016

Launched our first social enterprise, Collectables with Minister Coralee O'Rourke.

Achieved recertification of quality standards at the highest international level.

Named Community Group of the Year at the Business Excellence Awards.

2017

Strengthened our partnership program and merged with The Haven, which provides supported accommodation for young people.

2018

Nominated for Community Group of the Year in Queensland Community Awards.

Expanded regional footprint in to 13 towns throughout the Darling Downs and Lockyer Valley.

2019

Adopted a revised Corporate Strategic Plan to reflect business growth and maturity.

Purchased 829 Ruthven Street and commenced renovations on our first whole-of-organisation office premises.

WELCOME

Chair Report - Carolyn Brown

It is my pleasure to present the 2018-19 annual report for YellowBridge QLD.

It has been a privilege to serve a fourth term as Chair of the Board and be part of the many successes over the past 12 months.

From humble beginnings and through the efforts of all those who have worked and volunteered at YellowBridge over the years, we have grown into the diverse and vibrant organisation that we are today. Since day one, the organisation has managed to stay true to Des Orr's objective of lending a helping hand to those who need it the most. Today, we deliver on that promise through a modern and competitive business that directly employs 131 staff who support over 5000 clients to live their life safely and fully. There are many good things happening and much to be proud of.

There is no doubt the demand for our services across the four areas of disability support, aged care, youth homelessness and community housing continues to grow. I am always mindful that in these changing

times we need to remain focussed on what we can do now, remain financially viable and keep a clear eye on the future to continue to grow our capacity to support people in need.

Working together to provide outstanding services and connecting our clients to their community is our commitment. When I reflect on our 136,695 hours of service delivery over the past year I can see these connections are strong. This is further enhanced with sharing our news and recognising achievements amongst the entire YB community through our continuing monthly e-newsletter YB News, the dedicated Home Services newsletter Home Services News and the newly introduced DS Connect for our disability clients and families. It is a privilege to share these stories widely.

To complement our services, many initiatives have been implemented to provide greater outcomes for our clients. For the third year running we are proud event partners of the successful Business DisABILITY Awards which highlights the work of local businesses embracing inclusivity and diversity in their workplaces and showcasing the abilities of people with a disability. The launch of our first children's

storybook, Rachel's Quest, also provided the opportunity to increase understanding of the abilities of people living with a disability. On a similar vein our Banter series and the commencement of our Wise Humans of the Downs project, both tackling the issue of social isolation in our seniors is a great example of connecting our clients to our community. The much-needed renovation of the Stepping Stone Cottage at The Haven can also be added to this list making for a very memorable year.

Our commitment to our strategic goals is unwavering, delivering 96% of our 82 corporate targets. We have clear direction on what we need to do and where we are going. This, coupled with our continuing certification across four quality standards that underpin how we do business, gives YellowBridge a strong foundation for our operations. This year has also seen us begin the transition to the Quality and Safeguards Framework, the Aged Care Quality Standards and ISO 45001 Occupational Health and Safety. Although this represents a large amount of work, it will further strengthen our delivery of quality services. Behind the scenes, YellowBridge is also investing



CAROLYN WITH PENNY HAMILTON AND HAND HEART POCKET CHIEF EXECUTIVE OFFICER GARY MARK.

A PROGRESSIVE COMMUNITY IS ONE WHERE NO ONE GETS LEFT BEHIND, REGARDLESS OF THEIR ABILITIES OR IDENTITIES.

significantly in the systems required to enable us to continue to offer a very high level of personalised service to our clients.

I commend the staff for embracing the new strategic pillar which has the focus to 'use our voice' and become more proactive and engaged in public or policy matters that are relevant to our clients and their needs. Their knowledge, skills and commitment to be part of the solution has given traction to issues such as ending youth homelessness by 2022 in our city, addressing the funding gap for our seniors to remain safely in their own homes, providing an opportunity for our hidden deaf community to be seen and working with the National Disability Insurance Agency to work through the challenges of this life-changing reform.

Being a not-for-profit largely funded by public money we are very aware of the responsibility this entails. I acknowledge the support of the Australian and Queensland

governments for their continuing investment and confidence in YellowBridge which allows us to provide continuity of support for people in need. I also sincerely acknowledge the generosity of our partners and our community who continually support our initiatives providing amazing opportunities for our clients that otherwise would not be possible. As I often say, Toowoomba is a very big-hearted and generous community which is why we all love to live here.

We are a financially stable business making a significant contribution to the local economy including employing 131 staff, supporting local businesses and services as our preferred suppliers putting over \$3M into the economy, attracting additional funds of \$484,990 to enhance services to people in need, delivering business efficiency savings of \$104,000 and developing our new premises at the former Skate City, now affectionately known as YB Central, which will secure our long term future.

I offer my sincerest congratulations to the staff of YellowBridge who unconditionally live our values every day to make this world a better place for those less fortunate. It is often said that an organisation is only as good as its people and we definitely are on a winner here. Their passion to do more is inspiring. I'd also like to thank the chief executive officer and senior management team for their capable management and my fellow directors for their leadership.

A progressive community is one where no one gets left behind, regardless of their abilities or identities. YellowBridge is proud to be, and part of, a progressive community and looks forward to continuing to **make good things happen.**

AND HELLO

CEO Report - Penny Hamilton

I am not sure how many people can say that they love coming to work each day ... but I can certainly say that.

To be surrounded by dedicated staff who are proud of what they do for others and continually make good things happen, a Board of directors that embrace their responsibility with equal passion and skill, willing investors and partners that believe in what we do and are confident we are going to do it, and clients that know we have them at the heart of everything we do is why I love coming to work each day.

YellowBridge QLD is privileged to be entrusted with the opportunity to work in partnership with a diverse client base, connecting their lives so they can enjoy a brighter future. During 2018-19 we have experienced success and growth in all areas of the business and the demand for our services across disability support, housing, home services and youth continues to increase.

No matter who we are, we all desire independence - and this does not diminish with age. If anything, it becomes more important to seniors. YellowBridge is honoured to be connected with our senior community and supporting their independence of living safely in their own home and it is our Home Services team that makes this happen. With a client base of over 4,000 clients and 1,452 new clients, the team is always on the go and delivered over 18,000 hours of service including 502 modifications. This year we also expanded our services to include Home Care Packages completing the suite of services to now include in-home care. Our Banter series, aimed at addressing social isolation amongst seniors, continued to attract a positive response. It is a great

initiative that we will soon expand to more areas.

Rolling into our third year under the National Disability Insurance Scheme has certainly provided life-changing opportunities for our clients, coupled with the challenges associated with any significant reform. Like our fellow providers, the demand for our services is outweighing the supply with the major limiting factor being access to skilled workers. However, we are committed to the aims of the NDIS and are determined to see it work for the benefit of our clients and their families. 2018 -19 saw a 15% growth in client numbers with support provided to 87 clients with a total of 109,642 hours of delivery. We have also taken big steps in building four platinum level disability units in partnership with Hand Heart Pocket, The Charity of Freemasons Queensland and Enabled Living with an expected early 2020 completion.

Every young person needs a safe place to live ... and through The Haven we are fortunate that we can provide this. Our Youth Services team supported 15 young people helping them to attend school, keep safe, learn new skills and dream big! They supported a further 10 young people to help them sustain their independent tenancies. The long-awaited renovations of Stepping Stone Cottage were also completed providing an additional much-needed two beds to accommodate the ever-growing demand for youth at risk in our community. Every young person needs a driver's licence and they did that too! Thanks to our wonderful mentor drivers and ongoing support from generous

partners our Haven team helped 16 young people participate in the successful Leaner Driver Program. Nothing says independence like the capacity to drive yourself wherever you need or please.

Having a roof over our heads and a safe living space is a privilege we all enjoy. However, for some members of our community, life has not been so kind and they find themselves in desperate situations. Through our Housing Program and dedicated team we are privileged to lend a helping hand. This year we managed 164 properties and accommodated 452 people - a 25% increase on last year. However, demand continues to outweigh the supply of affordable housing and this is an ongoing concern. The good news is that Toowoomba opened the first Housing Hub in Queensland, a joint initiative with community and government to provide a streamlined one-stop-shop where clients only have to tell their story once. YellowBridge is committed to this initiative as we believe we are always better together. We play an active role in supporting the Toowoomba Housing Hub by providing our services and co-chairing the Steering Committee.

YellowBridge was responsible for managing \$11M of public funds across four different service areas and we take this responsibility seriously. It is our Business Services team who take carriage of this responsibility. This team has worked diligently to improve our systems, processes and business efficiency delivering a financially sustainable business. They have balanced the demands of quality service delivery and ongoing investment by improving our company through system improvement, quality management focus, technology infrastructure and asset management. This work is never finished but each year we find ourselves in a better position to tackle the changing business environment in which we operate. Business Services has also embraced the responsibility of converting the former 'Skate City' into our new contemporary office space - a big task and this team



PENNY AND DONITA (CENTRE) WITH APRIL CAVANAGH (LEFT) AND JULIE SORIC FROM SUNCORP.

IT IS NO EXAGGERATION TO SAY WE WERE OVERWHELMED WITH THE SUPPORT AND GENEROSITY OF BUSINESSES AND PEOPLE.

have it covered. We have always had a dream to be 'one team' and this shift in the very near future will bring that dream to reality.

In a business like ours the safety and wellbeing of our staff and clients is paramount. There is no doubt our workplace presents some significant risks with 131 staff operating across four locations in the community often remotely and solo, 24/7 responsibility, a fleet of 23 vehicles covering over 500,000 kms annually and supporting a client group with diverse needs. Our Safe and Well Program rightly takes a high profile in our everyday business with the consistent message that safety is everyone's responsibility. Over the year we have delivered a strong and varied program resulting in a commendable track record in this area, but we will never rest on our laurels when it comes to our people's safety and wellbeing. We have expanded the program with a longer-term focus on mental health in our workplace, a growing concern across all workplaces.

The quality and breadth of services we offer is not possible without government support. The large portion of our revenue is obtained through Australian and State Government contracts. YellowBridge offers our sincerest thanks to our government partners for their continued investment and confidence in what we do. I am sure you can appreciate there are many demands on government funding across many different social services, worthy organisations and great causes - there is a finite pie which needs to serve everyone. Our government investment is substantial, but the work we need to do is monumental. I am a strong advocate that support for people who are vulnerable has to be a joint response between government and our community - we all need to be in this together. It is no exaggeration to say we were overwhelmed with the support and generosity of businesses and people this year. There are so many examples of big hearts and generous pockets.

We are also mindful of the many great causes that need a helping hand and I applaud our staff and their generosity beyond YellowBridge. This year together, we willingly supported 13 other charities volunteering, raising funds, sleeping out, growing moustaches and bringing our dogs to work all for a good cause.

An organisation is only as good as the people who do the work. It is such an honour, for me, to support the staff of YellowBridge who spend their day ensuring people who need a helping hand, get one. They place our clients at the heart of everything they do. Working in the arena of social services we know there will never be enough time in a day, or enough resources to make everything perfect for the people we serve ... but what we do is make it better. I am very proud of our staff who make good things happen every day and I offer them my sincerest thanks.

VISION

CONNECTING LIVES AND FINDING BRIGHT POSSIBILITIES

MISSION

WORKING TOGETHER TO HELP LIVES SHINE

ON A MISSION

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.



CONNECTING LIVES

HOME SERVICES

Be safe and secure



BRIGHT SPOTS

This year's highlights

Have 50 small and large partners

Helped 16 young people in Learner Driver Program

Key partner in Toowoomba Housing Hub, a first for Queensland

Celebrated the third birthday of our disability social enterprise, Collectables

Delivered 9720 hours of garden maintenance

Continued Banter series to combat social isolation amongst our older clients

Improved safety and security at 2129 households through the Home Assist Secure program

Supported almost 5000 clients across four portfolios

Completed 502 home modifications to help the elderly or people with a disability remain in their homes longer

Supported 10 micro social enterprises by clients

Distributed more than 100 yellow posies as part of our Posey of Kindness campaign

Provided community housing for 452 people

Completed full review of Information Technology systems

Launched our first collaborative story book, Rachel's Quest

Was Event Partner for Toowoomba & Darling Downs Business DisABILITY Awards

Held more than 1350 disability group activities and provided almost 110,000 hours of disability support

Commenced renovations of new YB Central

Received \$484K in donations, grants and opportunities

93% of staff are satisfied with their job

Supported 25 young people through The Haven

Delivered 335 buckets of joy during 4th Yellow Bucket Christmas Appeal

Received approvals for first custom-built home for people with a disability

A STRONG BUSINESS

We believe a strong business needs effective leadership, good governance, high standards and a solid plan for the future.

QUALITY MANAGEMENT AND SYSTEMS

We completed 460 Continuous Improvement items and undertook a Quality Management System audit which led to us maintaining our certification in four key areas:

- ISO 9001 Quality Management System
- Human Services Quality Framework (Queensland Government)
- Community Care Common Standards (Australian Government)
- National Regulatory System for Community Housing Providers (Australian Government)

TECHNOLOGY SYSTEMS

An extensive systems review, including IT strategy development, identified the need to replace two technology systems, which is now underway. A review of the disability management system, ProSims, was commenced as it was not meeting expectations.

FINANCIAL SUSTAINABILITY

The changeable funding of the National Disability Insurance Scheme continued to present challenges for the operating budget and its impact will be closely monitored. While we continue to rely on government funding as our major funding source, we secured almost \$485,000 in additional funds from external sources including grants, donations and opportunities. We were successful in securing \$113,000 in additional funding for our modifications and community rental scheme programs. A review of business efficiency resulted in 19 process changes, which led to savings of more than \$100,000.

LEADERSHIP AND ADVOCACY

We believe strongly in taking initiative and advocating on behalf of issues and causes that reflect our organisation's values. Homelessness has been a key focus this year. We took a lead role in establishing the first community roundtable on youth homelessness and became founding partner and co-chair of the Queensland-first, Toowoomba Housing Hub.

ENVIRONMENTAL RESPONSIBILITY

The Environmental Committee implemented five new initiatives to reduce our impact on the environment. Office paper has been transitioned to 100 percent recycled paper, a carbon offset is paid on electricity charges and recycling collection points have been installed for cosmetic containers, paper, coffee machine disposable pods and toner cartridges. We are now registered for the Container Refund Scheme, which gives people the option to recycle their bottles and cans at participating recycling centres and donate their refund to YellowBridge. The organisation also marked World Environment Day by gifting a tree sapling to each staff member.





BUSINESS DEVELOPMENT

Our Partnership Business Model remains one of our most important focus areas. We continue to invest in ways to develop and improve how we provide our services and special projects in conjunction with like-minded businesses and organisations. We have more than 50 partners who provide small or large contributions through in-kind or financial arrangements. Every partnership is important to us and we are deeply grateful for the community's support. We are committed to strengthening our community relationships and lent our time, expertise or support to many endeavours including Disability Action Week, Aged Care Roadshow, Seniors Week, Toowoomba Housing Hub, National Homelessness Week, youth homeless roundtable, Toowoomba Chamber of Commerce, CBA Community Forum, AICD Roundtable and Q Shelter.

WORKPLACE HEALTH AND SAFETY

Workplace health and safety has become further embedded in the organisation's culture following a restructure of the committee and its processes. Acknowledging that safety is everyone's responsibility, the committee representation and responsibility was increased under the leadership of our Chief Financial Officer and its function reports directly to the CEO. The health, safety and wellbeing of staff and clients is paramount. Approximately 40 percent of staff work remotely, providing care and support to clients in a residential or community setting. Many of them work solo and with a roster that includes night work.

Staff participated in 150 training events that spanned topics such as medication management, manual handling, mindfulness, mental health, first aid, counselling and cross cultural awareness.

Mental health and workplace wellness were significant focus areas. We provided more than 40 wellness initiatives to staff, which included the continuing Employee Assistance Program that offers free and confidential access to a psychologist.

Staff celebrated Safe Work Month in October with another Safe and Well @ Twilight event. They also participated in Bring Your Dog to Work Day, R U OK Day, Movember, Australia's Biggest Morning Tea and the Toowoomba Carnival of Flowers Grand Parade.



A BRIGHT BUSINESS

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

BRIGHT FUTURES

Our Bright Futures Program includes special projects that provide opportunities and experiences above-and-beyond our core services and programs. Wherever possible, we have partnered with like-minded businesses because we know **we are better, together.**

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.*

MEN'S SHED

Provides men with a disability the opportunity to learn manual arts skills and build friendships. Some of their creations are then displayed or sold in Collectables.

RAINBOW CHOIR

Toowoomba's only choir for people with a disability led by an experienced music therapist. They perform regularly at local events and concerts.

POSEY OF KINDNESS

Two yellow posies are distributed to people in need in the local community each week as a little 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.*

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 Shell Service Station, Toowoomba Toyota, volunteer mentor drivers.*

BANTER SERIES

Provides a fun, social and interesting occasion for our older clients by offering morning tea, friendly atmosphere and a guest speaker - *with 'Banter Mates' All Built Up, Athorn Building & Construction, Damien Coonan Electrical, Hennessy Plumbing, Michael Rae Plumbing & Gas and SB Plumbing.*



MICRO SOCIAL ENTERPRISES

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

- Holmes' Handyman (Paul makes dog kennels and timber products from recycled materials)
- All About Me Creations (Jessie-Leigh makes beautiful scented candles in upcycled glassware)
- IT Upcycling (Malcolm repairs computers and other electronics for re-sale)
- Gerry's Succulents (Gerry pots succulent plants into repurposed ceramics)
- Cards by Jo (Jo designs and makes bespoke gift cards)
- Woodlands Creations (Geoffrey makes and renovates timber furniture and accessories)
- Ben's Shop (Ben turns recycled pallet timber into bespoke creations)
- Kerrod @ Wildash (Kerrod makes one off pieces of furniture and homewares)
- A Happy Face Creations (Adit upcycles second-hand jewellery, fabric and timber)
- Jezzleebombz (Jessica makes amazing bath bombs)

PARTNERSHIPS

One of our core values is that we are better together. We firmly believe that working together in partnership with government, business and community is the best way to do business and create lasting benefit. Our Partnership Business Model challenges and inspires us to find new ways of working with others to achieve better outcomes. We are excited to be working

with Hand Heart Pocket to build our first custom-built unit for people with a disability. We were also proud to renew our Exclusive Vehicle Partnership with Toowoomba Toyota and welcome back McConachie Stedman as our major partner for the Yellow Bucket Appeal. All our partners and supporters are important to us and help us bring joy and assistance to our community.

Major Partners



McConachie Stedman

Toowoomba Toyota
Beyond Your Expectations!



OUR PEOPLE

Our staff is the foundation of our organisation. Their dedication, skill and compassion underpin our organisation's continued growth and success.

Our staff increased by seven percent to 131 people. Most of our new members continue to be recruited in the disability support area as a result of the extra demand for disability support services since the rollout of the National Disability Insurance Scheme.

With a large workforce we believe it is even more important to seek feedback from staff. The annual All Staff Review revealed 93% of staff were satisfied or better with their employment with 22% extremely satisfied.

We continued to invest in a skilled and trained staff by spending 1.4% of the annual budget on professional development training. Every staff member has a training plan and management support to identify and complete training to increase skills

and service delivery improvements. Across the year, various staff participated in 274 professional development events.

The quarterly all-staff event, YB Day, continued to be an important opportunity for all staff to gather together and participate in a whole-of-staff experience. The day enables staff to share achievements and learnings as well as contribute to the organisation's future plans.

The anticipation builds as the organisation prepares to move into our new integrated hub at 879 Ruthven Street. YB Central will be the organisation's main administration centre and bring all staff together under the one roof. Building works have progressed smoothly under the lead of Lavish Constructions.

THE ANNUAL ALL STAFF REVIEW REVEALED 93% OF STAFF WERE SATISFIED OR BETTER WITH THEIR EMPLOYMENT.



131

STAFF

30

FULL-TIME

59

PART-TIME

42

CASUAL

3.89

AVERAGE YEARS' SERVICE

103

CONTRACTORS

7%

INCREASE IN STAFF
AND CONTRACTORS
ON LAST YEAR

18%

STAFF TURNOVER (MOST
DUE TO RELOCATION)

1.4%

ANNUAL BUDGET SPENT
ON PROFESSIONAL
DEVELOPMENT

CELEBRATING DEDICATED SERVICE

15 YEARS

George Evans
Kim Burow

10 YEARS

Allan Anderson
Denise Garrahy
Miriam Perkins
Betina Weir

5 YEARS

Marlina-Rae Pern
Brendan Hopps
Danni Collis
Danielle McCarthy
Jordan Darr
Nan Henning

HOME SERVICES

Our Home Assist Secure program celebrated 25 years and we commemorated the milestone with contractors and clients at a special event.

Demand for this program and home modifications continues to be high as the ageing population increases. On the other hand, the demand for garden maintenance services was down due to the drought conditions across the service areas.

A new service was added to the Home Services suite after YellowBridge was approved to deliver government-funded Home Care Packages. A Home Care Package is one form of aged care provided by the Australian Government to help older people live independently at home for as long as possible. Approved clients can choose services to meet their needs such as house cleaning, cooking, transport, nursing care and social outings.

By offering Home Care Packages, we are now able to provide clients with a comprehensive service that includes Home Assist Secure, lawn mowing, home modifications and in-home care.

The Banter series, launched in 2017 to combat social isolation amongst people over 65 years of age, proved popular with participants once again. Two events were held during 2018-19 and they were Bend & Banter and Blooms & Banter. The initiative is financially supported by a number of program contractors who have joined as Banter Mates.

Social isolation is a growing concern amongst older Australians and many people aged 65 years and over report feeling lonely, alone and isolated. By the time people reach their 80s, many live alone, their spouse and close friends have passed away, and they have health problems or disability which limit their opportunities to participate in the community.

In another effort to confront social isolation, we were the successful recipients of a grant through the Queensland Government age-friendly community program. The grant will fund a collaborative project with students from St Mary's College in Toowoomba to publish a photo book featuring stories from 30 local seniors. Students interviewed the senior participants in March and the book will be launched during Queensland Seniors Week in August 2019.

Home Services staff reached out to the community by participating in a number of engagement initiatives. These included three Home Care Package information sessions, two meetings with occupational therapists, information stands at the Pittsworth and Millmerran Health Expos, attendance at the Home Care Seminar in Brisbane, and contribution to the Aged Care Provider Darling Downs Network. They also partnered with The Strand to provide complimentary morning tea at ten Senior Movie Days and raised \$2000 for men's health fundraiser, Movember.

To top off the year, we received 102 compliments from clients and contractors, which is testament to the high standard of customer service we strive to deliver every time.

1,452

NEW CLIENTS

4,268

TOTAL CLIENTS

4,299

NUMBER OF SERVICES

18,011

HOURS OF SERVICES

502

MODIFICATIONS COMPLETED

89

CONTRACTORS AND PARTNERS

13

SERVICE AREAS

102

COMPLIMENTS RECEIVED



Seniors and students connect

Wise Humans of the Downs kicked off in March with deep conversations between eager school students and generous seniors. The project, funded with

a Queensland Government age-friendly community grant, will produce a photo book featuring the life experiences of 30 local seniors alongside their photographic

portraits. It aims to uncover, record and celebrate the lived experiences and stories of people aged over 60 years.



Bend the rules

Mary, Del and Helen (pictured) are proof that anyone can enjoy the benefits of yoga no matter your age. The trio were amongst keen participants in this year's Bend & Banter event which provided

fun and inclusive yoga sessions followed by morning tea. The yoga event was very popular with many participants hoping it would become a regular fixture. Also on the Banter calendar was the equally popular

Blooms & Banter, where local florist Amanda Deane shared her secrets to a beautiful floral arrangement and helped participants create their own take-home masterpiece.

HOUSING SERVICES

Community housing in the Toowoomba region is in high demand and we are proud to have assisted more than 450 people with accommodation this year.

Our number of properties increased by 14 to 164, a 25 percent increase over the past two years, which has helped in meeting the growing demand.

An increase in rents in the private rental market meant fewer turnovers in tenancies as tenants chose to remain in their accommodation. Our team continued their focus on managing the barriers that make it challenging for tenants to sustain a successful tenancy and transition successfully into a long-term housing solution. As a result, we assisted 30 households to transition to private rentals or long term housing.

As was the case in previous years, demand for affordable housing in the region continues to outweigh availability. The Toowoomba Housing Hub, which opened in September 2018, has worked well in providing a central point to assist people with housing enquiries. The Hub specialises in assisting people experiencing

housing stress, homelessness and other support needs using a multi-disciplinary team of experienced assessment staff and a system of client intake and assessment. We are proud to continue our involvement with this initiative and offer our staff to fill shifts on a regular basis.

There have been some significant changes within the Housing team following the departure of the former General Manager for Housing. This role is now part of the General Manager for Home Services portfolio with staff managing the operational roles of Program Manager, Housing Officer and Property Officer.

In a show of community support, staff participated in a number of community fundraisers and events including National Homelessness Week, Hike for Homeless and Homeless for a Week.

“

Thank you for giving me and my daughter the opportunity to live in such a nice and safe place...this is the first time in my life where I feel safe...thank you.

- HOUSING CLIENT

”

164

PROPERTIES MANAGED

14

NEW PROPERTIES

66

NEW TENANCY AGREEMENTS

452

PEOPLE ACCOMMODATED

700

PROPERTY INSPECTIONS

30

HOUSEHOLDS TRANSITIONED TO LONG-TERM HOUSING



Queensland first for Toowoomba

The Toowoomba Housing Hub was officially opened by Minister de Brenni in September.

YellowBridge QLD has been part of the Toowoomba Homeless and Housing Coalition, which helped make the creation of Queensland's first community housing hub a reality.

Our General Manager for Housing was Co-Chair of the Coalition, advocating strongly for this Queensland-first initiative.

People seeking housing support no longer have to navigate multiple departments, offices and people. Instead, they can receive the support and advice they need from the one location.

Customers can access assistance from housing, homelessness, disability support and mental health organisations through the Hub.

The Hub is a partnership between state government, non-government and community organisations in the Toowoomba region.

These key partners include YellowBridge QLD, Lifeline Darling Downs, Salvation Army, Red Cross Australia, St Vincent de Paul, Mission Australia and Toowoomba and south-west Housing Service Centre.

The Hub is open Monday to Friday from 9am to 4.30pm. It is located on the ground floor at 10 Russell Street in the Easternwell building.

YOUTH SERVICES

The Haven is Toowoomba's long-standing residential facility for young people experiencing homelessness and is the signature initiative of our Youth Services Program.

Vulnerable young people in our community rely on The Haven and its dedicated staff to be a safe and encouraging place for them during a difficult time in their lives.

This year, the 24-hour facility accommodated 15 young people and provided 282 hours of mobile support to help 10 external clients sustain their independent tenancies.

The fantastic client outcomes speak for themselves. They prove why this model of support is so effective in reducing the risk of homelessness and supporting young people to complete their education, find employment and maintain independent living.

Aside from accommodation, The Haven also provided an extensive skill and support program that spanned life skills, financial literacy, school liaison and advocacy, employment assistance, transport, social camps and excursions and emotional support.

The successful Learner Driver Program continued thanks to a \$5000 Volunteer Grant and the ongoing support of project partners Complete Driving School, Golden Harvest Roadhouse and volunteer mentor drivers. The YellowBridge staff also contributed \$3500 towards the program through their employee giving program. The driving program has been a great success with 16 participants this year.

The long-awaited renovations at the Stepping Stone Cottage were completed and a celebration event was held with those who had supported the project. Among the guests was Dianne Surtees who co-founded The Haven 33 years ago and built the 'cottage' where

she raised her family while helping young people in crisis. Her vision is why we are able to help young people experiencing homelessness today.

The renovations would not have been possible without the financial generosity and volunteer labour of Suncorp staff through its Brighter Futures program (\$10,000) and the incredible donated labour and supplies from VES Plumbing and Gas, Toowoomba and Districts Masonic Council, Tradelink Toowoomba, Hilec Electrical, Toowoomba Betta Home Living, Beaumont Tiles, G.James Glass & Aluminium, Bunnings, Peacehaven Park, Gus Hamilton and Lutheran Youth of Queensland.

Attention has now turned to improving the outside grounds by creating new vegetable gardens and increasing the usability and comfort of the pergola area. These works will be supported by donations from Suncorp, Toowoomba Quilters Club and Gus Hamilton.

Many local people and businesses have provided invaluable financial assistance to The Haven. They are:

- Suncorp
- Adrift Clothing
- Toowoomba & District Masonic Council
- Commonwealth Bank
- YellowBridge workplace giving program
- Toowoomba Quilters Club
- 23Legal
- The George Family
- Golden Harvest Roadhouse
- Complete Driving School
- Gus Hamilton
- Jenny Godwin
- Good Samaritan Bargain Shop

15

YOUNG PEOPLE ACCOMMODATED

10

YOUNG PEOPLE RECEIVED MOBILE SUPPORT

365

DAYS OF SUPPORT PROVIDED

282

HOURS OF MOBILE SUPPORT PROVIDED

6

STAFF EMPLOYED

16

LEARNER DRIVER PROGRAM PARTICIPANTS

\$39K

DONATIONS AND GRANTS RECEIVED



A letter of thanks

Edited extract of speech delivered by Haven resident Nicole Shipp at the Suncorp Brighter Futures launch

My name is Nicole and I have been living at the Haven 1 year, 3 months and 23 days – I remember this day specifically because of how far I've come since then. Ever since birth till the age of 11 I was couch surfing from neighbours, to strangers, to the street, being a victim of all sorts of different assault and struggling to find my next meal.

At the age of 12 I had already been enrolled into five different schools and I was lacking my social skills and just general knowledge such as tying a shoelace and washing my body. After years of missed education, I found it incredibly hard to even learn simple addition and I had no understanding of what a safe and stable living environment felt like. I had still been bouncing from house to house until the age of 15

when I had finally been able to reach out for help from Reconnect, Mission Australia. For over a year, I worked with Amber who supported me to overcome the toxic relationships I had been exposed to. It was during this time, that she introduced me to The Haven.

I was really nervous about being brought into another strange environment but as hard as it was, I just had to trust Amber on what was going to happen. A stable environment was exactly what I needed to help me focus on my studies. Once I had settled in, I felt a new sense of calm and belonging that I had never experienced before. From then on, I have never looked back. I had transport to guarantee me getting to and from work, I was able to utilise my dance scholarship that I had received and I was able to go to social events and hang out with friends, all of which I couldn't really do before.

The Haven has taught me so many skills including budgeting and saving, how to shop for my food, they've helped me to adapt

and follow meal plans and, most importantly self-care. Now that I have moved into the Cottage, I have been able to apply all of these skills to develop a healthy lifestyle. Before all of this, my mental and physical health was deteriorating, and I was only getting worse. Living at the Cottage has given me the confidence to be independent and look after myself.

Since I have been living at the Haven, I have been able to buy my first car and I am getting my licence at the end of the month. I have also achieved my Certificate III in Business, I am finishing my Certificate III in Early Childhood Education, I am passing all of my classes at school and I am in a stable relationship.

I would like to personally thank Suncorp and their staff for helping to make the cottage renovation possible. I can't tell you how much I appreciate living in such a beautiful cottage and having somewhere that actually feels like my home. I feel really privileged to be one of the young people that get to live in the cottage.

DISABILITY SUPPORT

It has been a momentous year for the Disability Support team, completing its second year under the National Disability Insurance Scheme (NDIS), launching its first collaborative story book and securing a site for its first custom-built disability unit.

The team has worked hard to manage the NDIS implementation and ensure our clients received the best outcome. Through this transition, the main challenges have been related to NDIS reviews and not receiving adequate funds, supporting and advocating for clients when NDIS funding is reduced, managing the large amount of changes with the new NDIS quality system and supporting clients with deteriorating health.

There is no doubt that the NDIS has resulted in a greater demand for disability support. We supported 87 clients, an increase of 15 percent from last year, and have a wait list in place for future clients. In total, our staff of 80 support workers delivered nearly 110,000 hours of client support, or approximately 2108 hours each week.

Our group activities have expanded to 26 groups, appealing to a wide variety of skills and interests including cooking, independent living, literacy and numeracy, health and wellbeing, communication, arts and craft, sport and recreation, gardening, music and dancing. Clients also had the opportunity to learn retail skills through our social enterprise, Collectables. The boutique op shop continues to thrive with the support of the local community through donations and sales. We held a number of pop-up shops in other locations with great success and found this to be a good way to increase awareness of the shop and meet new customers.

Collectables and the co-located men's workshop has inspired a creative atmosphere and we currently support 10 clients with micro social enterprises that produce anything from candles and bath bombs to upcycled jewellery and restored furniture. These client-led initiatives have been an excellent way to build clients' skills and confidence.

Plans for our first custom-built unit for people with a disability progressed with the purchase of a block of land at 15 Empress Street in Centenary Heights. The unit will be part of a four-unit complex built by Enabled Living who specialise in purpose-built accommodation and purchased with the grant from Hand Heart Pocket, the charity of Freemasons Queensland. We held an information session with interested clients and family as the first step to identifying who will be the first tenants when the unit is completed in early 2020. This is an exciting project for our organisation and will help towards providing more suitable housing options for people with a disability.

In September during National Disability Action Week we celebrated the launch of Rachel's Quest, a collaborative story book project to help increase understanding of people living with a disability. Fourteen school children helped write and illustrate the book, which was supported by funding through the We Are Queensland Small Grants Program.

87

CLIENTS SUPPORTED

88

STAFF

24/7

SUPPORTED INDEPENDENT LIVING

1,248

DISABILITY GROUP ACTIVITIES

109,642

HOURS OF CLIENT SUPPORT

1

BOUTIQUE OP SHOP

1

MEN'S SHED

10

MICRO SOCIAL ENTERPRISES



Rachel sets off on her quest

YellowBridge and a group of Darling Downs school children have become the region's newest published authors.

The 16 children, aged from eight to 14, took part in a four-day intensive workshop during their school holidays facilitated by award-winning children's book publisher Emma Mactaggart from Child Writes.

The result is a beautifully illustrated story book, *Rachel's Quest*, to help increase understanding of people living with a disability.

Its storyline aims to reinforce that everyone has worth and is able to contribute no matter what their abilities are.

Rachel's Quest, which was funded through the We Are Queensland small grants program, was officially launched on 11 September during Disability Action Week.

"The book's storyline aims to reinforce that everyone has worth and value no matter what their abilities or how different they are," said Jodie Collins, YellowBridge QLD General Manager Disability.

"It is a positive and uplifting story about everyone's abilities rather than some people's disabilities," she said.

"The Toowoomba community loves a good book and because this book is written, illustrated and produced by local young people we hope it will have great appeal amongst the wider community."

The book toured local schools including Withcott, Wyreema, Toowoomba East, Glendale Christian, Gabbinbar, Mater Dei and Glendale.

IN THE NEWS



YELLOWBRIDGE MOTORS ON WITH TOOWOOMBA TOYOTA

YellowBridge QLD has new-look wheels thanks to its ongoing partnership with a Toowoomba car dealership.

Toowoomba Toyota re-signed as the Exclusive Vehicle Sponsor of the community organisation for the next 12 months.

The partnership began in 2016 and provides YellowBridge QLD 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 chief executive officer Penny Hamilton said.

“WE ARE EXTREMELY GRATEFUL TO TOOWOOMBA TOYOTA FOR THEIR ONGOING SUPPORT AS OUR EXCLUSIVE VEHICLE SPONSOR.”

“Our clients love the van and it has become invaluable to our disability service and how we can support our clients in the community.”

The sedan is updated to a new model each year. Toowoomba Toyota surprised them with their new vehicle today – a Camry Ascent Sports.

“It’s the first time I’ve been in a Camry Ascent Sports. It is very stylish and we’re very appreciative of Toowoomba Toyota’s amazing support for our organisation,” Ms Hamilton said.

Principal Brett Motton said Toowoomba Toyota was pleased to re-sign its partnership with YellowBridge.

“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.

“Supporting others is part of our business DNA and it is our way of showing our gratitude to the local community for their ongoing support of Toowoomba Toyota.”



MARK DONATES PARENTS' TREASURES TO HELP OTHERS

Mark Winn's parents were avid readers and collectors so when they passed away he was at a loss with what to do with their worldly treasures.

Long-time Crows Nest residents, John and Valda Winn (pictured), had amassed a remarkable collection during their 51-year marriage including pottery, art, sculptures and fine china.

"My parents appreciated books, art and craft. Mum especially liked copper pots and ceramics," Mark said.

"My dad was a teacher and administrator at Toowoomba Grammar School for over 50 years, had authored about 30 books and publications, and was heavily involved in the TGS Art Show. They had many interests and that was evident in their wide range of collectables."

Mark was faced with the daunting prospect of clearing out his parents' home filled with a lifetime of memories when the kindness of neighbours and a local charity shop came to the rescue. Over a cup of tea, his parents'

neighbours of 20 years, Ron and Leona Rolfe, mentioned their connection to boutique op shop, Collectables, which provides work and training opportunities for people with a disability in Toowoomba.

Leona was a volunteer at the shop and her daughter was a disability support worker with the organisation that operated the social enterprise, YellowBridge QLD.

"We immediately knew it was the right place to donate our parents' collection to," Mark said.

"It makes us very happy knowing they can be used again and someone will enjoy them."

"If it weren't for Collectables, unfortunately many of the items would have gone to the dump and that would have been a great shame."

"Our parents' neighbours were enormously helpful, helping us clean, sort and deliver the wrapped items to Collectables. We would have been lost without them," he said.

In a happy coincidence, Mark discovered the founder of YellowBridge was the same man he raised money for 35 years ago by completing a round trip from Toowoomba to Rockhampton on his bicycle to earn his Duke of Edinburgh Gold Award.

"...I AM CERTAIN THEY WOULD BE PLEASED THEIR TREASURES HAVE BEEN DONATED TO A PLACE LIKE COLLECTABLES THAT HELPS OTHERS."

"I still have the newspaper clipping of me with Des Orr all those years ago. When I realised the connection, I was very surprised and moved. I guess it was meant to be."

"My parents were very community-minded so I am certain they would be pleased their treasures have been donated to a place like Collectables that helps others."



DEAF COMMUNITY SENDS LOUD MESSAGE

The plight of the Darling Downs deaf community has been heard loud and clear and their efforts have secured a major grant.

They will receive \$95,000 through the National Disability Insurance Scheme's Information, Linkages and Capacity Building Grant program. It is the first grant of its type and size for the Toowoomba deaf community.

The grant will be used to formalise the Darling Downs Deaf Hub, improve community and employer opportunities and provide skills for deaf people.

YellowBridge QLD assisted with the grant application and will provide support to help the deaf community establish the Hub and implement their plans over the next 12 months.

YellowBridge CEO Penny Hamilton said her own experience with deaf grandparents was part of the reason why they wanted to help the deaf community apply for the grant.

"Our deaf community is facing significant challenges and this is leading to many of them experiencing isolation and exclusion," Ms Hamilton said.

"A lack of meaningful employment and adequate support services means they are often financially and socially vulnerable," she said.

"Part of our role as a leading disability support organisation is to advocate on behalf of people with a disability and open doors to more opportunities."

"THIS GRANT IS A MAJOR ACHIEVEMENT FOR OUR DEAF COMMUNITY AND WILL ENABLE US TO PROVIDE THE SERVICES AND SUPPORT THEY NEED,"

There are approximately 100 deaf people who live on the Darling Downs and it is estimated that 50 percent of them have minimal social connections.

Megan Telford (pictured with Penny Hamilton), a spokesperson for the deaf community, will be

part of establishing the Hub to reduce social isolation and increase community participation.

"This grant is a major achievement for our deaf community and will enable us to provide the services and support they need," Ms Telford said.

"We help with document translation, connecting to support services, housing assistance, interpreting, developing life skills, access to employment and wider

community connections. Our support is critical to our community," she said.

"Many deaf people have the skills and ability to be contributing members of our society, they just lack the opportunities to do so."



MATTY SHINES WITH PAID JOB

Matty Ollier, 27, loves going to work more than most people.

He has not missed a day since he pulled on his black and red uniform and arrived for his first shift at Toowoomba Toyota.

Landing his first paid job was no small feat for Matty who lives with Downs Syndrome but always wanted to earn his own money. His disability support provider, YellowBridge QLD, wanted to help and introduced him to Brett Motton, Dealer Principal at Toowoomba Toyota.

“We have enjoyed working with YellowBridge QLD over a number of years and supporting their disability initiatives,” Mr Motton said.

“We have often spoken about the employment challenges facing people with a disability and what businesses can do to be more inclusive,” he said.

“We wanted to recruit a new team member in our car detailing workshop and decided it was a

good opportunity to consider how we could make the role suitable for a person with a disability.

“Matty has been amazing from day one. He wears his uniform with pride, works hard, tries his best and has a terrific attitude.”

Matty joined the company’s car detailing team and has proudly chalked up six months on staff with exemplary attendance.

“He gets on with his work mates really well and I’m proud of how they have made him feel part of the team and help him to learn and develop his skills,” Mr Motton said.

“We have a high standard of work in our car detailing workshop and Matty has demonstrated he has the patience and attention-to-detail that is required.”

YellowBridge QLD’s General Manager Disability Support Jodie Collins said Matty’s experience had boosted his confidence and self-esteem and he loved going to work.

“The benefits of paid, meaningful employment are enormous for all people, including those with a disability,” Mrs Collins said.

“THE BENEFITS OF PAID, MEANINGFUL EMPLOYMENT ARE ENORMOUS FOR ALL PEOPLE, INCLUDING THOSE WITH A DISABILITY,”

“He is still our quiet and humble Matty but you know his heart is swelling with pride when he tells you about his job and what he’s learning,” she said.

“It is our hope that more employers follow Toowoomba Toyota’s lead and open their workplaces to people of different abilities wherever it is possible.”

“Everyone in society benefits when more people are engaged and included in the work force.”

STAR PROJECTS

These special projects spread love and joy wherever they go.



COLLECTABLES

Our boutique op shop celebrated its third birthday in June.

The community's response to the social enterprise continues to grow as word spreads. We held more pop-up shops throughout the year, which has helped raise greater awareness and attract new customers. The most successful pop-ups have been held in the community space of CUA in the Walton Stores precinct.

We expanded our shop's floor space by creating a surprise nook 'through the back door' and this is regularly styled with different themes throughout the year.

We are heartened by the number of donated items that we receive from local groups and individuals. In particular, the Tall Timbers Quilting Group in Highfields regularly donate beautiful handmade rugs, bags and accessories.

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.

Foundation Partner

Toowoomba Toyota
Beyond Your Expectations!



YELLOW BUCKET APPEAL

The 4th Yellow Bucket Appeal exceeded expectations and filled 335 buckets of gourmet Christmas goodies.

The bucket hampers were gifted to local people who needed a helping hand at Christmas including people with a disability and older people without close family.

The Appeal's success would not have been possible without the ongoing support of major sponsor, McConachie Stedman, who is Toowoomba's largest, locally-owned accounting firm.

"It gives me great pride to see the generosity of our staff and clients who embrace the Appeal," Director Amanda Roberts said.

"I was very fortunate to be involved behind the scenes with the Appeal last year and was overwhelmed by the generosity of people who donated their time or Christmas goodies to bring joy to those who otherwise may not have felt the Christmas spirit."

"I also had the privilege to deliver some of these buckets and witness the sheer joy from those who unexpectedly received them. 'Buckets of Joy' is such an appropriate name for them, as that is definitely what they are."

Major Partner

McConachie Stedman



POSEY OF KINDNESS

We have continued to spread kindness by gifting yellow poseys to people in our community each week. So far, we have distributed more than 300 poseys 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 poseys from The Luxe Bloom 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.

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

Partner



CHARITY CHRISTMAS CARDS

Our Christmas card series keeps getting better. Last year, we collaborated with young residents from The Haven so this year we decided to let our staff flex their creative muscle too.

The result was 10 beautiful cards designed by YellowBridge staff under the tutelage of Toowoomba artist Roslyn Hartwig. Each card featured a unique Christmas-inspired watercolour painting.

We were delighted to share the cards with our corporate partners. Eight local businesses pre-ordered the cards to use as their corporate Christmas cards for clients and customers.



ABOVE AND BEYOND

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

SPONSORSHIP

Australia's Biggest Morning Tea
Bring Your Dog to Work Day RSPCA
Emerge
Hike for Homeless
Homeless for a Week
Jeans for Genes Day
Leukaemia Foundation's 'Light the Night'
Movember
Red Earth Community
RU OK Day?
The Kids' Cancer Project Crazy Sock Day
Toowoomba Business disABILITY Awards

EXHIBITOR/PARTICIPANT

Aged Care Provider Network
Aged Care Road Show
Community Inclusion Fair
Disability Action Week
Job Assist Employment Information Expo
Mental Health week
National Homeless Prevention Week
National Seniors week
Pittsworth Health Expo
Safe Work Month
St Luke's Church Markets
Toowoomba Carnival of Flowers Grand Parade
Toowoomba Christmas Winter Wonderland
World Environment Day

PRESENTATIONS

Aged Care information sessions
Clifford Park Special School
Commonwealth Bank
Hand Heart Pocket Annual Presentation
International Women's Day
Job Assist Employment Information Expo
Lions Club of Toowoomba West
National Seniors, Toowoomba Branch
Suncorp Brighter Futures Launch
TAFE graduation
Thriving in the NDIS Conference
Toowoomba City Probus Club
Toowoomba Rotary Club



COMMITTEES AND GROUPS

Aged Care Provider Network

AICD Roundtable

Bus trip of a lifetime, HELP Enterprises

CBA Community Forum

Changing Lives, Changing Communities

Crows Nest Carers Group

Enabler Stakeholder Forum

For Purpose Conference

Homelessness Week

Melbourne Disability Institute

NDIS provider update sessions

NDS Disability Provider Update and Information Sharing Session

Property Manager's Networking Group

QShelter Indigenous Advisory Committee

QShelter regional representative

Senate Joint Steering Committee for NDIS

Skilling Queenslanders for Work, QCOSS Representative

TAFE Employment Opportunities

Toowoomba Disability Service Provider Network Meeting

Toowoomba Housing and Homelessness Coalition (Co-Chair)

Toowoomba Regional Council and youth homelessness

Youth Homelessness Roundtables

FORMAL RESPONSES

REGIONAL

Safe Toowoomba Regional Partnership

STATE

Department of Housing and Public Works, Financial support

Department of Housing and Public Works, Performance of Toowoomba Housing Hub

Workplace Health and Safety, IPam Program

Workplace Health and Safety, impact of NDIS on workers, University of Queensland

NATIONAL

Aged Care Provider Survey

Australia's Intergenerational Policy

CCIQ Pulse Survey on Skills Shortage

Commonwealth Home Services Growth

Governance Sentiment Survey

Impact of NDIS on Small Business

Legislative Framework for OHS

NDIA Funding shortfall for clients

NDIS Financial Benchmarking Survey

NDIS Pricing Review

NDS State of the Sector Survey

NFP Governance and Performance Study, AICD

Professional Development in WHS, Safety Institute of Australia

GREAT PARTNERS

Our growing partner network is very important to us. We are stronger and better because of the tremendous support from our corporate partners and supporters.

GOVERNMENT PARTNERS



Australian Government



Queensland Government

MAJOR PARTNERS

McConachie Stedman

Toowoomba Toyota
Beyond Your Expectations!



TOYOTA



CONTINUING PARTNERS





GENEROUS PEOPLE AND BUSINESSES

| | | |
|---|---|--|
| 23Legal | G. James Glass | Peacehaven Botanic Park |
| Adrift Clothing | Golden Harvest Roadhouse | Rotary Club of Toowoomba East |
| All Built Up | Good Samaritan Bargain Shop | SB Plumbing |
| Amen Plumbing | Gus Hamilton | St Anne's Anglican Church |
| Arrow Energy | Hennessy Plumbing | Highfields |
| Athorn Building | Highfields Garden Club | St Mary's College |
| Australian Women and Leadership Program | Hilec Electrical | Stimpson Gardening |
| Beaumont Tiles | Home Watch Security Services | Tall Timbers Quilting Group |
| BNI The Range | Inner Wheel Rotary | The George Family |
| Bunnings | Ironbark Timber Supplies | The Springs Garden World |
| Cedar Centre | Jenny Godwin | Toowoomba & Districts Masonic Council |
| Cheesman Applegarth & Partners | John Lines | Toowoomba Quilters Club |
| Clifford Garden Shopping Centre | Lady Bowen Trust | Toowoomba Regional Council |
| Commonwealth Bank | Michael Rae Plumbing & Gas | Tradelink |
| Complete Driving School | Morgan's Financial | VES Plumbing & Gas |
| CUA | Murdoch Lawyers | We Are Queensland Small Grants |
| Damian Coonan Electrical | New Hope Church | YellowBridge staff through workplace giving |
| Delta Electrical | Nexus | Plus, everyone who donated to the Yellow Bucket Appeal and Collectables |
| Geoffrey Jordan (Century 21 Marsden Realty) | Our Saviour's Evangelical Lutheran Church | |
| | Pampered Paws | |

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

OUR BOARD



CAROLYN BROWN
CHAIR
Director of Time Made



GEOFFREY JORDAN
DIRECTOR
Principal of Century 21
Marsden Realty



CAMERON STEVENSON
DIRECTOR
Director of Acumen
Accounting



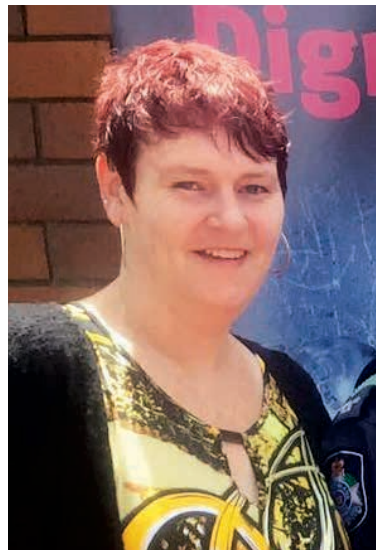
LISA KING
DIRECTOR
Director of Crunch Practice
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Legal Counsel for FKG Group



TOM HAYDOCK
DIRECTOR
Director of Lavish
Constructions



TERRI DELANDER-CURLE
DIRECTOR
Head Teacher at Oakey State
High School

OUR LEADERSHIP TEAM



PENNY HAMILTON CHIEF EXECUTIVE OFFICER

Penny Hamilton has more than 30 years' experience working with rural communities and has a strong passion for the ingenuity and resilience of people in rural and remote regions. Her professional life has spanned multiple disciplines including social sciences, agriculture, rural education, environment and the business of not for profits. Penny has undertaken the Senior Managers Program through the Melbourne University School of Business and is a graduate of the Australian Institute of Company Directors. She holds Bachelor and Master degrees in Agricultural Science, has always taken full advantage of professional development and is a keen student of life-long learning. Penny has a passion for workforces that are healthy, happy, balanced and cohesive. She loves the exuberance of youth and their ability to do almost anything, the people of her generation for their great skills and adaptability, and the elderly for their treasures of wisdom and tolerance.



ADRIAN BONICA CHIEF FINANCIAL OFFICER

Adrian is a qualified accountant and financial manager with over 20 years' experience in providing commercial business, advisory and accounting expertise to various sectors including health, hospitality, agriculture and retail. Having begun his managerial career with Carlton & United Breweries in the early 1990's, Adrian then formalised his commercial acumen which led to a professional accounting career and local small business ownership. Adrian has a passion for education and development. He holds a Bachelor of Science, a Bachelor of Commerce (Accounting/Law), a Graduate Diploma of Chartered Accounting and is currently undertaking a Master of Business Administration. He is a member of the Institute of Chartered Accountants and a graduate of the Australian Institute of Company Directors. Adrian's strong belief in social justice has driven his involvement in the Not for Profit sector as well as sitting on the boards of other local charity organisations. Adrian is driven to see others succeed, through support, education and empowerment.



MARIA SLOANE GENERAL MANAGER HOME SERVICES & HOUSING

Maria has a broad range of experience within the agricultural, health, aged care and government sectors. She joined YellowBridge QLD in 2010 and leads the Home Services and Housing programs, which assist more than 4500 people every year. She is an experienced manager and in 2014 was named Manager of the Year at the Toowoomba Chamber of Commerce Business Excellence Awards.



JODIE COLLINS GENERAL MANAGER DISABILITY SUPPORT

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



SANDY JENKINSON SENIOR ADMINISTRATION MANAGER

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

FINANCIAL HIGHLIGHTS

INCOME AND EXPENDITURE SUMMARY

| | Year end 30 June 2019 | Year end 30 June 2018 |
|--------------------------|-----------------------|-----------------------|
| Revenue | 10,737,729 | 10,435,570 |
| Expenses | 10,502,780 | 10,153,256 |
| Surplus/(deficit) | 234,949 | 282,314 |

BALANCE SHEET SUMMARY

| | Year end 30 June 2019 | Year end 30 June 2018 |
|----------------------|-----------------------|-----------------------|
| ASSETS | | |
| Cash and Equivalents | 1,308,135 | 857,044 |
| Total Assets | 4,989,579 | 4,498,725 |
| LIABILITIES | | |
| Employee benefits | 549,044 | 436,596 |
| Unspent Funding | 656,320 | 778,675 |
| Total Liabilities | 1,911,188 | 1,655,283 |
| EQUITY | 3,078,391 | 2,843,442 |

For the full audited financial statements for 2018/19 please visit our website or contact Adrian Bonica at AdrianB@yellowbridgeqld.com.au

YELLOWBRIDGE QLD

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