



MAKING A DIFFERENCE

Annual Report 2017-18



CONNECTING LIVES

CONTENTS

Making a difference for 40 years	2
Chair's Report	4
CEO's Report	6
What's in a name	8
Bright spots	10
A strong business	12
A bright business	14
Our people	16
Home Services	18
Housing Services	20
Youth Services	22
Disability Support	24
Big news	26
Star projects	28
Above and beyond	30
Great partners	32
Our board	34
Leadership team	36
Financial highlights	38



CELEBRATING 365 DAYS OF
MAKING A DIFFERENCE



MAKING A DIFFERENCE 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, Training and Respite.

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.

WELCOME

Chair Report - Carolyn Brown

It is my pleasure to present the 2017-18 annual report for YellowBridge QLD.

What a year it has been! I am immensely proud to serve a third year as Chair of the Board and celebrate the organisation's many achievements with staff, clients, partners and the wider community.

It is impossible not to be proud when you look across the whole organisation and see first-hand the enormous impact and difference our staff and services are having in the lives of our clients and their families. The benchmark is always a high-quality service that puts our clients first. Always.

Providing outstanding service and connecting our clients with their community is our enduring ambition. That is why I have been so pleased to see us initiate, develop and launch new ways to deepen and expand those opportunities. The launch of YellowBridge's monthly e-newsletter, *YB News*, and the dedicated Home Services newsletter, *Home Services News*, are a great way to share news and recognise achievements amongst the entire YB community. The Banter event series, which tackles social isolation amongst older people, is a terrific example of our staff thinking differently and compassionately about issues that prevent our

clients from leading connected and joyful lives. Supporting the Business DisABILITY Awards as Event Partner and collaborating with 16 school students on a children's story book to challenge disability stereotypes are further examples of the wide and wonderful initiatives that have filled this year and made it memorable.

Behind the scenes, I am pleased to report, is an organisation guided and propelled by a strong Strategic Plan underpinned by our corporate values. A new five-year Plan was introduced during the year, with a clear focus on service excellence, regional growth and advocacy. The latter is a new strategic pillar with the aim to 'use our voice' and become more proactive and engaged in public or policy matters that are relevant to our clients and their needs.

Our uncompromising commitment to business quality is reflected in certification and compliance across all four standards. This is no small feat and I congratulate the entire organisation for pursuing and maintaining excellence in all aspects. Amongst this, it was satisfying to receive a high rating from Work Safe Queensland in recognition of



**CAROLYN (RIGHT) WITH
YELLOWBRIDGE BOARD
DIRECTOR LISA KING**

PROVIDING OUTSTANDING SERVICE AND CONNECTING OUR CLIENTS WITH THEIR COMMUNITY IS OUR ENDURING AMBITION.

our significant investment in, and commitment to, workplace health and safety.

Being a not-for-profit organisation largely funded by public money, we are extremely mindful of our responsibility to be financially responsible and sustainable. Every bit of extra money is always welcome to help us go 'above and beyond' and provide the experiences and assistance for our clients that are beyond the ordinary. This year's income from small and large grants tallied \$614,000 including the remarkable \$450,000 donation from Hand Heart Pocket, which will help us purchase a purpose-built unit in Toowoomba for people with a disability. We are extremely grateful to every person and business who donates time, money, support or love to YellowBridge. The community's spirit of generosity inspires us to be generous and inspirational in return. Generosity begets generosity.

Our journey towards financial sustainability took another step when we purchased a new building premises. The former Skate City complex on Ruthven Street is large enough to accommodate all staff in the one location, something we have wanted for a long time. The benefit of this investment is two-fold; it will bring all our staff together in the one location to strengthen culture and communication and allow us to rationalise future building expenditure.

Without our dedicated staff we would not be the organisation we are today. They are the bedrock of our organisation and we admire and value their contribution. Our generous professional development program equips them with the necessary skills and capacity to reach their full potential, and in turn provide the very best care and service for our clients. At 1.5% of total operating budget, the investment in professional

development is a significant one but we are absolutely committed to the ongoing development of our staff. In the annual staff survey, 97% of staff said they valued their work. Our professional development investment is recognition that we value them.

Lastly, I would like to acknowledge the support from the Australian and Queensland governments who provide us with the means to achieve what we do. 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. It takes many people to keep an organisation of this size fine-tuned and humming happily, so I applaud and commend each of you who has played a role. You have **made a difference**.

AND HELLO

CEO Report - Penny Hamilton

I am reminded each and every day of the immense privilege and pleasure it is to lead this organisation and work with a staff that is second to none for dedication and passion.

It is no accident that we fully delivered 94% of our 75 corporate targets, maintained certification in five key areas, or achieved 100% delivery of all contractual requirements. We have a clear purpose, mapped in our new five-year Strategic Plan, and a skilled and enthusiastic staff who work diligently every day to deliver the highest standard of service and care to our clients. I'm immensely grateful for their hard work.

We have enjoyed growth and success in all areas of the business and the demand for our services across disability support, housing, home services and youth continues to increase. One example is our disability support program, which reached capacity this year and had to introduce a wait list for new clients.

To respond to the increase in demand, we employed 25% more staff and most of these joined the disability support team as front-line support workers. This team has managed the roll-out of the National Disability Insurance Scheme with great patience and positivity. The system is quite different to the former approach and has presented challenges and uncertainty, which

have not always been easy. However, we are committed to the aim of the NDIS and are determined to see it work for the benefit of our clients and their families. You only have to visit one of the many group activities, spend time at the Men's Shed, catch a lift in the 'Happy Bus' or pop in to the boutique op shop Collectables, to see the enormous impact our disability support team makes in the lives of our clients.

Our Housing team makes a similar difference in the lives of people seeking safe accommodation. We are pleased to expand our footprint and now offer this service in Goondiwindi and Dalby as well. Overall, 458 people were accommodated across our 150 properties. The efforts of General Manager Darce Foley were realised with the Minister's approval of the Toowoomba Housing Hub, which is the first of its kind in Queensland. Darce played a key role in this initiative and we look forward to its opening in September 2018.

There is never a quiet moment in the Home Services team. The program doubled its activity this year and welcomed 1565 new clients. They improved the safety and security of 3723 homes through Home Assist Secure, mowed 1764 lawns and completed 753 home modifications. Many of these services are completed in partnership with our network of 90 contractors who are invaluable to our program. This year we were approved to deliver Home Care Packages and we look forward to offering our clients a comprehensive range of support and home services that are tailored to their needs. Meanwhile, General Manager Maria Sloane and her team launched the Banter series to combat social isolation amongst our older clients. This is a wonderful initiative made possible through the generosity of some of our contractors. The idea is to provide a friendly, fun and informative event with a guest speaker and delicious morning tea. The first two events have been a great success and we look forward to what's next.



**PENNY WITH BRETT
MOTTON FROM
TOOWOOMBA TOYOTA**

WE HAVE A CLEAR PURPOSE AND A SKILLED AND ENTHUSIASTIC STAFF WHO WORK DILIGENTLY EVERY DAY.

Over at The Haven, our youth support team did a brilliant job looking after 20 young people and helping them to attend school, keep safe, learn new skills and dream big! Every young person needs a safe place to live and we are fortunate that we can provide this for them. The other thing every young person needs is a driver's licence and we did that too. Thanks to a grant from Dignity First and our wonderful mentor drivers and supporting businesses, we helped eight young people complete their 100 hours of supervised driving to get that ticket to freedom. Nothing says freedom or independence like the capacity to drive yourself wherever you need or please.

Our Business Services team has been working diligently, helping to implement three new customer databases and completing 21 systems reviews. Their efforts were rewarded with recertification across all standards and compliments from the auditors for our approach and systems. Similar success was celebrated in Workplace Health and

Safety with Queensland Workplace Health and Safety awarding a rating of 4/5 after its review. It tops off another great year for our staff involved in this important part of our business. The safety and wellness of our staff and clients remains a significant priority. That is why we are committed to equipping our staff with the training and support they need through generous professional development plans and budget. The results of the staff survey revealed 97% of staff value the work they do and 87% are satisfied with the work conditions, culture and feel valued. This means we are on track for the work culture we desire but there is still room for us to make changes and do better.

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. A couple in particular really made an impact and deserve special mention. You can imagine how we felt when Hand Heart Pocket, the

charity of Freemasons Queensland, announced a donation of \$450,000 to help us purchase a custom-built unit for people with a disability. Then, Suncorp chose us to be the beneficiary of their workplace giving program, with all funds helping to renovate the Stepping Stone Cottage at The Haven. These donations are marvellous and will have an enormous benefit. We cannot achieve our 'above and beyond' goals without this support and we are extremely grateful for every dollar and minute that we receive.

Like our community partners, we are fortunate to have a very generous staff. A week does not go by without me hearing about another staff member who is raising money, helping out, volunteering, campaigning or simply getting involved in a worthy cause. Our Values are more than words on a page and our staff prove this every day through their compassion, awareness and action. I am reminded of the quote - "Every time you think, speak or act, you are casting a vote for the type of world you want". Knowing our clients, staff and partners, we are incredibly grateful to be part of a kind, generous and joyful 'world'. Thank you to everyone who has helped us **make a difference.**



OUR NAME AND IDENTITY REFLECTS THE TYPE OF PEOPLE WE ARE AND THE TYPE OF ORGANISATION WE WANT TO BE.

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

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

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

The word 'bridge' refers to connecting and linking lives and experiences. Bridges are also dependable structures for helping people to reach or discover new places in their lives, relationships or outlook.

We believe we can all be strong and positive bridges in each other's lives.

“

I'm so grateful to work here. It was the greatest choice I've ever made and I've never looked back. Thank you so much for everything you have done for me and my family over the past two and a half years, can't wait to see what the future holds.

- KEVIN, STAFF MEMBER

”

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.

BRIGHT SPOTS

This year's highlights

12%
increase
in staff
numbers

Established an
Environmental
Committee to
lead our eco
initiatives

Celebrated the
second birthday
of our disability
social enterprise,
Collectables

Provided
housing for
458 people

Launched our
Banter series to
combat social
isolation amongst
our older clients

Held more than 1400 disability group activities and provided over 111,000 hours of disability support

Delivered 308 buckets of joy during 3rd Yellow Bucket Christmas Appeal

97% of staff value their work

Bought our new office premises

Improved safety and security at 3723 households through the Home Assist Secure program

Completed 753 home modifications to help the elderly or people with a disability remain in their homes longer

Have 50 small and large partners

Helped establish the Toowoomba Housing Connect Hub

Became Event Partner for Toowoomba & Darling Downs Business DisABILITY Awards

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

Supported 7 micro social enterprises by clients

Mowed lawns for 1764 clients

Began our first custom-built home for people with a disability

Supported almost 6250 clients across four portfolios

A STRONG BUSINESS

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

QUALITY MANAGEMENT

We completed 21 systems reviews and achieved or maintained our certification in five 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)
- National Disability Insurance Scheme (Australian Government)

TECHNOLOGY SYSTEMS

We implemented three new customer database systems for different business areas: ProSims, SMS and Chintaro. We also introduced a new VOIP phone system, which provides more features and usability than the previous system.

FINANCIAL SUSTAINABILITY

The unpredictability of the National Disability Insurance Scheme has been challenging and its impact on the operating budget will be closely monitored. While we continue to rely on government funding as our major funding source, we secured more than \$750,000 in additional funds from external sources including grants, donations and fee for service. We also purchased a new office building that will bring all our staff together in the one location and allow us to rationalise future building expenditure.

ENVIRONMENTAL RESPONSIBILITY

An Environmental Committee was established to identify and implement ways to reduce our impact on the environment. We have already reduced the quantity of paper we use in the workplace and improved how we separate and dispose of recyclable materials. Over the next 12 months, the Committee will focus on initiatives that will reduce the organisation's carbon footprint further as well as education amongst staff.

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 now 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. Our largest financial partnership commenced this year with a \$450,000 grant from Hand Heart Pocket, the charity of Freemasons Queensland.



WORKPLACE HEALTH AND SAFETY

Our Safe and Well program celebrated its second year and enjoys a high profile throughout the organisation. The program is our signature workplace health and safety initiative and has led to widespread reform and benefits across the organisation since it was launched.

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.

No major incidences occurred this year and a review by Queensland Workplace Health and Safety resulted in an excellent rating of 4/5.

The Wellness Program is a key feature of Safe and Well and provides a range of benefits that help staff to enhance their quality of life at work and at home. The program is managed by a dedicated Wellness Committee comprising staff representatives who consult widely with their colleagues. The extensive benefits span a wide range

of important areas including training and professional development, nutrition, work life balance, emotional wellbeing, physical activity and social interaction.

An online learning system, WorkPro, was introduced to streamline training and improve how staff training is delivered and managed. There are up to 13 different skill and training requirements for various staff ranging from manual handling and medication usage to fire safety and defensive driving.

Staff celebrated Safe Work Month in October with another Safe and Well @ Twilight event. They also participated in Bring Your Dog to Work Day, Australia's Biggest Morning Tea and the Toowoomba Carnival of Flowers Grand Parade where their float placed third overall.

A \$3880 grant from Nexus was used to purchase a new hoist for disability clients at Hill Street.



Congratulations to you and your team...YellowBridge is another wonderful example of a local business making a difference in our community.

- JO SHEPPARD, CEO, TOOWOOMBA CHAMBER OF COMMERCE



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 - *with community supporter Heritage Bank.*

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.*



MINI 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 in to repurposed ceramics)
- Cards by Jo (Jo designs and makes bespoke gift cards)
- Woodlands Creations (Geoffrey makes and renovates timber furniture and accessories)

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 were proud to renew our Exclusive Vehicle Partnership with Toowoomba Toyota and welcome back McConachie Stedman as our major partner for the Yellow Bucket Appeal. Hand Heart Pocket also joined us as a major partner following their \$450,000 grant to help us purchase a custom built unit for people with a disability.

All our partners and supporters are important to us and help us bring joy and assistance to our community.

Major partners



Toowoomba Toyota

Beyond Your Expectations!



McConachie Stedman

OUR PEOPLE

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

Our overall staff increased by 12 percent to 121 people. Most of these new members were recruited in the disability support area as a result of the rollout of the National Disability Insurance Scheme and the extra demand for disability support services.

As our team grows, it is even more important that we have regular opportunities to connect and share. Our current organisation is separated across different work spaces and locations. This will change after we took the bold step to purchase a new building that will allow us to bring all staff together under the one roof. We do not underestimate the value of physical connectedness and we are excited about the prospect of our new integrated hub at 879 Ruthven Street.

For a large staff with a high proportion of people who work changeable shifts outside the standard 9 to 5 business hours,

we rarely get an opportunity to be together and participate in a whole-of-staff experience. This year, we held two all-staff events named YB Day, which enabled all casual and permanent staff to come together and learn about, and contribute to, the organisation's achievements and future plans.

We continued to invest in a skilled and trained staff by providing targeted professional development based on each members' personal PD plan and budget. Staff are also encouraged to join in and give-back to the local community by taking advantage of their community leave allocation.

Our Safe & Well program provides opportunities and experiences that bring joy to the workplace and improve the health and wellbeing of staff. Some of the initiatives include service awards, psychologist support, office snack stations and team sports.

WE DO NOT UNDERESTIMATE THE VALUE OF PHYSICAL CONNECTEDNESS AND WE ARE EXCITED ABOUT THE PROSPECT OF OUR NEW INTEGRATED HUB.



CELEBRATING DEDICATED SERVICE

121

STAFF

30

FULL-TIME

57

PART-TIME

34

CASUAL

3.4

AVERAGE YEARS' SERVICE

138

CONTRACTORS

21%

INCREASE IN STAFF AND CONTRACTORS ON LAST YEAR

15.7%

STAFF TURNOVER (MOST DUE TO RELOCATION AND CAREER CHANGE)

1.1%

ANNUAL BUDGET SPENT ON PROFESSIONAL DEVELOPMENT

10 YEARS

Allan Anderson
Bernie Cooper
Gail Yates
Leanne Taylor
Mikaela Mitchell

5 YEARS

Darce Foley
Darcy Silver
David Willett
Joanne Goldman
Lachlan Olm
Liz Aitken
Malcolm Pettigrew
Marlina-Rae Pern
Rebecca Witney
Sarah Walker
Theresa Hovey
Tony Bradshaw

HOME SERVICES

This year we helped nearly 6,250 older Australians and people with a disability keep their homes safe, secure and tidy so they could continue to live independently.

We welcomed 1,565 new clients in to our programs, which include Home Assist Secure, Yard Maintenance and Home Modifications.

In a big step forward, we also commenced delivery of the Commonwealth Government Home Care Packages. We are now able to offer our clients a comprehensive range of support and home services that are tailored to their needs. These new services include personal care, domestic care, wellness and lifestyle activities and nursing care.

The demand for our home services continues to grow each year. This can be attributed to the introduction of the My Aged Care portal, an ageing population, word of mouth referral through our existing clients, and our efforts to promote our services to eligible people in our service locations.

Social isolation is a growing concern amongst older Australians and our team was keen to do something about this. Getting older has its benefits but unfortunately 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.

The Home Services team launched the Banter series, a twice-yearly social event that is fun and informative for our older clients. The initiative is financially supported by a number of program contractors who have joined as Banter Mates for the next two years.

Each event is themed on a topic that starts with the letter B. Already, we have held two events - Books & Banter and Brush & Banter.

In an effort to improve how we connect and communicate with our clients, we also launched *Home Services News*, a printed newsletter that is distributed twice a year.

“

They are brilliant with the help we get. Our lawns are mowed and they can't do enough to help. We were getting so worried as we were having a problem in this area and their help has been absolutely brilliant for us.

- DOREEN SMITH, CLIENT

”

1,565

NEW CLIENTS

37%

INCREASE IN CLIENTS

6,242

NUMBER OF SERVICES

22,062

HOURS OF SERVICES

753

MODIFICATIONS COMPLETED

90

CONTRACTORS AND PARTNERS

13

SERVICE AREAS



Banter offers fun and friends

Books & Banter was our first event with author and artist Jocelyn Moloney. Her latest book *Romancing the Bridge* celebrates the 85th anniversary of the Sydney Harbour Bridge and was exhibited at the Queensland College of Art. Jocelyn shared with guests her long-time love of the iconic bridge and what inspired her artist's book.

We changed genres for our second event, Brush & Banter, and swapped books for paint brushes. For 20 years, Toowoomba artist and tutor Roslyn Hartwig has been honing her artistic passion which has included exhibitions in Australia and overseas. Roslyn wowed guests when she created a beautiful pastel painting in less than one and a half hours.



HOUSING SERVICES

The demand for community housing remains strong and we are proud to have assisted nearly 460 people with accommodation this year.

Our number of properties increased by 19 to 150. Ten of these we received from the Queensland Government through the Community Rent Scheme program.

We expanded our regional footprint to include properties in Goondiwindi and Dalby, which will help to provide suitable accommodation for people in need in these additional locations.

Our focus this year remained on managing the barriers that make it challenging for tenants to sustain a successful tenancy in the private or longer term social housing markets. We did this through our strong partnership links in support services, Rent Connect, private landlords and agencies. As a result, we assisted 29 households to transition to either private rental, the National Rental Affordability Scheme or long term social housing.

We made significant progress during the year in improving systems and processes. We implemented a new system to replace the outdated 'private-agency' system. Chintaro is a new property and tenancy management platform that is greatly improving how we manage our housing program.

We were thrilled to see the opening of the Toowoomba Housing Connect Hub following the successful proposal by the Toowoomba Housing and Homelessness Coalition. 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.

On the staff front, our Housing Officer was joined by a new Program Manager and Property Officer to make a small but highly effective team. After five years of dedicated service, the General Manager for Housing, Darce Foley, will leave the organisation to pursue new opportunities. We offer him our best wishes for his future endeavours and thank him for his outstanding service.



The Welcome Kit was very much appreciated and I have used all the items.

- CLEAN START RECIPIENT



150

**PROPERTIES
MANAGED**

86

**NEW TENANCY
AGREEMENTS**

458

**PEOPLE
ACCOMMODATED**

7%

**MORE PEOPLE
ACCOMMODATED**



A good start for new program

Clean Start is the inspiration of the YellowBridge QLD housing team who wanted to make life a little easier for their tenants moving in to a new home.

The program provided new tenants with a welcome kit containing quality, essential household items such as cleaning products and kitchen equipment.

Arrow Energy provided \$10,000 to support the inaugural program through its Brighter Futures Program.

Brighter Futures supports local organisations that are dedicated to developing stronger Queensland communities by providing grants to local community groups to help improve the social wellbeing of the communities in which Arrow operates.

“This partnership with YellowBridge QLD is an important step in giving tenants practical support that can lead to long term sustainable housing outcomes,” Arrow Energy Community Relations Manager Peta Tucker said.

“Stable and affordable housing is extremely important for families to be able to get ahead – these welcome kits will give tenants much needed help to establish and maintain their housing arrangements.”

Over the past 12 months, the program assisted nearly 100 people in supported accommodation to maintain their tenancy and/or transition to the private rental market.

The program also helped to improve communication and strengthen relationships between the YellowBridge Housing team and the tenants.

As a result of the program’s success, we hope to continue the initiative as it is a simple, useful and effective way to support tenants in social housing.

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 20 young people and provided 300 hours of mobile support to 26 young people to help them sustain their independent tenancies.

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.

A Dignity First grant enabled us to implement the Dignity Learner Driver Program and hold four Dignity Camps. The driving program has been a great success, helping 15 young people obtain their learner's licence and eight complete their 100 hours of supervised driving and then obtain their driver's licence. The program has been supported by volunteer mentor drivers and local businesses - Complete Driving, Toowoomba Toyota and Golden Harvest Service Station.

Many local people and businesses have provided invaluable in-kind and financial assistance to The

Haven. The Lady Bowen Trust provided \$15,000 to purchase white goods and furniture for young people transitioning to independent accommodation. The main bathroom was renovated thanks to funding from The Gambling Community Benefit Fund (\$15,000) and the Toowoomba and Districts Masonic Council (\$6000). The Masonic Council donated a further \$2325 to replace guttering on the Stepping Stone Cottage. The Commonwealth Bank has provided \$10,000 over three years to provide psychologist support. The George Family donated \$1050 to help young people attend a social camp at Stradbroke Island. The Toowoomba Quilters Club will donate the proceeds of the Annual Art Union Raffle to The Haven.

The long-awaited renovation of The Stepping Stone Cottage commenced thanks to the financial generosity of Suncorp staff through its workplace giving program (\$10,000) and the incredible donated labour and supplies from Hilec Electrical, VES Plumbing and Gas, Tradelink, Beaumont Tiles, G. James Glass and Aluminium and Bunnings.

To top off a successful year, four residents graduated from high school with senior certificates.

20

YOUNG PEOPLE ACCOMMODATED

365

DAYS OF SUPPORT PROVIDED

300

HOURS OF MOBILE SUPPORT PROVIDED

5

STAFF EMPLOYED

\$60K

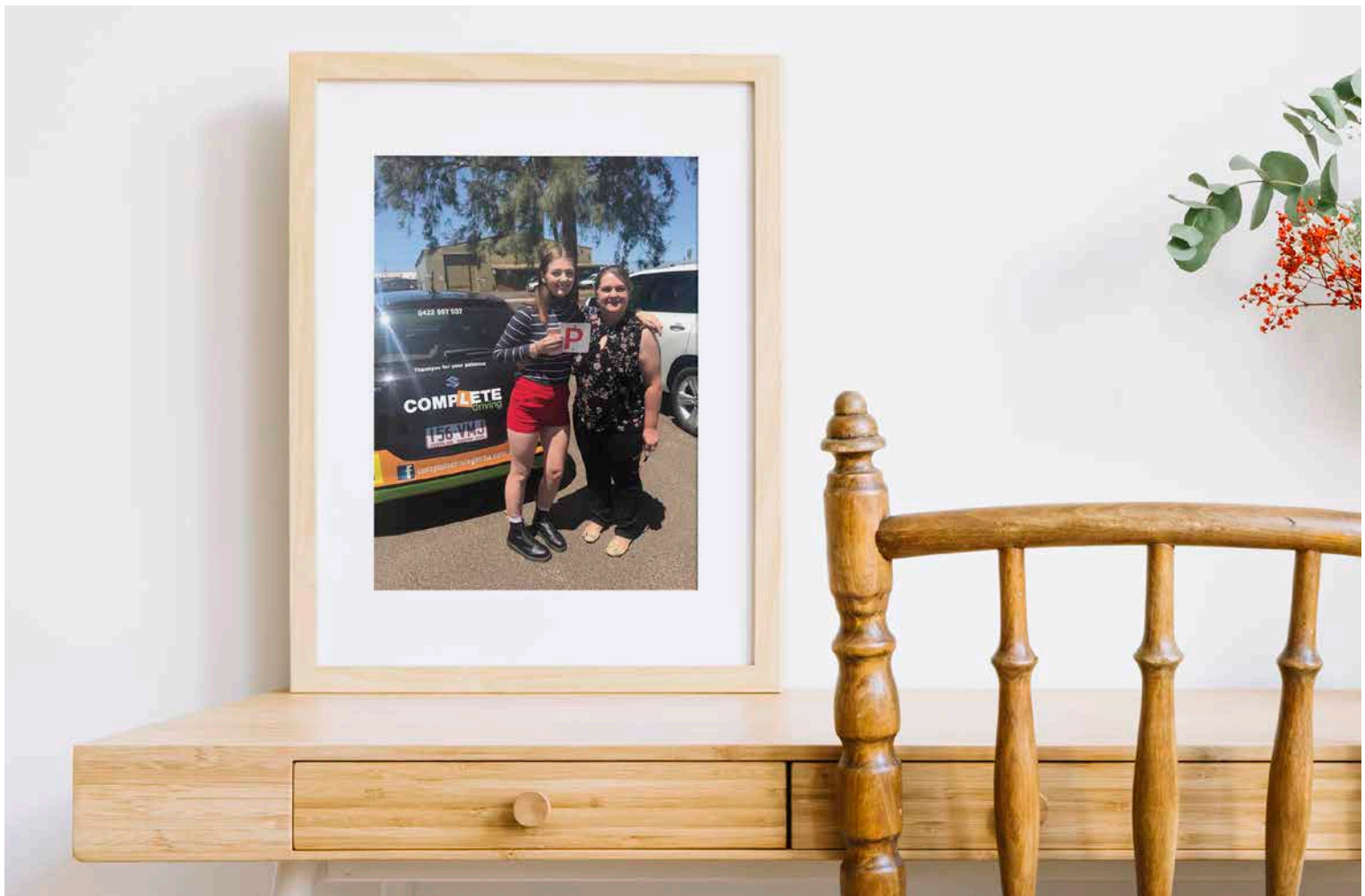
DONATIONS AND GRANTS RECEIVED

“

I am endlessly grateful for everything The Haven has done for me over the years and what they continue to do after my transition into a private rental.

- CHLOE CORCORAN, PAST RESIDENT

”



A letter of thanks

Written by Chloe Corcoran,
past resident at The Haven

The Haven took me in when I was only 15 and had nowhere else to live. Since then, nearly three years later, I am still using the life skills that I learned there and reaping all the benefits that come with such a supportive network.

Without The Haven, the task of completing 100 hours of driving to strive towards my Provisional License would probably still be underway. The Haven's driving program allowed me to gain my 100 hours of learner driving with both a driving instructor and the incredible mentors that volunteered to assist us in our goal of obtaining our freedom to drive.

The Haven taught me the importance of tasks such as grocery shopping, cooking new recipes, cleaning, washing and so many more important things to do every single day.

The endless support of The Haven impacts me every single day. The

Haven allowed me the opportunity to move into my own unit and learn the importance of being able to function independently. Furthermore, their contacts with the community landed me, a first year law student, a mentorship, scholarship and part-time job at a local law firm. Without these connections and networking, I would never have had this opportunity to advance my career so early in my studies.

I regularly keep tabs on what The Haven is doing and each time I hear something new, it's a new opportunity that the homeless youth of Toowoomba are being given. The recent renovations of the Stepping Stone Cottage are just one of the hundreds of projects that The Haven staff are so passionate about. The staff is the reason that The Haven is not a house, but a home, for young people like me, who had no options.

The Haven's consistent concern about the education of the residents was one of the reasons I was able to achieve academically in high school. The support of the workers allowed me

the opportunity to obtain an OP 5 and the Legal Studies Subject Prize at the end of 2017. Without a stable, steady home with people who genuinely cared about my education, I can certainly say that this would not have been possible without The Haven.

I am endlessly grateful for everything The Haven has done for me over the years and what they continue to do after my transition into a private rental.

When my guidance counsellor first explained what The Haven did, my exact thoughts were "this is a dream, there is no way a place can be this good" and low and behold my expectations were blown out of the water and I found myself a part of a family, not just another resident in Room 5.

My gratitude and appreciation for The Haven continues to grow each day and grows even more when I am able to see the improvements that they are continuing to make each and every day for the Toowoomba youth. The Haven really is a dream for young people experiencing hardship.

DISABILITY SUPPORT

This was the first full year under the National Disability Insurance Scheme (NDIS). The change has been significant for our Disability Support program and staff but they grabbed the opportunity with two hands and worked hard to ensure our clients received the best outcome.

The NDIS has resulted in a greater demand for disability support and so we increased our client support hours by nearly 20 percent to keep pace. This equates to just over 2,144 hours of client support every week by 74 dedicated support workers with 80 clients. During the year we reached capacity with our client support and needed to introduce a wait list for future clients. This wait list is a result of the limited pool of skilled workers in the industry to provide the required care and support. The wait list will gradually decrease once we have access to more trained staff.

We were thrilled to receive \$450,000 from Hand Heart Pocket, the charity of Freemasons Queensland, to help us purchase a custom-built unit for two people with disabilities and a carer. The unit will be part of a small complex in Toowoomba built by Enabled Living who specialise in purpose-built accommodation. There are many people with a disability in our community who need suitable housing and this will help us to provide that. Having access to appropriate housing is an important part of the equation for improving the overall quality of life of people with a disability so we are very grateful for this support.

The good news kept coming when we were successful in the We Are Queensland Small Grants Program for our collaborative book project that would help to increase understanding of people living with a disability. Fourteen school children helped us write and illustrate the children's story book

during the Easter holidays and we look forward to its official launch during Disability Action Week in September 2018.

Our social enterprise, Collectables, continues to delight us and provide valuable opportunities for our clients to build their confidence and skills. We held a number of pop-up shops in other locations with great success and we will continue to take advantage of markets, events and community spaces to raise the profile of our boutique op shop. The co-located Men's Shed is hugely popular with our clients and we never cease to be amazed by the quality and variety of masterpieces that are created there. The creative and entrepreneurial spirit is alive and well amongst our clients and we currently support seven clients with micro social enterprises that produce anything from candles and potted succulents to gift cards and dog kennels.

As a result of our positive reputation for disability support and NDIS leadership, our General Manager Disability Services Jodie Collins was invited to present at six industry forums including the NDS QLD conference, Criterion NDIS conference, NDS Queensland Transition forums and a special NDIS event hosted by the Toowoomba Chamber of Commerce.

80

CLIENTS SUPPORTED

83

DISABILITY SUPPORT STAFF

24/7

SUPPORTED INDEPENDENT LIVING

1,400

DISABILITY GROUP ACTIVITIES

111,500

HOURS OF CLIENT SUPPORT

1

BOUTIQUE OP SHOP

1

MEN'S SHED

7

MICRO SOCIAL ENTERPRISES



Geoffrey finds outlet for his talent

It is a rare day when Geoffrey Whitbread downs tools and takes a break from his favourite hobby.

His Toowoomba home is decorated with the furniture and curios he has built or restored himself including his latest project, a timber replica of a Ford Model T.

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

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

“I have projects on the go all the time,” Geoffrey said.

“I’m always thinking of new ideas and looking at shops and furniture designs for inspiration,” he said.

Twice a week, Geoffrey sets up his workshop in the YellowBridge QLD’s

men’s shed where he can access power tools and assistance from his disability support worker.

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

YellowBridge supports Geoffrey’s enterprise by helping him sell his wares through their boutique op shop, Collectables.

“I restored a timber dresser and a lady travelled from Brisbane to buy it last weekend. That felt pretty good,” he said.

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

Collectables was established in 2016 by YellowBridge to provide work and training opportunities for people with a disability.

BIG NEWS



GREEN LIGHT FOR PURPOSE-BUILT HOUSING

Efforts to ensure more people with disabilities have access to appropriate housing on the Darling Downs have been fast-tracked, thanks to a generous donation from a Masonic charity to YellowBridge QLD.

The \$450,000 donation from Hand Heart Pocket the Charity of Freemasons Queensland will enable the construction of a purpose-built three-bedroom unit in Toowoomba, which will accommodate two people with disabilities and a carer.

The unit is one of four fully customised units being built by Enabled Living, which will meet individual needs, include assistive technology, and help empower residents to lead more independent lives.

YellowBridge QLD Chief Executive Officer Penny Hamilton said the donation couldn't have come at a better time.

"We are in the midst of a disability housing crisis on the Darling

Downs, where people with disabilities, especially those whose ageing parents can no longer look after them, have no-where to go," Penny said.

"We know of 40 people in this position. While many have the means to buy or rent their own place, there is simply no suitable housing for them in the region. A few will never have the means to pay for a place to live," she said.

"Having access to appropriate housing is an important part of the equation for improving the overall quality of life of people with disabilities, so we are very grateful for this support."

Hand Heart Pocket Chief Executive Officer, Gary Mark, said the local Freemasons were vocal supporters of YellowBridge QLD, due to its proven record of supporting more than 4,000 people to lead more meaningful and connected lives each year.

"Our purpose is to provide sustainable support that delivers

positive outcomes; to provide a hand up to communities, charities and individuals that have limited access to other funding sources," Mr Mark said.

"Alleviating the stress on ageing parents who care for their disabled children - through the provision of innovative purpose-built housing - aligns with our values of equipping people to lead better lives," he said.

"WE ARE DELIGHTED TO PARTNER WITH YELLOWBRIDGE QLD ON THIS IMPORTANT INITIATIVE..."

"We are delighted to partner with YellowBridge QLD on this important initiative and know it will be a catalyst for changing the landscape of disability housing in the region."



A NEW PLACE FOR YELLOWBRIDGE

YellowBridge will create a central operations hub at its new premises in the former Skate City complex on Ruthven Street.

YB purchased the property this year after an 18-month search for a suitable site.

Chief executive officer Penny Hamilton said bringing staff together in a single location had been on their wish list for the past three years.

Finding the right property to accommodate a mixture of office-based employees and a lawn mowing team with machinery fleets had not been easy.

“We have more than 120 staff who currently work in different locations and rarely get the opportunity to connect and work alongside each other,” Penny said.

“BRINGING EVERYONE TOGETHER WILL HAVE ENORMOUS BENEFITS...”

“Bringing everyone together will have enormous benefits and help us to be more efficient and collaborative.”

“It will also help us to deliver a more streamlined process to our clients and service partners.”

“We are very excited about moving in to a building that has been the site of many happy and memorable experiences for local people. Nearly everyone we speak to has a story or memory about skating at the venue.”

YB is currently finalising design plans with a local architect and builder and hope to retain many

of the building’s unique features such as the skating rink and exposed structural steel frame.

“We want to create a fun, relaxed and vibrant work place and this building is perfect for our vision, size and needs. We want to take advantage of its unique features and retain its character and history,” Penny said.

YellowBridge will continue to use its community centre at 46 Hill Street as a designated disability support centre.

They plan to move in to their new premises by mid-2019.

STAR PROJECTS

We have enjoyed a busy and joyful year with these star projects.



COLLECTABLES

Our boutique op shop celebrated its second birthday in June.

The community's response to the social enterprise continues to grow as word spreads. We have held a number of 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 new community space of CUA in the Walton Stores precinct. The laneway location attracted attention from shoppers and city workers, which helped introduce a new group to Collectables.

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. Customers are greeted by our client trainees who are supported by a YellowBridge disability support worker for the duration of their work shift. They learn a range of practical retail skills including customer service, operating the cash till and bank card machine, researching and pricing stock, preparing stock displays and working as a team.

Foundation Partner

Toowoomba Toyota
Beyond Your Expectations!



YELLOW BUCKET APPEAL

The 3rd Yellow Bucket Appeal exceeded expectations and smashed its goal of 300 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.

Last year we achieved 200 buckets so we were very pleased to increase the joy and distribute 308 buckets this year. This would not have been possible without the ongoing support of our major sponsor, McConachie Stedman, who is Toowoomba's largest, locally-owned accounting firm.

"We know the good work that YellowBridge does in the community and my fellow directors and our staff wanted to support that in some way," said director Scott Cutmore.

"We have been operating in Toowoomba for more than 65 years so we really care about the local community."

"Helping local people by supporting the Yellow Bucket Appeal is a wonderful way for us to share the true spirit of Christmas."

Major Partner

McConachie Stedman



POSEY OF KINDNESS

We have continued to spread kindness by gifting yellow posies to people in our community each week. So far, we have distributed more than 200 posies to strangers and those we know need a kind gesture.

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

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

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

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

“I was the blessed recipient of a Random Act of Kindness. This act totally made my week. Thank you YellowBridge for such a beautiful initiative.”

- LIBBY, YELLOW POSEY RECIPIENT

Partner



CHARITY CHRISTMAS CARDS

Our inaugural Christmas Card series was a great success, featuring local artist Dan Wilson and his stunning paintings. This year, we collaborated with the young residents at The Haven who produced three gorgeous designs for the front covers including the quirky reindeer (pictured above).

The young women, who had no former painting experience, were guided through the creative process by artist Cecelia Krieg.

The result is a beautiful Christmas card series that we are delighted to share with our YB community to celebrate the festive season.



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
Epilepsy Awareness 'Purple Day'
Hike for Homeless
Jeans for Genes Day
Leukaemia Foundation's 'Light the Night'
Midnight Basketball Youth Program
RU OK Day?
Toowoomba Business disABILITY Awards
Walk for Brain Cancer

EXHIBITOR/PARTICIPANT

Aged Care Provider Network
Aged Care Road Show
Aged Care and NDIS Expo
Careers in Disability
Clifford Park Special School Parents Expo
Disability Action Week
Highfields Seniors Citizens Meeting
Home Care Package Conference, Sydney
Injury Prevention Conference
Mental Health Forum
Millmerran Health Expo
National Homeless Prevention Week
Safe Work Breakfast Forum
Safe Work Month
St Luke's Church Markets
St Mary's Student Volunteering Expo
Toowoomba Carnival of Flowers Grand Parade
Toowoomba Chamber of Commerce breakfast panel
Toowoomba U3A Seniors Expo
We Love Local, Clifford Gardens Shopping Centre
Workforce Council of Australia campaign

PRESENTATIONS

Clifford Park Special School
HELP Enterprise Executive
Highfields Garden Club
Highfields Seniors Group
Richmond Fellowship
SB Care
Senate Joint Steering Committee for NDIS
Shadow Minister and local member delegation
Suncorp Workplace Giving Launch
Surviving and Thriving NDIS
Toowoomba Housing and Homelessness Coalition
Rotary Club of Toowoomba
Rotary Club of Toowoomba East
Village on the Downs



COMMITTEES AND GROUPS

- Aged Care Provider Network
- Local Level Alliance
- NFP Governance in Regional Areas
- Not for Profit Leadership Group
- Property Manager's Networking Group
- QShelter Indigenous Advisory Committee
- QShelter regional contact
- Skilling Queenslanders: Regional Priority Jobs Committee
- Toowoomba Disability Service Provider Network Meeting
- Toowoomba Housing and Homelessness Coalition (Co-Chair)

FORMAL RESPONSES

STATE

- Queensland Mental Health Commission Survey
- Centre of Excellence for Clinical Innovation and Behaviour Support in Disability Services, Department of Communities
- Home Assist Secure Client Case Study, Department of Housing

NATIONAL

- Commonwealth Home Support Program Client Contribution Framework, Department of Health
- Single Aged Care Quality Framework, Department of Health
- Director Sentiment Index, Australian Institute of Company Directors
- Director and Executive Remuneration and Skills Survey, Governance Institute

OTHER

- Wellness Survey, 10,000 Steps
- The Governance Study, Australian Institute of Company Directors
- Domestic Violence Survey, Queensland Council of Social Service
- Rental Property Energy Use Survey, Queensland Council of Social Service
- Energy Efficiency in Community Housing, Queensland Council of Social Service

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



Toowoomba Toyota
Beyond Your Expectations!



TOYOTA

McConachie Stedman

CONTINUING PARTNERS

Baywash Southside
Carwash

jp smith
Recruitment & Human Resources

PRIORITY 1
TECHNOLOGY SOLUTIONS



wishbone
PR | COMMUNICATIONS | MEDIA





GENEROUS PEOPLE AND BUSINESSES

All Built Up	Darling Downs Therapy Services	Rotary Club of Toowoomba East
Amen Plumbing	Delta Electrical	SB Plumbing (Steve and Joey Briggs)
Arrow Energy	G. James Glass	Stimpson Garden Maintenance
Athorn Building	Golden Harvest Roadhouse	Suncorp
Australian Women and Leadership Program	Hennessy Plumbing	Tall Timbers Quilting Group
Beaumont Tiles	Highfields Garden Club	The Good Samaritan Op Shop
Belinda Peters and the George Family	Hilec Electrical	The Springs Garden World
BNI The Range	Inner Wheel Rotary	Toowoomba & Districts Masonic Council
Bunnings	Ironbark Timber Supplies	Toowoomba Metal Services
Clifford Garden Shopping Centre	Jenny Godwin	Toowoomba Regional Council
Col Wilke Body Works	John Lines	Tradelink
Commonwealth Bank	Lady Bowen Trust	VES Plumbing & Gas
Complete Driving School	Lions Club of Toowoomba	We Are Queensland Small Grants
CUA	Michael Rae Plumbing & Gas	
Damian Coonan Electrical	Morgan's Financial	Plus, everyone who donated to the Yellow Bucket Appeal and Collectables
	Murdoch Lawyers	
	Nexus	

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
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Director of Time Made



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Marsden Realty



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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.



DARCE FOLEY GENERAL MANAGER HOUSING

Darce has proven experience in the community sector with roles in community mental health, employment, disability services, youth, community welfare and social housing. He joined YellowBridge QLD in 2012 where he leads the Housing program. He is a Member of the Toowoomba Housing and Homelessness Coalition, Regional Representative for QShelter and holds qualifications in community services and development, mental health and social housing. Darce is a strong advocate for equality and social justice, particularly to reduce homelessness in our community.



MARIA SLOANE GENERAL MANAGER HOME SERVICES

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



JODIE COLLINS GENERAL MANAGER DISABILITY SUPPORT

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



KIM BUROW WORKPLACE HEALTH AND SAFETY MANAGER

Kim has worked in the community services sector for over 13 years and is experienced in disability support provision and coordination and workplace health and safety implementation and management. She holds qualifications in internal auditing, disability services and workplace health and safety as well as a Bachelor of Science (Psychology). Her passion for staff wellness and safety drives her to try and create a workplace that is inclusive of all and known for putting their people first. She strives to provide an atmosphere of collaboration between management, staff, clients and carers to ensure the best outcomes for all stakeholders. Kim prides herself on being able to provide support to diverse areas and achieve thoughtful and appropriate advice.



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 2018	Year end 30 June 2017
Revenue	10,435,570	8,921,326
Expenses	10,153,256	8,709,824
Surplus/(deficit)	282,314	211,502

BALANCE SHEET SUMMARY

	Year end 30 June 2018	Year end 30 June 2017
ASSETS		
Cash and Equivalents	857,044	1,927,330
Total Assets	4,498,725	3,921,630
LIABILITIES		
Employee benefits	436,596	433,882
Unspent Funding	778,675	419,724
Total Liabilities	1,655,283	1,360,502
EQUITY	2,843,442	2,561,128

For the full audited financial statements for 2017/18 please visit our website or contact Adrian Bonica at AdrianB@yellowbridgeqld.com.au

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