



st john's  
youth  
services

Annual Report

2020



**WE BELIEVE  
IN YOUNG PEOPLE**

ALL YOUNG PEOPLE CAN  
MAKE A PLACE TO CALL HOME



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# OUR PEOPLE

## Board of Directors

### Chairperson

**Carissa Prescott**

Special Counsel  
Thomson Geer

### Deputy Chairperson

**Elizabeth Tyson**

Director of Human Resources  
Prince Alfred College

### Treasurer

**Caroline Hurr**

Business Manager  
St Andrew's School

## Leadership

**Wendy Malycha**

Chief Executive Officer

**Nicole Chaplin**

General Manager

## Frontline team

Young people at St John's Youth Services are supported by highly skilled and experienced frontline workers, who inspire and empower young people to achieve extraordinary outcomes. This team is the heart and soul of St John's Youth Services, and the reason so many young people in South Australia can move out of homelessness into happy and fulfilling futures.

### St John's Youth Services Inc

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**Incorporation Registration Number**

A0007392T **ABN** 64 218 906 004

St John's Youth Services strives to protect the privacy of its young people. All names have been changed. Photos are a combination of stock photography and of employees and young people who consented to appear. Stories written in the first person have been written by the young person. Stories in the third person are stories of our young people written by our employees.

### Brent Alexander

National Manager  
Beyond Bank Australia

### Peter Balabanski

Parish Priest  
The Anglican Parish of St John the Evangelist

### Sally Denton

Corporate and Community Partnerships Adviser  
SA Water

### Ciara Merrifield

Therapeutic Specialist  
Connected Self

### Eden Williamson-Cameron

Senior Advisor, Professional Education and  
Therapeutic Services  
Australian Childhood Foundation

## Senior Management

### Ryan Bullivant

Practice Manager **youth110**

### Damien Chalmers

Program Manager **Next Step Outreach**

### Alex Houthuysen (Hill)

Aboriginal Cultural Broker

### Celeste Iannella

Service Manager **Foyer Port Adelaide**

### Anne Linke

Marketing & Executive Manager



**RECONCILIATION**  
AUSTRALIA

**foyerfoundation**

# ABOUT US

## OUR VISION

**All young people can make a place to call home.**

St John's Youth Services works with young people in the Adelaide metro area who are experiencing or at risk of homelessness. As well as individuals, we support young couples, families, single mums or dads, and their children. **We believe in young people and refuse to define them by their temporary experience of homelessness.** Instead, we focus on each young person's talents and ambitions, and their capacity to overcome challenges in their past and take control of their future.

## OUR MISSION

### Strength

Creating an environment where young people make strong and positive choices in their lives.

### Participation

Keeping the best interests of young people as our primary focus.

### Advocacy

Advocating for the rights of young people and agitating for change.

### Cooperation

Encouraging innovation, cooperation and participation.

### Excellence

Striving for excellence in all aspects of our operations.

**Since St John's Youth Services was established in 1981, we have supported more than 15,000 young people experiencing homelessness or crisis. We know what works, and have a proud record of developing innovative service models to change young lives for the better.**

**Accommodation services** include Adelaide's only youth crisis accommodation facility, **youth110**, a partnership between Anglicare SA Housing and St John's Youth Services. Youth110 provides 30 self-contained apartments over four floors, with office space for 24 hour case management and support. Located in the UNO apartment complex, youth110 is the world's first apartment-based crisis service to be co-located in a mixed tenure residential building.

**Foyer Port Adelaide**, a partnership between the SA Housing Authority and St John's Youth Services, provides medium-term independent apartment accommodation for young people who want to re-engage with education, or seek training or employment.

**Outreach services** include **transitional outreach support** for young people who have stayed at our accommodation services,

and **Next Step** — an intensive, individualised and long-term solution to homelessness that equips young people with the skills they need to live independently. **Keeping my Place** is an early intervention response that provides support for young people who are living in private rental, but at risk of losing their tenancy due to personal or financial crisis.

**Our newest service, say.kitchen**, is a hub for young people from across our services to access support, connect with community and participate in a range of events and activities. Say.kitchen provides support without stigma in a welcoming environment designed to encourage community connection and engagement.

**Our goal is to break the cycle of homelessness**, and our services interconnect to provide holistic, wraparound support tailored to individual need. Whether a young person is already experiencing homelessness, living in private rental but at risk of eviction, or ready to move into a place of their own, our range of programs assist young people at every stage of their housing journey.

# CHAIRPERSON'S REPORT

I am pleased to present the Annual Report of St John's Youth Services Inc for the 2019-2020 financial year.

**How does one summarise the 19-20 financial year without using those phrases that have become trite over the last number of months?**

The best we can do is highlight the amazing work of our staff, and the resilience and potential of the young people we serve in the face of even greater adversity than usual – to them and their prospects, and to our organisation.

Wendy and the Service Managers effectively summarise each of our services over the following pages, and I commend the stories to you.

The highlights for the Board have included watching the development of say.kitchen. As explained at the last AGM, this hub would introduce new elements for St John's Youth Services, as we continue to be creative in ways to support fundraising and revenue. Wendy our CEO has nurtured say.kitchen and its management to ensure

its success, and we have been pleasantly surprised with its performance to date.

This has set a strong base to build on and continue to find ways to create community and create opportunity.

I thank all of our directors. As mentioned in this Report, the format of the required response to the youth110 tender introduced both opportunity and challenge. It required intense thought and additional dedication of time by the directors, and I thank them for their conviction and careful consideration. As you know the directors are volunteers with their time, energy and expertise. What a welcome to Brent Alexander and Ciara Merrifield who joined around the time of the last AGM! Particularly again I would like to thank Caroline Hurr, our Treasurer, for her patience and hard work.

Naturally we were absolutely delighted to have won the

tender for youth110 and be able to continue delivering that service to the highest standard.

David Denborough left the Board just before the end of the financial year. David gave seven years of service to St John's Youth Services, for which we are very grateful. David was instrumental in the development of our Reconciliation Action Plan, and of documented plans to ensure our workplace is a safe, inclusive and respectful environment for LGBTQ workers and young people, and for people from culturally and linguistically diverse backgrounds. David has served as an important champion, and a reminder for us that when things get hard and get serious, we must always remember to acknowledge and celebrate the positives loudly. We must use those to continue to spur us forward, mindful of our mission and the fact that we deliver it better than anyone.

## WE BELIEVE IN YOUNG PEOPLE

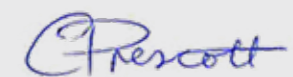
Thank you to our executive and management team and all staff of SJYS. Everyone responded so well to the COVID-19 crisis and the way in which we needed to change the way we work – and to be creative about how to do that – immediately and without warning. We simply cannot deliver services assisting young people without being physically near them. Keeping our staff and young people safe without losing outcomes was the priority. The staff absolutely delivered.

Thank you to our members, our donors and those who have partnered with us and supported us this year. A big thank you to AnglicareSA. Our supporters are mentioned in this Annual Report.

Let's all continue to support each other.

Finally, a call to arms. This year has thrown so many challenges. They are not over. Many say they cannot wait for calendar year 2020 to be over. But 1 January 2021 will not bring a different set of circumstances as if by magic. We anticipated that the bush fires in the summer of 19/20 would present a challenge to our fundraising efforts. With so many people donating to that cause (quite rightly), we imagined our fundraising success would be limited. And then COVID-19 arrived, impacting on markets, the economy and jobs for everyone in one way or another.

So we ask, think of us. Hear the voices of the young people in the following pages. Tell others. Tell your networks. Donate to support the programs that assist to remove barriers for these young people, as (to succumb and use one of those trite phrases) we are all in this together and we can't do it alone.



Carissa Prescott  
Chairperson

# CEO'S REPORT

This past financial year has been exceptional in so many ways. It started so positively; we successfully renewed Children's Licensing with all employees meeting the new legislative requirements for psychological testing, and achieved ASES reaccreditation.

Venue bookings at say.kitchen were solid, and the community space was regularly buzzing with visitors and customers. A series of exciting exhibitions in the Gallery displayed the work of a diverse mix of artists that included people from First Nations, migrant and LGBTIQ communities. The launch of a photographic exhibition featuring emerging young musicians gave us a glimpse of young people who were going to go far! Our instincts were proven right when one of the bands who performed, the Teenage Joans, were announced as Triple J's 2020 Unearthed High Winners!

In September young people and workers from across SJYS supported the climate strike with great enthusiasm and young people climbed on board the bus to camp Willochra for the annual Reconciliation camp. Even more fun was had with a special day on the river with our new adventure partner Adventure Connect, with skiing, swimming and riding in a speedboat! This amazing

organisation is committed to disadvantaged young people experiencing joy and simply having fun in a holiday atmosphere. Providing young people the opportunity to participate in a range of recreational activities reinforces the vision of SJYS.

However, the year was not without its challenges. The heart of our service is to provide quality accommodation and support to young people who are homeless, and we have been the only service provider in this space for decades. A change in the government tendering requirements for youth110 altered the known model and required a new approach to our tendering to continue to deliver this critical service. This provided an opportunity to display both innovation and demonstrate our strength in partnerships.

The deep relationship with AnglicareSA resulted in the two agencies developing a joint response to the tender. This involved the establishment of an exclusive subcontracting arrangement with AnglicareSA Housing to work collaboratively on the joint UNO and youth110 tender. We were delighted when advised we were successful in securing the tender and are excited about working closely with AnglicareSA.

Preparations for the end of year and the many planned celebrations were undertaken during an extreme heatwave. Our service once again adapted and responded quickly to support those in need – with say.kitchen providing emergency shelter to rough sleepers under the State Code Red response.

Sometimes there are moments in the chaos that shine through. On the hottest day of the heatwave, after an overnight low of 35 degrees, we pulled off a Christmas breakfast event for a housing organisation.

We then decorated the central space and held an amazing community event in partnership with Meridian College and Unison, who were then housing managers at UNO. When our Father Christmas decided it was too hot to get into the costume, a young man who'd been rough sleeping and come to the space under the Code Red response, stepped up to be Santa.

This amazingly inclusive event saw people of all ages and backgrounds join in and celebrate the community they live, work and study in. This truly community end of year celebration was a delight!

The event reflected the vision of say.kitchen with the coming together of community with

over 90 people in attendance aged from eight months to 88 years from all walks of life – from rough sleepers, funders, current young people, alumni young people, UNO residents including owners, private and social tenants, and students from the training kitchen. Activities included face painting, a photo booth, door prizes, choir, jukebox, festive decorations, arcade games and the most amazing food. The event was a joint venture with Unison, who contributed significantly to the event's success.

The new year started well with young people and workers participating in the second River Day event, and lots of bookings coming in for say.kitchen. We won the youth110 tender, and Foyer Port Adelaide funding was secured.

Then, COVID-19 arrived.

In early March the official opening of a new exhibition by people with disabilities was held at say.kitchen, attended by the SA Attorney General and over 60 people. That evening we managed an event launching a campaign for Justice in Immigration attended by another 50 people. But by Friday of that week, the kitchen was closed for training and we had cancelled our planned Harmony Day event.

With the hub closed and people working from home, we worked with our training partner

Meridian Vocational College, to keep the café working through providing meals for young people who had been sleeping rough and were accommodated in motels, with the say.kitchen cleaner taking up meal delivery driving during the lock down.

I am extremely proud of the response of our teams to the challenges thrown their way in the face of COVID-19 – from adapting to new working conditions at home, implementing new procedures in the services, learning about new equipment and PPE, through to clearing their desks of clutter and disinfecting them every day – all the while keeping the wellbeing of young people front and centre.

Young people have been impacted heavily. For those in schools, VET, and apprenticeships through to universities, learning has been disrupted. Young people make up the bulk of those employed in hospitality and retail as casuals, and they have disproportionately found themselves unemployed with very real prospects of remaining so for many months.

As we began to reopen and Meridian Vocational College was able to restart their courses, we saw first-hand the full impact on international students who are not included in Australia's COVID-19 support packages. These future Australians are reliant on work to help them pay rent and living expenses while

**Our work is more important than ever, and our employees remain resilient, passionate and positive.**

in Australia, and many were working in the industries most affected by lockdowns such as hospitality and retail.

As the economic impact of the pandemic sets in, these young people are finding themselves in a foreign country cut off from families who may have been supporting them financially but are also facing hardship in their own countries.

As the financial year came to a close, the financial impact hit hard. But we will survive. Our work is more important than ever, and our employees remain resilient, passionate, and positive, continuing to support young people to achieve despite the circumstances we all share. Our Board has remained committed and diligent, and our supporters have continued to provide critical assistance.

I am certain the coming years will see many young people and their families struggle as the impact on our community and economy grinds on, but we have been so fortunate to be in a place where we can still make a meaningful impact on people's lives.

Thank you to all who have ridden the rollercoaster with us!



**Wendy Malycha**  
Chief Executive Officer

# OUR SERVICES



## CASSIE'S STORY

At the age of 20 I became homeless due to family breakdown.

For a while I moved in with my sister, but when she became pregnant with her fifth child and the house was overcrowded, I was asked to leave. I then moved in with my other sister, but she was struggling with a relationship breakdown and a range of mental health issues so I decided to leave, as I didn't want to contribute to her stress and I felt like I was becoming a burden. I moved to Mount Gambier for a while, then stayed with a friend in Gawler until the landlord found out I was living there and told me to leave. I didn't have anywhere else to go, so moved into a tent at the back of my sister's house.

I was then referred to youth110, where I stayed for about five weeks. During this time workers helped me register for community housing, attend my mental health appointments and work on my budgeting skills.

I eventually obtained a supportive housing property through Housing SA. An outreach worker helped me get a Wyatt grant for furniture and white goods and helped me move my belongings from youth110 to my new home. I've been working with outreach for the last six months on improving my independent living skills. I had accumulated a lot of debt due to poor decisions and people taking advantage of me. My worker connected me with a financial counsellor and now I have a budget set up to repair my debt, which is on track.

SJYS workers have always been there to help me with any issue and I can always rely on them to give me the best information around my tenancy and where I want my life to go.



# “

Youth110 has helped me succeed and grow so much as an adult. As long as you're willing to grow as a person, youth110 go above and beyond for the people staying there.

**SAMMIE**

## IN UNPRECEDENTED TIMES, YOUTH110 CONTINUES TO EXCEL

The 2019-20 reporting period has seen many changes for youth110.

There was a degree of uncertainty for us all as the youth110 and the UNO apartment complex contracts were tendered by the State Government with altered conditions. A new partnership was formed with AnglicareSA whereby St John's Youth Services would remain the youth110 service provider and AnglicareSA would manage the UNO complex.

The tender was victorious! We ended the financial year farewelling Unison, the outgoing property management team, and welcoming AnglicareSA Housing to our family.

The COVID-19 outbreak in March 2020 rocked us all. While the pandemic caused great concern for the welfare of all, it also created opportunities to support young people and work in innovative new ways. There was a great movement in external supports working virtually, which is extremely complex for young people and less effective than face-to-face communication. Our support has been instrumental for young people throughout this phase to maintain their wellbeing and ensure their needs are met.

Supporting young people to understand and comply with new social norms has been a challenging transition. At youth110 we were quick to respond to ensure we had effective COVID-19 procedures and enough protective equipment to keep everyone safe. While there have been workers on leave and being tested when feeling unwell, youth110 has been fortunate in working through the pandemic relatively uninterrupted.

Despite the changes and additional challenges

of COVID-19, 36 young people moved out to sustainable housing outcomes during the pandemic. The rate of young people moving in and out of our emergency service did not differ throughout the pandemic as to the beginning of the financial year and previous years.

Throughout the year young people have worked extremely hard to reach their goals. Maintaining schooling and employment commitments have been a focus for some, while for others having a safe and supportive environment has been crucial to stabilise mental health and other complex barriers they have faced.

I would like to thank the youth110 and Outreach teams, whose commitment, grit and belief in young people are truly inspiring and so important to the successes of the service. I am proud of them all and continue to look forward to working alongside them.

Congratulations to all the young people who stayed at youth110 throughout the past year. Their journey with us has been challenging, but through adversity, their strength and determination have shone through. It has been a privilege to see their growth and development, and they all deserve happiness and success in their lives.

As always, I would like to thank the Board of St John's Youth Services and all our members. They are instrumental in enabling us to do our job, and their ongoing support and commitment are very much appreciated.

**Ryan Bullivant**  
youth110 Practice Manager

## IN THE 2019/20 FINANCIAL YEAR...

- 100+** Children and young people stayed at youth110
- 45%** transitioned from youth110 into sustainable housing
- 27%** moved into long-term supported housing
- 24%** of young people returned to live with family

# OUR SERVICES



Foyer is a safe and great place to stay, and everyone is really friendly and helpful. Being here has helped me achieve my goals.

**CHLOE**

The opportunity to reflect on the year and remember that it hasn't been all social distancing, nose swabs and isolation has been a welcome task.

#### Before COVID-19...

Foyer Port Adelaide entered a new phase, transitioning away from 24/7 staffing in the interest of promoting independence. Overnight staffing has been removed and case workers are now rostered between 2pm to 10pm, giving them greater opportunity to engage with young people and key stakeholders during business hours.

Our connection with the wider community remains strong, with the team seeking out and maintaining new and established relationships to facilitate opportunities for young people.

One young person was invited to showcase their photography at both the RAW 'IGNITE' exhibition alongside other emerging artists and at the say.kitchen LGBTIQ exhibition. Young people from Foyer and workers from across St John's Youth Services attended the exhibitions in support.

In collaboration with Port Adelaide Enfield City Council (PAECC) and Headspace Port Adelaide, several workshops titled, 'A Step Ahead – The secret to getting ahead is getting started' were delivered at Foyer, aimed at providing young people with the tools, knowledge and resources needed to 'get ahead'.

Our BELIEF in young people remains strong. Young people move on from Foyer as positive tenants, independent and active community members.

Whether it be attendance at NAIDOC week celebrations, discussions around the Religious Discrimination Bill and/or Black Lives Matter, young people's willingness to get involved in various activities, events or social justice campaigns should be commended. They are impassioned and hopeful for their future.

Young people's determination never ceases to amaze me, with one young person self-funding 75 hours of professional lessons to reach their goal of obtaining their provisional licence. However, this is not feasible for most young people due to their low income, minimal accessibility to driving programs and the high cost of professional driving lessons. As such, this continues to be a key barrier to young people's success, with driver's licences and employment opportunities often going hand in hand.

#### COVID-19 restrictions...

Young people rose to the challenge during initial restrictions but as time has passed and uncertainties around employment security, education delivery and varying levels of social isolation continue, anxieties have increased and their mental health has generally declined. This has seen the team explore various ways to provide and/or connect young people with meaningful therapeutic supports.



## THE FOYER DEAL

The Deal is a two way 'something – for – something' agreement outlining commitments between Foyer Port Adelaide and young people. Each young person moving into Foyer is asked to commit to an overarching Foyer Deal tailored to their individual goals and circumstances, which is regularly reviewed and updated.

### MOVING ON FROM FOYER PORT ADELAIDE

**47%** of young people returned to the family home

**32%** transitioned to community or public housing

**21%** moved into private rental

Like young people, workers have also risen to the challenge, adapting and finding different ways to continue delivering on the Foyer offer. This has included an upgrade to IT at Foyer giving all young people access to free Wi-Fi. Thanks PAECC for the grant! Along with encouraging social connection and continuation of education and/or employment requirements, this has enabled workers to maintain contact with young people from a safe distance.

During this time the team has participated in several online Communities of Practice facilitated by the Foyer Foundation and attended by various accredited Foyers. Sessions have provided the team with the opportunity to share COVID-19 responses, reflect on our service offer, acknowledge areas of strength and identify areas of improvement. Additionally, it has readied the team for the commencement of reaccreditation in late 2020.

The end of this financial year certainly has thrown some significant challenges our way. I thank the team, young people and the wider community for their tenacity, dedication and care.

Stay safe.

**Celeste Iannella**

Foyer Port Adelaide Service Manager



# OUR SERVICES



## Keeping my Place



The Next Step and Keeping my Place team has enjoyed another successful year supporting young people to turn houses into homes.

The year has thrown up a number of challenges but through it all, we have remained committed to doing our utmost for young people. Young people continued to amaze us with their determination and proactiveness in achieving their goals.

We've seen young people move through high school, complete their SACE certificates, apply and be accepted into university, start careers post-university, start their own families, reconnect with family members, and all during the process of moving in and setting up their homes.

Over the past year we have supported 155 young people into long term accommodation with the majority moving out of the welfare sector and into private rental properties.

While affordability continues to be one of the main barriers to young people accessing private rental accommodation, the support provided by our outreach workers and the determination of young people have seen over half of program participants gain employment during their support periods. Additional income alleviates financial stress for everyone, but has a much larger impact on those receiving Youth Allowance, the lowest Centrelink payment.

COVID-19 impacted our work and young people in a multitude of ways, some positively and some negatively.

The rental market moved to online applications

and inspections by appointment, which took away a lot of the relationship-based work we rely on and made private rental properties much more difficult for young people to access. Many agencies closed their doors to new referrals, making it more difficult to build wraparound supports for those needing a more specialised service.

On the flip side, young people were now receiving supplementary income that enabled them to more easily meet their financial obligations and even start putting money away for the monthly bills that continued to roll in. As a result, many young people were able to get ahead of their financial responsibilities and alleviate significant stress in their lives.

The Next Step team also worked with young people placed in emergency COVID-19 hotel accommodation, in collaboration with the Service to Youth Council. Working together, we have supported a number of young people who experienced homelessness as a result of the pandemic into public housing properties.

Having young people in their own homes, living independently and in safety, continues to be the priority for St John's Youth Services. In this time of uncertainty, it has been great for agencies to work together to give young people a safe place to call their home.

The Next Step program continues to rely on the generosity of individual donors, philanthropic bodies and the wider community.

The operation of say.kitchen provides vital revenue that enables us to support young people move out of homelessness and into their own homes.

# 155

## YOUNG PEOPLE WERE SUPPORTED BY NEXT STEP TO MAKE A PLACE TO CALL HOME.

Next time you're in Adelaide's west end, we'd love to see you at say.kitchen. We're always happy to sit down and talk about how we're supporting young people and where we could use a hand. Or just pop in for a coffee and watch cookery students develop their culinary skills.

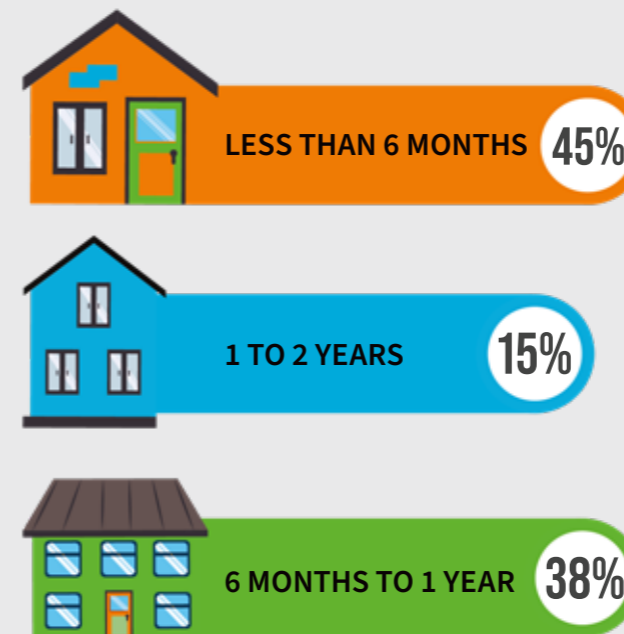
We're look forward to the year ahead, and supporting even more young people fulfil their potential and make a place to call home.

**Damien Chalmers**

Next Step Outreach Program Manager

### HOW LONG YOUNG PEOPLE WERE HOMELESS

#### BEFORE COMING TO NEXT STEP



## 51%

OF YOUNG PEOPLE GAINED EMPLOYMENT

## 43%

ENGAGED WITH EDUCATION

19% OF YOUNG PEOPLE WERE FROM FIRST NATIONS BACKGROUNDS

14% WERE FROM NON-ENGLISH SPEAKING BACKGROUNDS





July 2019  
June 2020

125

BOOKINGS FROM BUSINESSES  
& NON-PROFITS

60

BOOKINGS FROM  
COMMUNITY GROUPS

15

BOOKINGS FROM  
GOVERNMENT DEPARTMENTS

6

EXHIBITIONS BY  
EMERGING YOUNG ARTISTS

# say.kitchen

Say.kitchen is a community meeting place and youth support hub that provides opportunities for young people to participate in training, gain work experience, exhibit or perform in the arts, and engage with the community in a welcoming, vibrant space. As well as housing the St John's Youth Services Next Step and Keeping my Place teams, say.kitchen is home to the SJYS Aboriginal Cultural Broker. Wraparound support is available from say.kitchen's co-located services WISE Employment, Anglicare SA's Newly Arrived Youth Service (NAYS), Equality Lawyers and Meridian Vocational College.

Since officially opening in March 2019, say.kitchen has been an outstanding success. Bookings for venue hire have far exceeded expectations, the café has served thousands of coffees and meals, and hundreds of visitors have relaxed in the hub or viewed exhibitions in the gallery. Community activities included regular basket weaving workshops with Marra Dreaming, free Auslan lessons with Deaf Can:Do and a community Christmas celebration.

Say.kitchen has been the venue of choice for AGMs, training sessions, workshops and meetings, and LOTS of catch ups over coffee. The diverse exhibition program has included work by talented young Aboriginal artists, LGBTIQ creators, photographers, and artists with a disability. And we've been awed by the talent of young bands on the stage, moved by Daniel Coleman's extraordinary didgeridoo performances, and inspired by local hip hop artist, Jono 'Eskatology' Stier.

When our doors closed for COVID-19, MVC chefs turned their talents to preparing meals for young people staying at youth110 or accommodated in motels as part of the SA Government's pandemic response. But the hub remained empty and offices stayed locked, paintings hung unseen in the gallery, and the stage fell silent. During all the weeks without income, we worried that say.kitchen's doors might be closed for good.

But our community stepped up, and came back. For coffee, for meetings, or just a socially-distanced chat on the couch. Venue bookings that had been cancelled because of COVID-19 were rescheduled, café regulars returned, and new bookings began coming in from government departments, community groups and individuals.

We are beyond grateful to every single person who has supported say.kitchen, both before and since the pandemic. Whether you've booked a venue, bought a coffee, attended an event or shared a social media post, you are the reason say.kitchen's doors remain open for those who need us most: young people experiencing or at risk of homelessness in SA.

## SUPPORTING say.kitchen

There are lots of ways you can support say.kitchen, and be part of a community creating positive change for young people in SA. You can meet your friends at the say.kitchen café for coffee or lunch, drop into the gallery to support emerging young artists, or get out of the office and bring in your laptop to enjoy comfy couches and super-fast Wi-Fi!

If you're looking for a corporate meeting room, performance venue, training room or event space – we've got you covered! **Every dollar of profit from venue hire directly supports St John's Youth Services outreach programs, Next Step and Keeping my Place.** So not only will you be hosting your meeting or event in a COVID-safe centrally located, welcoming venue with great coffee and onsite catering, you'll be helping young people in South Australia move out of homelessness and into a place to call home.



### BOARD ROOM

The say.kitchen board room features an extraordinary mural created for St John's Youth Services by Marra Dreaming.

### GALLERY

The flexible gallery and event space is ideal for functions, exhibitions or training and features a large screen TV and projector.

### CENTRAL HUB

The central hub can be adapted to your needs, and can include discrete areas or the whole venue. With a stage and sound system, the hub is perfect for performances or presentations.

## say.kitchen Funding Partners

Say.kitchen would not be possible without the commitment and generosity of our community of individual, philanthropic, corporate and government supporters.



Government of South Australia  
Department of Human Services



Government of South Australia  
Attorney-General's Department



Australian Government  
Department of Home Affairs





RECONCILIATION ACTION PLAN

STRETCH



## Reconciliation at St John's Youth Services

Each year we report our progress towards fulfilling the goals outlined in the SJYS Reconciliation Action Plan to Reconciliation Australia. As in previous years, we are proud to report that we have hit almost all of our targets, and made significant progress in each of the four focus areas: Relationships, Respect, Opportunities and Reporting.

There have been many highlights throughout the year, including hosting regular Marra Dreaming basket weaving workshops at say.kitchen, holding a successful exhibition of Aboriginal art and crafts during Reconciliation Week, supporting Bookabee Tours to deliver online cultural awareness training, and delivering another successful Reconciliation camp.

Campaigns we have been proud to support include 'Change the Date', 'Racism Stops With Me' and the Port Adelaide 'Walk of Awareness' for Stolen Generations.

We have exceeded First Nations employment targets, and significantly expanded our network of First Nations organisations, businesses and community groups.

Our First Nations employees continue to be our greatest teachers, generously sharing their immense cultural and community knowledge.

This stellar group includes Aboriginal Cultural Broker, Alex Houthuysen-Hill, who also chairs the Port Adelaide Enfield Council Aboriginal Advisory Board, and Kylie Wanganeen, a Gladys Elphick Sisterhood Foundation's Women's Leadership alumni and member of Tiraapendi Wodli Youth Justice Reinvestment Board.

Once again, the Reconciliation Action Plan Committee, led by SJYS CEO and RAP Champion, Wendy Malycha, has guided our journey towards reaching the goals outlined in our RAP.

As we near the end of our current RAP, we look forward to developing our RAP's next incarnation and embedding reconciliation even more deeply across the organisation.

#AlwaysWasAlwaysWillBe



One of the beautiful murals created for say.kitchen by Marra Dreaming, featuring Karrawirra Parri / River Torrens.



Outreach worker, Kylie Wanganeen, Welcoming to Country at the 2019 NAIDOC Week event.



## What is a 'Stretch RAP'?

A Stretch RAP is for organisations that have developed strategies and established a very strong approach towards advancing reconciliation internally and within the organisation's sphere of influence. It is focused on implementing longer-term strategies and working towards defined measurable targets and goals, The Stretch RAP requires organisations to embed reconciliation initiatives into business strategies to become 'business as usual'.

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



Aboriginal Cultural Broker, Alex, helping set up the NAIDOC Week lunch.



# 17%

**OF OUR EMPLOYEES ARE FROM FIRST NATIONS BACKGROUNDS**

Workers and young people at the annual Reconciliation Camp at Camp Willhocr.



Workers fom across the services enjoying cultural training on the lawns of St John's church. From left: Sarah, Nagma, Steve, Aaron and Kylie.



July 2019  
June 2020

DIRECT FINANCIAL SUPPORT



SETTING UP A HOME  
\$67,300  
CRISIS RESPONSE  
\$75,800

INFANTS AND CHILDREN



24

PREGNANT MUMS-TO-BE



13

ENGAGED WITH EDUCATION



166

CONNECTED WITH EMPLOYMENT



105

COMMUNITY PARTICIPATION



78%

12

focus groups held with  
young people

22%

of young people were  
from First Nations  
backgrounds

14%

of young people were  
from multicultural  
backgrounds

SNAPSHOT

OF SUPPORT

96%

OF YOUNG PEOPLE  
BROKE THE CYCLE  
OF HOMELESSNESS

LIZZIE'S STORY

My name is Lizzy and for me, my community and friends are everything. Growing up my family was not what you would call traditional. My mum was a drug addict and very early in my life my dad left her and me. Due to her addiction, I was not high on her list of priorities and my childhood was not happy. My refuge was school which was luckily one of the few consistencies in my life. I formed a new family among my friends and that connection with others remains a core part of who I am today.

I've been a living out of home since mum kicked me out when I was 17. I lived with a friend's grandparents for a couple of months and then in a youth service for a while, before a Centrelink support worker told me I should self-refer to Foyer Port Adelaide. I've been staying there focusing on working and studying since. I think I want to be a social worker now, as I've learnt a lot about supporting people throughout my life.

While at Foyer, I've built strong relationships with the workers who have been a constant source of support to me. I've got used to being able to come back after work or school to chat with them, often about anything and rarely all too serious.

The team at SJYS let me go at my own pace and don't assume I know nothing, which is great because I feel more confident in myself.

I've been working with the outreach team too who come and visit Foyer regularly. My worker is friendly and a little goofy, and has been very supportive while I've been attending private rental inspections. He gave my friend and me lots of tips about how to make a good impression with the agents and they worked, because I'm signing a lease next week! I found out we'd been accepted the day of my graduation from high school. That was a really great day.

For the next six months, my worker will work alongside my friend and I as we look after our new property. We've signed up to Next Step, which helps new renters like us keep on track with managing private rental and keep to our goals. For now, I'm happy to be like any high school student having a gap year after I've graduated. I am working almost full time and I plan to enjoy this time before looking towards university.



# MEMBERS

Since St John's Youth Services first opened its doors, our members have provided invaluable guidance, support and financial assistance. Over the years, our members' generosity and commitment to young South Australians have enabled St John's Youth Services to shelter and support more than 15,000 young people experiencing homelessness or crisis.

Brent Alexander	Donald & Else Grey-Smith	Shirley Prescott
Pauline Atkinson	Stephanie Halliday	Carissa Prescott
Peter & Vicki Balabanski	Carmen Hanieh	Graham Roper
John Beiers	Nicola Hardie-Beveridge	Kathy Rutledge
Jill Benson	Rod & Margaret Hollingsworth	Anthony Saint
Pamela Boyle	Caroline Hurr	Catherine & Norman Shum
Ione & the late Robert Brown	Meg Hutton	Russell Starke OAM
Judith Bunney	David & Jill Iveson	Marc Steen
Michael Cant	Cynthia James	Susan Straub
Susan Caton	Deborah Jeanes	Jo Thyer
Verity Cooper	John Koerber	Lyn Townsend
Jo Cooper	Ken Langley	Elizabeth Tyson
Jan Couzens	John & Judith Gray	Daniel van Wyk
David Denborough	Dorothy & the late John Lelliot	Prudence Walker
Sally Denton	Dianne McCormick	Nan Ward
Margaret Dingle	Ciara Merrifield	Marlene Waters
Dan & Cathryn Fardon	Helen Mickan	David White
Wendy Farrell	Barbara Murray	Peter Wilkinson
Beth Flenley	Christopher Myers	Sandra & the late Tony Williamson
Arnold Geyer	Heather Nimmo	Eden Williamson-Cameron
John & Judith Gray	David Plumridge	Tony Wilson

## Major Funding Partner



Department of Human Services

Our crisis accommodation service, **youth110**, is funded by the Commonwealth and SA State Governments. **Foyer Port Adelaide** is a partnership between St John's Youth Services and the SA Housing Authority, and is funded by the Government of SA.

## Community Funding Partners

Our community partners are long-term friends of St John's Services, whose commitment to young South Australians enables us to provide extra, individualised support to young people across the services. Thanks to the generosity of the individuals who comprise these organisations, young people are able to access a range of resources and opportunities that would otherwise be beyond their reach.



## Community Supporters

Allianz  
 CASM Trust  
 Commercial Hotel Port Adelaide  
 Commonwealth Bank Unley  
 Danielle Loizou Doula  
 Eva and Peter Geelan  
 Foodbank SA  
 Foyer Foundation: Communities of Practice  
 Grannies Group  
 Green is Golden  
 Holy Trinity Church, Adelaide  
 Keystone Support  
 Ladies Probus Club of Grange

Mothers' Union Diocese of Adelaide  
 Mothers' Union Mitcham  
 Pantry on Egmont  
 Pear Cafe  
 Port Adelaide Football Club  
 Reclink SA  
 Royal Adelaide Show  
 SA Commandery of the Order of St Lazarus  
 Society of the Sacred Mission  
 St Peter's Coilege Mission Guild  
 Terracotta Foundation  
 Yellaka



# FINANCIALS

## Financial Statements

For the Year Ended 30 June 2020

St John's Youth Services Inc

ABN 64 218 906 004

Statement by the Chief Executive Officer and the Principal Accounting Officer

30 June 2020

a) We certify that the attached financial statements and notes present fairly the financial transactions during the year ended 30 June 2020 and the financial position as at 30 June 2020. Internal controls over financial reporting have been effective throughout the reporting period.

b) At the date of signing this statement we are not aware of any circumstances which would render the particulars included in the statements misleading or inaccurate.



.....  
WENDY MALYCHA  
Chief Executive Officer

Dated this 29th day of September 2020



.....  
CAROLINE HURR  
Treasurer

Dated this 29th day of September 2020

The accompanying notes form part of these financial statements.

# FINANCIALS

St John's Youth Services Inc

ABN 64 218 906 004

Statement of Profit or Loss and Other Comprehensive Income

For the Year Ended 30 June 2020

	2020	2019
	\$	\$
Revenue	3,564,033	3,654,736
Employee benefits expense	(2,691,889)	(2,701,544)
Depreciation and amortisation expense	(217,322)	(159,318)
Rent, rates and taxes	(187,991)	(153,224)
Other expense	(162,208)	(226,796)
Client expense	(107,378)	(139,469)
Repairs and maintenance expense	(78,271)	(85,201)
COVID-19 expenses	(52,530)	-
Light, power and gas	(46,467)	(37,899)
Motor vehicle expense	(39,351)	(40,159)
Telephone expense	(31,972)	(30,733)
Cleaning expense	(31,802)	(41,097)
Insurance expense	(30,603)	(38,994)
Printing and stationery	(21,963)	(26,231)
Training and development	(19,497)	(17,443)
Fundraising expense	(3,411)	(10,378)
<b>(Deficit) / surplus for the year</b>	<b>(158,622)</b>	<b>(53,750)</b>
<b>Total comprehensive (deficit) / surplus for the year</b>	<b>(158,622)</b>	<b>(53,750)</b>

The accompanying notes form part of these financial statements.

# FINANCIALS

St John's Youth Services Inc  
 ABN 64 218 906 004  
 Statement of Financial Position  
 As at 30 June 2020

## ASSETS

### CURRENT ASSETS

	2020	2019
	\$	\$
Cash and cash equivalents	354,519	336,317
Trade and other receivables	15,008	6,944
Other assets	5,474	17,993
<b>TOTAL CURRENT ASSETS</b>	<b>375,001</b>	361,254
<b>NON-CURRENT ASSETS</b>		
Property, plant and equipment	345,866	558,178
<b>TOTAL NON-CURRENT ASSETS</b>	<b>345,866</b>	558,178
<b>TOTAL ASSETS</b>	<b>720,867</b>	919,432

## LIABILITIES

### CURRENT LIABILITIES

Trade and other payables	133,687	155,164
Short-term provisions	351,690	353,312
<b>TOTAL CURRENT LIABILITIES</b>	<b>485,377</b>	508,476

### NON-CURRENT LIABILITIES

Long-term provisions	40,529	57,373
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b>40,529</b>	57,373

### TOTAL LIABILITIES

<b>TOTAL LIABILITIES</b>	<b>565,849</b>	614,489
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### NET ASSETS

## EQUITY

Reserves	-	351,667
Retained earnings	194,961	1,916
<b>TOTAL EQUITY</b>	<b>194,961</b>	353,583

# FINANCIALS

St John's Youth Services Inc  
 ABN 64 218 906 004  
 Statement of Financial Position  
 As at 30 June 2020

## Summary of Significant Accounting Policies

### Note 1. Basis of preparation of the financial report

This summary financial report is an extract from the full financial report for the year ended 30 June 2020.

The financial statements are derived from, and are consistent with, the full financial report of St John's Youth Services Inc.

The summary financial report cannot be expected to provide as detailed an understanding of the financial performance and financial position as the full financial report. A copy of the full financial report and auditor's report will be sent to a member, free of charge, upon request.

### Note 2. Reserve movements

	2020	2019
	\$	\$
Opening balance	351,667	343,576
Transfer from / (to) retained earnings	(351,667)	8,091
Closing balance	-	351,667

### Note 3. Retained earnings

	2020	2019
	\$	\$
Opening balance	1,916	63,757
(Deficit) / surplus for the year	(158,622)	(53,750)
Transfer from / (to) reserves	(351,667)	(8,091)
Closing balance	194,961	1,916

# FINANCIALS

## Note 4. Contingent Liabilities and Contingent Assets

### Memorandum of Understanding

In addition to the matter outlined above for youth110, the association does have contingencies in relation to being a guarantor for properties rented by young persons who work with the association as part of the Next Step and Transitional Outreach Programs.

Other than as noted above, the Board is of the opinion that there are no other contingencies at 30 June 2020 (30 June 2019 : nil).

### Note 5. Economic Dependence

The association is largely funded by its contract with Anglicare SA Housing Ltd (for youth110), government and philanthropic grants and further relies on donations to support unfunded activities. At the date of this report, the association has received the first quarter funding of \$611,270 ex GST in relation to youth110 and \$192,610 for the Foyer contract. The Directors of the association have no reason to believe at the date of signing the financial report that the funding arrangements in place, in particular youth110, will not continue as described per the individual agreements.

Given the funding contracts that are in place, the Directors are of the opinion that the association will continue as a going concern and being able to pay its debts as and when they fall due.

# FINANCIALS

## St John's Youth Services Inc

ABN 64 218 906 004

### Directors' Declaration

In the opinion of the Board the financial report, as set out on pages 2 to 5:

1. Gives a true and fair view of the financial position of St John's Youth Services Inc as at 30 June 20 and its performance for the year ended on that date in accordance with Australian Accounting Standards - Reduced Disclosure Requirements of the Australian Accounting Standards Board and the requirements of the *Australian Charities and Not-For-Profits Commission Act 2012*; and
2. At the date of this statement, there are reasonable grounds to believe that St John's Youth Services Inc will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Board and is signed in accordance with sub section 60.15(2) of the *Australian Charities and Not-For-Profits Commission Regulation 2013*.

Board member  .....

Board member  .....

Dated this 29th day of September 2020

# FINANCIALS

## Independent Audit Report to the members of St John's Youth Services Inc

### Opinion

The accompanying summary financial statements, which comprise the statement of financial position as at 30 June 2020, the statement of profit or loss and other comprehensive income for the year then ended, related notes and the Directors' Declaration, are derived from the audited financial report of St John's Youth Services Inc, for the year ended 30 June 2020.

In our opinion, the accompanying summary financial statements are consistent, in all material respects, with the audited financial report, in accordance with the basis described in Note 1.

### Summary Financial Statements

The summary financial statements do not contain all the disclosures required by Australian Accounting Standards. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial report and the auditor's report thereon. The summary financial statements and the audited financial report do not reflect the effects of events that occurred subsequent to the date of our report on the audited financial report.

### The Audited Financial Report and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial report in our report dated 29 September 2020.

### Responsibilities of Directors for the Summary Financial Statements

The Directors are responsible for the preparation of the summary financial statements on the basis described in Note 1.

### Auditor's Responsibilities

Our responsibility is to express an opinion on whether the summary financial statements are consistent, in all material respects, with the audited financial report based on our procedures, which were conducted in accordance with Auditing Standard ASA 810 *Engagements to Report on Summary Financial Statements*.

**PERKS AUDIT PTY LTD**  
180 Greenhill Road  
Parkside South Australia 5063

**PERKS AUDIT PTY LTD**  
180 Greenhill Road  
Parkside South Australia 5063

Dated this 29th day of September 2020

# HELP US DO MORE

# FOR YOUNG PEOPLE IN SA

## THERE ARE LOTS OF WAYS TO GET INVOLVED, AND HELP YOUNG SOUTH AUSTRALIANS MAKE A PLACE TO CALL HOME

All of us at St John's Youth Services are enormously grateful for the support and generosity of our wonderful community of supporters. Their belief in young people and trust in us are why we can create positive change for young people experiencing homelessness or crisis in South Australia.

**If you've just joined us, or if you are one of our long-time supporters who've stuck with us through the decades, thank you for being part of St John's Youth Services.**

If you'd like to join a great group of South Australians committed to changing young lives, we'd love to hear from you! Contact us to find out how you can make a difference for young people experiencing or at risk of homelessness in SA.

### FUNDRAISING AND DONATIONS

Visit [stjohnsyouthservices.org.au](http://stjohnsyouthservices.org.au) or [say.kitchen](mailto:say.kitchen) and click the 'Donate' button to give online, or call us on 08 8359 2989 to arrange a bank transfer. You can also support our fundraising campaigns, or run one of your own. Contact us for ideas or assistance - we'd love to help!

### WORKPLACE GIVING

You can make SJYS a charity of choice for your workplace giving program, or hold a staff fundraising event such as morning tea or casual day. We're always happy to send someone to your workplace to explain how their support will help lift young people out of homelessness.

### LEAVE A GIFT IN YOUR WILL

Making a bequest to SJYS ensures your generosity will continue to make a lasting difference for young people experiencing homelessness, and is a wonderful way for your values to live on in the lives of others.

### CONTACT US FOR INFO

- 08 8359 2989
- [info@sjys.com.au](mailto:info@sjys.com.au)
- [stjohnsyouthservices.org.au](http://stjohnsyouthservices.org.au)

WE BELIEVE IN YOUNG PEOPLE





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