

Annual Report 2017



yourtown
let's create brighter futures

Contents

1 Our town, your town.....	3	4 Advocacy.....	18
Our Vision.....	3	5 Research and innovation.....	20
Our Mission.....	3	6 How we helped: In focus.....	22
Chair and CEO's message.....	4	Counselling and support.....	22
Our Values.....	6	Strengthening families and communities.....	26
Ways we work.....	6	Education and engagement.....	27
Who we helped and how.....	7	Job training and employment.....	28
Where we work.....	8	Aboriginal and Torres Strait Islander Peoples support.....	30
Our services.....	9		
2 Funding and sustainability.....	10	7 Our people.....	32
Revenue.....	10	8 Our supporters.....	34
Fundraising.....	10		
Planning for the future.....	10		
3 Board and governance.....	12		
Our Board.....	13		
Our Executive Team.....	16		



Cover: **yourtown** Traineeship participants Aiesha Williams, Madeline Whiting, Esther Isbon and Taine Bradley.



Our town, your town

yourtown is a charity with services young people can access to find jobs, learn skills, become great parents and live safe happy lives.

Since 1961, we've been tackling the issues impacting young people in Australia. Today, we provide services which include Kids Helpline, specialist accommodation for families, and training and employment initiatives for young people.

We take the time to listen, understand and encourage young people to find their place and aim to be part of the solution by delivering services that get results.

With our work predominately funded by the community, it's together and by association that we give young people choices and the chance of a brighter future.



OUR VISION
young lives transformed,
communities strengthened.

OUR MISSION
To enable young people,
especially those who are
marginalised
and without voice, to improve
their quality of life.

Chair and CEO's message

yourtown is known for tackling the issues that matter most and our work this year continued to demonstrate this commitment. We did not shy away from taking on the big issues like child protection, long-term youth unemployment, suicidality, and family and domestic violence, but we did not do this alone.

It's together and by association that we give life to our Mission and Vision. We listen to the young people we help and work with our supporters, partners and other industry professionals to share what we know, to learn, to innovate, and to provide the very best service we can for young people across Australia.

Learning and sharing

In 2016, the inaugural 'Kids Helpline Symposium' took place at the Australian Human Rights Commission. With a panel hosted by National Children's Commissioner Megan Mitchell, industry professionals talked about help seeking at Kids Helpline over its 25 years and where to go next in service delivery and in national policy agendas that are crucial to protecting children and young people.

We also asked children and young people who had lived experience of suicide about how they were or were not helped. This informed community discussion about how we more effectively recognise and respond to cries for help.

In 2017, our 'Social Procurement Symposium' in Sydney put long-term youth unemployment firmly on the table. Working with thought leaders from across government, education and

industry, we discussed community-based solutions that target long-term youth unemployment through social enterprises while recognising the individual needs of young people.

At the 'Children in Domestic Violence Symposium' at Brisbane's Parliament House, **yourtown** brought industry professionals together to examine the unique needs of children experiencing the trauma of family and domestic violence.

We remained responsive to national debate and issues highlighted in the media. This included speaking out about the exploitation of young women and girls through online pornography. We put forward solutions that recognise the cause of this behaviour and the significant long-term impact this can have on community wellbeing.

Joining forces with ABC I and ReachOut, we were part of a confronting and highly effective national awareness campaign that examined the causes, context and consequences of young people being bullied in Australia.

Service innovation

We continued to invest in our services to remain relevant and accessible to the many thousands who reach out to us for support. This included work with the Queensland University



of Technology and Sydney University to enhance Kids Helpline's digital footprint. In 2017, we launched a world first social media platform purpose built to offer professionally moderated support for young people experiencing mental health concerns. We began trialling SMS support and continued to advance the design and self-help resources of our Kids Helpline website.

When young parents secure sustainable housing and employment the life prospects of their children improve dramatically. In 2017, we announced a new focus on young parents and their children for our homelessness accommodation centre in Sydney.

Creating brighter futures

Our Art Unions, through the generosity of the community, fund most of what we do. With this and other support we have the flexibility to respond to community need with innovation and conviction.

Kids Helpline is one such innovation. We are proud to share with our supporters the 2016 National Association for Prevention of Child Abuse and Neglect (NAPCAN) National Award and the Queensland Child Protection Week Award won by Kids Helpline for the critical role it plays in protecting children and young people.

To our supporters and others who have engaged with our organisation over the past 12 months, we thank you for sharing our vision of creating brighter futures.

Gerry Lambert
Chair of the Board

Tracy Adams
CEO



Our Values

The way we go about achieving our goals is just as important as reaching them.

Our values are derived from the Lasallian Charism and, along with our Mission and Vision, are the foundation of **yourtown**.



Brother and Sister to all

We value each other and everyone we meet.



Innovation and Resourcefulness

We're not afraid to try new things.



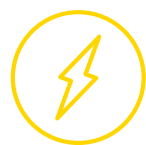
Perseverance in Service

We never give up.



Professionalism

We stand for quality and lead by example.



Faith and Zeal

We do everything with energy and commitment.

Ways we work

At the heart of who we are is how we respond to the needs of young people.



Respect

We respect others by listening and being honest.



Excellence

We strive for excellence in what we do.



Creativity

We're creative, working in ways that get amazing results.

Who we helped and how

yourtown received close to **230,000** contacts from those reaching out for help in 2016-17.

Contacts made and how we helped included:

193,122
supported by

Counselling and Support via Kids Helpline's 24/7 service for Australia's children and young people, Parentline for parents and carers, face-to-face support and Kids Helpline @ School.

18,916
supported by

Job Training and Employment services that give young people extra life choices and get them jobs.

14,813
supported by

Family and Community services that help young families learn positive parenting and strengthen connections with the community.

340
supported by

Services specifically for **Aboriginal and Torres Strait Islander Peoples** that create job options and education opportunities.

484
supported by

Education and Engagement services that support young people to remain in school and offer other positive pathways.

229
supported by

Accommodation services that support families facing homelessness and/or family and domestic violence.

Estimate based on available data. Contact numbers for Kids Helpline and Parentline may include contacts by the same individual more than once. Participation numbers for our other services are generally based per individual, however individuals may have contact with the service more than once or access more than one service.

Kids Helpline and Parentline Win Child Protection Awards

Kids Helpline was honoured twice in 2016 winning National and Queensland Child Protection Awards while our Queensland and the Northern Territory Parentline service won a Queensland Child Protection Award.

The Governor-General Sir Peter Cosgrove presented Kids Helpline with the National Association for Prevention of Child Abuse and Neglect (NAPCAN) Play Your Part Award because of its significant work over the last 25 years in providing early intervention strategies that help prevent child abuse and harm. Kids Helpline was the only winner of the 2016 national award. The Queensland Child Protection Week Committee also recognised Kids Helpline in its 2016 honours for the service's outstanding contribution to promoting child protection.

Parentline received a Queensland NAPCAN Child Protection Award for the proactive role it played in preventing child abuse or neglect by helping parents and carers build stronger relationships with their children, and improve their capacity to support the safety and wellbeing of children.

RIGHT: The Governor-General Sir Peter Cosgrove with **yourtown** CEO Tracy Adams



Where we work

Our service locations are prioritised to areas of high socio-economic disadvantage¹. This includes places where high numbers of young people are unemployed, or in low skilled occupations with minimal, or no qualifications, and/or living in single parent households.

yourtown has 50 service centres in 36 locations across New South Wales, Queensland, South Australia and Tasmania. Our business centre is in Milton, Queensland.



New South Wales

- Blacktown
- Campbelltown
- Cessnock
- Claymore
- Fairfield
- Ingleburn
- Maitland
- Mt Druitt
- Muswellbrook
- North Richmond
- St Marys

Queensland

- Beenleigh
- Browns Plains
- Caboolture
- Capalaba
- Deception Bay
- Ipswich
- Kingston
- Kippa-Ring
- Milton
- Victoria Point
- Woodridge
- Zillmere

South Australia

- Elizabeth
- Enfield
- Kadina
- Kilkenny
- Port Pirie
- Salisbury
- Smithfield

Tasmania

- Bridgewater
- Burnie
- Devonport
- Glenorchy
- Launceston

Our services

National

- Kids Helpline
- Kids Helpline @ School

New South Wales

- Connectivity Centre
- Employment Services (jobactive)
- Homelessness Family Accommodation Service (San Miguel Family Centre)
- Transition to Work
- Work Enterprises
- Work for the Dole

Northern Territory

- Parentline

Queensland

- Accredited and Non Accredited Training
- Administration and Research Centre
- Art Workshops
- Communities for Children Program
- Community Work Skills
- Employment Services (jobactive)
- Expressive Therapy Program
- Family Mental Health Support Services
- First Start Traineeships
- Get Set for Work
- Indigenous Youth Engagement and Transitions Program (IYET)
- Parentline
- Programs specific to Aboriginal and Torres Strait Islander Peoples

- School Based Traineeships (SBT)
- Transition to Work
- Vocational Training and Employment Centre (VTEC)
- Work Enterprises
- Work for the Dole
- Work Skills Traineeships
- Young Parents Program – Glugor
- Youth Engagement Program
- Youthful Offenders Program
- Youth Skills Program

South Australia

- CARE Plus
- Employment Services (jobactive)
- Flipside Flexible Learning Options Program
- ParentsNext
- Transition to Work
- Work Enterprises
- Work for the Dole
- Young Parents Program – Penrose

Tasmania

- Employment Services (jobactive)
- Work for the Dole

Confidential Location

- Family and Domestic Violence Accommodation Service



02

Funding and sustainability

In the 2016-17 financial year, **yourtown** contributed more than \$51 million to providing crucial services for young people across Australia and more than \$1 million was allocated to advocating for positive systemic change.

Our work is predominantly funded by one of the largest and longest-running charitable Art Unions in Australia. We are immensely grateful to our supporters, the investment of our governments and corporate partners and those who give generously via donor, bequest and workplace giving programs.

Revenue

This year our revenue increased for the fourth time in five years to \$98M. We also reported the largest surplus since 2004-05. At \$3.75M, this is almost double the budgeted surplus and was achieved primarily from our commitment to strong financial governance and our strategic priority of organisational sustainability.

We have worked hard to achieve a surplus that will enable us to innovate and optimise the virtual services we can offer as well as extend our services into communities identified as experiencing significant disadvantage.

Fundraising

yourtown received \$2.2M in donations through its campaigns from community and corporate fundraising activities (not including the Art Union), which means 76% of these funds go directly to the services we provide.

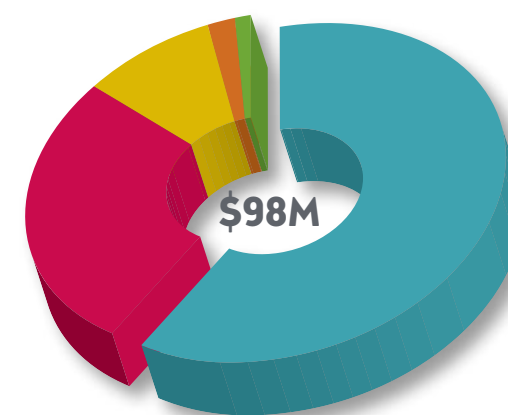
Each year, we run 10 high-end luxury house and five prestige car Art Unions in line with government/s regulation and professional principles and standards of fundraising practice.

With the increasing cost of purchasing our prize home properties, costs associated with running luxury Prize Home Art Unions are higher than other fundraising activities. This year we were pleased to achieve a net income of \$25M.

Planning for the future

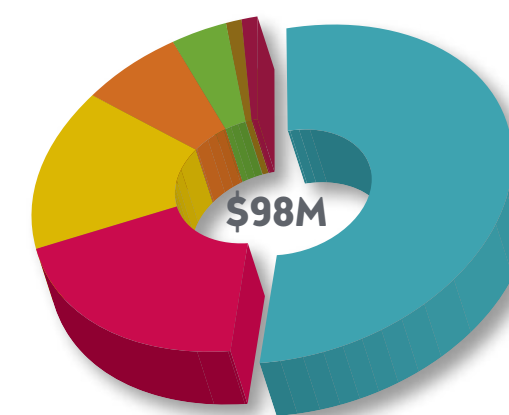
In the coming years, we hope to increase charitable donations and partnerships that advance our Mission, while growing the net return from Art Unions.

Creating opportunities for surplus funds means we can invest in communities for the long-term and undertake systemic planning with communities that build independence, break the cycle of disadvantage and create brighter futures for more young people.



Total revenue

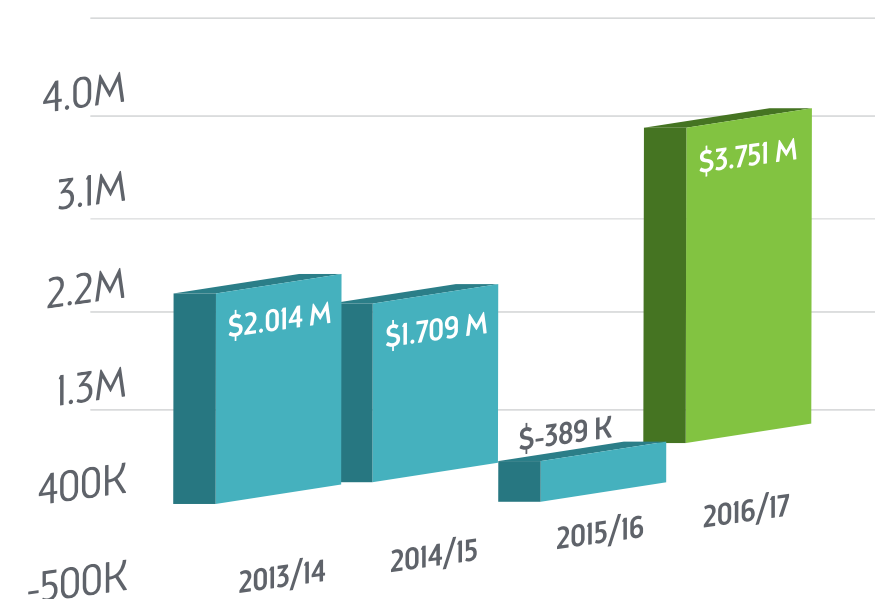
Art Unions	60%
Rendering of Services	27%
Government & Other Grants	9%
Philanthropic & Corporate Income	2%
Interest & Other Income	1%



How we spent our revenue

Client Services	52%
Art Union Prizes	20%
Art Union Marketing & Administration	15%
Corporate Administration	7%
Retained Surplus	4%
Advocacy	1%
Fundraising other than Art Union	1%

Our operating surplus/deficit



Our detailed Annual Financial Report 2017 can be accessed from our website.

03

Board and governance



LEFT TO RIGHT: (front) Ben Naparstek, Jack Firman and Loki Ball, (back) Peter Ffrench, John Williamson, Dr Margaret Brechman-Toussaint, Gerry Lambert, Maria Corpuz, Br Kenneth Ormerod and Kristan Conlon.

Our governance is driven by a commitment to continuous improvement and accountability led by our Board of Directors and managed by our Chief Executive Officer and Executive Team.

yourtown is a registered charity under Australian charities legislation and a public company limited by guarantee under corporations law.

Our strategic framework sets out our objectives and goals across five key areas:

- Client Services and Programs
- Lasallian Ethos and Culture
- Organisational Positioning
- Organisational Development
- Organisational Sustainability

We maintain quality certifications and our practices align with or exceed industry standards. Certifications include the ISO9001:2015 Quality Management Systems Standard for governance and corporate functions to manage and support services for children, young people and their families.

Our Board of Directors meet eight times a year reviewing strategic recommendations, management accounts and detailed reports about our performance. The Board is also informed by the Audit and Risk Management Committee, Strategy Advisory Committee and a Board Advisory Committee that each meet three times a year.

Our strategic framework can be accessed at yourtown.com.au

Our Board

yourtown Board members are experts in various fields. Together they are responsible for the overall business, management and direction of **yourtown**.

The Board's most important role is safeguarding the trust that clients, donors, corporate partners and government place in **yourtown** to create brighter futures for disadvantaged young people. The Board is committed to our Mission and Values and

best practice in governance, accountability and transparency. All members are volunteers and receive no remuneration for their service.

Gerry Lambert

BOARD CHAIR
BCOMM (HONS), ACA, GAICD
APPOINTED FEBRUARY 2011, CHAIR 2016

Gerry is an experienced company director with both listed and unlisted entities. He has over 25 years' experience as a senior corporate executive with expertise in the financial, strategic, systems/compliance, management and human resources areas of companies in the mining, building and property development industries. Gerry is a past non-executive director of two ASX listed companies, Villa World Limited and CuDeco Limited, and was the General Manager/Chief Financial Officer, Executive Director of Villa World Limited from 2000 to 2005. Gerry is also an advisory board chair of two private companies and is the proprietor of a mentoring consulting business.



Gerry Lambert - Chair

Peter Ffrench

BOARD DEPUTY CHAIR
BSOCWK, GRADDIPBUS, FAICD, FAMI
APPOINTED FEBRUARY 2011

Peter is a business advisor to leading Queensland businesses, specialising in marketing and business strategy, executive coaching and organisational development. He has over 25 years senior executive experience in general management, marketing and sales with leading national companies across a diverse range of industries. Peter has held general management positions in FMCG, utilities and energy industries in both the public and private sector.

John Williamson

CHAIR OF AUDIT AND RISK MANAGEMENT COMMITTEE
BA/LLB (ANU), FCSA , FAUSIMM, MAICD
APPOINTED NOVEMBER 2011

John has had broad executive, senior management and consulting experience spanning over 30 years in the corporate governance, corporate strategy and commercial arenas. His experience has been gained across several sectors in a wide variety of companies. He is currently an executive director of WEPL, a management consultancy. He is a former director of Governance Institute of Australia.

John (Jack) Firman

CHAIR OF STRATEGY ADVISORY COMMITTEE
BE(CIVIL)
APPOINTED FEBRUARY 2013

Jack has a long association with **yourtown** having been the General Manager of the BoysTown Lotteries from 1997-1999 and its Chief Executive Officer (CEO) from 2004-2008. Other business appointments have included CEO of the Metropolitan Ambulance Services, CEO of the Port of Melbourne Authority and various executive appointments with Melbourne Water. He has extensive experience in corporate governance, executive management and financial reporting.

Dr Margaret Brechman-Toussaint

BA HONS (PSYCHOLOGY), PHD (CLIN), MAPS, MCCP
APPOINTED MARCH 2013

Margaret has held senior positions in the university, government and non-government sectors and played a critical role in developing and implementing innovative, early intervention and prevention initiatives that promote the health and wellbeing of vulnerable children. She has extensive expertise in strategic policy and research, inclusive governance frameworks, the development of collaborative partnership agreements, and

contract negotiation, and the management of multi-site placed-based initiatives for successful implementation of evidence based programs and innovative models of service delivery.

Kristan Conlon

CHAIR OF BOARD ADVISORY COMMITTEE
BA/LLB, MAICD
APPOINTED JUNE 2013

Kristan is a partner of a leading independent Australian law firm with a background in property and corporate advisory. She advises property developers, government and government-owned corporations, major landlords and tenants, listed corporations and private clients in a vast array of transactions. She has presented at a variety of legal conferences in the property and commercial sectors, including the Property Council of Australia. Kristan’s memberships include Queensland Law Society, Australian Institute of Company Directors, Property Council of Australia and Urban Development Institute of Australia.

Br Kenneth Ormerod, fsc

BA, DIPTEACH, MA (THEOLOGY)
APPOINTED APRIL 2014

An educator since 1972, Br Ken has been the Principal of the De La Salle College Cronulla (NSW), St Bede’s College Mentone (VIC) and Oakhill College Castle Hill (NSW). He is a Foundation member of the **yourtown** Board and the Board of St Michael’s College Henley Beach (SA).

Loki Ball

LLB (UTS), MAICD
APPOINTED NOVEMBER 2015

Loki is an experienced Manager in KPMG, Australia’s market-leading human and social services consulting practice, where he is engaged as a key advisor to governments, not-for-profits and private providers. Loki has a strong background in policy and law reform to support vulnerable children, youth and families, and prior to joining KPMG he worked as an advisor for three years to Australia’s National Children’s Commissioner. Loki has practical experience in organisational governance, risk management and strategic planning, and is a Member of the Australian Institute of Company Directors. Loki brings a strong analytical approach to problem-solving and policy issues based on his legal training, experience working with the machinery of government, and deep understanding about the issues vulnerable people face. Loki has applied skills in research methods, policy analysis and reviews, stakeholder management and facilitating consultations.

Maria Corpuz

BSC (ENG), MASTERS (COMP SCI), PHD (CANDIDATE)
APPOINTED NOVEMBER 2015

Maria is the Manager, Information Security of a leading Australian university. She has over twenty years of IT experience performing strategic roles and delivering programs in the fields of information security, IT strategic planning and enterprise architecture in government, telecommunications and higher education. Maria is a recognised industry expert, frequently being asked to speak globally about IT policies and frameworks, ICT risk management and business continuity management. She has published academic papers and her extensive knowledge is used to deliver IT projects and educate university students about the safe use of online media.

Ben Naparstek

BA (ENGLISH, FIRST CLASS), LLB (HONS), GAICD
APPOINTED NOVEMBER 2015

Ben is Director, Digital and Content at communications marketing firm Edelman, leading the Australian office’s team of videographers, designers, UX experts, social curators, paid media specialists, programmers and producers. Previously he was Head of Online at SBS, leading the overall strategy for the SBS online network, including its innovation unit Digital Creative Labs. He was formerly Editor of Good Weekend magazine for the Sydney Morning Herald and The Age; and Editor of national current affairs magazine, The Monthly. He’s been a contributor to the Financial Times, and the collection of his journalism, In Conversation, was published in three languages. He’s served academic fellowships at the Johns Hopkins University and Columbia University, co-edited a book of cultural theory for Duke University Press, and won a Churchill Fellowship to research public service journalism in 2014.





LEFT TO RIGHT: John Dalglish, Tracey Gillinder, Tracy Adams, Geoff Walshaw, Cara Benoit and Brendan Bourke

Our Executive Team

The CEO and Executive Team are responsible for the day-to-day management of all **yourtown** operations. They develop, implement and monitor activities to ensure our work practices embody our organisational values and are transforming young lives and strengthening communities.

Tracy Adams CEO

Tracy has more than 27 years’ experience with **yourtown** and was appointed CEO in 2008. In this role, she is responsible for implementing the organisation’s strategic direction and ensuring its operations are conducted with the highest standards of integrity and accountability.

Since being appointed to her current position she has directed significant company growth, including an operating budget increase of more than \$40 million, a client increase of more than 100% and a greatly enhanced advocacy platform for those experiencing social exclusion. Tracy has frequently addressed government enquiries into the welfare of Australian youth.

Tracy is a graduate of the Harvard Business School General Management Program and a Fellow of the Australian Institute of Management (AIM). She holds a number of Board positions including Lasallian Mission Council for ANZPPNG, Cannon Hill Anglican College and Tactical Global Management and has been an executive advisor to the Queensland University of Technology (QUT) Executive MBA program for eight years.

Geoff Walshaw CFO & COMPANY SECRETARY

Geoff joined **yourtown** in 2007 and leads the finance, property, IT and business systems teams. In 2009, he was also appointed **yourtown** Company Secretary. His more than 20 years experience in financial and management accounting spans the commercial, government and not-for-profit sectors in Australia and the United Kingdom. This includes senior roles with international FMCG companies such as the Gillette Group UK, Mars Confectionery and Walkers Snack Foods.

Tracey Gillinder HEAD OF MARKETING & FUNDRAISING

Tracey started at **yourtown** in 2013. She leads the development and implementation of all brand management and fundraising growth strategies for the organisation including corporate partnerships, donor programs and **yourtown** luxury Art Unions. Her more than 20 years in marketing and communications includes roles at Fairfax Media, Mercedes-Benz (Daimler Chrysler), BMW, MINI, Lamborghini and Cartier. Her memberships have included the Gold Coast Motors Events Co Marketing Communications Committee and Brisbane Lions AFL Marketing Communications Committee. She has also

worked with the Uniting HealthCare/The Wesley Hospital and Research Institute and McDonalds Australia (Ronald McDonald House Charities).

John Dalglish HEAD OF STRATEGY & RESEARCH

John has been with **yourtown** since 2000 and leads advocacy, research and evaluation for the organisation that generates new knowledge about issues impacting young people, and how to effectively respond. He has 11 years’ experience as a practitioner in the areas of child protection and juvenile justice, and 26 years’ experience in executive management within government and the not-for-profit sector. John has led teams providing child protection, juvenile justice, disability, out-of-home care, community funding, and social and economic development programs within Aboriginal and Torres Strait Islander communities. A member of several Boards, he is President of the Foundation for Independence Recreation and Social Training (FIRST) and a member of the Social Impact Measurement Network Australia (SIMNA). John is a Partner Investigator in several research projects funded by the Australian Research Council.

Brendan Bourke HEAD OF CLIENT SERVICES

Brendan commenced at **yourtown** in 2003 to help establish our employment, education and training programs and their associated regional delivery network. In 2016, Brendan was appointed as our Head of Client Services, leading the implementation and delivery of integrated client services in line with our organisational strategic framework. Prior to working with **yourtown**, Brendan spent five years as a senior manager with a major national recruitment agency following 16 years with the Federal Department of Education, Employment and Workplace Relations (DEEWR) in a variety of operational and senior management positions. Brendan has a Graduate Certificate in Business and extensive experience in the training and employment services industry in the private, public and community sectors.

Cara Benoit HEAD OF PEOPLE & CULTURE

Cara joined **yourtown** in 2008 and leads the People and Culture team to deliver best practice people management, work health and safety, and workplace cultural initiatives. A Certified Professional member of the Australian Human Resources Institute, she has more than 20 years’ experience in both Human Resources and Operational Management positions across a variety of industries within Australia and Asia Pacific. Cara is a Board Director for PeakCare, Queensland’s peak body for child protection.

04

Advocacy

yourtown provides a national voice for young people to ensure they are valued, their human rights respected, and their needs and issues acknowledged in social policy.

Our work with young people brings with it the responsibility of leveraging our knowledge of their experiences to bring about systemic change.

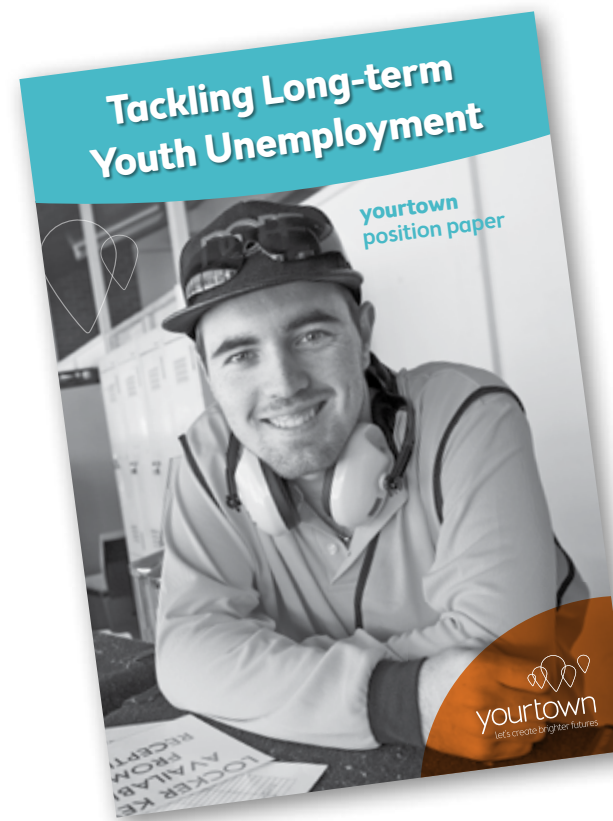
Kids Helpline and Help Seeking: Past, present and future

In 2016, the inaugural Kids Helpline (KHL) Symposium took place at the Human Rights Commission, Sydney. This landmark event not only shared what we had learnt over 25 years of KHL but brought together a panel of experts hosted by the National Children's Commissioner Megan Mitchell to discuss the future of help seeking in Australia. On the table was how KHL had evolved and where we could go next both in terms of service delivery and in national policy agendas affecting the wellbeing of children and young people.



“Kids Helpline makes it easy and okay for children and young people to seek help when they need it. This vital, confidential service for kids is available anytime of the day or night and has no doubt saved the lives of many children and young people over the years.”

Megan Mitchell, National Children's Commissioner



Social Procurement: Good for business, good for community

There are more than 50,000 young people in long-term unemployment across Australia and this is growing. In 2017, **yourtown** invited thought leaders from businesses, universities and governments to join forces and promote social procurement and work enterprises to create more jobs for unemployed young people and build stronger communities.

Hosted by Lendlease in Sydney, guests included the Honourable Craig Laundy MP, Assistant Minister for Industry, Innovation and Science, the University of New South Wales' Professor Martin Loosemore and David Borger.

Our CEO Tracy Adams released **yourtown's** position statement on long-term youth unemployment at the event, sharing our contemporary research about this issue as well as what we know from delivering services that have tackled youth unemployment for close to 20 years.

Preventing Suicide: The voice of young people

Suicide is the leading cause of death amongst 12-25 year old young people in Australia, yet discussion around this often precludes those who have lived experienced of this issue.

yourtown consulted 472 children and young people who had this experience, having thought about, planned or attempted suicide asking them about their help seeking experience. Their message was simple: Listen, don't judge, care more.

We continue to share this invaluable research nationally. This year this included presenting at the National Suicide Prevention Conference, working with Suicide Prevention Australia to develop the national Strategic Framework for Suicide Prevention, and providing input into the Queensland Mental Health Commission's revised Queensland Suicide Prevention Action Plan.

Spotlight on children traumatised by violence

It's estimated that 54% of women who have experienced violence by a current partner had children in their care, with 31% of these seeing or hearing the violence¹. **yourtown** has operated a Family and Domestic Violence Accommodation Service for women and their children for 13 years. We called on frontline family and domestic violence services from across Queensland to a Children in Refuge Symposium to discuss contemporary approaches to supporting children traumatised by domestic violence.

The Honourable Yvette D'Ath MP, Attorney-General and Minister for Justice and Minister for Training and Skills opened the event at Parliament House, Queensland. Key note speakers included child trauma specialists discussing the impact of trauma and the use of innovations such as **yourtown's** expressive therapy program as a way of treating the effects of trauma.

Objectification and violence is never OK

Children's exposure to pornography has dramatically increased as a result of access to digital technology. The nature of pornography has also changed, with mainstream pornography containing aggression and violence, mostly directed towards women.

This year **yourtown** continued to advocate strongly about this issue. In response to media reports of thousands of graphic images of school-aged girls posted and traded online, we highlighted the significant impact increased availability of pornography and objectification of women is having on young people.

Early education for young people about respectful relationships is urgently needed as is skills development in children and young people that helps them critically analyse sexualised media and empowers them to challenge gender stereotypes. These along with other strategies are critical to establishing behavioural standards that promote healthy communities.

¹ Campo, M. (2015). 'Children's exposure to domestic and family violence: Key issues and responses' (CFCA Paper No. 36). Melbourne: Child Family Community Australia information exchange, Australian Institute of Family Studies. Sourced from: <https://aifs.gov.au/cfca/publications/childrens-exposure-domestic-and-family-violence>

05

Research and innovation

We blend the voice of young people and a diverse range of expertise to create new, innovative and effective supports that empower children and young people to positively participate in the community.

Wellbeing Toolkit

yourtown continues to work with the Queensland University of Technology (QUT) on the creative design of the Kids Helpline website to increase the reach and impact of self-help resources. This year this has included co-design workshops with children and young people aged 12-25 to hear their views about what they need to develop and sustain positive emotional wellbeing. Two new digital tools are scheduled for release in 2018. This research has been partly funded by the Australian Research Council.

BELOW: **yourtown** Head of Strategy and Research John Dagleish with QUT's Research Project Coordinator Stoyan Stoyanov

Construction industry and Indigenous engagement

One in eight jobs in Australia are related to the construction industry. Keen to develop strategic plans for increasing the participation of Aboriginal and Torres Strait Islander peoples, GROCON asked **yourtown** to look at how the construction industry can engage with Aboriginal communities to recruit, train and develop sustainable employment opportunities for Indigenous Australians. Our resulting research and the evaluation of existing programs will help inform the construction industry nationally.

Children and family law

Children who are exposed to court proceedings due to family conflict and associated issues understandably experience significant distress. This year, the Children's Committee for the Australian Family Law Court commissioned **yourtown** and Sydney University to identify what children like to talk about during and after a family court experience, how and what they hope to gain in support, and to trial possible group digital support options for children in this situation. Funded by Family Law Practitioners Associations in Queensland and Western Australia, this project is scheduled for completion by the end of 2017.

NRL State of Mind

The mental health of boys and young men continues to be a concern in the Australian community with people in this group often unlikely to seek help or support if experiencing issues. This year Kids Helpline continued its role as a coalition partner of the NRL State of Mind Campaign designed to create awareness about mental health issues and encourage boys and young men to seek support. Our work with the NRL included evaluating the outcomes of the campaign's mental health education program delivered to grassroots Rugby League Clubs across Australia and New Zealand.

Teens, pregnancy and parenting

In 2017, we responded to the National Children's Commissioner's Inquiry into the Impact of Pregnancy and Parenting on Teens and Young People. Our submission included insights and recommendations based on Kids Helpline contacts from young people 13-17 years old about pregnancy, sexual behavior, contraception and young parenthood, and on what we have learnt from other **yourtown** services that support pregnant teens and young parents.

LEFT TO RIGHT: State of Mind Ambassadors Brenton Lawrence, Iosia Soliola, Matt Ballin, Samantha Hopkin, Ruan Sims, Moses Mbye, David Tyrrell



06

How we helped: In focus

Counselling and support

Intervening early when children and young people are experiencing difficulties can make all the difference and in some cases save lives. We take the time to listen, understand and encourage young people to find their place and do everything we can to keep them safe.

Keeping kids safe

Kids Helpline (KHL) plays a critical role in protecting children and young people across Australia. No matter how big or small the problem, we help young people express themselves, build confidence and live safely.

Kids Helpline is Australia's only free, private and confidential 24/7 phone and online counselling service for children and young people aged five to 25. Young people contact our professionally qualified counsellors every day of the week, every hour of the day. Live WebChat is also available from 8am to 12pm (AEST) seven days a week. We offer:

- One-off counselling and crisis support
- Information and referral
- Ongoing counselling and case management

Young people contact us about anything, from relationships with friends and family and school worries, through to homelessness, child abuse, body image, mental health, self-injury and suicide.

We work closely with child protection authorities in every state and territory to help inform social policy and keep children and young people safe. In 2016, we initiated 1,907 emergency care actions that in some cases literally saved lives.

Our continued partnerships with Optus, through their support of Kids Helpline @ School Digital, and with the Office of the eSafety Commissioner, as a referral agency and advisor to the Commissioner, is helping children and young people stay safe online.

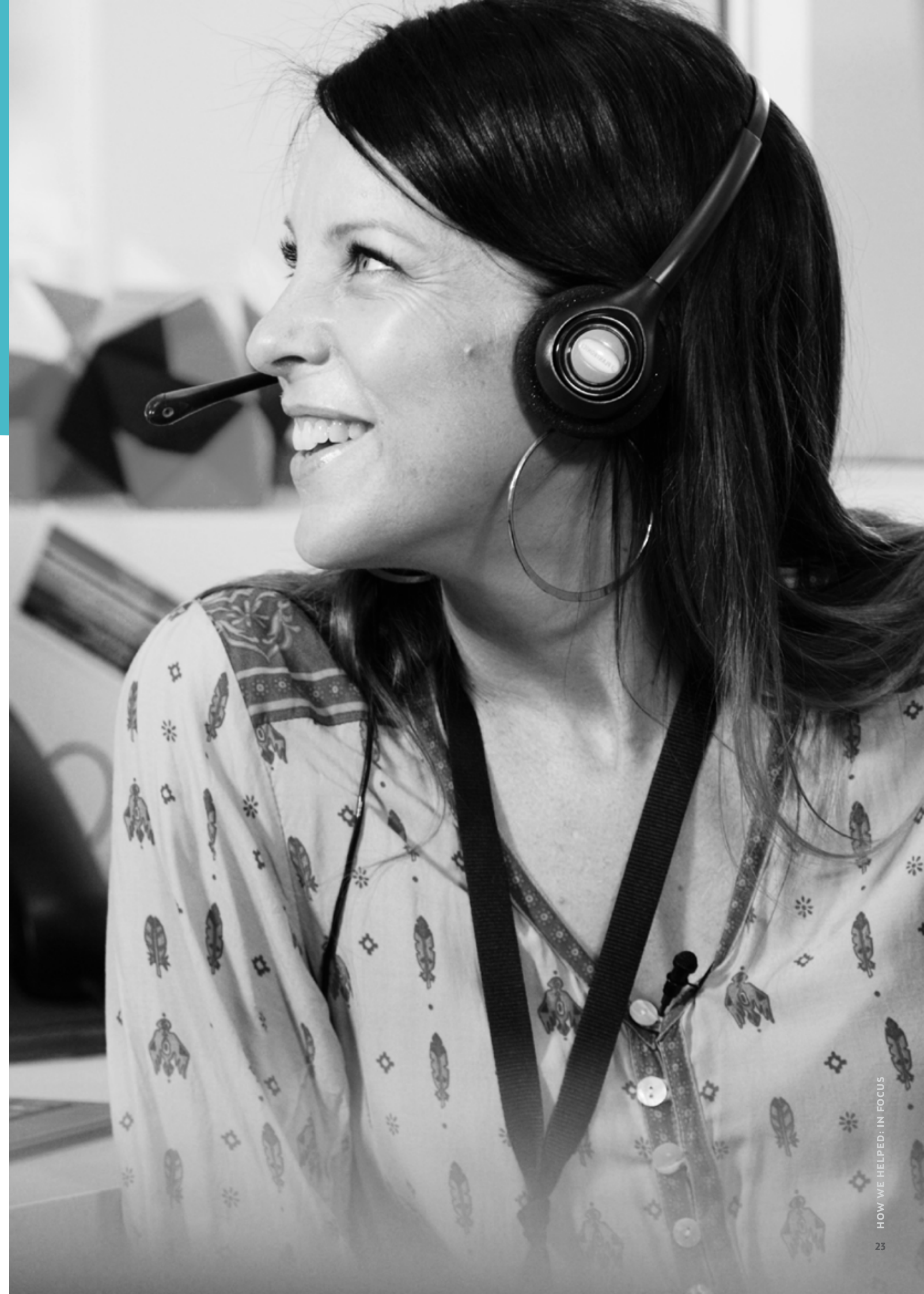
We are constantly evolving this crucial service responsive to what children and young people tell us and in partnership with governments, educators and corporates to ensure the most vulnerable can always access help.

5 most common reasons kids and young people sought help in 2016*

1. Mental health 23%
2. Family relationships 19%
3. Emotional wellbeing 17%
4. Suicide-related 13%
5. Dating and partner relationships 10%

* 66,963 Kids Helpline counselling contacts

For more information on who contacts Kids Helpline, see the KHL Insights Report 2016 at yourtown.com.au





“Using education, we aim to reduce vulnerability to harm before it happens.”

**Tony Fitzgerald, Kids Helpline/
Virtual Services Manager**

Our **Kids Helpline @ School (KAS) Digital and Wellbeing programs** bring education and information about key issues affecting young people into primary school classrooms via technology.

KHL counsellors connect with classrooms via video link after working with teachers to develop sessions responsive to the needs of students.

KAS Digital connects children with knowledge that can positively impact their digital citizenship, increase mental health literacy and encourage them to get help when needed. KAS Wellbeing focuses on issues like bullying, resilience and transitioning to high school.

KAS Digital's innovative approach to digital safety through early intervention has been widely recognised. This year, the program won the 2017 Cyber Smart STAAR Award, an award sponsored by the Office of the eSafety Commissioner and awarded by the No More Harm National Conference and Australian and New Zealand Mental Health Association. Optus supports the KAS Digital program.

The toughest job

Some say being a parent or carer is the toughest job in the world. Tailored to meet individual parent and carer needs, **Parentline** provides telephone and online counselling, information and referrals, working one-on-one with parents to enhance the safety and wellbeing of children and young people.

Available across Queensland and the Northern Territory, the seven-day-a-week professional telephone and online service helps parents with issues like:

- Child mental health/emotional wellbeing
- Parent-child relationships
- Parenting strategies
- Parent mental health/emotional wellbeing

All Parentline counsellors are trained Kids Helpline counsellors, giving them a unique understanding of issues facing parents and their children.

Our other Counselling and Support services include: Starfish Family Mental Health Program, Youthful Offenders Program and Expressive Therapy Program. Go to yourtown.com.au to find out more.

5 most common reasons parents and carers sought help in 2016*

- | | |
|---------------------------------------|-----|
| 1. Challenging behaviour & discipline | 19% |
| 2. Parent-child relationships | 13% |
| 3. Parenting strategies | 12% |
| 4. Child mental & emotional health | 12% |
| 5. Parent mental & emotional health | 8% |

*5,846 Parentline counselling contacts

Taking a stand against bullying

KHL responded to more than 3,800 counselling contacts from young people concerned about bullying in 2016. 84% of these related to bullying at school.

In 2017, KHL joined forces with ABC I and ReachOut on the 'Our Focus: Bullying' national awareness campaign that included the documentary series 'Bullied' hosted by Ian Thorpe.

'Bullied' looked at school-based bullying first hand, bringing victims and their classmates together to better understand the impacts of bullying, and create strategies for change.

World first e-mental health social network

This year we launched **KHL Circles**, a world-first, national social networking platform for the group counselling of 13-25 year old young people experiencing mental health issues.

Created in partnership with The University of Sydney and the Future Generation Investment Company (FGX), the 'Circles' platform is unique. It provides a safe and private networking opportunity that operates 24/7, offers a counsellor-led series of education modules about mental health, whilst also encouraging group members to share their experiences with each other and seek support.

While still in its early stages, feedback shows young people have benefitted from this unique platform. Some young people have disclosed to the group risks not disclosed to their counsellors, enabling Kids Helpline to take action to protect these young people from physical and sexual abuse, and suicide.

The project will produce new knowledge of e-mental health services that mental health organisations can use globally.

LEFT: University of Sydney's Dr Brad Ridout and Dr Andrew Campbell with **yourtown** researcher Brian Collyer working on KHL Circles.



KHL provided content for the ABC's website's digital self-help resources and was a primary counselling and crisis support service for the campaign.



Strengthening families and communities

Healthy families are at the heart of strong, dynamic communities. Unfortunately, some people in disadvantaged areas often face challenges that tear families apart rather than build them up. We aim to be part of the solution by delivering services that tackle grass-root issues affecting our community.

Young families and homelessness

yourtown's family homelessness service the **San Miguel Family Centre** in North Richmond, Sydney has a new focus on young parents and their children.

For 34 years, **yourtown's** San Miguel Family Centre has been providing not just temporary accommodation for parents and children, but also counselling and guidance to help families tackle the issues creating homelessness. We know that when young parents secure sustainable housing and employment, the life prospects of their children improve dramatically. Early intervention is critical to breaking the cycle of intergenerational poverty, housing instability and welfare dependence.

It is within this context that we have made a recent decision to reshape our service focusing on young parents 25 years and under and their children. San Miguel provides accommodation for homeless families and also offers specialist child and youth development support: expressive therapy to help children overcome possible trauma: life skills development and links to employment, health, legal, medical and other specialist services.

We also support them in their transition to safe, affordable accommodation and offer outreach support to help sustain their new home.

Our other Family and Community programs include:

Communities for Children, Family and Domestic Violence Accommodation Service, ParentsNext, Young Parents Program. Go to yourtown.com.au to find out more.

A place to call home

It can be hard to escape homelessness in Sydney. Not only are there so many people going for rentals, for a young person with two children to support it can be nearly impossible.

When Sarah was unable to stay with her mother, she and her daughters couch surfed with friends until she found out about the San Miguel Family Centre.

"I was just bouncing around from house to house, just trying to get by with two kids and didn't know what was going to happen tomorrow... I'd lie on the couch with one child at my feet and my other child in my arms," she said.

"I found out about **yourtown** from a friend. As soon as I rang them they were giving me phone numbers and helping me out. I had a week until I moved in."

The centre provided her with a place to stay, daily support, counselling and help in finding accommodation. Great news! The family has secured their own rental property and Sarah is now studying education support and real estate at TAFE. San Miguel helped create a brighter future for Sarah's family and she's planning to do the same for others.



Education and engagement

Leaving school early and disengagement can mean reduced opportunities across a lifetime. We work with young people struggling to stay at school and those who've left to understand challenges and offer practical solutions.

Flexible learning

Our **Flexible Learning Options (FLO) and Youth Engagement Programs (YEP)** assist young people aged 14 to 17 who are at risk of leaving school early to remain in formal education or get ready for work. YEP also assists young people who have already left school.

In close partnership with schools, local organisations and employers, we provide flexible learning options and supports matched to each young person's needs, interests and aspirations. Young people are engaged in activities that build

self-esteem, improve literacy, enhance life and interpersonal skills, while encouraged to pursue further education and training.

FLO is offered in South Australia, and is funded by the South Australian Government. YEP operates in South East Queensland and is funded by **yourtown**.

Our other Education and Engagement services include:

Youth Skills program and Art Workshop program. Go to yourtown.com.au to find out more.

Making a fresh start

YEP's Freshstart program is making all the difference to young people in Brisbane's Western Corridor.

Through intensive workshop-based activities young people are gaining confidence in their capacity to learn. This year our engagement activities included cooking, attending the regional youth mental health forum, team building exercises, literacy and numeracy focused activities and working through healthy emotions and goal setting.

Year 8 and 9 students we worked with showed both improved attendance and behaviour after attending Freshstart. We received this feedback from a school we worked with.

"Thanks so much for the amazing work you have done. The students I referred absolutely loved Freshstart and I was able to use it as leverage in terms of them re-engaging back into school. The impact of Freshstart has been significant both in attendance and in behaviour here at school. Thank you so much. Great work!!"



Job training and employment

Young people face some pretty tough obstacles when looking for a job, including a lack of skills and experiences. **yourtown** gives young people the skills and experience that help them break the cycle of unemployment.

Getting a job

Beginning in 2003 with a single site in Queensland, **yourtown's** employment services have grown to be one of Australia's largest providers of youth specialist job services.

Working in partnership with MAX Employment since 2015, we deliver the Federal Government funded **jobactive** service in 26 sites in South East Queensland, Western Sydney, Northern Adelaide, the Hunter Valley and Tasmania.

We provide free recruitment services for young people aged up to 30 years, specialising in filling entry-level and semi-skilled positions and help employers source, evaluate and place qualified candidates.

This year over 16,000 young people were assisted by our jobactive service with close to 6,000 placed into employment.

On the job training

Our **Work (Social) Enterprises** give young people the skills and paid work experience needed to help them break the cycle of unemployment.

Over 2,500 young people have benefited from paid work experience through **yourtown's** Work Enterprises over the last 16 years.

Trainers provide young people with vocational skills and knowledge. They also take on the important role of mentor, encouraging young people to adopt positive work attitudes, habits and personal behaviours required for future employment.

Young people also receive the help needed to transition to ongoing employment.

yourtown Work Enterprises operate in Queensland, New South Wales and South Australia.

Our other Job Training and Employment services include:

Transition to Work, Get Set for Work, Community Work Skills and Work Skills Traineeships. Go to yourtown.com.au to find out more.

Connecting communities

Working with the local community, **yourtown** has teamed up with Stockland and Multiplex to create a training and recruitment hub for a \$400M Green Hills Shopping Centre re-development project in Maitland, New South Wales.

Known as the 'Connectivity Centre', the Maitland centre has registered over 1,400 job seekers with subcontractors during the construction phase of the project. Job opportunities have also been identified at the shopping centre's new and existing retail outlets. More than 100 people have been placed into employment with more jobs to come, creating a great boost for the community.

Work enterprises a win-win for the Crystal Brook community

When the Crystal Brook Medical Practice asked **yourtown** to renovate the old ANZ building on the town's main street, little did they know how much it would impact the regional South Australian community.

The seven month project gave nine young people paid on-the-job training undertaking a complete refurbishment of the building to create a new medical centre.

Work included timber framing, replacing doorways and windows, external and internal linings, tiling, painting, and the manufacture and installation of the kitchenette, reception counters and storage cupboards.

Five of these young people now have jobs.

What's more, the Medical Centre's Dr Richard McKinnon said the project resulted in other unexpected outcomes.

"We thought if we can support local young people to gain skills that's a great bonus but within just two weeks of opening the Centre, the local Bakery, IGA and other retailers have all reported an increase in customers," he said.

More customers means better business and more job opportunities, making this project a definite win-win for the Work Enterprises team and for Crystal Brook.

Twenty-five year old Brodie Long had this to say about working on the Crystal Brook project.

"It's really good. I've learnt lots of techniques I didn't learn at school for potential job opportunities I can go into. The best thing about the project was always doing new tasks on the job and working with the team."



Aboriginal and Torres Strait Islander Peoples support

yourtown provides employment and mentoring programs specifically for Aboriginal and Torres Strait Islander Peoples that create community engagement and job opportunities.

Creating vocational pathways

Many employers want to expand their Aboriginal and Torres Strait Islander workforce but sometimes have difficulty connecting with jobseekers who are job ready. That's where **yourtown** steps in.

In partnership with the Federal Government and GenerationOne, **yourtown's Vocational Training and Employment Centre (VTEC)** provides tailored pre-employment training, personal mentoring and job placement for Aboriginal and Torres Strait Islander peoples.

We work with employers to identify their labour needs, secure placement opportunities and provide practical work preparation programs to help Aboriginal and Torres Strait Islander people meet employer needs. Ongoing personal support and mentoring is available to employees and we also work with employers to aid their cultural understanding.

Indigenous mentoring aids engagement

Through the **Indigenous Youth Engagement and Transitions (IYET) program** we work with Aboriginal and Torres Strait Islander students aged 15-18 who are identified at high risk of leaving school early to re-engage in learning and complete their formal education.

Our Indigenous mentors work with young people to access the right supports to remain engaged in school. This can include building cultural education and connection into learning activities or help transitioning to the next phase of learning, either through formal education, further training or skills development to prepare for work.

Indigenous senior school students can also take part in our **School Based Traineeships (SBT) program** designed to help them secure and complete school-based apprenticeships and traineeships, and make a successful transition from school to work.

By reducing early school leaving and improving attendance, attainment and completion rates among Indigenous students,

we aim to increase the number of young Indigenous people who successfully transition from school to work.

These programs are run in South East Queensland and are funded by the Federal Government. VTEC is based on the GenerationOne model.

Strengthening communities

For more than 10 years **yourtown** worked with the Aboriginal desert community of Balgo in the East Kimberly region of Western Australia. Art works from Balgo are prized and the community boasts a world renowned Art Centre. However, the 600 residents deal with challenges related to remoteness and isolation.

While we are proud of what we achieved through our early childhood and parent education, youth development and employment programs aligned to the unique needs of the community, in recent times we have faced significant issues recruiting and retaining staff. This has meant we have been unable to provide consistent service delivery and have made the difficult decision to discontinue our work in Balgo, effective 30 June 2017.



Commonwealth Games builds brighter futures

GROCON was the primary contractor constructing the \$500M 'Parklands' Village residential facility for the 2018 Gold Coast Commonwealth Games. Last year, **yourtown's** Indigenous Client Services Manager Dean Brunker and his team were asked to bring GROCON's Indigenous Participation Program (IPP) Plan for the project to life.

The team worked with GROCON to build 35 different strategies under three main areas - procurement, training and employment. As a result of their work, 16 Indigenous businesses were engaged on the Parklands project gaining over \$3M in contract work. A total of 49 school-based trainees completed a Certificate I in Construction, a further 52 young people completed the Trade Start program with 31 of them gaining

employment at the Parklands. Dean also established the IPP Committee made up of key stakeholders from community and government.

As of 30 June 2017, a total of 120,000 training hours for Indigenous peoples had been achieved onsite exceeding the target of 100,000.

yourtown's site work on the project ended in September 2017 when the Parklands site was leased to the Gold Coast Commonwealth Games Corporation.



LEFT: **yourtown's** Dean Brunker, Minister for the Commonwealth Games Stirling Hinchcliffe, and six graduates from a Trade Start program initiated by Dean and funded by Construction Skills Queensland



LEFT: **yourtown's** Dean Brunker and Steve Grimes, Yugembah memorial day



Celebrating Grocon's achievement of obtaining their required Indigenous Participation Plan (IPP) employment & training hours for the Parklands Project. TOP ROW, RIGHT TO LEFT: Duncan Kerslake (Department of Tourism, Small Business and Commonwealth Games), Robert Ahwing (yourtown Workforce Development Coordinator), Sarai Tuuga (yourtown), Steven Grimes (Grocon), Dean Brunker (yourtown), Parklands Sub Contractor, Darren McGrath (Gold Coast School of Construction), Jay McDermott (DMAC Personnel), Parklands Sub Contractor, Parklands Sub Contractor, Simon Burr (yourtown VTEC mentor). BOTTOM ROW RIGHT TO LEFT: Hollie Eaton (Administration Trainee), Robyn Kerr (Regional Manager, Department Aboriginal and Torres Strait Islander Partnerships DATSIP), Linda Biunaiwai (Yugembah Traditional Owner & Manager DATSIP), Aunty Robyn Williams (Yugembah Elder & Traditional Owner).

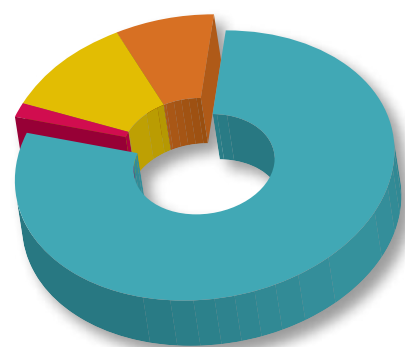


Our people

Our dedicated and passionate people work hard to create positive change in the lives of disadvantaged young people and their families.

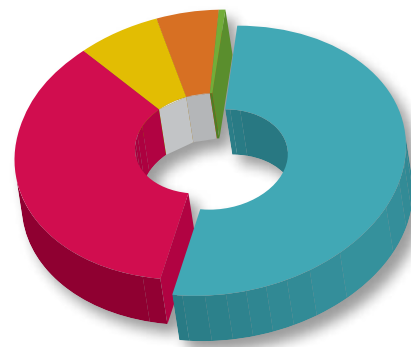
Our diverse team of more than 650 staff include:

- Counsellors
- Youth workers
- Indigenous mentors
- Tradespeople and vocational trainers
- Employment consultants
- Community development workers
- Child and family workers
- Human Resource advisors
- Marketers, fundraisers and media advisors
- Researchers and policy writers
- Administration staff
- Accountants



Where we work

	Staff
Client Services	516
Advocacy & Research	11
Marketing & Fundraising	74
Corporate Support	53



Years of service

	Staff		Staff
Less than 3 years	340	15 to 25 years	35
3 to 10 years	232	25+ years	3
10 to 15 years	44		

“A major contributor to our success is the way we work with clients, colleagues and other organisations to achieve our Mission and Vision.”

Cara Benoit, Head of People and Culture

Living our Values

This year the Living **yourtown** Values Award was introduced to create more opportunities to highlight the great work our staff do.

Three times a year our staff nominate colleagues that have gone above and beyond when demonstrating **yourtown's** Values. A panel comprised of two De La Salle Brothers, our CEO and Head of People and Culture review and distribute the awards.

16 staff members received the award this year

Art Union's Direct Marketing Officer Cheryle Ayling received her Values Award for Professionalism.

Her peers stated “Cheryle is **yourtown's** best proofer with unparalleled attention to detail. This is an immensely important skill in terms of preventing mistakes from being published, and in ensuring consistent messaging across all collateral. She's a quiet worker but a powerhouse and is richly deserving of reward.”

Cheryle also recently celebrated her 25th year with **yourtown**.



ABOVE: Art Union's Direct Marketing Officer, Cheryle Ayling

Adelaide's jobactive Regional Manager Scott Salvatore lives the values each day in working with young people.

His peers said “Scott leads by example. It's a pleasure seeing his creativity and innovation. He has a passionate team who follow his example of innovation and getting amazing client outcomes.”

Preparing for the future

Two staff members were successful in their scholarship applications to attend the Academy Global Emerging Leaders Program in Sydney. Senior Management Accountant Rachel Mu and Client Transitions Consultant Renee Mann took part in a week long intensive program providing best practice knowledge and skills across the areas of leadership and communication, fundraising, project management, finance and risk management.

Rachel and Renee presented on what they had learnt to the Executive Team on their return. In February this year, Renee was appointed as Indigenous Programs Manager responsible for Indigenous client programs in Logan, Queensland.



ABOVE: Adelaide's jobactive Regional Manager, Scott Salvatore

08

Our supporters: Thank you

We are enormously grateful for the generous and collaborative relationships we enjoy with our supporters who continued to engage with us throughout the year.

We could not do the work we do without supporters who made regular donations with their Art Union ticket purchases; supported us through workplace giving; donated to our appeals; or invested in the future of our services through substantial gifts – including our Corporate Partners and those who honoured us with bequests.

We are always looking for partnerships with organisations and individuals who share our values and support our work.

Our Organisational Strategic Framework has a renewed focus on **yourtown's** vision to transform young lives and strengthen communities. We look forward to driving new long-term, mutually beneficial partnerships and growing our supporter base and the work we do with young people across Australia.

A true win-win for those in need

Our Art Unions are the main source of funding for **yourtown** services and really are a win-win, creating brighter futures for thousands of young people but also 15 major prize winners each year. Last year we gave away a total of \$19,400,515 in prizes to our lucky winners.

We continue to offer our supporters 10 chances a year to win a high-end luxury property in coveted locations across Queensland, New South Wales and Victoria. Our five prestige car Art Unions feature a mix of prestige cars, luxury travel and gold bullion.

The success of our charitable Art Unions continues to grow with last year's Christmas Prize home achieving record sales for the second year running. Our last two Christmas houses have been extra special thanks to the styling of celebrity interior designer and Channel Nine's 'The Block' Judge, Darren Palmer.

BELOW: Interior Designer and Channel Nine's 'The Block' Judge, Darren Palmer



Thousands benefit thanks to a special gift

Last year, we were grateful to receive an exceptionally generous bequest from John. John had experienced many hardships in his younger life and wanted to empower young people doing it tough. He has certainly done that.

The property and funds he gifted enabled us to build a spectacular prize home on the Sunshine Coast. Many people don't realise that **yourtown** buys properties that become our prize homes. Not only did John's gift mean more funds generated from the Art Union going to services, but because the house was built from start to finish, we could give young people paid work opportunities on the project.

Through **yourtown's** Work Enterprises program two young men, Kallin and Hemi, learnt valuable skills by landscaping the prize property.

We asked Kallin what working on the project was like.

"It's been pretty life changing. There's a whole new skill set that I've learned," he said.

"The amount of experience that you learn... it's intense, but it's really, really good. You do feel a lot better about yourself. I want to get into this sort of work, so it's going to help greatly."

And help him it did. Kallin is now happily working for an agricultural machinery company.

RIGHT: Kallin, participant in **yourtown's** Work Enterprises program





Investing in the future

Our Corporate Partners are helping create positive and immeasurable differences in the lives of young people throughout Australia.

Optus

We are proud to have been partnered with Optus for 18 years. The support of Optus has helped run a number of Kids Helpline initiatives, drive innovation and use technology to reach more children and young people. Optus currently supports the Kids Helpline @ School (KAS) Digital Program. KAS Digital is an early intervention and prevention program that allows primary schools to invite Kids Helpline counsellors into their classroom via video link or phone to work through a range of modules that include digital citizenship and online safety.



LEFT & BELOW: Optus Digital Smarts Day showcasing KAS Digital



ABOVE: FGX's Geoff Wilson and Louise Walsh.

Future Generation Investment Company (FGX)

FGX is Australia's first philanthropic investment vehicle creating wealth for shareholders and supporting children at risk. Since 2014, they have supported Kids Helpline. FGX currently supports the Kids Helpline (KHL) Circles program, a purpose built, counsellor-moderated mental health and emotional wellbeing social network that's safe, free and private for young people. Developed with the University of Sydney, Circles not only improves the wellbeing of young people but produces new knowledge on the delivery of e-mental health services internationally. We thank FGX for enabling this world first innovation to become a reality.



Together and by association

yourtown could not do its work without the continued support of the community.

Celebrate the West

We were proud to continue to receive the support of the annual Celebrate the West event raising funds for **yourtown's** San Miguel Family Centre in New South Wales. Our thanks go to event patrons Bryan Brown AM, John Brown AO, Bishop Kevin Manning DD and Phillip Gould AM, and the fundraising committee led by Sid Kelly. Funds from this year's event will go towards the introduction of an Expressive Therapy program for children who have experienced trauma.



ABOVE: Celebrate the West (CTW) Patron Brian Brown AM presents Neurosurgeon Charles Teo with his Champion of the West Award.



Other community supporters

Anglicare SA
BDO
Broad Spectrum NSW
Brookfield Multiplex
Bus Queensland
Mission Australia
NRL
OfficeMax
Orange Digital
Port Pirie Trotting Club
Queensland Community Foundation
Renee Brazel – Scallywag Collection
Scorpions Soccer Club Brisbane
Simson Greeting Cards
St Joseph's College Gregory Terrace - Xavier House
Stockland
The Wyatt Trust
Traffika

Government supporters

We thank the Federal, State and Local Governments for their financial and other support.

Federal

Department of Employment
Department of Health
Department of the Prime Minister and Cabinet
Department of Social Services
The Office of the eSafety Commissioner
(Australian Communications and Media Authority)

Northern Territory

Territory Families

Queensland

Department of Communities, Child Safety and Disability Services
Department of Education and Training
Department of Housing and Public Works
Department of Justice and Attorney-General

South Australia

Department for Education and Child Development

Western Australia

Department of Local Government and Communities



Australian Government



Queensland Government



Government of South Australia
Department for Education and Child Development



Government of Western Australia
Department of Local Government and Communities

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