


BABI YOUTH AND FAMILY SERVICE

# ANNUAL REPORT

## 2023 - 2024



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 [www.babi.org.au](http://www.babi.org.au)

# CONTENTS



Under our agreement with the Department of Children, Youth Justice and Multicultural Affairs, BABI has maintained the Human Services Quality Framework (HSQF) accreditation.

BABI has also maintained our registration under the National Regulatory System for Community Housing (NRSCH).



## About BABI Youth and Family Service

**President's Report**  
**Treasurer's Report**  
**Management Report**

**BABI Services**  
**BABI at a Glance**

**Thank You to BABI Funders and Donors**  
**Thank You to BABI Support Partners**

**BABI Board**  
**Thank You to Departing Board Members**

**BABI Staff Team**  
**LINX Youth Space**  
**Community Youth Space - Seventy 8**  
**Family Support Program**  
**Youth Counselling**  
**Youth Support Program**  
**Get Set For Work**  
**Specialist Youth Housing Service**

## 2023-2024 Financial Results

## How You Can Support BABI



BABI Youth and Family Service respectfully acknowledges the Quandamooka people as the Traditional Owners and Custodians of the lands where BABI operates. We pay respect to their Elders, past and present, lores, customs and creation spirits. BABI acknowledges and celebrates the important role Aboriginal and/or Torres Strait Islander peoples play within BABI and the community.



# BABI

## Youth & Family Service

Established 1983

**Since 1983, BABI Youth and Family Service has been working with homeless and vulnerable young people and families in the Brisbane Bayside region (Wynnum, Manly and Redlands).**

BABI provides supported accommodation for young people and young families, alongside a 'one-stop-shop' suite of wrap-around service offerings across youth counselling and support, family counselling and parenting programs (supporting positive parenting practices), community-based case work and support, employment support and the Get Set For Work program, and a range of other youth support and connection activities such as Youth Festivals, leadership development, and drop-in services. This suite of specialist programs assist young people to support their wellbeing, overcome challenges and achieve their life goals. All BABI services for young people are free of charge.

### **Awards and Recognitions:**

**Winner of the 2004 Prime Minister's Awards for Excellence in Community Business Partnerships** - YouthCO Employment Program.

**Winner of 2006 Child Protection Week Award** - Parenting and Enjoying Teenagers Program.

**Winner of 2006 Australian Crime and Violence Prevention Award (Queensland)** - Partnership with Queensland Police Service UP Program.

**Winner of 2012 Police Commissioner's Gold Lantern Prize Award for Excellence** - Stop Harassing Me Postcard Project - Cyberbullying.

**In 2017, 2018 & 2019 BABI was a Top 5 Provider of the Skilling Queenslanders for Work Initiative** - Get Set For Work Program.

**Winner of 2020 Queensland Training Awards (Metropolitan Region)** - Get Set For Work Program.

### **OUR VISION**

Excellence in providing transitional accommodation, support and integrated associated services for homeless young people in the area and their families. BABI's support enables homeless young people to overcome the trauma of their situation and develop confidence, skills and resilience to achieve their full potential.

### **OUR MISSION**

To provide specialist accommodation for youth experiencing homelessness in Wynnum, Manly and the Redlands area together with wrap-around services designed to enable youth to engage effectively with their education, family, work and community.

### **OUR VALUES**

**EMPOWERMENT:** We empower people to develop greater confidence, to take more control of their own lives and become stronger and more independent.

**INTEGRITY:** Honesty, reliability and accountability are at the core of our organisation. We stay true to our word. We encourage transparent and open communication.

**INNOVATION:** We are creative in our delivery of services to and in our community. We put people at the centre of their own lives and they can identify, reach for and obtain their own goals and aspirations.

**EXCELLENCE:** People receiving our services are at the centre of all the decisions we make. We use resources in the most effective and efficient manner. We are dedicated to high standards of practice and service delivery.

**COLLABORATION:** We are committed to developing and maintaining strong partnerships for the ongoing benefit of our service users and the wider community. We only partner with professional and respected government and non-government organisations who share similar values to ourselves.

# PRESIDENT'S REPORT

I would like to begin by acknowledging the traditional custodians of the land on which BABI Youth and Family Service works, the Quandamooka people. I pay my respects to their Elders past and present and I extend that respect to Aboriginal and Torres Strait Islander peoples.

On behalf of the BABI board, I am pleased to present the BABI Annual Report for the year.

2024 marks another strong year for BABI. During 2023 -2024 BABI supported approximately 182 clients with housing assistance for young people and young families. The main reasons identified for young people accessing our service remain consistent with previous years with family breakdown, domestic and family violence and lack of family/community support continuing to put pressure on our youth.

This has sadly had devastating effects on some of the young people we work with this year and our thoughts are with the young people and families who have experienced trauma, and to our staff who have been on the frontline supporting these individuals.

We successfully continued to offer and deliver wrap around services to young people at risk, including employment and training, youth counselling, youth outreach, youth engagement and drop-in spaces, as well as support for parents through counselling and our Family Support Program. The number of youth we have supported through our many programs including Get Set For Work, LINX Drop-In, Bay Wave Youth Festival, Seventy-8 Youth Space, Family Support Program, Parenting Group, Youth Counselling and the Youth Support Program demonstrates the strength of these wrap around services and how they make BABI unique in our holistic approach to the services we provide.



The BABI board continue to be focused on long-term sustainability for BABI and a key part of our strategy this year was to appoint a CEO to provide additional support to our senior management team. We are delighted to welcome Shaun Staunton to the BABI team. Shaun brings a wealth of experience and we look forward to his leadership in the upcoming year and beyond.

It is important to acknowledge and thank the many individuals, organisations and government support BABI has had during 2023-2024. There are far too many to individually list in this report however I wanted to acknowledge and thank our partners for your support. I would particularly like to acknowledge and thank two of our senior leaders who we farewell this year, both of whom have contributed significant time to BABI, Emina Ajanovic and Catriona Kucks. Emina has held the roles of Youth Development Co-ordinator, Services Manager and more recently, General Manager. Catriona held the roles of Get Set For Work (GSFW) Project Officer, Youth and Families Program Manager, Casual Youth Counsellor, and Acting General Manager.



# PRESIDENT'S REPORT

Through their roles and leadership, Emina and Catriona supported vulnerable young people and we acknowledge and thank these individuals for the significant contribution they have made to BABI and particularly on behalf of the many young people they have helped along the way.

Finally, in board news, Jade Miller and Leanne Hassed, our Youth Representatives stepped down from the board. We acknowledge and thank Jade and Leanne for their contributions. Thank you also to our volunteer Board members Edward Harwood, Sarah Mawhinney, Chris Webster, Sharon Wilson and Peter Cumming. The Board is composed of volunteers from the community with wide-ranging skills and background. I would like to thank each board member for their contributions and professionalism this year.

BABI cannot exist without the committed and highly valued staff that keep BABI going every day. Thank you to our managers who lead BABI so well and to our valued staff. We welcome new staff who joined during the period and say farewell to those who have left. The board understand and appreciate all of the effort, heart and soul the BABI team put in to providing our services and we acknowledge and thank the team all that they do. Thank you to our partners, donors, members and staff for your support of this truly remarkable organisation.

## SAMANTHA CARROLL

*President*





# TREASURER'S REPORT

The 2024 financial year ended with a net operating profit of \$193,657.

The Board of Management confirms that the Bayside Adolescent Boarding Inc. will be able to pay its debts as and when they fall due.

I confirm that BABI's financial statements were audited by an external auditor, Integrated Audit Service Pty Ltd.

## Summary Profit and Loss FY2024

Income	\$2,131,572
Expenditure	\$1,937,915
Net profit	\$193,657

## Summary Balance Sheet, 30 June 2024

Assets	\$1,586,603
Liabilities	\$504,668
Net Assets	\$1,081,935

## FY2024/25 Budget

The budget for the coming financial year has been prepared and approved with a projected surplus of \$26,273.

Total projected income is \$2,115,919 inclusive of unspent funds carried forward from 2023/24.

Total projected expenditure is \$2,089,646.

On behalf of BABI Board of Management and Staff, I would like to acknowledge BABI's primary funding bodies – the Brisbane City Council, Department of Housing and Public Works, Department of Families, Seniors, Disability Services and Child Safety, Department of Employment, Small Business and Training, as well as the Federal Department of Industry, Science, Energy and Resources.



We also appreciate the many supporters and donors in 2023-2024 including from The Lord Mayor's Community Trust, Brisbane City Council Youth Development Team, CafeSmart - B3, New Leaf Natural Therapies Homelessness, Wynnum Commerce, Moreton Bay College, Councillor Alex Givney, Joan Pease MP, Bartons Motor Group, The Lady Bowen Trust, St Paul's Anglican Church, The Port of Brisbane, Wynnum Woolworths, The Queensland Council for LGBTI Health, Thread Together, Nappy Collective, Dancing with Ali, Share the Dignity, Celebrate for a Cause, Zonta Club of Brisbane East Inc, Street Smart, Sing and Grow Australia, Wynnum Commerce, Baby Give Back, Share the Dignity, GIVIT, BMD Group, Little Gnome Bookshop, and Ampol Limited.

Thank you Fadia (BABI's Finance Manager), for your dedication and expertise in consistently delivering accurate financial information and enabling BABI to do its critical work in the community in which we live.

**EDWARD HARWOOD**

*Treasurer*



# MANAGEMENT REPORT

**The past year has been another monumental year for BABI Youth and Family Service, as the organisation moved into its fifth decade of delivering services to young people aged 12 to 25 years and their families in the Bayside and surrounding areas.**

I was excited to join BABI as Chief Executive Officer in May 2024, and I have been working closely with the Board and the staff team to identify opportunities for BABI to support our clients and service users in new and creative ways, and to work through the challenges that the organisation faces.

BABI has been at the forefront of the local response to the housing and cost of living crisis, and the staff of BABI have done an exemplary job in challenging circumstances to support young people and young families in the local community. Every day, BABI staff see the great challenges facing the young people we work with, including a lack of affordable housing and the rising costs of food and other essentials for members of our community already facing economic challenges. Staff are also regularly responding to the rising rates of poorer mental health, disengagement from education and employment, and other increasing stressors that impact caregivers and family wellbeing.

While BABI continues to work hard to respond to this increasing need, this report outlines many of the great outcomes and successes this year across the range of programs and services we deliver, which include:

- Our Housing Team, who respond to the needs of young people who are homeless or at risk of homelessness. This team oversee a range of accommodation options for young people and support volunteer caretakers in our share houses.
- Our Youth Support program, delivering case management and support at the grassroots level in our local community.



- Our Counselling Team, who deliver youth counseling programs and activities such as Art Therapy workshops, and our family counselling program which also includes parenting skills workshops.
- The Get Set For Work youth employment and training program, walking alongside young people to develop their skills and opportunities.
- Our youth engagement, recreational and leadership activities, including Leadership Camps and Drop-In Services.
- Our Finance and Admin Team, who provide essential internal organisational support and who are often the face of the organisation, creating a warm, safe and welcoming first impression for new service users.

I particularly want to thank Carly Motu for her hard work, who ably guided the organisation as Acting General Manager over a period of time in support of other leadership staff who were on leave.

Some highlights for 2023-2024 include:

- PJ's for a Purpose, where BABI worked with the local community to raise awareness of homelessness.
- Marking a major anniversary for BABI at the 2022-2023 AGM, celebrating 40 years of supporting young people and families in the Bayside.
- The Baywave Youth Festival in April 2024, which attracted an estimated 500 community members.



# MANAGEMENT REPORT

Through 2023 and 2024 the majority of our income continued to come via the support of federal, state and local government grants, and we are proud to collaborate in the delivery of services with the Brisbane City Council, Department of Housing and Public Works, Department of Families, Seniors, Disability Services and Child Safety, Department of Employment, Small Business and Training, as well as the Federal Department of Industry, Science, Energy and Resources.

Finally, as well as acknowledging the efforts of our staff team and our funders, I must also acknowledge the collaboration and support from many individuals, businesses and organisations that are essential to our ability to respond to the critical housing and wellbeing needs of young people and families in the Bayside. Over the last year, we have been generously supported by a number of people and organisations who have assisted us to advocate for the needs of young people, fundraised for BABI, provided us with grants to support BABI activities, and assisted in numerous other ways.

Thank you as well to all of our members, volunteers, and supporters, as well as the young people and their families who come to us for support and collaborate so closely with us. I look forward to reporting on what I am sure will be another successful year ahead of us in the next Annual Report.

**SHAUN STAUNTON**

*Chief Executive Officer*



**In 2023-24, BABI delivered 3652 hours of direct support to young people and young families under our homelessness program.**



# BABI SERVICES

**BABI provides holistic and integrated support to young people and their families, working with young people impacted by homelessness, family breakdown, domestic and family violence, trauma, youth unemployment, poor mental health, parenting challenges, grief and loss, social isolation, marginalisation, poverty, and substance use.**

**One of BABI's great strengths is the nature of the wrap-around, 'one-stop-shop' suite of service offerings, ranging across youth housing, youth counselling and support, case work, family counselling and parenting programs, employment support and Get Set For Work services, and youth drop-in, after school and school holiday activities.**

## **Specialist Youth Homelessness Service**

Supported Accommodation, youth & young parents case management, advocacy and tenancy Support:

- Share Houses with Live-in Caretakers.
- Independent Units.
- CAP Family houses.
- Same House Different Landlord properties.

## **LINX Youth Space Program**

Youth engagement, participation, and youth leadership through drop-in, School holiday programs and the community Youth Voice Committee.

## **Family Support Workshops**

Young Parents and Parenting and Enjoying Teenagers Program.

## **Get Set For Work Program**

Intensive support for young people who have disengaged from school or are at-risk of disengaging. Over 8 weeks, young people complete a Certificate II in Skills for Work and Vocational Pathways and receive additional support and participate in various skill building activities.

## **Youth Support Program**

Providing information, advice and referral to other services that the young person needs with brief intervention and one-on-one support and assistance to young people, with a focus on additional or specialised help to identify goals and strategies for better outcomes.

## **Family Support Program Counselling**

Counselling, referral and support services to family members, those who are parenting, and whole families.

## **Community Youth Space - Seventy 8**

Early intervention and prevention programs centered around a Youth Drop-in Centre model.

## **Food and other supplies**

Emergency food pantry and other supplies support for clients.

## **Youth Counselling**

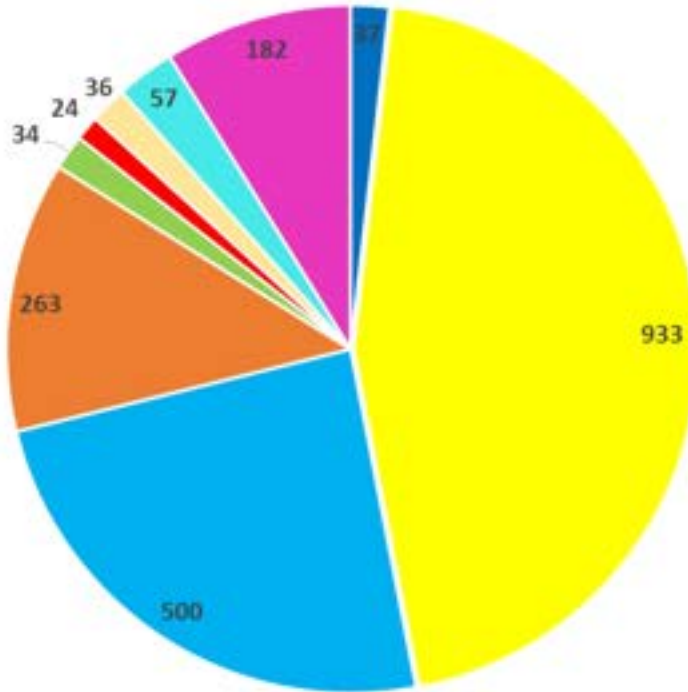
Funded through a donation from Celebrate for a Cause, Youth Counselling offers therapeutic interventions and support services to young people.



# BABI AT A GLANCE



## 2023-2024 Client Contacts



### Programs

- Get Set For Work
- LINX Drop-In
- Bay Wave Youth Festival
- Seventy-8 Youth Space
- Family Support Program
- Parenting Group
- Youth Counselling
- Youth Support Program
- Housing

## BABI Service Satisfaction Survey Results

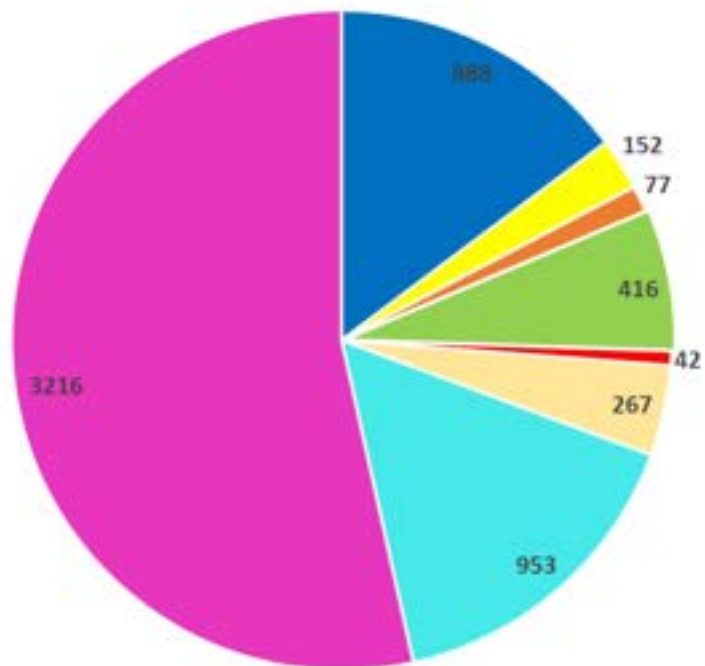
BABI provides long term support - 50% received services for 12+ months and another 40% for 3 to 12 months

Top rated outcomes for BABI service users: increased skills, better coping skills, and feeling less isolated

Users gave an overall 4.7 star rating out of 5 stars for their satisfaction with BABI services

Most useful support services cited were housing and finances support, managing stress, parenting support

## 2023-2024 Support Interactions



The average age of our Get Set For Work participants this year was 17.7 years old.

# BABI AT A GLANCE



# THANK YOU TO BABI FUNDERS AND DONORS

**BABI is very grateful for the many individuals, businesses and organisations that support our work and who are essential to our ability to respond to the critical housing and wellbeing needs of young people and families in the Bayside. We can only succeed in our work with the support of the Bayside community that we work with.**

## Funders

Thank you to our federal, state and local government partners who have funded our programs in 2023-2024; the Brisbane City Council, Department of Housing and Public Works, Department of Families, Seniors, Disability Services and Child Safety, Department of Employment, Small Business and Training, as well as the Federal Department of Industry, Science, Energy and Resources.

## Grants and Donations

We were grateful to receive a number of grants and donations in 2023-2024 including from The Lord Mayor's Community Trust, Brisbane City Council Youth Development Team, CafeSmart - B3, New Leaf Natural Therapies Homelessness, Wynnum Commerce, Moreton Bay College, Joan Pease MP, Bartons Motor Group, The Lady Bowen Trust, St Paul's Anglican Church, The Port of Brisbane, Wynnum Woolworths, The Queensland Council for LGBTI Health, Thread Together, Nappy Collective, Dancing with Ali, Share the Dignity, Celebrate for a Cause, Zonta Club of Brisbane East Inc, Street Smart, Sing and Grow Australia, Wynnum Commerce, Baby Give Back, Share the Dignity, GIVIT, BMD Group, Little Gnome Bookshop, and Ampol Limited.

A particular thanks goes to the Property Industry Foundation (PIF), and their partners, who continued to collaborate with BABI to support the young people that BABI works with, enhanced our accommodation properties, and helped BABI raise awareness of the needs of young people.



# THANK YOU TO BABI SUPPORT PARTNERS

## Support Partners

We were privileged to be supported by a range of individuals, businesses and organisations that we have collaborated with over the last year.

This includes Joan Pease MP, Councillor Alex Givney, Mangrove Housing, YMCA Queensland, Community Bank, The Big OC, Strategix Training, SAILS at Bayside, Queensland Fire and Rescue, and Branches Lifestyle Support.

We are also grateful to Hutchinson Builders and Statim Yoga, PCYC Bayside, Headspace, Darling Point Sailing Squadron, Fishability, Red Dragon Fitness, Progressive Martial Arts, Roman MC, Rosies, Wynnum Police, Branches Lifestyle Support, Waterloo Bay Hotel, Services Australia, and the Buranda and Bayside Housing Service Centres.

Thank you as well to a number of our key program partners, including the Benevolent Society who are funded for the Family and Child Connect Service and the Intensive Family Support Service in this Child Safety catchment area. Many workers from these programs continue to refer regularly into BABI. Also thanks to referral and support partners Bayside Child & Youth Mental Health Service, Headspace Capalaba, Hemmant Flexible Learning Centre, Queensland Injectors Health Network Capalaba office, Yulu-Burri Ba, Silky Oaks Medical Practice, Services Australia, The Y Victoria Point, The Benevolent Society, Redlands Community Centre, Busy School Cleveland and Brisbane Bayside State College, and many other services.

The staff team at BABI Youth and Family Service do an excellent job of internally referring and consulting to provide the best possible service for young people and families. The CEO and the Board would like to thank the entire staff team for their internal collaborations and support to each other that lie at the heart of our delivery of services.

BABI would also like to thank our partners who have donated items for auction and door prizes at our 2024 Annual General Meeting; Councillor Alex Givney, Annual Pest Management, Brisbane Bullets Basketball Team, Dental on Cambridge, Golden Circle Factory Outlet, Joan Pease MP, SAILS at Bayside, Waterloo Bay Hotel Fig Restaurant, and the participants of the BABI Art Group Mia, Tori, Kage, and Emily.



# BABI BOARD

**BABI is governed by a Board of volunteers who selflessly volunteer their time to provide strategic direction, guidance and strong governance. They help to ensure BABI is sustainable and can continue to have an impact for young people and families.**

## **Samantha Carroll – President**

Samantha is a senior Governance, Compliance and Regulatory expert. Her career spans over 17 years working for a top tier law firm for a decade, inhouse legal and senior compliance roles for a mid-tier bank, partner in the Governance, Risk and Compliance division of a Sydney law firm and now as Counsel in the Financial Regulation practice at Ashurst Australia. Samantha's Governance experience includes previous non-executive/management committee roles for the Queensland Public Interest Law Clearing House, CSIRO ethics committee and Stadiums Queensland. Samantha is passionate about lifting the standards of governance and compliance in Australian organisations and with two young children of her own, is committed to ensuring youth support organisations such as BABI continue to thrive in local communities.

## **Chris Webster – Vice President**

Chris worked as a Technical Officer with Telstra until 1998 (30 years), a Retail Sales Assistant for 5 years (1998-2003) and Admin/Bookkeeping part time (2003-2021). He retired from paid employment in July 2021. He has volunteered with the Aged Care Volunteer Visitors Scheme since 2010, and the Redland Community Centre since 2017. He is Company Secretary of RWM Community Financial Services Limited (the company that holds the franchise to operate the Bendigo Community Bank branches in Victoria Point and Wynnum Manly), and Chairperson of the United Community Services Inc. Board. He is a Life Member of the Capalaba State College Amateur Swimming Club and a Life Member of Tennis Officials Australia.



## **Edward Harwood – Treasurer**

Edward joined the Port of Brisbane Pty Ltd (PBPL) in 2006 and is currently employed as PBPL Community Relations Manager. His responsibilities include oversight of Community sponsorship programs, Innovate Reconciliation Action Plan, Volunteer Leave Program and management of community amenities inclusive of visitors centre, cafe, conference rooms and port tours. Previously, Edward worked in a variety of management positions in hospitality in Melbourne, Adelaide, the UK and Sweden. Edward has been a board member of BABI since 2014 and is well known across many not for profit entities in the local area. Edward has an interest in community issues and assisting community organisations to achieve their social aims.

## **Sarah Mawhinney – Secretary**

Sarah is a public policy and communications specialist with a career spanning over 20 years within government, community and union organisations. Sarah has proven abilities to successfully work collaboratively with multiple levels of government, utilising well developed interpersonal and negotiation skills to achieve positive results. Sarah is committed to working with local community organisations to improve outcomes for those who need support.



# BABI BOARD

## **Sharon Wilson – Board Member**

Sharon joined the BABI Board in 2022 after a 30 year career in the provision of housing and housing-related services in local, state and commonwealth government agencies. Sharon held senior leadership roles responsible for housing acquisition and construction, maintenance, portfolio management and the delivery of property and tenancy management services to social housing and Defence clients. Sharon brings to BABI many years' experience in leadership roles with responsibility for strategic management and governance. She also holds a Master's Degree in Business majoring in Public Management. Sharon has a strong belief that access to safe, secure and affordable housing and a place to call home are fundamental to health, education, employment and life opportunities. The services that BABI provides play an important role in addressing this need in the Wynnum community.

## **Peter Cumming – Board Member**

Peter has qualifications in Economics and Law but has not practiced in law for almost 30 years. Peter has been heavily involved in the Wynnum Manly community in his previous role as Councillor for Wynnum Manly for 29 years until his retirement in 2023. He continues to take a keen interest in community events in Wynnum Manly.

## **Jaide Miller – Youth Board Member**

Jaide joined the BABI Board in November 2023, and has generously shared her experiences and perspective with the Board since she joined. Jaide started out at BABI in the Get Set for Work program in 2018, completing the program and going on to study youth work at TAFE. Jaide has since found work at Woolworths and has been working full time since 2021.

Jaide has also been through the BABI housing program, moving onwards to share a private rental with family. During her time at BABI, Jaide participated in the youth engagement programs, being a long-term member of the Youth Voice Committee, where she developed leadership skills, public speaking skills and improved her confidence and self-esteem. Jaide resigned from the Board in September 2024.

## **Leanne Hassed – Youth Board Member**

Leanne is a previous service user of BABI who became a member of the Board in 2020 as a Youth Representative. Since coming to BABI in 2016, Leanne has gone through the housing program where she was able to transition to public housing and later to a private rental. She also went through the Get Set For Work program where she completed her Cert 3 in Community Services and went on to study at university and gained employment with the Brisbane City Council.

Furthering this Leanne participated in BABI's youth engagement programs and joined the Youth Voice Committee where she was able to develop skills in leadership, community engagement and project management which allowed her to participate in the Queensland Youth Parliament and became a co-coordinator of Rosies Wynnum/Manly Branch.

Leanne resigned from the Board in 2023.



# THANK YOU TO DEPARTING BOARD MEMBERS

## **Samantha Carroll – President**

Samantha Carroll will not be standing for reelection at the 2024 Annual General Meeting. Sam has served on the BABI Board for many years, first joining the Board in 2018. At the 2020 AGM Sam took over as President and has set a great example as our President. In chairing our meetings, she has allowed everyone at the meeting to feel involved and their opinions valued. Sam has also handled other aspects of the role in a very professional and caring manner.

It has been a pleasure to serve on the Board with Sam over the last four years and her contributions to BABI have been invaluable and she will be missed. Thank you Sam, for your commitment to BABI and the community it serves.

**Chris Webster, Vice President.**



## **Leanne Hassed and Jaide Miller**

As a young person willing to share their experiences with the Board, BABI Youth and Family Service was privileged to have Jaide and Leanne as Youth Representative Board Members.

Jaide and Leanne's generosity in giving their time and sharing their perspectives supported the BABI Board to ensure their discussions and decision making was informed by the lives of the young people that BABI works with.



**BABI's work is becoming intergenerational, with parents introducing their children to BABI because they used BABI services when they were young people themselves.**

# BABI STAFF TEAM

\* Staff member has finished in their role as at July 2024.



**SHAUN STAUNTON**  
Chief Executive  
Officer



**EMINA AJANOVIC**  
General Manager



**FADIA HENEN**  
Finance Manager



**TRACEY STRONG**  
Administration  
Officer



**ELLIE CLAYTON-  
NELSON**  
Snr Administration  
Officer \*



**ASH RICHARDSON**  
Administration  
Assistant



**CARLY MOTU**  
Housing Manager



**KARA MANSLEY**  
Intake Case  
Worker



**JULIE FIGLIANO**  
Housing Youth  
Case Worker



**JAKE CAMPBELL**  
Housing Youth  
Case Worker



**SAHN ANDERSON**  
IHRF Project Officer



**GWEN MIDDLETON**  
Tenancy and  
Property Worker



**CATRIONA KUCKS**  
Youth & Family -  
Manager



**MADDIE SUMMERS**  
Youth Support  
Worker



**TARA RICKARD**  
Youth Case  
Worker (GSFW)



**LOUISE FITZGERALD**  
Families Counsellor



**BETH OWEN**  
Youth  
Counsellor



**ALLAN MITCHELL**  
Housing Manager \*



**ELLIE CAPUANO**  
Youth Worker  
(CYS) \*



**JAYDA GREAVES**  
Youth Worker  
(CYS) \*



**ANDREW TUPU TUIA**  
Housing Youth Case  
Worker (IHRF) \*



**AMBER HOWARD**  
Youth Worker  
(CYS) \*



**LINGTON KUPU**  
Youth Worker  
(CYS) \*



**REECE MUDGE**  
Youth Worker (CYS) \*

# LINX YOUTH SPACE



Through funding from the Brisbane City Council, the LINX Youth Space program provides a range of services to young people aged 12-25, living in Wynnum/Manty and surrounding areas. This program offers opportunities, support and services to young people at risk, or those experiencing limited opportunities for participation in the social, cultural or economic life of the community. LINX Youth Space aims to promote safety, growth and wellbeing of local youth through youth engagement, youth development and community development activities.

This year has seen young people create new friendships through the LINX school holiday program; participate in boxing classes with LINX partner The Big OC that supported not only their physical health, but also mental health and wellbeing; create resumes and apply for jobs in the drop in space; and push themselves out of their comfort zones at the Youth Voice Committee adventure camp. Members of the Youth Voice Committee also supported the youth worker in planning and running the annual youth week event Bay Wave.

The Youth Voice Committee keeps the issues of local young people heard and visible in the community, and allows young people to develop leaderships skills, event planning skills, and public speaking skills, while increasing their confidence, self-esteem, and social skills.

Bay Wave was an absolute hit this year, with approximately 500 people attending on the day. The festival had young bands, singers and dancers display their talents on stage throughout the day. LINX has a significant impact for young people - one young person that is a regular in the LINX Youth Space loves to sing and wanted to perform. However, she was worried about participating because last time she performed in school she was bullied and booed while on stage. She was so proud of herself getting up on stage again, performing a beautiful song and walking off to cheers.

## Services provided:

LINX Drop-in Centre  
 School Holiday Programs  
 Youth Leadership -  
 Youth Voice Committee  
 Youth and Community  
 Projects and Events

One challenge BABI has faced, which speaks to the need for the LINX program in the community, is increases in numbers to the drop in and school holiday programs. However BABI only has one youth worker on the LINX program, and to ensure a safe, welcoming and comfortable space for young people while participant numbers are increasing, activities always require at least two staff. This means that other BABI staff have generously volunteered their time to support the program and participants.

If funded for future years, BABI will explore opportunities with volunteers to account for increasing numbers of participants. This will give BABI the opportunity to provide some more one-on-one time if required in the drop-in space.

## 2023-2024 Services

LINX ran a drop-in service 2 days per week after school hours, which resulted in 486 occasions of service. The LINX Youth Space also delivered school holiday programs in July, September, December, January and June 2023-2024, with 21 activities being offered. There were 199 occasions of holiday service over the year.

The Youth Voice Committee gathered fortnightly outside of these programs, with 73 occasions of service. BABI is currently supporting an average of 7 young people that attend the Youth Voice Committee meetings regularly, and BABI delivered a Youth Voice Committee camp at K'Gari with the support of a Port of Brisbane grant.

# COMMUNITY YOUTH SPACE – SEVENTY 8

Utilising Federal funding under the Safer Communities Grants, BABI's Community Youth Space (Seventy 8) works alongside young people aged 12-25 in the Wynnum and Bayside area, aiming to reduce recidivism and support young people to build a solid base around them so they can grow and achieve their life goals. It provides a safe and welcoming environment where young people can hang out, meet new people, have some food and feel part of a community. The young people that attend Seventy 8 come from diverse cultures and backgrounds - no one is ever excluded - and it is obvious that they have been extremely comfortable in the youth space, with many participants attending every day.

At Seventy 8, BABI strives to teach young people basic life skills that will help them succeed and move forward in life. Some of the focus areas are resume writing, completing forms, cooking, cleanliness and hygiene, healthy habits, general respect, healthy communication and conflict resolution. We also provide opportunities to improve mental health and well-being, while being in a safe environment to share and try something new. Some of these activities include fishing, mixed martial arts, basketball, personal training sessions, boxing, water sports (stand up paddle boarding, sailing), touch football, hip hop dancing, arts and crafts workshops and attending home games of the Brisbane Broncos rugby league team.

BABI saw some great outcomes over the year, including young people securing jobs in retail and hospitality in the local area. BABI also saw young people complete schooling when they were ready to drop out, and others chose to return to school in order to complete their education.



One of the big outcomes BABI is truly proud of is the change in communication and respect from young people.

Staff noticed when young people first attended the drop-in service that they didn't make eye contact, didn't say hello back when staff greeted them and were using inappropriate language in the youth space.

With the ongoing support of the youth workers, the change has been incredible - saying hello and using people's names, talking to the youth workers and other young people with respect, and seeking out the youth workers to say goodbye when they were leaving.

Unfortunately, the Seventy 8 Community Youth Space closed in April due to the end of that particular funding. BABI provided young people with a list of other services they could access, and are happy to see that some continue to access other programs at BABI.



**The name Seventy 8 references the Wynnum postcode 4178, and was decided by the community who voted for a name at the service launch.**

# FAMILY SUPPORT PROGRAM

The Family Support Program is funded by the Department of Children, Youth Justice and Multicultural Affairs and provides services to parents or carers of children and young people (unborn to 18 years) who find themselves in vulnerable situations and need support. A range of evidenced based approaches and theoretical frameworks are drawn on to facilitate counselling at BABI including strengths-based approach, Family Systems Therapy, Narrative Therapy, Attachment Theory, trauma informed practice, developmental theory across life stages, Motivational Interviewing, Acceptance and commitment Therapy, Eye Movement Desensitisation and Reprocessing and Internal Family Systems.

BABI counselling supports parents and carers to recover from their own complex trauma and increase emotional attunement to their children and teenagers' emotional needs. The complementary 6-week Parenting and Enjoying Teenagers (PET) Program has also been offered each school term and the program covers Adolescent development & parenting, repairing relationships, communication and assertiveness, rules consequences and PASTA Framework, values, and hot topics like sex, drugs, alcohol, driving, social media, emotional/nervous system regulation, and self-care.

Counselling practice at BABI is guided by the goal of healing transgenerational complex trauma and changing the trajectory for families for generations to come. With this focus on longer term healing from complex trauma, this program has a client waitlist of approximately 3 months for counselling. Also due to this important focus, a key program challenge is managing the tension between the need to be flexible for clients to attend appointments and group sessions and other needs such as counsellor self-care.

## Services provided:

Individual counselling to parents and carers

Quarterly Parenting & Enjoying Teenagers (PET) Group

Brief interventions, advice and referrals

Social Work Students often provide significant support to the counsellor during PET (parenting) group preparation and delivery, and another key focus this year has been work by the program counsellor reviewing and enhancing the PET program.

The Family Support Program would particularly like to thank the BABI Youth Counsellor Beth Owen, as there have been many occasions where referrals have been made to Beth resulting in much more coordinated support for the family. This results in an ideal situation where the parent/s are engaging in counselling and the PET group while their young people are also being supported by the Youth Counsellor.

## 2023-2024 Services



### Individual Counselling

Total Referrals in: 83

Total number of counselling clients: 34

Total number of counselling sessions: 416

### The Parenting and Enjoying Teenagers Program

Total number of PET Group families: 24

Total number of PET group sessions delivered: 24

Total number of PET sessions delivered in individual client sessions: 18



# YOUTH COUNSELLING

The Youth Counselling program is solely funded by community donations and is delivered 3 days per week. This program started as 2 days per week but an extra day has been added to meet the need in the community. The program is delivered by an experienced counselor who works from a trauma informed, strengths-based framework, working with young people aged 12-25 years old that require extra support with their mental health and wellbeing. There is still a high need in the community for this service – local mental health youth services are currently at maximum capacity with long wait lists.

This program has seen good engagement from clients, many that have been attending for more than six months. Clients have reported that they get something positive from their sessions, they feel supported and believe it has been worthwhile engaging in the service. Each counselling session is different and is catered to the individual, but could include talk therapy, sensory play or art therapy.

Alongside individual counselling, this year the Youth Counselor developed a trauma informed yoga program that was delivered over a 6-week period. It was a huge success, with positive feedback from participants after each session. This program encouraged young people to try something new which helped them connect with their body and develop healthy ways of managing stress, anxiety and relaxing the mind. At the completion of the program, the participants received a free yoga mat, blocks, and yoga cards for them to practice mindfulness at home in their own time. Due to the success and positive outcomes, BABI aims to run this program again in the near future.

## Services provided:

Counselling sessions for young people

Trauma Informed Yoga

The program is exploring an Art Therapy program

Several clients receive support from other BABI programs including Housing, Get Set for Work and Youth Support, and the youth counselling program is grateful for the opportunity to support young people alongside their parents who access the Family Support Program. This suggests that youth counselling is a valuable inclusion to BABI's wrap around support, providing different levels of support to young people in need and contributing to supporting the entire family.

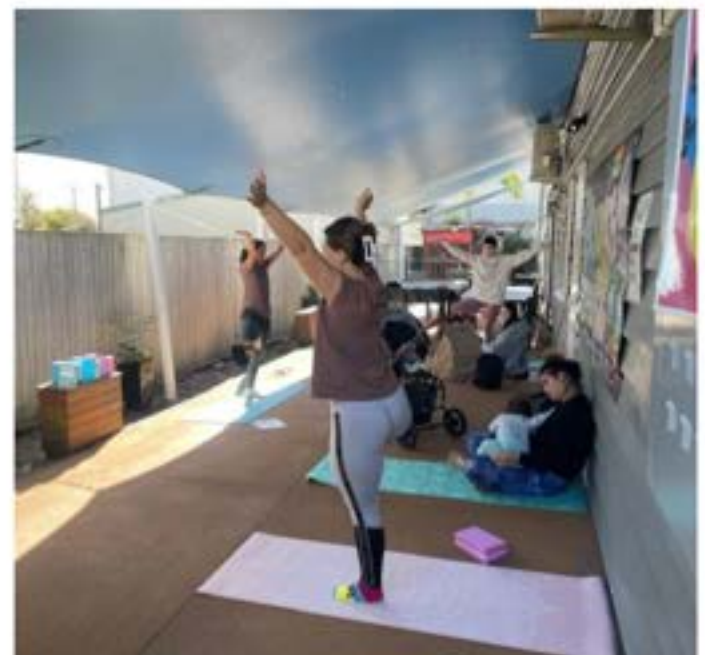
It is obvious that the more engaged young people are with BABI, the better their outcomes. BABI will continue to provide this program in the next financial year and seeks to find alternative funding to keep the program going.

## 2023-24 Services

### Individual Counselling

Total number of counselling clients: 36

Total number of counselling sessions: 313



# YOUTH SUPPORT PROGRAM

**The Youth Support Program is funded by the Queensland State Government through the Department of Children, Youth Justice and Multicultural Affairs. The program works in the community to assist young people to stay connected with family and community, stay engaged in education/training or employment, and promote physical and mental health whilst ensuring young people have safe and secure housing.**

This program has many stories of significant impact in the community. Over the last year, just one example of this impact is an instance where the youth support program engaged with a young person who at the time of referral was at risk of homelessness due to escaping family violence. As a result, the young person was disengaging from school and experiencing mental ill-health. This particular young person engaged in Youth Support weekly and worked hard towards their goals to sustain a new informal living arrangement and to continue moving towards independence and improve their mental health. The young person was supported to access free health care at Silky Oaks Medical and mental health services at Headspace Capalaba.



## Services provided:

Individualised, holistic and practical case management support to young people 12 -21 years of age.

They were then supported to apply for and obtain a Birth Certificate, Medicare Card, Tax File Number and Driver's License. With these, the young person was then supported by the program to navigate the Youth Allowance process and was able to access Youth Allowance payments from Centrelink. The young person also transitioned from mainstream school study to the alternative learning program Busy School to complete their QCE, and now reports improvements in grades as well as a love of learning.

The young person continues to engage in Youth Support to find employment and learn life skills such as navigating public transport, cooking and budgeting.

While BABI celebrates these success stories, the rising cost of living pressures and the housing crisis continue to impact hardest on young people in the community who are already at risk.

Young people are becoming increasingly anxious about their future and are often having to choose between staying in unsafe living arrangements or being homeless. The Youth Support Program plays a key role in working with the strength and resilience of young people and witnesses firsthand what they achieve when barriers to supports are reduced, they have safety, and they have support to have their basic needs met.

Into the next year, the Youth Support Program will continue to deliver outreach support to increase young people's access to much needed services at BABI and in the wider community.

# GET SET FOR WORK

Funded by the Department of Employment, Small Business and Training, the Get Set for Work program falls under the Skilling Queenslanders for Work initiative. The program works with young people aged 15-19 years to assist them in gaining a nationally recognised qualification, gain job-ready skills and acquire the foundation skills that will enable them to move into further training or employment.

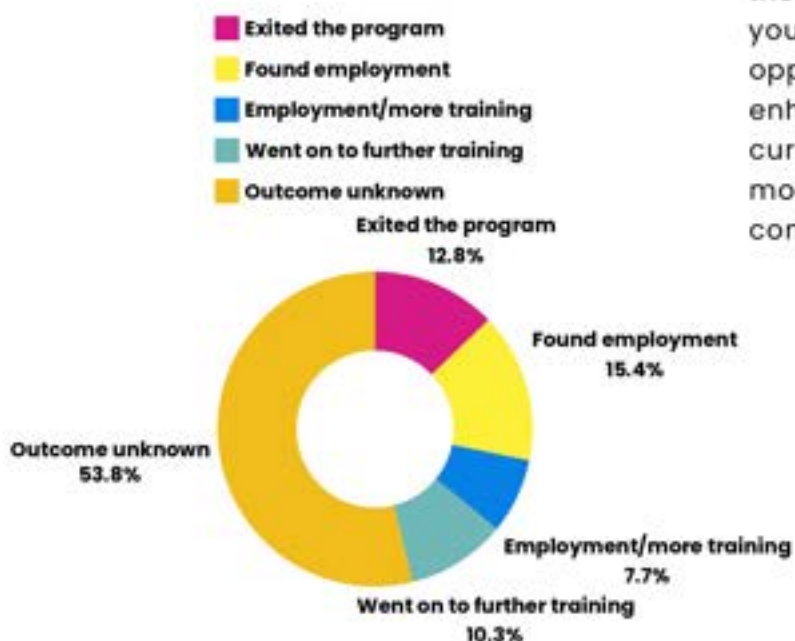
The participants complete a Certificate II in Skills for Work and Vocational pathways, while receiving support from a youth worker to overcome barriers to education or employment. They are supported to connect to Centrelink, access required ID documents, create a tax file number, open a bank account, create a resume, apply for further training or jobs and general day to day support. They also participate in life skills, outdoor education and adventure-based learning, such as a sailing day each term with key supporters SAILS at Bayside. BABI also celebrates the achievements of the participants each term with a graduation ceremony once the course is completed.



This year the program celebrated participant achievements such as part-time and full-time work, further study, returning to school and improvements in young people's confidence and wellbeing. One young person in particular started the Get Set for Work program with no ID documents, no income, was isolated from community and had low self-esteem. The BABI youth worker provided support throughout the term and by the end of the program, they had a birth certificate, a bank account, a Centrelink payment, connection to a job network agency, and a group of new friends that made them feel safe, comfortable and empowered. They had great attendance throughout the program, completed their Certificate II and gained a newfound confidence in themselves and their abilities.

Next year the program aims to provide more connection with services and businesses in the local community that will provide the young participants with a variety of learning opportunities and new possibilities. This will enhance and expand the current program curriculum and provide young people with more opportunities to connect with the local community once the program is completed.

## 2023-24 Participant Outcomes



# SPECIALIST YOUTH HOUSING SERVICE



**BABI is a Tier 3 registered provider under the National Regulatory System for Community Housing**

**BABI's specialist Youth Homelessness Service is funded through the Department of Housing and provides a range of supported accommodation services to young people aged 16 – 21 and young families aged 16 – 25 who are homeless or at risk of homelessness. The housing program is funded under 3 streams – centre-based support, supported accommodation and mobile support. BABI also receive extra funding to deliver the Immediate Housing Response for Families (IHRF) program.**

Centre-based support includes initial intakes with clients, providing emotional and practical support, and making referrals through the Queensland Homelessness Information Platform (QHIP). Supported accommodation provides a client-centred case management model, focusing on practical assistance, life skills development, material aid, information and referrals and tenancy support. BABI manages two three-bedroom share houses with a volunteer Caretaker living onsite; eight studio units; two three-bedroom detached houses for young families; and at different points manages Same House Different Landlord (SHDL) properties.

Mobile support is provided to young people and young families who have transitioned out of BABI accommodation or have been nominated to transition through the Same House Different Landlord (SHDL) program. The SHDL program is funded by the Department of Housing, where the department leases properties to BABI for the purpose of renting them to young people that need some support with their tenancy. The property and tenancy are later transferred back to the department when the tenant is assessed as being able to sustain a long-term tenancy.

Our IHRF program provides immediate short-term emergency accommodation for families experiencing homelessness or at risk of homelessness. These families are accommodated in hotels or motels, and are provided case management assistance to transition into safe and secure housing.

Next year the program will aim to continue providing the IHRF program and are hoping to secure more properties under the Same House Different Landlord program.

The Specialist Youth Housing Service can be life changing for the young people that BABI works with. In just one example, in the 2023-2024 year BABI supported a client in one of the share houses that had become homeless while still in year 11 at school. Once provided with safe and secure housing in the share house, this young person completed year 12 and went on to start university with a full scholarship, which included student accommodation.



**BABI has two live-in Volunteer Caretakers for our share homes, Micaela Diaz and Reece Mudge. BABI gives a big thank you to Micaela and Reece, whose support means the young people in our share houses have onsite support when they need it.**

# HOW YOU CAN SUPPORT BABI

BABI is a not-for-profit organisation that has worked in the Wynnum community for over forty years, and relies on community support to be able to respond to the critical housing and wellbeing needs of young people and families in the Bayside.

**BABI Youth and Family Service is a registered charity with ACNC and has a "deductible gift recipients" (DGR) status which enables gifts and donations to be claimed as a tax deduction. Donations of \$2 and over are tax deductible.**



**You can make a difference in the lives of vulnerable young people and families in the following ways:**

## Make a Donation

**Via the Website:**  
[www.babi.org.au/donate/](http://www.babi.org.au/donate/)

**Please visit the Donations page on the website to make a donation amount of your choice.**

**Send a Cheque/Money Order:**

**Please make your cheque or money order payable to BABI Youth and Family Service and post to:**  
**BABI Youth and Family Service**  
**PO Box 69**  
**WYNNUM CENTRAL QLD 4178**

**In Person:**

**You are welcome to make your donation in person at the BABI office:**  
**34 Bay Terrace,**  
**Wynnum Qld 4178.**

## Become a Member of BABI Youth and Family Service

**Contact [admin@babi.org.au](mailto:admin@babi.org.au) or call 3393 4176 to receive a membership sign-up form.**



**Essential BABI programs like the Youth Counsellor are entirely funded by donations.**





**BABI**  
Youth & Family  
Service

*Established 1983*

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