



YOU↑TURN®

STRONGER TOGETHER

Annual Report 23-24



View the report online
for the full interactive
experience and
additional content.

Community Services



Health Services

ABOUT THIS REPORT

Established in 1989 as a not-for-profit charity, Youturn Limited has consistently driven positive change across the Health and Community Services sectors, focusing on Child Safety, Homelessness, Mental Health, and Suicide Prevention.

As we reflect on the 2023-2024 financial year, we are proud to present this Annual Report. It provides our community, partners, and stakeholders with a clear and transparent view of our activities, milestones, financial outcomes, and strategic direction.

This year's report centres around the theme "Stronger Together." Over the past year, we have continued to support individuals in enhancing their health and wellbeing while navigating life's challenges. Our journey has been marked by a united effort to extend our reach, both in the communities we serve and the geographical areas we cover.

With unwavering commitment, we have built momentum, formed valued partnerships, and continued to cultivate a community of supporters who share our vision. Together, we are making strides towards the goals outlined in our Strategic Plan, and we are deeply grateful for the collaboration and trust that have empowered our progress.

We acknowledge and pay our respects to the Traditional Custodians of the lands on which we operate, honouring their Elders past, present, and emerging. Youturn remains a safe and inclusive space where the diversity of every individual is recognised, celebrated, and supported.

To stay informed about our ongoing journey, we invite you to subscribe to our newsletter and follow us on social media. Together, we are stronger, and together, we continue to make a meaningful impact.

CONTENTS

06	Chair Welcome	20	Our reach
08	CEO Welcome	21	Year in review
10	Mission, vision, values	22	Our strategic plan
11	Our journey	28	Our programs
12	What we do	44	Those who support us
13	Did you know?	49	How we have tracked
14	Our board	50	Our future focus
15	Executive team	51	Thank you
16	Our people		

CHAIR WELCOME

It seems apt that I am writing this welcome during the week of the Royal Commission into Defence and Veteran Suicide Report's release. As we reflect on the findings of the Royal Commission and consider the path forward with the draft National Suicide Prevention Strategy (NSPS), it becomes clear that collaboration and innovation across the sector are more important than ever. I saw the Royal Commission as a mirror reflecting all the many ways in which our sector can do better for at-risk cohorts. The draft NSPS begins to acknowledge this; moving the focus to the prevention of suicidal distress will shift the curve and aid the country in making a significant impact in reducing suicide. Youturn and StandBy Support After Suicide passionately share in this goal with government, sector partners, and the communities we support.

Better whole-of-government strategies that address the many social determinants of mental and physical ill-health and suicidal behaviour will empower community organisations to do the same. Indeed, inspired by what we have seen in New Zealand with the implementation of Service Performance Reporting standards, Youturn's updated strategic direction has impact measurement at its heart.

Work has begun on centralising all our program output data in a way that better allows us to share stories of outcomes and impact. This non-financial information will be crucial for accountability and decision-making as Youturn continues to grow. The Australian Charities and Not-for-Profits Commission is considering making some of this reporting mandatory as part of the Annual Information Statement processes, which is evidence of whole-of-sector progress and engagement.

In many ways, this last year has been a watershed year for Youturn. In September 2023, we welcomed James Blevin as our CEO. James' background as a leader in global professional services firms is seen as critical, as Youturn brings heightened rigour to its governance, financial accountability, and stakeholder engagement. With James' experience, a strong skills mix in our Executive, and an engaged staff, we believe Youturn is ideally placed to meet the challenges of change and transformation in an era of looming reform.

At Youturn's whole of organisation conference held in May, we heard from Sue Scheinpflug, Youturn's CEO from July 1997 through December 2011. In sharing many of Youturn's program origin stories, Sue invited collective reflection among our attending board members. She reminded us of the importance of tailored, community-based action focused on unmet needs. And that, if co-designed and nurtured, these interventions might one day become nationally significant.

I know that each member of our staff thinks in this way about their own community. On behalf of the board, thank you for your passion, selflessness, and commitment to the important work you do daily.

Finally, I would like to thank Youturn's diligent leadership team and board members for their support, wisdom, and advocacy for Youturn's vision to be trusted to create safe, inclusive, and supportive communities.



Mitch Evans
Board Chair

“On behalf of the board,
thank you for your
passion, selflessness, and
commitment to the important
work you do daily.”



CEO WELCOME

Stronger Together. In reflecting on the theme of this year's annual report, I'm invited to recall a favourite proverb of my birth country: If you want to go fast, go alone. If you want to go far, go together.

During Youturn's employee conference, All of You, hosted in May, I talked about the importance of perspective. Although Australians are enduring one of the most gruelling cost-of-living crises in history, there is still cause to be optimistic. Though there are significant structural problems for our country to overcome, we still have access to universal healthcare, education, justice, and democracy. Still, it's important that we and the legislators we elect do not become complacent. For you could argue that it's complacency that's allowed Australia's housing crisis to manifest and entangle itself with every part of the community fabric.

For Youturn, we are beginning to ask a simple question when evaluating new ideas: Will it have an impact?

What is impact, you ask? Youturn's vision is to be trusted to create safe, inclusive, and supportive communities. A community's first responders are often neighbours, family, friends, and other formal support networks such as sporting, volunteering, and community groups. Yet, as costs and technological disruption bite, we see these bastions of what it means to be human being eroded. Without support, without community, one cannot cope. It's almost tragic that it's at this point that the state, either directly or through an NGO like Youturn, intervenes. We could have helped sooner. Indeed, so could have the community. As a society, we are beginning to realise this, with the desire for better public health outcomes becoming omnipresent.

And thus, prevention and early intervention are at the heart of Youturn's new strategic direction. Whilst we will always support people in their times of need, we aim for community to become a person's first port of call. This, I believe, is at the heart of Stronger Together.

Youturn's new strategic direction focuses on five core domains: People, Systems, Data, Diversification, and Thought Leadership. While we socialise this new strategic direction with stakeholders, our focus continues to be on service excellence, our people, and impact growth.

In the 2024 financial year, the number of people Youturn supported increased 18% to 19,170. This growth is more than reflected in our financial performance, with revenues increasing 29% to \$45 million. Youturn's net asset position is now in excess of \$10 million, an ideal foundation from which to launch the company's new strategy in July of 2025, which may call for investment in prevention-focused, unfunded community needs.

I would like to acknowledge and thank the communities in which we operate for their fervour and advocacy. Youturn could not provide individualised support without the input, counsel, and support of partner organisations, families, schools, Aboriginal and Torres Strait Islander organisations, and others.

Our welcomes to Adelaide and Darwin have been warm, and there is genuine excitement in Youturn's leadership team to embed in these eclectic and proud regions of Australia. In Western Australia, as we have begun to share meaningful demand data with state authorities, we have seen their response through additional funding. This kind of collaboration is why we all do this work.

I would also like to thank Youturn's Patron, Clare Stewart, who, in her tenure as Noosa Mayor, championed Youturn's work and supported the evolution of the Tewantin site into a community centre for those in need.

Thank you to our Chair, Mitchell Evans, and his fellow directors, all of whom share in our vision to be trusted to create safe, inclusive, and supportive communities. I am grateful for their acuity, insights, and commitment to our cause.

Finally, I would like to offer my sincere gratitude to the entire Youturn team – the Executive, Senior Leadership, staff, and our selfless volunteers. In 1989, we supported six young people as they experienced homelessness. In 2024, this figure was exponentially higher, but I'm glad that we are beginning to contemplate how we might be a small part of an all-of-sector approach that sees less and less Australians requiring our services.

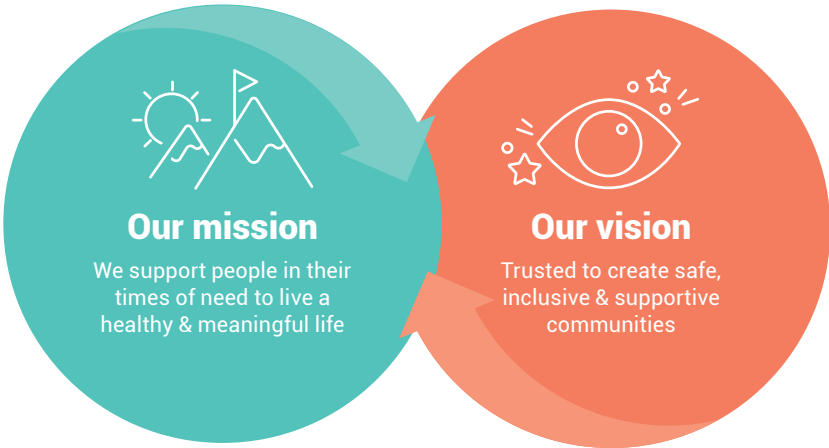


James Blevin
CEO



MISSION, VISION, VALUES

Our team is committed to providing tailored, non-judgmental support to those in need, upholding our commitment to our mission, vision, and values.



Our values



OUR JOURNEY

The story of Youturn's beginnings is a powerful testament to community spirit and grassroots initiatives meeting the needs of the Sunshine Coast. Our journey started in 1989 with the Noosa Accommodation Project (NAP), founded by five dedicated volunteers to provide shelter for six young people experiencing homelessness. With community support, NAP quickly grew, expanding its services to assist young individuals aged 16 to 21.

In 2016, Youturn merged with Toowoomba Youth Service and opened headspace Toowoomba, further broadening our impact. Over the years, our organisation has grown dynamically, continuously adapting to meet the evolving needs of vulnerable individuals. Our services have expanded across the areas of Child Safety, Homelessness, Mental Health, and Suicide Prevention.

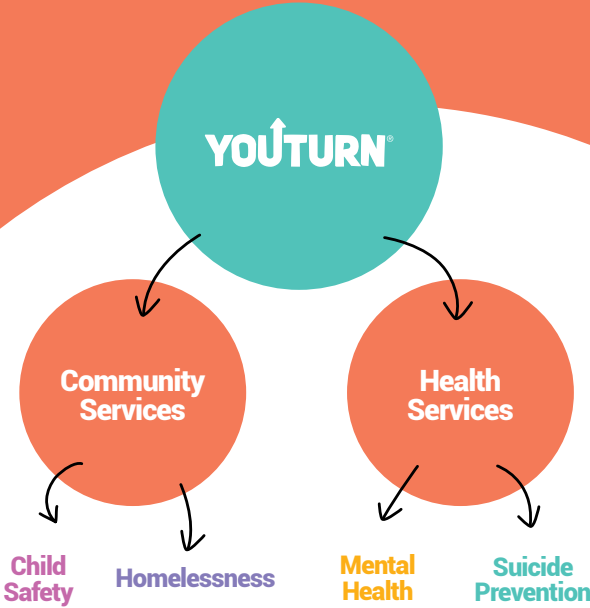
In recent years, Youturn has undergone significant expansion and restructuring, focusing our efforts on Health Services and Community Services, including the opening of a Youth Enhanced program in Adelaide and Toowoomba. While youth support remains at the core of our mission, we have widened our scope to assist people of all ages. Though the Sunshine Coast is our cherished home, we have embraced our role as a national provider, committed to being responsive in each community we serve. Throughout our journey, we honour our heritage while evolving to meet the challenges of today and tomorrow.



WHAT WE DO

Youturn ensures that we place vulnerable people, and those that support them, at the centre of our service delivery.

Across our Health & Community Services
we supported 19,170 people*
(increase of 18% since last financial year)



*These figures represent the total number of people who received at least one service between 1 July 2023 and 30 June 2024.



DID YOU KNOW?

Around **1 in 32 (180,000)** Australian children aged under 18 came into contact with the child protection system.

- **45,400** Australian children aged under 18 became subjects of substantiated maltreatment
- **55,850** received out-of-home care

(Child Protection Australia, 2022-23)

Top reasons people sought assistance from homelessness services:

- **19%** Housing crisis
- **16%** Family and domestic violence
- **12%** Relationship/family breakdowns

(AIHW Specialist homelessness services annual report 2021-22)

23% of people **experiencing homelessness** (almost 1 in 4) are children and young people aged between **12 and 24**.

(ABS Census 2021)

On any given night, **122,494 people** in Australia are experiencing **homelessness**.

(ABS Census 2021)

272,700 people were supported by homelessness services across Australia.

(AIHW, Specialist Homelessness Services Annual Report 2021-22)

Nationally about **40% of people aged 16-24** received a **mental health diagnosis in 2022** but less than half received care from a mental health professional.

(Professor Patrick McGorry AO, Executive Director, Orygen Published in medical journal Lancet Psychiatry)

Mental health disorders among people aged 16 to 24 have escalated by nearly **50% over the past 15 years**. **Anxiety disorders** were the most common condition, experienced by 2 in 5 young women and 1 in 4 young men.

(National Study of Mental Health and Wellbeing)

There were **3,249 suicide deaths** in Australia, with a rate of **12.3 deaths per 100,000** population.

(Australian Bureau of Statistics, 2022)

Suicide postvention is a crucial aspect of suicide prevention, given research suggesting that suicide bereavement may increase the risk of suicidality.

(Grafideli R et al, 2021)

In Australia, just over **3/4** of all suicide deaths were **among men**. There were **2,455 male deaths** at a rate of **18.8 per 100,000**.

(Australian Bureau of Statistics, 2022)

Each suicide may **impact up to 135 people**, and more than 10 will be significantly impacted.

(Ceresi et al, 2018)

OUR BOARD

Youturn is guided by a Board of Directors whose diverse skills and expertise provide invaluable support to our CEO and Executive Team. Their leadership ensures that our daily operations are closely aligned with our strategic vision, reflecting our commitment to effective governance. The Board plays a crucial role in upholding our regulatory and social responsibilities, ensuring that we meet our obligations as both a charitable organisation and a company limited by guarantee.

In 2024, following the appointment of the CEO in September 2023, Youturn's Board of Directors has begun to take a longer-term view of the company's success and the impact this could potentially have on our varied communities across the country. With a focus on its performance role, the Board worked effectively with and through the CEO and Executive to set Youturn's strategic direction for both the 2025 year and the commencement of the next strategic plan to 2028. At their heart, both strategies prioritise impact through heightened service excellence, systems, and a data culture. This focus is enabled by the desire to continue leading a positive learning and development culture in our team of nearly 300 staff.

Furthermore, several directors joined the CEO in completing the Australian Institute of Company Directors' Company Directors Course. Through participation and knowledge sharing in a facilitated and interactive course style, directors were able to build on their existing technical and behavioural competencies to ensure Youturn continues to model contemporary and exemplary governance practices, which, in turn, will see the company deliver on its purpose and serve its various communities.



Mitch Evans
Chair



Dr Oscar Modesto
Director



Katie Acheson
Director



Georgia O'Keeffe
Director



Aaron Minton
Director



Craig Martin
Director



Janelle Reid
Director

EXECUTIVE TEAM

The Youturn Executive Team is deeply passionate and dedicated to creating lasting impact within our communities. The team's structure and composition have been carefully designed to ensure a strong focus on achieving Youturn's vision. Individually and collectively, they bring a wealth of experience across the sectors where Youturn makes a difference, as well as in the key disciplines that support their roles.

Following a thorough recruitment process, the Executive Team was pleased to welcome Angela Robertson as the General Manager of People and Performance earlier this year. This internal appointment reflects our commitment to fostering talent within Youturn. Angela is a strategic HR Executive with over 15 years of experience in both the private practice and not-for-profit sectors, in Australia and internationally.



"I am incredibly excited for the future of Youturn, knowing that with the support of such a capable and dedicated team, we are well-positioned to achieve great things and make a lasting impact in the communities we serve.

James Blevin
CEO



James Blevin
CEO



Darce Foley
General Manager
Community Services



Amanda Glenwright
General Manager
Health Services



Terry Plant
Chief Financial
Officer



Marc Nichols
General Manager
Corporate Services

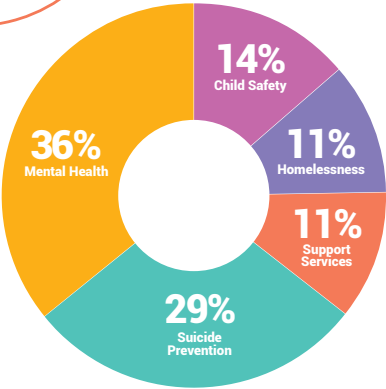


Angela Robertson
General Manager
People & Performance

OUR PEOPLE



Where our teams work
(Focus areas)

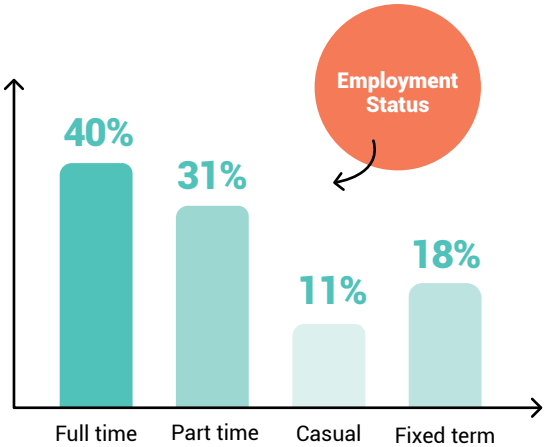


	No. of employees	Increase
Mental Health	99	46% ↑
Suicide Prevention	79	107% ↑
Child Safety	40	10% ↑
Homelessness	29	38% ↑
Support Services	29	12% ↑

Highlights for the year

This year, the People and Performance Team made significant strides in enhancing the employee experience and creating a balanced work environment. Key initiatives included the introduction of five wellness days annually, 12 weeks of company-paid parental leave, and a paid holiday closure period, allowing staff to prioritise their wellbeing.

We revised HR policies to align with changes in the Fair Work Act, ensuring inclusivity and fairness, and increased the professional development budget for enhanced training opportunities. Additionally, we rolled out the Rewards Gateway, offering exclusive discounts on essentials, and revamped our employee referral program to attract top talent. These initiatives reflect our commitment to building a supportive, empowering workplace where employees feel valued and can thrive.





Other achievements

- **Supporting Youturn's growth:** Successfully engaged 141 new staff members, reinforcing our workforce capabilities and supporting Youturn's strategic growth objectives.
- **Wellbeing Webinar trainings:** Conducted a series of monthly Wellbeing Webinars that equipped employees with tools to manage stress, improve mental health, and foster work-life balance.
- **Implementation of Employee Engagement Surveys:** Launched comprehensive Employee Engagement Surveys to gather insights on staff satisfaction, areas for improvement, and overall workplace experience.
- **Youturn culture:** Introduced initiatives such as the All of Youturn Conference aimed at enhancing workplace culture, which has resulted in more positive feedback from staff.
- **Remuneration and Job Framework Analysis:** Undertook a thorough Remuneration and Job Framework Analysis to ensure competitive compensation structures and clear career progression pathways.



Challenges

- **Attracting skilled talent:** Recruiting professionals with the right skills and experience, particularly in remote regions, remains a significant challenge amidst a competitive job market.
- **Technological gaps:** As Youturn transitions to hybrid working models, technological challenges have emerged, highlighting the need to evolve systems and processes to sustain operational efficiency.

- **Navigating legislative changes:** Adapting to ongoing changes in legislation has required continuous adjustments to ensure compliance, particularly with new regulatory requirements impacting workforce management and operations.
- **Managing rapid growth:** Youturn's rapid expansion has placed pressure on scaling processes and systems to support an increasing workforce while maintaining high standards of service delivery across diverse locations.



Future focus

- **Skills development & onboarding:** Conduct a comprehensive skills gap analysis and enhance onboarding programs to ensure targeted training, seamless integration for new employees, and alignment with Youturn's culture and goals.
- **Employee recognition & retention:** Strengthen employee recognition programs and implement a comprehensive exit interview process to boost retention, morale, and job satisfaction.
- **Performance & growth:** Introduce a revamped performance appraisal system to provide actionable feedback, support career progression, and align employee goals with organisational objectives.

“ I love the relationships I have developed with the young people and the feeling that I am making a difference in their life. My work colleagues are my second family, we laugh together, cry together, and experience challenges together, yet we never make judgements. I am extremely passionate about making a difference in people's lives and I wake up every morning eager to go to work, never hesitating or doubting my commitment. ”



10 years with Youturn

This year, we celebrate Natalie Clark's remarkable milestone – **10 years of dedication and service at Youturn**. Natalie's journey with us began as she completed her placement hours with our Homelessness team, eventually leading to her first role at the Golden Beach Shelter. Drawn to Youturn's commitment to the community, she quickly transitioned into a full-time role as a Case Officer. Over the past decade, Natalie's career has evolved through various positions, from Case Officer in the Supported Independent Living (SIL) program to Team Leader, and now as Program Coordinator for both Residential Care and SIL programs. Her drive to develop processes and frameworks has been pivotal in shaping the success of these programs today.

Throughout her career, Natalie has faced some challenges, particularly in learning to emotionally separate from the high-risk young people she has worked with. She credits her colleagues and the team culture for supporting her through those difficult early years. Building trust, equality, and empowerment has been at the heart of Natalie's leadership approach. Her passion for making a difference in the lives of young people aligns perfectly with Youturn's mission, and she takes great pride in the relationships she's built with both her peers and the young people she supports.

One of Natalie's proudest contributions has been her involvement with the Classy Lady event, an initiative that provides a Christmas experience for over 300 families annually, including many from Youturn. Her work with this event has filled her with joy, knowing she's made a meaningful impact on the lives of vulnerable families. As we celebrate her 10-year anniversary, we are grateful for Natalie's commitment, leadership, and the lasting impact she's had on Youturn's mission to empower young people and support their dreams.



“ Youturn and headspace have offered me a great opportunity to start my career. I love working here – I feel supported and accepted – I have learnt so much from the team I work with. ”

Justice
Youturn Staff



“ My biggest win in the past 12 months was stepping into a case management role temporarily and receiving some great feedback from the clients that I worked with. ”

Tyra Smith-McLauchlan
Youturn Staff



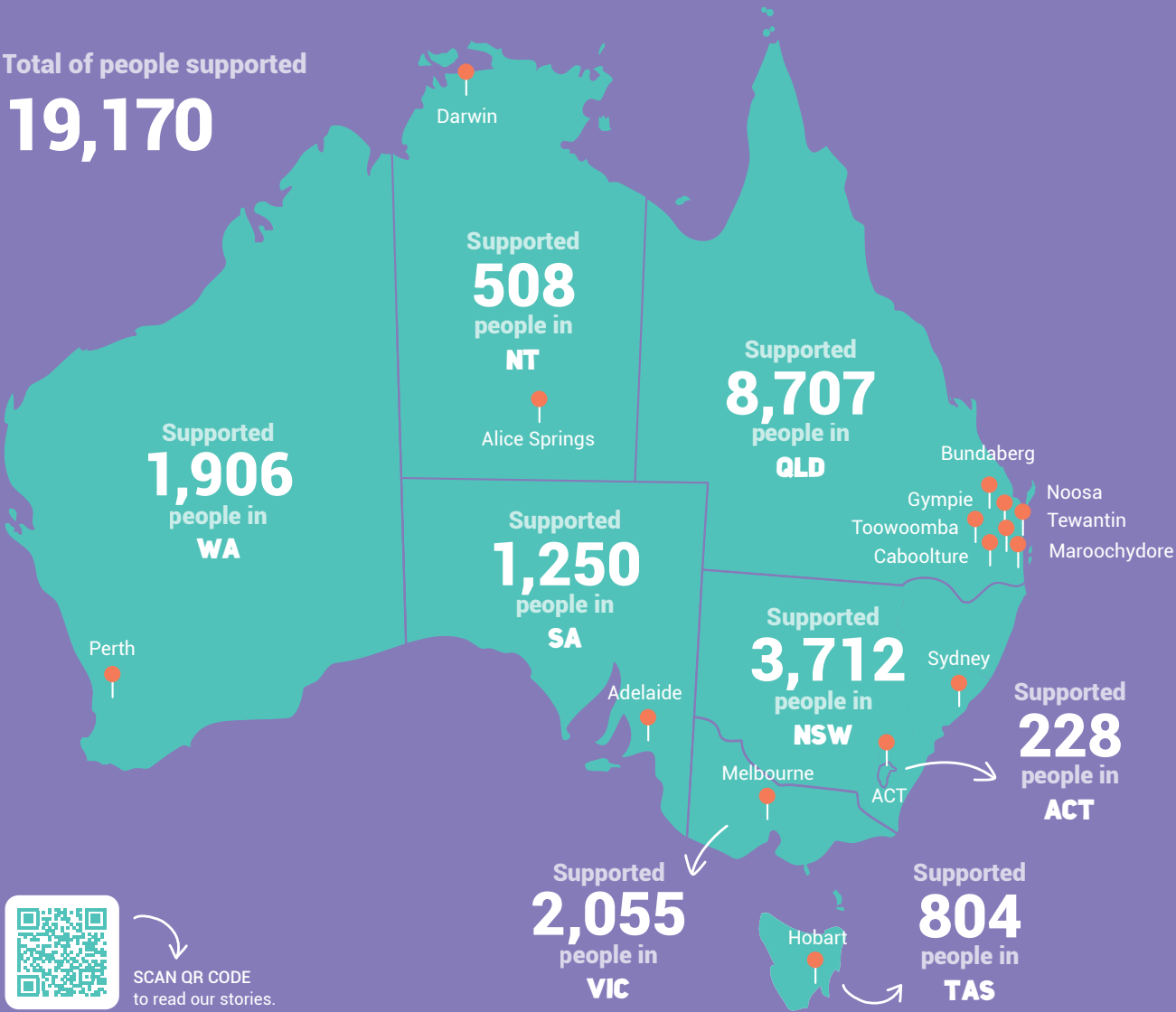
“ I love seeing the positive change in the young people that come into headspace Maroochydore. Some being so anxious checking in for the first time, but being able to chat to us on reception openly and wanting to join in on groups. ”

Emma Pollard
Youturn Staff



OUR REACH

Total of people supported
19,170



SCAN QR CODE
to read our stories.

YEAR IN REVIEW

This past financial year has been a period of significant progress for Youturn, as we focused on strengthening our workplace culture and improving outcomes for the people we support. With our staff turnover rate falling 9% over the year, the benefits are clear – not only does it create a more stable and supportive environment for our team, but it also enhances continuity of care for those we serve, fostering hope and improved long-term outcomes. This reduction in attrition is a reflection of our commitment to both our staff and the individuals who rely on our services.

Youturn has made notable advancements across the organisation. We opened new offices in South Australia and the Northern Territory, expanded the StandBy program, and advocated for its growth in all regions. Our Tawantin Tiny Homes and Toowoomba Duplexes are now tenanted, and we have strengthened our stakeholder engagement efforts. Notably, we supported 18% more people this year, actioned our Reconciliation Action Plan (RAP) Working Group, and continued making strides to close the gender pay gap. Additionally, Youturn-funded paid parental leave has helped numerous parents, and surplus funds have been invested into transforming our Tawantin site into a vibrant community centre offering meals, laundry services, and general support.

As demand for our services continues to grow, reflected in a 70% increase in service occasions to 45,198 – we are preparing for the future through consultation and transformation efforts. The development of a new Enterprise Resource Planning (ERP) system will enhance our ability to integrate platforms, strengthen our data-driven decision-making, and sharpen our thought leadership and advocacy. While the cost-of-living crisis has tightened the labour market and reduced

volunteerism, we are committed to using data and storytelling to advocate for the funding needed to meet this rising demand. We are encouraged by recent government responses, including widespread indexation payments and a 20% funding uplift for Specialist Homelessness Services. However, challenges remain, particularly with short-term funding contracts, which hinder our ability to invest in long-term planning and achieve economies of scale.



OUR STRATEGIC PLAN (5 PILLARS)

And how we delivered on those...



THOSE WE SUPPORT



Bundaberg Multicultural World Cup

headspace Bundaberg proudly hosted the first-ever Bundaberg Multicultural World Cup in collaboration with the Bundaberg & District Neighbourhood Centre and the Bundaberg Regional Council's Community Development team. This event aimed to unite local cultural groups and celebrate the rich diversity of the community.

After months of planning by the headspace Bundaberg team and Youth Engagement Committee, the event featured a unique football (soccer) competition. Despite weather challenges, which led to a last-minute switch to futsal (indoor soccer), the event went ahead successfully.

Over 50 participants and more than 100 attendees, including family and friends, created an incredible atmosphere. Music selected by the participating groups highlighted different cultures, adding to the day's vibrant spirit. New friendships were formed, and stories were shared, making it a memorable event.

Special thanks to the Bargara Football Club for their support, including refereeing and equipment. We also appreciate the sponsorship from Happy Family Asian Market for prizes and Bundaberg Futsal for supplying equipment on short notice. The positive feedback and discussions about future events suggest this is just the beginning of some lasting and meaningful connections in Bundaberg.

Youth Week

This year, we came together to celebrate and recognise the remarkable talents and achievements young people contribute to the community as part of Youth Week.

Recognising a gap and a strong need for youth-oriented activities in the Tewantin-Noosa region, our Youturn and child safety team wanted to create an opportunity for those we support and other local young people to come together in a safe and fun environment.

With support from Noosa Council, we hosted a family-friendly day in Tewantin, providing an opportunity for local young people and their families to connect with one another and enjoy a day of fun-filled activities. The event featured a visit from some of the Sunshine Coast Falcons rugby team, and a performance from Seamus, an extremely talented young musician who we have been fortunate to meet through our programs. Both appearances proved a highlight for many who attended.

The day was a huge success, fostering strong connections and new friendships within our community and providing a highlight for many of those we support.

OUR SUSTAINABILITY



Sustainability Through Expansion: Bribie Island and Adelaide

Youturn continues to drive its strategic objective of sustainability through the expansion of vital mental health services, highlighted by the opening of two key centres: headspace Bribie Island and the Youth Enhanced Services (YES) program in Adelaide.

The launch of headspace Bribie Island adds to Youturn's growing network of six headspace sites and centres, providing essential mental health, work and study, and drug and alcohol support to young people in South East Queensland. This new satellite site reduces the need for local young people to travel long distances for care, further strengthening Youturn's presence in the region. By building strong partnerships with government bodies like the Brisbane North PHN and leveraging federal funding, Youturn is committed to long-term sustainability, ensuring that vulnerable young people have ongoing access to localised, high-quality mental health services.

Similarly, the commencement of the YES office in Adelaide in April demonstrates Youturn's dedication to transforming youth mental health care on a national scale. With a diverse team of professionals, the Adelaide centre offers evidence-based therapies in a supportive environment tailored to meet the unique challenges faced by young people. The program's official launch, attended by key figures including Assistant Minister for Mental Health and Suicide Prevention, The Hon Emma McBride MP and Executive Director of Orygen Youth Health Research Centre, Prof. Pat McGorry, reflects Youturn's commitment to expanding its reach and improving mental health outcomes.

StandBy Enhancements

StandBy Support After Suicide has continued to innovate and enhance its services to better support those bereaved and impacted by suicide loss. A key development this year was the introduction of the Suicide Bereavement Counselling Service (SBCS), available in Queensland, New South Wales, Victoria, and the Northern Territory. Delivered by experienced counsellors, this virtual service provides tailored support for individuals dealing with the complex emotions of grief. Available via telephone or telehealth, SBCS offers a safe, personalised environment for exploring loss, using evidence-based strategies to assist individuals through their bereavement journey.

The SBCS takes a person-centred approach, offering flexible and compassionate counselling between 8am and 8pm, Monday to Friday (AEST). It is accessible to those actively engaged with StandBy, ensuring that people impacted by suicide loss have the support they need during their most challenging moments.

In addition, StandBy is focused on ensuring cultural safety and accessibility for its resources. The StandBy Support Packs are being translated into Simplified Chinese and Vietnamese, with SBS in Language and with reviews by the Transcultural Mental Health Organisation to ensure cultural sensitivity. By partnering with new CALD organisations, StandBy aims to reach more linguistically diverse communities, ensuring that everyone, regardless of language or cultural background, has access to vital support during times of grief.

OUR QUALITY

StandBy Measures Impact

The StandBy program is committed to delivering high-quality, evidence-based support for those bereaved or impacted by suicide. One of the key challenges in suicide postvention is finding meaningful ways to measure the outcomes of those who access bereavement support. To address this, StandBy has partnered with PhD candidate Bess Jackson from the University of New England on the “Meaningfully Measuring Outcomes in Suicide Postvention” project. This research aims to develop effective and sensitive methods for assessing outcomes, ensuring the tools used genuinely reflect the needs and experiences of individuals and communities.

Traditional outcome measurement methods, such as surveys, often fail to capture the complexities of suicide bereavement. In response, this project takes an innovative approach by consulting the literature and engaging key stakeholders, including StandBy staff, participants, and the Lived Experience Advisory Group. A comprehensive literature review and focus groups with stakeholders have already provided valuable insights, highlighting the need for a balance between customised and standardised outcome measures.

The next phase of the project includes a Delphi study, where a panel of experts will refine the proposed outcome measures. By 2025, this research will provide a framework for ethical and effective outcome measurement, helping StandBy continue improving the quality of its services and contributing to the broader mental health and suicide prevention sectors.

Reconciliation Action Plan

This year, Youturn made significant progress in our commitment to reconciliation by establishing the Reconciliation Action Plan (RAP) Working Group. The group has been actively working on drafting our first Reflect RAP submission, demonstrating Youturn's dedication to fostering meaningful relationships with Aboriginal and Torres Strait Islander staff and communities. By integrating reconciliation principles into our day-to-day operations, we are prioritising cultural safety, increasing First Nations' employment opportunities, and supporting community-led initiatives that drive positive change.

The RAP Working Group has taken a collaborative and inclusive approach, engaging with both internal and external stakeholders to ensure that our RAP reflects the values and aspirations of the communities we serve. This process underscores Youturn's commitment to delivering culturally safe, high-quality services that are responsive to the needs of Aboriginal and Torres Strait Islander Peoples.

On track for approval in the second half of 2024, the RAP marks a significant milestone in our reconciliation journey and reflects our dedication to continuous improvement. By embedding reconciliation and inclusivity across the organisation, Youturn is setting a high benchmark for quality in both service delivery and internal practices, ensuring a positive, lasting impact on the communities we support.



OUR WORKFORCE

Employee Value Proposition

In line with our goal of fostering a healthy and supportive work environment, Youturn has implemented a series of wellness initiatives designed to enhance employee mental and physical health. These initiatives include the introduction of Wellness Leave, a suite of Wellbeing Webinar Trainings, and access to health-related discounts through the Rewards Gateway, all aimed at helping our employees thrive.

Our commitment to our people is evident in our continuous efforts to enhance the Employee Value Proposition (EVP), focused on improving employee satisfaction and engagement. Building on existing offerings like Corporate Fitness Discounts, the Employee Assistance Program (EAP), and generous Salary Packaging, we recently introduced Paid Parental Leave, Monthly Wellness Training, an Employee Referral Program, the Reward Gateway Smart Spending Program, and increased budgets for Employee Training and Development.

Wellness Leave allows staff to recharge and maintain a healthy work-life balance, while Paid Parental Leave supports our growing families for the long term. Monthly Wellness Training, combined with professional development opportunities and flexible work arrangements, ensures our team has the resources needed to grow both personally and professionally. Many of these initiatives were implemented in response to staff feedback, demonstrating our dedication to meeting their needs and making Youturn an even greater place to work.

All of You Conference

In May, our Youturn team gathered from across Australia for the All of You Conference, our first in-person event in several years. The theme, "Getting together, to be stronger together," highlighted the importance of collaboration in supporting individuals and families during times of need. Over three days, the team worked on strengthening our efforts across programs, gaining skills, and engaging in strategic planning for future priorities.

The conference provided a valuable platform for both outward learning and inward reflection, allowing us to share successes and challenges and learn from one another. Through workshops and insights from external speakers, we critically assessed how to improve our services and developed actionable plans to enhance our processes. The conference significantly strengthened cross-team collaboration, ultimately improving the support we provide.

Importantly, Youturn's investment in this gathering was well worth it, as the overwhelmingly positive feedback from our team reinforced how beneficial it was in fostering connection, collaboration, and new insights to carry forward into our work.



OUR COMMUNITY



Push-up Challenge

The Push-Up Challenge is a free mental health and fitness initiative focused on pushing for better mental health for all Australians. Participants complete 3,249 push-ups (or alternative exercises) over 24 days, representing the 3,249 lives lost to suicide in Australia in 2022. Also a major fundraiser, raising much needed funds to support youth mental health through our headspace centres, The Push-Up Challenge received strong support, from our local communities and our Youturn team.

Many of our Senior Leaders and Executive Team led the way, supporting each of our five headspace centres. Dedicated community members right across our headspace regions also showed their support with more than 181 legends supporting our five centres.

In Bundaberg, real estate agent Shane Chung of Realway Bundaberg, ran a month-long social media campaign encouraging local businesses to donate to headspace Bundaberg, raising a total of \$1500. We were humbled by the support of many others just like Shane.

Across our five centres, more than 320,000 push-ups were completed, and more than \$23,000 raised for youth mental health. More importantly, The Push-Up Challenge resulted in stronger community connections, reduced stigma for mental health, and helped participants to create a strong link between their physical and mental health.

headspace Gympie

In collaboration with Cindy Vogels, headspace Gympie hosted the "Space Girls Festival – OUTER SPACE" during Pride Month, celebrating LGBTQIA+ pride and youth mental health. The event featured live performances from artists like IXARAS, ELLA FENCE, and HUGO AND THE HIVE, alongside food vans, market stalls, a free sausage sizzle, virtual reality experiences, and zine-making workshops. It provided a supportive space for young people to connect and feel included.

The festival also unveiled headspace Gympie's new garden, Waratah, symbolising healing, transformation, and resilience. The Youth Engagement Committee played a key role in managing workshops, logistics, and ticketing, with support from the Gympie Flexible Learning Centre. The Space Girls Festival showcased the power of community collaboration, strengthened headspace Gympie's community connection, and offered a safe, welcoming environment for young people to feel supported to manage their mental health and feel empowered for the future.

headspace Gympie is now a fully-fledged centre and seeing the centre grow has been amazing. I've met so many new friends and gained much-needed interactive skills. I've loved every minute of not only being a volunteer, but being part of this community.

Jake
Youth Engagement Committee (YEC) member

CHILD SAFETY

Youturn is committed to providing children and young people with safe and nurturing environments through a variety of parenting and child safety programs across the Sunshine Coast and Toowoomba regions. Our dedicated and specialised staff work closely with families, young people, and children who are experiencing or are at risk of harm.

Youturn also provides support to families to help children stay engaged in school and reduce their involvement with the youth justice system through initiatives like The Base Family Support program.



Our team support:

vulnerable families
to help them to maintain the family unit.

**children & young people
(aged 0-18)**
who are at risk of harm and unable to safely remain in their parents' care.





30
families
with positive
transition out
of care

25%
increase

74%
of families
with majority of
goals achieved



Highlights for the year

Youturn's Child Safety programs highlight this year was the successful completion of the **Human Service Quality Framework (HSQF) audit**, which resulted in zero non-conformities. This is an amazing achievement that highlights the exceptional skills and practices of our Child Safety teams. The rigorous audit process ensures compliance with legislation, frameworks, and sector standards by thoroughly reviewing documentation, policies, processes, and client management systems while gathering feedback from both clients and staff.

In addition to this accomplishment, Youturn was invited by the Department of Child Safety to participate in collaborative panels focused on improving out-of-home care and family service delivery across the region, further solidifying our role as a trusted partner in child safety.

“

I can't express how grateful I am to the Intensive Family Support (IFS) team. They helped us find safety when we had nowhere to go, and gave my children the chance to start fresh in school. For the first time in a long while, I feel hopeful about our future.

Parent

”



Other achievements

- Youturn hosted a **Family Support Services Morning Tea**, bringing together key Department of Child Services funded organisations across the Sunshine Coast. The event fostered effective collaboration and information-sharing, enabling Youturn's Intensive Family Support (IFS) team to reduce waitlists and respond to referrals more quickly.
- **Ongoing funding for OFS pilot program:** The pilot program for the Outreach Family Support (OFS) was granted an additional 12 months of funding based on the success of the initial trial, showcasing its effectiveness and impact.
- **Contract renewal:** Successfully secured another 12-month contract for services, having met all key performance indicators (KPIs) during the initial period.
- **The Base KPI success:** The Base program achieved all KPIs for the year, with 74% of families reaching the majority of their goals, reflecting the program's positive impact on family outcomes.
- **Strengthened partnership with Nambour State College:** Trusting relationships were strengthened with Nambour State College, Queensland, fostering a collaborative partnership that enables both teams to work towards achieving the best outcomes for families and students supported by The Base.
- **IFS team success:** The Intensive Family Support (IFS) team delivered outstanding outcomes, improving family functioning, strengthening relationships, and keeping families together.
- **Innovative practice in SIL program:** The Supported Independent Living (SIL) program demonstrated leadership in innovative practice and was commended by the Department of Child Safety for its continued success in supporting young people exiting the child protection system.



Funders

As a Licensed Care provider, our Child Safety services and programs are funded by the Queensland Department of Children, Youth Justice and Multicultural Affairs.



Challenges

- **Housing instability:** The rising cost of living and unaffordable rent have left many low to middle-income families unable to secure stable housing, impacting family wellbeing and children's safety.
- **Domestic and family violence (DFV):** Around 95% of the families we support are affected by DFV, increasing the risk to children and placing additional pressure on our workers to ensure their safety.
- **Mental health services:** Limited access to trauma-informed mental health services has led Youturn to use client brokerage funds, resulting in longer support periods for families who still need help but not at the intensive level of IFS.



Future focus

- **Secondary family support gaps:** Youturn is addressing a significant gap in secondary family support on the northern Sunshine Coast by sourcing resources to establish a new service in Tewantin.
- **SIL readiness program:** Youturn is collaborating with the Department of Child Safety to co-design a Supported Independent Living (SIL) readiness program, currently awaiting approval, to better prepare young people for life after care.
- **Expansion of the Base program:** Youturn aims to secure funding for the Base program beyond 2025 and explore opportunities to expand it into additional Sunshine Coast schools to increase its reach.

CASE STUDY

A brighter future

In a remarkable display of resilience and quick action, our Intensive Family Support (IFS) team supported a mother and her two children in escaping a dangerous situation and finding safety. The family had been living in a cabin park, but due to escalating domestic and family violence, they were forced to flee their home. Within just 48 hours, IFS organised a refuge for the family, relocating them to a safe and secure location where they could begin to rebuild their lives.

Recognising the importance of stability for the children, IFS swiftly facilitated their enrolment in local schools and daycares, ensuring they had everything they needed to start anew. The children were provided with all the necessary school stationery, uniforms, and shoes, allowing them to focus on their education without worry. The young girl has already begun to thrive, quickly making friends in her class, while her older sister is receiving specialised support through an NDIS Coordinator and youth work initiatives to help her build a sense of community and inclusion.

Looking ahead, IFS is committed to empowering the mother to regain her independence. Plans are in place to support her through parenting programs and assist her in obtaining a driver's licence, with the help of local support groups in the Sunshine Coast area. This holistic approach not only provides immediate safety but also lays the groundwork for a brighter, more secure future for the entire family.

This inspiring story is a testament to the power of community support and the resilience of those who, despite facing tremendous challenges, are determined to create a better life for themselves and their loved ones.



HOMELESSNESS

Youturn plays a vital role in delivering Specialist Homelessness Services (SHS) across South East Queensland. We offer both accommodation, providing over 50 beds each night across 20 properties, and comprehensive case management services. Our support is tailored for young people and families who are experiencing or at risk of homelessness, ensuring they receive the care and guidance needed to rebuild their lives.

This year Youturn has also become a provider of the Immediate Housing Response (IHR) program, offering emergency accommodation and rental case management support for single people and couples at risk of homelessness in the Noosa Local Government and Toowoomba Regional Local Government regions. IHR includes support to sustain temporary accommodation, alongside pro-active case management assistance to transition to longer-term housing options.

Youturn's Money Matters program provides budgeting and money management strategies to people of all ages. Our team helps those experiencing financial hardship, where assistance includes budgeting, negotiating realistic payment plans for debt, advocating to creditors, and referral and information support where suitable.

Our team support:

individuals

at risk of or experiencing homelessness; and

families

looking to identify long-term, affordable and sustainable accommodation.

1,853
supported

Between July 23 - June 24

27%
increase





Highlights

A key highlight of our homelessness programs this year has been the success of securing funding for outreach support and enabling our community meals, which have grown significantly in both reach and impact. Through partnerships with local schools, resorts, and the Department of Housing, our weekly dinners have expanded from serving 4 guests to up to 40 each week, creating valuable opportunities for community interaction and providing support for social housing applications.

In addition to the popular weekly dinners, we have introduced regular BBQ breakfasts in Tewanin and the "Food for Thought" BBQs in Toowoomba, which have received highly positive feedback for connecting community members with essential services. These initiatives are not only addressing immediate needs but also fostering a sense of community and support for those experiencing homelessness.

“

Having a safe place where I could make my own decisions and take control of my life made all the difference. The support and encouragement I received not only helped me rebuild my confidence but also showed me that I could achieve so much more than I ever thought possible.

”

Resident



Other achievements

- Successfully **secured funding for outreach homelessness services** in the Noosa region, enabling Youturn to provide crucial support to individuals and families experiencing homelessness in this area.
- Obtained funding for the **Immediate Housing Response (individuals and couples)** initiative, which offers essential housing solutions for couples and individuals on the Sunshine Coast and in Toowoomba. This has provided opportunities for individuals and couples experiencing long-term homelessness to be able to stabilise and search for suitable accommodation with the support of case officers and case management.
- **Several clients have successfully transitioned** from crisis accommodation into their own stable housing, marking a significant step toward independence and long-term stability.
- **Expanded the homelessness team** to increase our capacity to support more vulnerable members of the community, ensuring greater access to essential services and care.
- **Community access and demand** to the kitchen, showers, and laundry facilities at both Tewantin and Toowoomba has significantly increased as a result of our weekly community meals, providing essential services to those in need.



Challenges

- **Complexities and client challenges** particularly related to domestic violence, mental health, and substance abuse, require more intensive interventions. This growing complexity

places additional strain on staff, who must balance crisis support with long-term case management.

- **Recruiting skilled staff** remains difficult, especially in regional areas, as demand for experienced professionals in areas like mental health and domestic violence rises. The shortage of suitable candidates increases caseloads for existing staff.
- **Demand for suitable, affordable and sustainable accommodation far exceeds available resources**, leading to capacity issues and longer wait times for support. This sector-wide challenge limits our ability to meet the urgent needs of all who seek help.



Future focus

- **Establish a charity op shop** where clients can work, volunteer, and engage in meaningful community participation. This initiative will provide valuable work experience and help clients build social connections within the community.
- **Expand our outreach** services by offering additional meals throughout the week to better support those in need. This increase will enhance our ability to reach more vulnerable individuals and provide consistent, vital support.
- **Strengthen partnerships with local businesses** to support our community meal programs. By engaging businesses, we hope to secure resources and build a sustainable model for providing regular meals to those in need.

Funders



Our Homelessness Services and Programs are funded by the Department of Communities, Housing and Digital Economy and Queensland Government Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts.

CASE STUDY

Jess's Journey to Independence

Jess* came to Youturn's Golden Beach crisis accommodation after a breakdown in relationships with both her parents, along with experiencing Family and Domestic Violence at the hands of her partner and a member of his family. With no stable home, minimal work experience, a history of drug and alcohol abuse, and no savings, Jess faced an uphill battle. She also lacked a driver's license and had been out of school for some time, leaving her feeling stuck and unsure of her next steps.

During her time at Golden Beach, Jess received extensive support from the Youturn team. She was encouraged to pursue employment or further study and successfully enrolled in and completed a Certificate III in Community Services. Staff helped her apply for a domestic violence payment, assisted her in developing crucial life skills such as cooking, and supported her through 15 additional hours of driving lessons. With Youturn's guidance, Jess attended medical appointments to support her mental health and was able to reconnect with her mother, successfully reuniting for her birthday.

Over time, Jess built her confidence and began applying for jobs, eventually securing employment in the Aged Care industry. With a clear savings goal in mind, Jess was able to save enough for a bond and private rent, successfully transitioning into share accommodation. Through her determination and the ongoing support from Youturn, Jess has achieved financial stability, is rebuilding family connections, and has gained the independence she had long sought.

**Name changed*



MENTAL HEALTH

Youturn's mental health programs prioritise early intervention and comprehensive support for young people aged 12 to 25, who are experiencing rising rates of psychological distress. We offer a wide range of clinical and non-clinical services, including managing five headspace centres and two Youth Enhanced Service (YES) programs in Adelaide and Darling Downs. Our focus is to empower young people by supporting them to navigate life's challenges, improve their mental wellbeing, and build resilience for a brighter future.

With a youth-centred approach, we provide tailored support for a wide spectrum of mental health concerns, from mild to severe. Through innovation, collaboration, and dedicated care, we reach over 3,700 young individuals annually across Queensland and South Australia, positively impacting the next generation and helping them thrive.

We are committed to supporting:

young people 12-25 years

who are experiencing mild to moderate mental health concerns, through our headspace programs.

young people 12-25 years

through our YES programs providing individualised support for those with moderate to high mental health needs.

families & guardians

offering the resources and guidance they need to support their loved ones through recovery & growth.

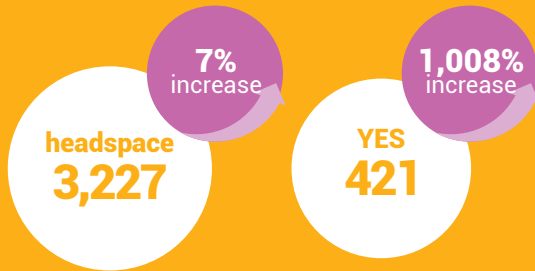
20%
increase

3,648
total
supported

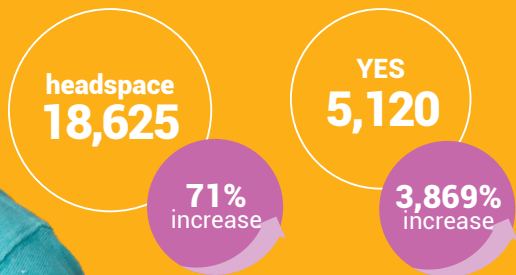
Between July 23 - June 24



Individuals supported



Occasions of service delivered



Highlights

We are proud to be part of an organisation and team that innovate and think outside the box to provide holistic support for people's needs. This includes fundraising to deliver additional and alternate supports such as art therapy as well as music and movement therapy, and participation in virtual reality research, as well as new suicide risk assessment research.

Youturn is also on an exciting journey to enhance our GP sustainability in our programs, by becoming a GP registrar training organisation. This new status means we can support GP registrars across our sites, further increasing our GP attraction and retention. Ensuring GPs are accessible in our Mental Health programs is vital to providing holistic physical and mental health support.

Additionally, the bi-annual headspace conference, held in Brisbane for the first time, saw Youturn staff actively involved. Our teams presented at four different sessions, including a plenary session where Social and Emotional Wellbeing Worker, Albertha Long, shared her insights, reflecting Youturn's leadership and innovation in mental health support.

“The resilience and capacity for change that we see in young people at headspace Toowoomba, constantly inspires and motivates the team.”

Scott Johnston
Centre Manager headspace Toowoomba



Other achievements

- **headspace Gympie** celebrated its first anniversary as a full centre, with a visit from headspace CEO Jason Trethowan, who met with Youth Advisors and staff to mark the occasion.
- **headspace Toowoomba** expanded its capacity with a Capital Enhancement grant, adding new counselling rooms and flexible spaces. It also hosted Psychiatric Registrars from Darling Downs Hospital, enhancing mental health collaboration and training opportunities.
- **headspace Bribie Island:** After what was a long journey to achieve multiple approvals to proceed, headspace Bribie Island has officially opened. This was an exciting step forward to supporting young people in the region.
- **headspace Bundaberg** has been highly active in the community, collaborating with local organisations to host events such as the Five Nights at Freddy's Movie Night, League Tag Carnival, Create with Pride, Multicultural World Cup, and a BBQ at Dorrie Day. In recognition of Youth Week, they also hosted an Art Showcase at the School of Arts featuring over 50 artworks by local young artists, which is set to become an annual event
- **headspace Maroochydore** launched a salaried General Practitioner role and was approved as a GP training facility, with plans to begin a GP registrar program to further expand medical services. Youturn's fundraising efforts have also supported headspace Maroochydore to deliver a range of youth activities such as free Art, Music, and Movement Therapy programs in the YouConnect Hub.
- **headspace Caboolture** held a successful and well-attended Drag Trivia Night, promoting positive support for the LGBTIQ+ community in the region.



Funders

Our headspace centres and YES programs are funded on a regional basis through the Primary Health Networks and Medical Benefits Schedule Billing.

- **YES Adelaide** celebrated its launch and signed MOUs with key partners, building a strong reputation in the mental health sector.
- **YES Darling Downs** established a fully staffed office in Toowoomba, providing mental health support to communities, including Goondiwindi and Cherbourg.



Challenges

Recruitment and Retention of mental health staff, especially in rural areas, is a major challenge. Youturn has addressed this by offering additional benefits and incentives to attract and retain skilled professionals.



Future focus

- **Recruit a clinical educator** to support clinical governance, develop the competency framework, and create a cohesive Youturn Mental Health Model of Care.
- **Software and systems improvements:** Upgrade software to streamline workflows, reduce manual tracking, and better support staff in delivering high-quality care.
- **Advocacy for Tawantin services:** Collaborate with Noosa Council, PHN, and government representatives to establish a mental health program in Tawantin, addressing the gap in local support services.

CASE STUDY

Jade's story

Jade*, 21-year-old female, presented to headspace Toowoomba with Post Traumatic Stress Disorder (PTSD) after escaping from a war zone where she witnessed war-related violence. Jade originally sought treatment from the Toowoomba Hospital but decided against the Psychiatrist's recommendations in hope of recovering without medication. Jade is an active member of the multicultural community in Toowoomba, but found it difficult because it triggered her flashbacks, nightmares, avoidance, and hypervigilance symptoms.

Given the history of trauma, meeting Jade where she was at, the team collaboratively decided to engage in a course of Eye Movement Desensitisation Reprocessing (EMDR) treatment in combination with some Acceptance and Commitment Therapy (ACT), and Cognitive Behaviour Therapy (CBT).

After seven sessions of therapy between February and June, Jade was able to process her trauma and learn skills to cope with her mental health. She reported that she was able to become "her old self" and be more active in the community and feel more confident in her university studies. Jade also received a job offer.

In relation to Jade's outcomes, her Depression Anxiety and Stress Scale-21 (DASS) total score reduced from 74 in October 2023 (pre-treatment) to 0 in June 2024 (post-treatment). Also, Jade's score on the International Trauma Questionnaire (ITQ) reduced from 44 (pre-EMDR treatment) to 3 (post-EMDR treatment), with higher scores on the ITQ indicating more frequent and intense experience of flashbacks, nightmares, avoidance, and hypervigilance. headspace Toowoomba's tailored care pathways allow us to meet young people where they are at.

**Name changed*



SUICIDE PREVENTION

Suicide postvention is a crucial aspect of suicide prevention, given research suggesting that suicide bereavement may increase the risk of suicidality. StandBy Support After Suicide (StandBy), a Youturn program, is Australia's leading provider of post-suicide support, offering free face-to-face and telephone services for those bereaved or impacted by suicide. This includes individuals, families, friends, witnesses, first responders, and service providers. Since its establishment in 2002, StandBy has grown into a trusted national program, providing a coordinated community response to suicide, and becoming a key provider of suicide postvention across Australia.

StandBy offers free phone support available to individuals 7 days a week between 6am-10pm. Calls received after 10pm are directed to the Suicide Callback Service. In addition to direct support, we also deliver locally tailored community workshops and education programs, raising awareness about suicide and suicide bereavement. These initiatives empower communities to better support one another in times of need.





7,009

total number of calls
received to the
1300 number

3%
increase



Highlights

In October 2023, the StandBy program officially launched its enhanced services including the Suicide Bereavement Counselling Service (SBCS), and peer support in four states and territories (New South Wales, Queensland, Victoria, and the Northern Territory).

The SBCS is a service delivered via telehealth or phone and is supported by a team of experienced counsellors and group facilitators with specialisation in suicide bereavement.

Peer support within StandBy links the individual needing support with a Lived Experience Peer Worker (Peer Worker) who has also experienced a significant loss of someone to suicide. Peer Workers use their own experiences of suicide loss and grief to help others bereaved and impacted by suicide. Connection to peer support is available via local StandBy teams. These enhancements mark a pivotal expansion in our service delivery, as they significantly broaden our capacity to holistically support those bereaved or impacted by suicide across Australia.

“

My support (Peer workers) were nothing but compassionate and understanding.

I did not realise how much they could help me process my emotions and unpack the reactions. However, now I would highly recommend them to anyone who has gone through the loss of a loved one through suicide.

”



Other achievements

- **StandBy MOU with WA Police:** In July 2023, StandBy signed a Memorandum of Understanding (MOU) with the Western Australia Police Force, enabling the sharing of information on suspected suicides and referrals for those impacted. This led to a 152% increase in individuals supported in WA, ensuring more people are supported and connected to the services they need.
- **National Suicide Prevention Conference:** Jo Langford, StandBy National's Community Strengthening and Lived Experience Manager, proudly delivered the Acknowledgement of Lived Experience at the National Suicide Prevention Conference in Adelaide, addressing over 700 delegates.
- **New StandBy NT Office:** In March 2024, StandBy opened an office in Darwin, providing a dedicated space for support sessions and community meetings.
- **Partnership with AMSANT:** StandBy partnered with the Aboriginal Medical Services Alliance Northern Territory (AMSANT) to develop a culturally safe postvention support model for Aboriginal Communities impacted by suicide. The partnership will be evaluated over the next 12 months by The Batchelor Institute, ensuring support is tailored to the needs of Aboriginal people.
- **Increase in 1300 727 247 calls:** Calls to the 1300 number increased 3% due to effective demand management, an increase in website enquiries, and improved active postvention support.



Funders

StandBy – An initiative of Youturn jointly funded by the Australian Commonwealth, New South Wales, Victorian, Queensland and Northern Territory Governments.

StandBy Partner Organisations



Challenges

- **Increased demand for postvention services:** Limitations in resources, growing workloads, and the complexity of service delivery remain ongoing challenges.
- **Understanding supply and demand:** StandBy is conducting a project to better assess current and future demand, aiming to strengthen understanding of suicide postvention needs and ensure effective service delivery across Australia.



Future focus

- **Commissioning and team development:** Enhance contract management processes and invest in professional development to support high-quality care and team collaboration.
- **Extend services** to priority populations, including Aboriginal and Torres Strait Islander, LGBTQIA+, and culturally and linguistically diverse and rural communities.
- **Lived experience and advocacy:** Increase involvement of individuals with lived experience in decision-making and advocate for systemic changes to improve suicide prevention and postvention services.
- **Universal access:** Advocate for funding to ensure comprehensive post-suicide support is available nationwide.

CASE STUDY

Grief journey

The StandBy team supported an individual grieving the loss of their son. Initially unsure about participating in face-to-face sessions, they explored other support options but struggled to find the right fit. After a follow-up call with StandBy, the individual expressed that StandBy had been the most helpful service they'd encountered and agreed to a face-to-face session. They also expressed interest in ongoing peer support, and the StandBy team facilitated a connection to a local Lifeline suicide bereavement group, ensuring a warm and detailed introduction.

The individual was also connected with the StandBy Suicide Bereavement Counselling Service for support. StandBy extended support to family members, including providing information for a family member in Queensland. As a result, the individual and their family now have a cohesive support network, helping them navigate their grief journey.



THOSE WHO SUPPORT US

We are incredibly fortunate to be supported by a passionate and dedicated community of patrons, ambassadors, volunteers, and partners, all of whom play a vital role in advancing our mission to create safe, inclusive, and supportive communities.



Our Patron

In 2022, Youturn was proud to welcome Noosa Mayor Clare Stewart as our Patron. As a deeply respected and proactive leader, Ms Stewart shares our commitment to making a positive impact in the Tewantin/Noosa region. Her dedication to enhancing the quality of life for individuals in our community, along with her support for Youturn's values and vision, makes her a perfect Patron for our cause. We look forward to continuing our close partnership with Ms Stewart as she elevates our efforts to support vulnerable individuals.



Our Ambassadors

Our ambassadors continue to advocate passionately for youth mental health and wellbeing. Dale Mallett, also known as Mufassa, has been an enthusiastic advocate and participant in our music programs, raising awareness around youth mental health, environmental protection, and cultural connection. "I take pride in raising awareness and support for youth mental health," Dale shares. His involvement with Youturn over the past two years has been really great, and we are excited to see how his influence will continue to benefit the young people in our communities.



Our Volunteers – YouCrew

Our volunteer base, known as YouCrew, continues to grow, with more individuals and local students donating their time and energy at events such as the Caloundra Music Festival, and our Christmas Giving initiative. This year, we have seen an increase in school volunteers eager to make a difference, and Youturn launched a YouCrew School Ambassador Leadership program working with six schools such as Sunshine Coast Grammar school who have been committed to fundraising and raising awareness of the work that we do within our community.

OUR PARTNERS

Youturn's corporate partnerships remain essential to our work, with several local businesses contributing to our success.

White's IGA has been a steadfast supporter, providing grocery vouchers for our Emergency Relief and homelessness programs as well as fundraising for our Mental Health projects.

Nutworks also partnered with us to raise funds for mental health through the sale of limited-edition confectionery, helping to spark conversations around mental health.

Jetts Caloundra supports our efforts to raise awareness for the work we do and fundraises by holding the Amazing Race again this year, challenging corporates to compete — all for a good cause.

Additionally, **AECOM**, an international infrastructure consulting firm, organised creative fundraising initiatives such as their "Pie in the Eye" event, raising an amazing amount for Youturn's community programs and committing ongoing support for our Emergency Relief efforts.

Horse & Water

Our creative agency has been a long-time supporter of Youturn. Mark and his talented team consistently go above and beyond, offering creative guidance with a can-do attitude, and they love our brand just as much as we do! As a preferred partner, they generously donate time and resources back to Youturn, directly supporting the vital work we do. Their ongoing commitment and generosity are deeply appreciated.



“At our Jetts Caloundra, we've truly enjoyed working with Youturn & headspace over the years. Their commitment to empowering young people aligns with our values of building strength, resilience, and community. Together, we've fostered growth and wellbeing, and we look forward to continuing this meaningful partnership.”

Emily,
Jetts Caloundra

Generous Supporters

They are often the foundation of our service delivery, continuously enhancing our programs.

We are particularly grateful for a full office fit-out recently donated to our Northern Territory team by a local agency. Initially tasked with disposing of assets, they chose instead to donate the equipment after learning about the impactful work we do. This meaningful gesture was made in honour of someone who had tragically died by suicide, reflecting the agency's desire to support our vital services.

Following a tragic suicide linked to a shopping centre where our New South Wales office is located, our StandBy team provided immediate support to staff and witnesses. During our two days offering assistance, the centre's management informed us of a soon-to-be-vacant office space reserved for not-for-profits. With StandBy NSW recently ending a lease in Central Sydney and facing challenges finding an affordable space to accommodate our resources, equipment, and vehicles, this offer came at the perfect time. The shopping centre management generously provided us with a reduced rental price of \$400 a month for a three-room office space, and we have been operating there for over a year now, thanks to their incredible support.

We are incredibly grateful for the continued generosity and dedication of our patrons, ambassadors, volunteers, partners, and supporters, who enable us to make a lasting impact in the communities we serve. **Together, we are stronger, building a more connected future for everyone.**



White's IGA's partnership with Youturn goes to the heart of creating a positive impact in the community through unity and collaboration. Together with the unwavering support of our incredible community, we can overcome challenges, reach milestones, and celebrate positivity. Together, we are all stronger.

Roz White
Owner, White's IGA

Henzells Agency is incredibly proud of our relationship supporting Youturn. Their support of young people is an investment in the future, ensuring that vulnerable children and adolescents receive the care and opportunities they need to reach their full potential.

Katherine Allan
GM Henzells





“AECOM supports Youturn as we believe in the power of giving back to our community. This allows us to give back, strengthen relationships, and directly impact the lives of those around us. We not only foster positive change but also inspire our employees to engage with local charities to help make a difference.”

David Henderson
Technical Director, Area Manager



CASE STUDY

headspace Consortia

headspace Consortia are collaborative advisory groups led by local chairs, involving local services, groups, and volunteers. They play a vital role in enhancing headspace's service capacity by strengthening relationships with community organisations, improving service pathways, and addressing key issues through collaboration.

Dave Facer has been a dedicated member of the headspace Bundaberg Consortium since 2016, and was appointed Chair in 2019. His extensive experience in community services, along with his work with Open Door Support Service and Brave Brothers Ltd, has made a significant impact on local mental health awareness. We are grateful for his continued volunteer service in supporting headspace Bundaberg and representing community interests.

The Darling Downs Hospital and Health Service (DDHHS) has been an essential partner in the headspace Toowoomba Consortium, providing onsite access to a Psychiatrist and Psychiatric Registrars for diagnostic clarification and therapy, which significantly impacts young people's care.

Similarly, Jenny Pattison joined as the Independent Consortium Chair for headspace Maroochydore in 2023, revitalising the group and driving strategic priorities. Her dedication during the headspace Model Integrity Framework audit was highly valued, with Centre Manager Jonathon Pitcher praising her as the “perfect Independent Chair” for the centre.



CASE STUDY

OzHarvest

Ten years ago, OzHarvest's dedicated local team of just three volunteers picked up their very first donations from a local fruit and vegetable shop and bakery in Peregrine Beach. The trio then went on to make their first delivery, to another small team of just a handful of volunteers - to the then United Synergies (now Youturn).

Starting within the Noosa to Coolumbia catchment, delivering 400 kilograms per month, today OzHarvest collects approximately 20,000 kilograms of food per month and delivers these goods all the way from Gympie to Caloundra and into the Sunshine Coast Hinterland.

Since operations began in 2014, OzHarvest Sunshine Coast & Gympie have collected and redistributed approximately 1.1 million kg of food – the equivalent of roughly 2.9 million meals.

Over a decade on, the team remains committed to helping vulnerable people by delivering delicious, nutritious food to charities that feed those in need. Although OzHarvest Sunshine Coast & Gympie has grown significantly, their dedication to the local community has never wavered.

Driven by purpose and making an impact every day, the team remains as a crucial supporter of charities in the local Noosa region, including Youturn.



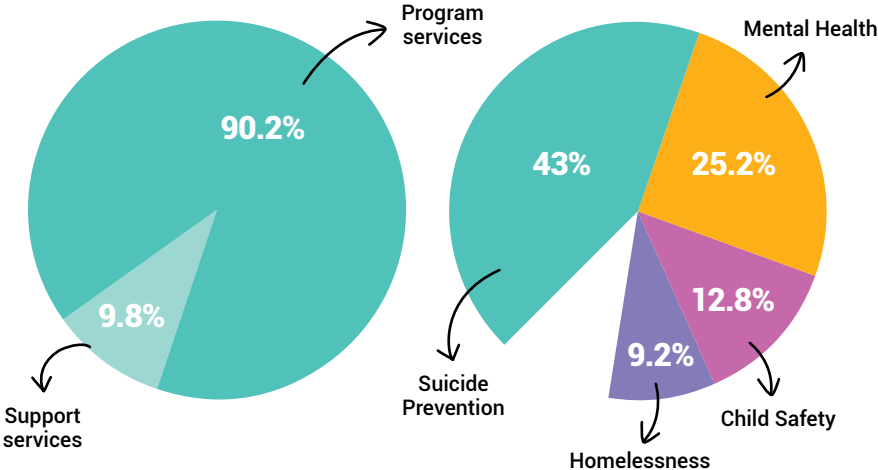
“ I remember the day we made our first delivery... I was so proud. ”

Michele Lipner
OAM, OzHarvest Sunshine Coast

HOW HAVE WE TRACKED

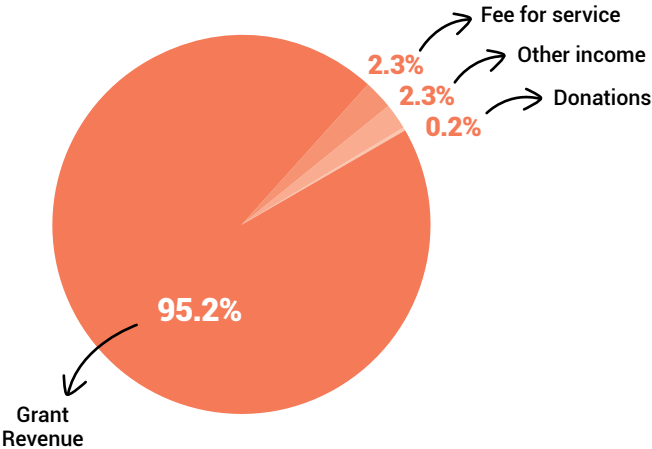
Breakdown of Expenses

At Youturn, we are dedicated to ensuring that our funding is used as efficiently as possible, with the majority of resources directed towards directly supporting the individuals we serve. We carefully track and manage our expenditures, focusing on the costs associated with delivering our programs and services. This thorough accounting process helps us assess our performance and ensure that we are effectively meeting our goal of maximising impact for those in need.



Sources of Income

Our program funding comes from a variety of sources, with government grants serving as our primary income stream. We are also pleased to report a steady increase in donations, highlighting the continued success of our philanthropic efforts and the growing support from our community.



FULL FINANCIALS

Access the full copy of our financial statements, notes, and commentary as at 30 June 2024.

OUR FUTURE FOCUS

As one of Australia's largest non-government organisations, we carry great responsibility. In observing our LISTEN values, we consider every person's story and how they arrived at Youturn. We must prioritise individualised support and safe spaces. We must embrace diversity and withhold judgement.

Communities, via elected governments, fund Youturn's programs so that no one is left behind. So that each person in our community is afforded the same opportunity as their neighbour, schoolmate, or volunteer buddy.

With a vision to help build and sustain safe, inclusive, and supportive communities, Youturn's leadership has settled on five domains:

Our communities face a host of challenges such as housing insecurity, general cost-of-living pressures, and underemployment, which then drive social factors including isolation, relationship breakdown, and violence.

In considering Youturn's vision to be trusted to create safe, inclusive and supportive communities, our strategic focus is to collaborate with our sector partners to consider and address the root causes of social challenge and disadvantage. By engaging in capacity building, we aim to empower individuals, families, and communities to thrive, collaborate, and access supports in a timely and seamless way.



People

Attracting and retaining the right people to effectively deliver our services now and into the future.



Systems

Empowering people through fit-for-purpose governance and scalable systems.



Data

Utilising evidence and data to inform decisions and influence stakeholders.



Diversification

Scaling the breadth and depth of our services innovatively.



Thought Leadership

Driving change through market-leading position and knowledge.





THANK YOU↑

At Youturn, our success is a collective effort. The theme "Stronger Together" resonates deeply with us, as it embodies the spirit of collaboration that drives our work. We extend our heartfelt thanks to our dedicated staff, whose passion and commitment are the foundation of everything we do.

We also express our deep gratitude to the government entities, organisations, agencies, businesses, and the broader community whose unwavering support and partnership are vital to our mission. Together, we have built strong relationships that enable us to make a lasting impact in the lives of those we support.

Your trust, generosity, and shared vision for a better future empower us to continue creating meaningful change. Thank you for being a part of our journey.





T 07 5442 4277 **E** reception@youturn.org.au
A 12 Ernest Street (PO Box 365), Tewantin, QLD, 4565, Australia

youturn.org.au

