



**Annual Report**  
**2013 - 2014**

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## Our cause

In Australia there are over 7,000 young people with high care needs in aged care and over 700,000 being cared for at home, which also significantly affects the lives of carers and family.

Being young is about having a lifetime ahead of you, yet aged care is designed for someone at the end of their life. The realities of aged care mean a young person will share a residence where the average age is 83 and the average life expectancy is just three years (Australian Institute of Health and Welfare 2011). More importantly, in most cases their specific care needs will differ greatly to those of the elderly residents and will not be met. For young people living in aged care, statistics suggest that:

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**44%** will receive a visit from friends less than once in a year

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**34%** will almost never participate in community based activities such as shopping

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**21%** will go outside the home less than once in a month

*\*Di Winkler et al Winkler, D., L. Farnworth, et al. 2006, Australian Health Review.*

The issues faced by these young people, their families and carers are broad and complex and there are many in desperate need of assistance. We believe there is an urgent need to raise awareness of this national issue to drive change and create real choices in care options for young Australians with full-time care needs.

### Our mission

To help young people avoid new admissions to aged care right now. We also aim to develop viable and replicable models to solve the problem once and for all, giving young people with high care needs the choice in care and accommodation they deserve.

### Our vision

To help young people with high care needs live life with choice, independence and dignity.

### Our purpose

To improve the lives of young Aussies with high care needs – in every possible way.



**Nic De Luca**  
Chairman



**Samantha Kennerley**  
CEO

## From the Chairman

Almost a decade has passed by since David Conry first set out on his mission. Since then, momentum has gathered and Youngcare has become a powerful force for change.

As a supporter from the early days, I was honoured to be appointed Chairman in July 2013. Stepping into David's shoes has been a huge challenge, however working with such a passionate group of people has also been refreshing and rewarding at both a personal and professional level.

A priority for the Board and I in the 2013/14 year has been to ensure that Youngcare's mission and strategy was clear, now and into the future. We worked hard to ensure that a clear strategic plan was put in place to allow Youngcare to confidently move forward and the delivery of this plan is well in motion.

Building new homes, setting a benchmark for best practice, developing replicable and sustainable models of care and creating a 'knowledge bank' based on the findings of our research, are amongst our key goals.

Collaboration is also a major part of our work, including liaising with Federal and State Governments to bring about change. We will also be continuing to run grant programs and, of course, provide a voice for young people with high care needs.

I have been blessed with a strong and committed board of Directors who not only bring significant experience and knowledge to the organisation, but also passion and commitment for which I am eternally grateful. To my past and present CEO's, Mark Foley and Samantha Kennerley and their highly dedicated team, thank you for your enduring commitment to our wonderful Youngcare family.

As Youngcare enters its tenth year, we have much to look forward to and achieve, which as always we will do with gusto, passion and a little bit of fun. Through it all, and most importantly, we will never forget the reason the community rallied around the original founders ("the boys") - our inspiration and guiding light, Shevaune.

**Nic De Luca**  
Chairman

### Our Inspiration

It was one woman's struggle to find dignified and appropriate care that inspired the formation of Youngcare in 2005. At the age of 33, Shevaune Conry, who had multiple sclerosis, ended up living in aged care because it was the only place that could provide for her 24/7 care needs. With the help of three mates – Matthew Lawson, Nick Bonifant and Simon Lockyer – Shevaune's husband David set out to create a brighter future for her and the thousands of other young Aussies with high care needs.

And so Youngcare was born. When Shevaune courageously shared her story in a television documentary, it struck a chord with the nation. The next day David received more than 600 emails. The issue was bigger, broader and more complex than they could have ever imagined. From then on, Youngcare was committed to bringing national awareness to the issue and delivering housing and programs to help young people live young lives. Shevaune became a resident at the first Youngcare Apartments at Sinnamon Park, Brisbane where she lived with dignity until her death in 2012 aged just 40.

However her legacy lives on. Shevaune's brave actions brought to light a previously hidden problem and spurred a nation into action, showing that a brighter future really is possible for all young Australians, regardless of their care needs.

## Building on the legacy

The night of Friday 30 June, 2012 started out quietly enough. My husband Rich and I had dinner out and went to bed early after a busy week. Emma, 16, had returned home after visiting a friend while James, 19, was out with his mates.

Then at 3.30am came the phone call from the police that was to turn our family life upside down. James had been struck by a vehicle while crossing the road on the way home and was critically injured on life-support in hospital.

That frantic dash to his bedside was the beginning of a longer journey for us – starting with the daily bedside vigil during the 17 days he lay in a coma then supporting him in the months he spent in rehabilitation at the Brain Injury Rehab Unit and later on his return home.

Disability can affect anyone and can strike suddenly with devastating effect, which makes Youngcare's work all the more important.

My family was incredibly fortunate. James has made an almost complete recovery and the experience has brought us all closer. However I know full well that others are not in our position and it is awareness of their needs that spurs me on in my new role as Chief Executive Officer.

Youngcare has come a long way since four great guys came together nine years ago to build a home for one of their wives and make a better future for other young Aussies with high care needs. In 2013/14 we have continued to make progress, in particular by restarting our building program. What a great feeling it was to take part in the sod turning at Woolloowin!

The challenge now is how we build on Youngcare's legacy as we look ahead to celebrating our tenth anniversary in 2015 and the next ten years. What will the future look like? There will be a lot of uncertainty but also positivity with the roll out of the National Disability Insurance Scheme and the changing landscape we find ourselves in.

There is also a lot to look forward to with more building work due to start in Brisbane at Albany Creek and our first development in Auburn in Sydney, as well as exciting new initiatives such as our Home Soon Grants program pilot, Changemakers, Y Women event series and plans to create sustainable revenue streams. We will not be standing still.

**“Disability can affect anyone and can strike suddenly with devastating effect, which makes Youngcare's work all the more important.”**

Of course Youngcare does not stand alone in all this important work. Collaboration is an important part of our culture and this annual report aims to reflect the incredible support of government, corporates and the many people who have helped and will continue to make all our achievements possible.

Taking on the role of CEO in any organisation is a challenge, but in one that aims to transform the lives of thousands of young Aussies, it is a major responsibility. Following in the footsteps of Mark Foley, who leaves a great legacy from his time as CEO, the role is an interesting one with many moving parts at Youngcare. I thank Mark for his determination, dedication and unstinting loyalty to our mission and to him and the Youngcare Board, thank you for enabling me to take on such an incredible role.

To our residents, loyal supporters and donors, volunteers and ambassadors and the great Youngcare team, we say an enormous thank you for your passion and commitment. It is only with your support that we can help pave the way to a future where no young Aussie should ever need to call aged care their home.

**Samantha Kennerley**  
Chief Executive Officer

## Countdown to our tenth anniversary

The past year has been one of progress for Youngcare as we have made significant steps forward in almost every area of our work.

As we move into our tenth anniversary year, the achievements made during 2013/14 will set the stage for exciting new developments we are planning in the planning for the year ahead.

Here are some of the highlights of the past year:

The start of construction work on the Wooloowin development marked a major milestone for Youngcare. With three further buildings due for completion in the near future, our building program will allow us to pioneer examples of best practice in housing and almost treble our existing capacity.

Youngcare's work in lobbying for change has gained renewed impetus with the roll-out of the National Disability Insurance Scheme, which will benefit many people but will not fund age-appropriate housing. Youngcare aims to keep the issue firmly on the agenda.

At Home Care Grants totalling **\$777,412** were distributed to **138** families – the highest amount in any year to date. The funding will support young people with high care needs being cared for at home and help prevent further admissions to aged care.

The Youngcare Connect telephone service has had its capacity expanded with the appointment of a new liaison officer in Sydney. Over **2,224** incoming and outgoing calls were handled during the year – the highest number so far.

Research continues with Griffith University to give young people a say in the type of housing and care they require and develop best practice models that can be reproduced on a wider scale. Three different housing models have been designed so far and are being developed as part of the construction program.

Youngcare's campaigns and fundraising events have also driven a significant increase in awareness about the plight of young people with high care needs.

## Making the nation aware

Through its publicity campaigns in the press and on social media, Youngcare continues to build awareness of what was once a hidden problem.

Youngcare continued to generate widespread media coverage in 2013/14. In a year when social media became increasingly important for community engagement, awareness and fundraising, it has also rapidly grown its number of Facebook 'likes' and Twitter followers. Awareness of the cause has never been better in our online space.

One of the highlights of the year was You Hold the Key – a national awareness campaign supported by Suncorp Insurance in Queensland and nationally by GIO. The campaign was launched on Channel Nine's *Today* program with live crosses to the Youngcare Wesley Mission Brisbane Apartments at Sinnamon Park. Viewers were invited to purchase a \$5 'key', which would then enter them into the draw to win a \$35,000 car generously donated by Suzuki.

Thanks to a combination of advertising, collateral distribution, social media, email marketing and website hits, the campaign had a total reach of over 123 million. Although designed primarily for awareness raising and education, it also raised \$31,905 through the sale of 6,289 keys.



**51,033**  
Facebook likes at 30 June 2014



**2,472**  
on previous year



**1,560**  
Twitter followers

**123 million**  
reach of **You Hold the Key**  
campaign



Never-ending road has beautiful reward



Bringing out the budgies



Bronwyn Glass from Bulimba is trekking Machu Picchu for Youngcare.

## Charity hits new heights

IT WILL be a far cry from the five-level suburb she calls home, but adventure and a good cause are behind the efforts of Bulimba's Bronwyn Glass to scale the world's highest peaks. An employee at youth charity Youngcare, Ms Glass and 14 fellow trekkers will this week climb the Andean mountains to altitudes above 6000m, ending with a visit to the celebrated



## Aged care not for young

A NATIONAL awareness campaign is turning the key on young care issues in Australia and unlocking a more positive future for young Australians. There are 7500 young Australians who currently live in aged care facilities, because there is nowhere for them to go. Most of these 1820 live in Victoria. Domestic incident Cindy Turkovic is mother and primary care taker of her 19-year-old son Morgan who has cerebral palsy. Ms Turkovic said she constantly worried that if something were to ever happen to her, Morgan would have no choice but to live in aged care. "It's about the future, it's a daily worry about if something happened to you where will your young adult go?" Ms Turkovic said. "That's the biggest worry."



Morgan enjoys a game of bocce with friends at West Sunshine Community Centre every Friday morning. Picture: YASEMIN TALAT



Long queue of candidates for Youngcare's next project for high needs care accommodation

A \$100M Government fund grant will build a new facility to be housing around 100 high needs care residents of young Queenslanders with high care needs in aged care.

# Housing

## Building an independent future for young Aussies



### Wooloowin Share House Brisbane.

Opening  
2015

The sod turning at Wooloowin on 27 May 2014 marked the start of Youngcare's third building project. Stage one of the development will be home to four young adults and will demonstrate innovative solutions to the challenges of share house living. Residents will have greater privacy, greater choice to select who they live with and more personal space including en-suite bedrooms.

The Share House, which features inspirational design by Cox Architecture, will incorporate state of the art technology including lighting, blinds and audio visual systems and automated doors activated by iPad and mobile voice control.

Stage two will deliver four co-located family homes – an innovative model allowing families to live together with a family member with high care needs. This will allow families to stay together while providing appropriate care support and reducing costs through the use of shared equipment.



### Albany Creek Apartments Brisbane.

Opening  
2016

Youngcare is progressing planning approvals for this integrated development, comprising eight apartments for young people with mid and high care needs, and a further three apartments developed for mainstream rental to provide revenue to partially offset maintenance costs. The apartments will showcase a new two-bedroom design, providing each resident with the added flexibility of an additional guest room or study.



### Auburn Apartments Sydney.

Opening  
2016

Construction on these eight apartments is due to commence in 2015, pending land transfer from New South Wales government. Based on Youngcare's existing one-bedroom apartment model, they will demonstrate replicability and cost efficiency, while incorporating best practice in design and assistive technology. Auburn Apartments will be operated in partnership with care provider St Vincent's and Mater Health Services.



### Coomera Apartments Gold Coast.

Opened  
2012

Coomera consists of seven one-bedroom apartments plus one overnight guest room for family and friends and houses facilities including gym, spa and therapy equipment. The Queensland Government has pledged its support, offering \$3 million dollars over three years to fund the care provision for residents.



### Sinnamon Park Brisbane.

Opened  
2007

The very first Youngcare apartments continue to provide their 17 residents with a superior quality of life and expert care delivered by Wesley Mission Brisbane. Features include a hydrotherapy pool, entertainment rooms, individual balconies and teleconferencing with family or friends.

### Wesley Mission Brisbane

Since December 2007, Wesley Mission Brisbane has been working with Youngcare to provide age appropriate accommodation for young people with high care needs. The partnership has been successful in providing them with choice, independence and dignity.

The Youngcare Wesley Mission Brisbane Apartments at Sinnamon Park, Brisbane and Coomera on the Gold Coast are home to 24 young people. Under the expert care of Wesley Mission Brisbane, residents can live as they choose and receive the care that they need in age-appropriate, positive surroundings.

### Gold Coast Consultation Panel

The Youngcare Gold Coast Consultation Panel was established in 2013 to provide feedback to Youngcare on the impact of policy and program initiatives on young people with high care needs.

The panel includes families, carers and young people who are either living in, or at risk of entering, an aged care nursing home. It is chaired by a resident from the Youngcare Wesley Mission Brisbane Apartments at Coomera. Panellists meet quarterly to discuss Youngcare activities and events, and issues of particular interest such as the National Disability Insurance Scheme.

# youngcare at a glance

## What is Youngcare?

Youngcare helps fill the gap between high intensity child care and aged care providers.



## At Home Care Grants

The Youngcare At Home Care Grants seek to prevent new admissions into aged care facilities, by assisting young people with high care needs.



Since 2009 almost

**\$1.6 m**

has been granted to **242** recipients



**138 grants**

were distributed in **2013-14**



**\$777,412**

was made available in **2013-14** and **\$2,996,874** was requested

\* Some grants finalised and distributed in July 2014

## The Issue

The issues faced by young people with high care needs, their families and carers are broad and complex, with many in desperate need of assistance.



**7,000**

young people with high care needs live in aged care facilities.



**700,000**

are being cared for at home by loved ones, often with limited support.

## Youngcare Connect

Youngcare Connect is a national, free of charge service that provides information and support to young people with high care needs, their families and carers.



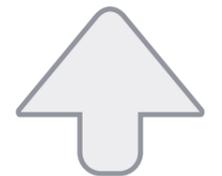
**2,224**

client contacts via calls, emails and Facebook enquiries



**+897**

new client contacts



**4.75%**

increase on the service in **2012-13**

## Events, Fundraising & Community Support

Our work would simply not be possible without our wonderful volunteers. These passionate people freely give of their time and skills to play a key role for Youngcare.



**\$285,639**

was raised through community and beneficiary events



**1,148**

volunteers registered across Australia.

## Media Engagement

Social media platforms continue to strengthen as important communication avenues for community engagement, awareness and fundraising activities.



**+51,033**

Facebook likes



**+1,560**

Twitter followers



**+425**

Instagram followers



“Having a carer will allow me to improve my rehabilitation and assist my family to enjoy some quality time together”

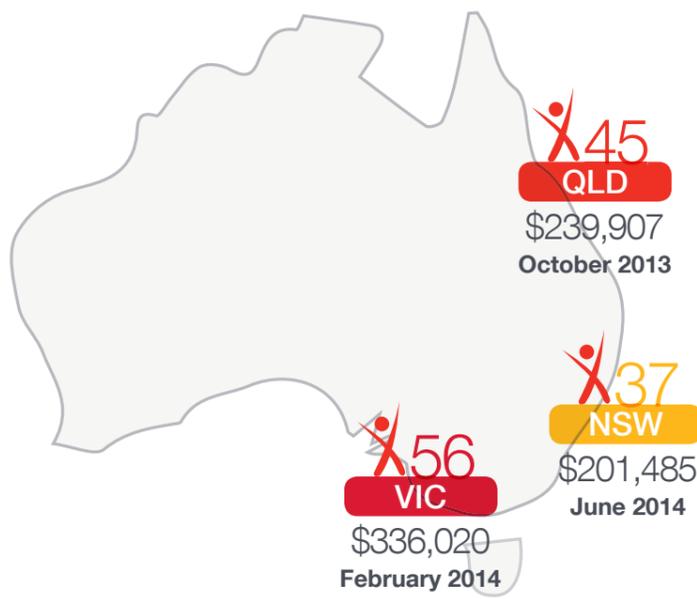
Cameron Browne

### Cameron's story

**Cameron Browne** was a loving dad about to share his first Father's Day with his young son, Cooper. It was an exciting time for Cameron and his family, until the unthinkable happened. The fit and active 33-year-old suffered a stroke, changing his life forever. Cameron was bedridden in intensive care for months and his parents took on the role of caring for his young son. The last four years have been tough for Cameron and his family with a long rehabilitation process and a constant struggle for care and support. Disability does not discriminate. It can strike anyone at any time with devastating effect. Cameron and his family came into contact with Youngcare through the New South Wales (NSW) round of the At Home Care Grants, proudly supported by GIO. Thanks to the generous support of this critical program, Cameron received funding for an additional carer so that he could live more independently. “Having a carer will allow me to improve my rehabilitation and assist my family to enjoy some quality time together,” Cameron said.

## At Home Care Grants

Helping young people to stay at home



One-off grants ranging from \$2,000 to \$10,000 are available for home modifications, respite care, physiotherapy and equipment such as wheelchairs, communication aids, shower commodes, trolleys and recliner chairs.

Thanks to the generosity of our supporters, over \$1.6 million has been awarded to 242 families since the grants were first introduced in 2009.

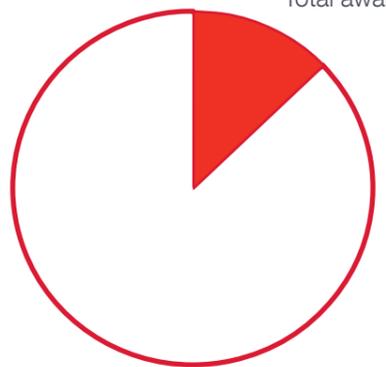
Sadly our grants cannot help everyone. In the 2013-14 year alone, unsuccessful applications totalled \$2,996,874 – demonstrating the huge amount of unmet need.

\* Some grants finalised and distributed in July 2014

Almost  
**\$1.6 m**  
 awarded since **2009**

**\$777,412**  
 Total awarded in **2013/14**

**\$2.9 m**  
 unmet need in **2013/14**



# Campaigning for change

## Government relations

Youngcare continues to work with governments at all levels to press for policy change and address the gaps in the system. Our lobbying role has become all the more important in view of the major changes ahead.

The National Disability Insurance Scheme (NDIS) will be the biggest change to the healthcare system in a century. By the time it is fully implemented in 2018-19, more than 460,000 Australians with a disability are likely to benefit.

However the NDIS still does not address the lack of funding for age-appropriate care and housing. As the Australia-wide trials progress and Queensland prepares for roll-out in 2016, Youngcare is taking every opportunity to keep these issues firmly on the agenda.

Youngcare put forward its views in a formal submission to the National Disability Insurance Agency (NDIA) on its draft strategic plan. We also

briefed the NDIA Chairman Bruce Bonyhady AM in person when, at our invitation, he visited Brisbane in February 2014 to address the Youngcare Chairman's Circle lunch.

Mr Bonyhady was given a tour of the Sinnamon Park apartments and learned about the findings of Youngcare's research partnership with Griffith University.

Youngcare will continue to engage with the NDIA, government and the healthcare and housing sectors to highlight the problems that young Australians with high care needs will continue to face after the NDIS implementation.

Meanwhile we have been actively pressing for change in other areas. After the Queensland Competition Authority found that prices for medical and disability aids and equipment were significantly higher in Queensland than in many other states, Youngcare supplied data from our At Home Care Grants program to demonstrate that the market is overpriced and that reform is critical.

We also produced a report to the Australian Law Reform Commission on the experience of people with disabilities before the law in Australia.

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**Senator the Hon Mitch Fifield**, Federal Assistant Minister for Social Services – Youngcare shared findings from our research and discussed key issues in the lead-up to NDIS implementation.

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The Federal Member for Reid, **Mr Craig Laundy** – Youngcare sought his support for the building project in Auburn within his electorate.

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Queensland Treasurer **Tim Nicholls MP**; Minister for Communities, Child Safety and Disability Services **Tracy Davis MP**; and Minister for Housing and Public Works **Tim Mander MP** - The ministers were briefed on building projects in Woolloowin and Albany Creek and on policy issues in the lead-up to NDIS implementation. Youngcare also briefed officials from a range of Queensland government departments on the same issues.

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MPs and officials from New South Wales and Victoria state governments to further our strategic relationships and help bring about policy change.

## Building links with decision makers

Briefing government ministers and officials is a key part of Youngcare's lobbying work. In 2013-14 we held meetings with:



Queensland's Minister for Communities, Child Safety and Disability Services **Tracy Davis** and Treasurer **Tim Nicholls** took part in the sod turning of Youngcare's Woolloowin Share House development on 27 May 2014. The Thorold Street site was gifted to Youngcare under the Government Land for Accommodation and Support Services program.

# Youngcare Connect

## Helping families to navigate the system

Youngcare's free national hotline helps connect young people who require full-time care with the services and support they need.

Families often find it difficult to navigate their way through the disability and healthcare system and are sometimes desperate for information. Established in 2010, Youngcare Connect is an information and support line connecting young Aussies, their families and carers with appropriate accommodation, respite services, funding and other support.

The service has continued to expand in 2013/14, with over 2,000 calls made or received during the year, and the appointment of a new liaison officer in Sydney has greatly expanded capacity. Youngcare Connect is supported by Suncorp Insurance and GIO.



4.75%  
increase on 2012/13



12%  
increase on 2011/12



897  
new users

## Finding the right solutions

Young Australians have so far had little say in what type of care and housing they prefer. Our research partnership with Griffith University is giving them a voice for the first time and helping us to identify best practice.

### Research

Youngcare's research is casting new light on how to provide the right homes and the right kind of support for young people with high care needs. We are using the findings to develop models of supported accommodation that are viable and replicable and that demonstrate best practice in design, care partnerships and lifestyle. So far three innovative models have been developed.

### The Share House

The Share House is an alternative housing option for young people needing high care and incorporating some of the latest smart technology. The Share House design is under construction at Woolloowin and will be home to four young people.

### Family Homes

Locating family homes alongside housing specially designed for young people with high care needs will allow families to enjoy continued close contact with their loved ones but provide the extra care and support the young person needs. The Family Home model will form phase 2 of the Woolloowin development.

### Apartments

The apartments being built at Albany Creek, Brisbane will showcase a new two-bedroom design providing each resident with an additional guest or study room. The development comprises eight apartments specifically designed for young people with mid and high-care needs and another three which will be rented on the open market to offset ongoing maintenance costs.

It is hoped that these new models will stand as examples of best practice, demonstrating that high quality, architecturally designed homes can be built for young people with high care needs and replicated on a larger scale.



2,224  
calls handled in 2012/13



# Making it all happen

Youngcare's achievements are only made possible by the commitment of its supporters. These pages are dedicated to their work. Together we can make a difference to the lives of 700,000 young Australians.

## Budgie Bolt

Youngcare events embody the daring and spirit of our mission. Over 500 Bolters raced through the streets of Brisbane and Sydney in the Youngcare Budgie Bolt 2014. With numbers up by over 100, this year's event was the most successful to date. Over 100 volunteers ensured that the 6 kilometre dash ran smoothly.

Sponsored in Queensland by Suncorp and in NSW by GIO, the two events raised over \$255,000 and together with the media campaign, played a significant role in raising awareness of Youngcare's work, with the social media campaign alone reaching an audience of over 1.35 million.

Triathlete Felicity Abram participated in the inaugural Budgie Bolt in 2013 and loved it enough to jump on board as an ambassador in 2014! "As an ambassador in 2014, I learnt it's an issue that needs to be addressed and I'm so happy to be able to help out with the Budgie Bolt, and more importantly, let more people know what Youngcare is about and how they can help too," said Felicity.

"I'm so happy to be able to help out with the Budgie Bolt, and more importantly, let more people know what Youngcare is about and how they can help."

Felicity Abram



512

number taking part



20%

increase on 2013



105

volunteers



1.35 m

reached by social media campaign



\$255,000

raised



# Cast of thousands working tirelessly behind the scenes

Beneficiary & community events

**\$285,639**

raised through beneficiary & community events



A Youngcare team competed in the Beach Soccer Challenge, organised by Major League Marketing with the support of the Brisbane Roar Football Club.



The QUT Society of Undergraduate Nurses (SUN) students donated money raised from their annual ball and charity auction. The 1920s ball was attended by 300 people.



The Ribs & Red lunches were once again a sell-out in 2013-14, with 181 businessmen attending the event in Sydney and 234 in Brisbane.



Around 140 guests attended the annual Long Lunch for Youngcare, organised by Abby Mackay and her sister Mary McLean, who are established Youngcare supporters.



Thirteen supporters trekked through the mountains of Peru to the ancient city of the Incas in the 11-day Machu Picchu Trek in September 2013.



Oktoberfest brought German beer, food and culture to Brisbane with help from over 80 Youngcare volunteers. The iconic festival is a long-term supporter.



The Tattersall's Club provided generous support to Youngcare in the 2013-2014 year through events including the Tiara Race Day. The event in June is one of the biggest in the Winter Racing Carnival and the highlight of the Tattersall's Club calendar. As well as raising vital funds, it provided an excellent opportunity to increase awareness of the Youngcare cause.



As part of a leadership program with UQ Business School, young professionals from Laing O'Rourke worked on a project to establish strategies to boost support for young Aussies with high care needs. The six-strong team – known as the Young Guns - developed a stakeholder engagement program to maximise Youngcare's corporate partnerships. A brave bunch with a sense of fun, the Young Guns also entered a team in the 2014 GIO Budgie Bolt, raising over \$2,000.



Youngcare is delighted to be nominated as one of the Freemasons' chosen charities. The Masonic Lodge members' wives have committed to fundraising for young Aussies with high care needs for the next three years. They held a number of fundraising lunches and raffles in 2013-2014 and invited Youngcare representatives to speak at events.

**Bruce Lynton** 

For the fifth year running, Bruce Lynton BMW Dealer Group included Youngcare as one of the primary beneficiaries for its annual charity ball. The gala event, held at the RACV Royal Pines Resort on the Gold Coast in May 2014, featured a charity auction which raised over \$19,000 for our funds.

“I knew that my time was not wasted and that this was an organisation that really made a difference to people’s lives.”



1,148

volunteers registered

## Individual giving

Times are tough, but our donors dug deep once again in 2013/14 to help the cause.

Direct mail appeals raised over \$301,980 during the year while Youngcare also received \$41,745 in general donations and \$53,157 in funds from bequests and memoriam gifts.

The retention program introduced in the last financial year to engage and thank donors has been continued. Meanwhile Youngcare is also developing its communications plan to increase retention and convert one-off givers into regular donors.

\$396,882

raised from donations

## Recurrent giving

Youngcare’s recurrent giving program is going from strength to strength, with over 3,500 donors making a monthly gift during 2013/14. Our monthly givers are essential to the work we do – not only do they fund our current programs and projects but they provide a sustainable source of income that allows Youngcare to plan for the future. The new building projects and program expansions currently in the pipeline are in large part due to the thousands of generous people who have committed to supporting Youngcare on a regular basis.

3,500

donors making a monthly gift

## Youngcare volunteers

At Youngcare we are a small team with a big mission – so our family of volunteers plays a vital role. You’ll see them at our events and in our head office. Over 1,000 volunteers are registered across the country and our work would simply not be possible without them.

Amreen, who volunteered two days a week at Youngcare in Brisbane after graduating from university, was one of them. She proved a huge asset to the team, helping with admin and other duties.

“While job hunting I wanted to be proactive and fill in my spare time with something positive and rewarding,” said Amreen. “By volunteering at Youngcare, I was able to give back to people who are in need. Working at the front desk, I took calls from people who had disabilities and needed help finding accommodation options.”

“Hearing their stories, I knew that my time was not wasted and that this was an organisation that really made a difference to people’s lives. The team at Youngcare were very friendly so it was a great environment to further develop my receptionist and administrative skills. I would definitely do it again, given the chance!”

“By volunteering at Youngcare, I was able to give back to people who are in need.”

Amreen

# Business partners provide funds and pro bono support

## Corporate support

Corporate partnerships are integral to ensuring Youngcare can continue its work and expand its current programs. In addition to financial support, companies also provide pro bono legal, accounting, marketing, media and website work, enabling Youngcare to channel more funding towards its mission.

### Suncorp Insurance and GIO

Suncorp Insurance has been a valuable supporter of Youngcare since 2007. This corporate partnership has fast-tracked Youngcare's expansion into New South Wales, and spread the word on the cause nationally. In the 2013/2014 financial year, Suncorp and GIO:

- continued their sponsorship of the Youngcare Connect service and the At Home Care Grants program.
- acted as the major partner in the Youngcare Budgie Bolt 2014 which raised over \$255,000.
- signed a new contract extending to 2017 which will provide a huge financial contribution to Youngcare, and will enable more Youngcare Connect calls, more At Home Care Grants.
- Suncorp and GIO employees were also involved in a range of events, volunteer opportunities and adventure treks throughout the year.

### Herbert Smith Freehills

Herbert Smith Freehills (HSF) has supported Youngcare from the start, providing pro bono legal advice. HSF also donates to Youngcare programs and recently gave \$5,000 to help equip the Youngcare Woolloowin Share House with assistive living technology. HSF also actively encourages staff to support Youngcare, through regular volunteering opportunities.

### Workplace giving

One way in which businesses can help is by setting up a workplace giving scheme. Over the last six years, Collins Food Limited has donated over \$500,000 to Youngcare through its program. The message to staff is simple: "A dollar will do and fifty cents is fine." CEO Kevin Perkins said: "As an organisation with a large percentage of young employees, we felt Youngcare was a perfect fit for us. We are proud to partner with Youngcare and look forward to continuing our work together to change people's lives."

**"A dollar will do and fifty cents is fine."**

**Kevin Perkins**, CEO, Collins Food Limited

### Changemakers

Changemakers is an exclusive network of business leaders who contribute their expertise to support Youngcare in achieving its strategic goals. The program is supported by UQ Business School.

## Corporate Supporters

ABW Compliance Consultants Pty Ltd

AECOM

Aged and Disabled Persons Hostel & Welfare Association

ASX-Thomson Reuters Charity Foundation

Aurecon

Bennett & Francis

Biggs Marjorie

Bizzell Capital Partners Pty Ltd

Boral

Braggs Signs

Bruce Lynton - BMW Dealer Group

BRW Enterprises

Budgy Smugglers

Butler Partners

Carlton & United Breweries

Carter Newell

Charities Aid Foundation

Charity Greeting Cards

Channel Nine

Coates Hire

Coca-Cola Amatil

Colette

Collins Foods Limited

Coopers Brewery Foundation

Countrywide

Cox Architecture

Cutting Edge

DAE Live

De Luca Corporation

Dell Australia

Deicke Richards

Elderton Wines

eftpos

E-Web Marketing

Exclusive Tyres Distributors

EY

FK Gardner & Sons

Flannery Foundation

Flight Centre Foundation

Focus on Surveying

Food Service Design Australia

Foresters Community Finance

Gambling Community Benefit Fund (QLD Govt)

German Teachers Branch of the MLTQ

GIO

Girl's Ball Committee

Gold Coast City Council

Goldburg Family Foundation

Graham Brooks Associates

Griffith University

Hatch Pty Ltd

Herbert Smith Freehills

HopgoodGanim

ICAP Australia Pty Ltd

IKEA Logan

Jones Lang LaSalle Corporate Property Services Pty

Intertia Engineering

JW Bell & Associates Pty Ltd

KBH Solutions

Keystone

KPMG

Lend Lease

Link Market Services

Lions Club of Moggill - Mt Crosby

Macquarie Group

Marcia's on Montague

Master Builders Foundation

May And Stanley Smith Charitable Trust

McCarthy Consulting Group

McVeigh Consultants

Morgans

Monash University

NAB

National Masonry

Network First

New South Wales Government

News Corp

Off the Cuffe Design Consultants

Off Ya Glutes

On the House

Perpetual Trustee Company Limited

Pilot Partners

Place Design Group

Pos Pos

Qantas

QCWA - State Office

Queensland Government

Queensland Rail Young Professionals

Radical Australia

Retire Australia

Robert Bird Group

Rocla Pipeline

Savills

Servcorp

SMS Management & Technology

Southern Cross Austereo

Stan & Maureen Duke Foundation

Stewart Harris Constructions Pty Ltd

Stuart Alexander

St Vincents & Mater Health Sydney

Suga

Suncorp Insurance

Suzuki

Tattersalls Club Brisbane

Taylor Byrne

The Haggarty Foundation

The Trust Company

Transdev

Treasury Casino

Trish Lapsley Access Consultancy & Occupational Therapy Services

TTM

TV Shopping Network

United Way Sydney

The University of Queensland

Veolia

Vertica Capital

Waterfront Place

# Extracts from the Financial Report

## Statement of Comprehensive Income

for year ended 30 June 2014

	\$ 2014	\$ 2013
Revenue from Continuing Operations	4,042,530	4,511,862
Other Income	439,240	409,316
Less		
Operating Expenses	4,609,548	3,805,836
Impairment of Fixed Assets	671,282	-
<b>Net Surplus/(Loss) before Income Tax Expense</b>	<b>(799,060)</b>	<b>1,115,342</b>
Income Tax Expense	-	-
<b>Net Surplus/(Loss) after Income Tax Expense</b>	<b>(799,060)</b>	<b>1,115,342</b>
Other Comprehensive Income	45,597	-
<b>Total Comprehensive Income Including Net Surplus/(Loss) After Income Tax Expense</b>	<b>(753,463)</b>	<b>1,115,342</b>

In the current year \$309,000 (2013: \$1,847,149) was received by Youngcare acting as an agent in relation to the Gold Coast and Sydney Apartments, which, under Australian Accounting Standards was not reported as revenue.

## Cash Flow Statement

for year ended 30 June 2014

	\$ 2014	\$ 2013
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
Receipts from donations & fundraising events	3,591,051	6,459,999
Payments to suppliers and employees	(4,463,934)	(3,727,435)
Sundry income received	48,000	48,000
Interest Received	425,505	304,913
Interest Paid	(62)	(33)
<b>Net cash flows from operating activities</b>	<b>(399,440)</b>	<b>3,085,444</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
Payments for Intangibles	-	(7,527)
Payments for Investments	(1,250,000)	-
Proceeds from Investments	-	-
Payments for Property, Plant and Equipment	(145,048)	(14,034)
<b>Net cash flows from investing activities</b>	<b>(1,395,048)</b>	<b>(21,561)</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>		
Repayment of Borrowings	(18)	-
<b>Net cash flows from financing activities</b>	<b>(18)</b>	-
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>		
NET INCREASE/ (DECREASE) IN CASH HELD	(1,794,506)	3,063,883
Add opening cash brought forward	10,411,518	7,347,635
<b>Closing cash carried forward</b>	<b>8,617,012</b>	<b>10,411,518</b>

## Balance Sheet

as at 30 June 2014

	\$ 2014	\$ 2013
<b>CURRENT ASSETS</b>		
Cash assets	8,617,012	10,411,518
Receivables	303,513	337,456
Prepayments and other assets	86,476	85,726
<b>Total current assets</b>	<b>9,007,001</b>	<b>10,834,700</b>
<b>NON-CURRENT ASSETS</b>		
Investments	1,312,252	-
Intangible Assets	28,869	38,452
Fixed Assets	1,510,146	2,117,092
<b>Total non-current assets</b>	<b>2,851,267</b>	<b>2,155,544</b>
<b>Total assets</b>	<b>11,858,268</b>	<b>12,990,244</b>
<b>CURRENT LIABILITIES</b>		
Payables	423,312	400,615
Deferred Income	2,458,069	2,832,056
Provision for Employee Entitlements	41,445	68,650
<b>Total current liabilities</b>	<b>2,922,826</b>	<b>3,301,321</b>
<b>NON-CURRENT LIABILITIES</b>		
Interest Bearing Liabilities and Loans	482	500
<b>Total non-current liabilities</b>	<b>482</b>	<b>500</b>
<b>Total liabilities</b>	<b>2,923,308</b>	<b>3,301,821</b>
<b>Net assets</b>	<b>8,934,960</b>	<b>9,688,423</b>
<b>MEMBER'S FUNDS</b>		
Members' Contribution	40	40
Fair Value Reserve	45,597	-
Retained Surplus	8,889,323	9,688,383
<b>Total member's funds</b>	<b>8,934,960</b>	<b>9,688,423</b>

Youngcare has maintained a sound financial position during 2013/14, in line with our projected budgets, and we remain on track to deliver on our mission in the 18 months ahead.

Our strong cash reserves reflect the significant amounts set aside to finance ongoing construction work on three different sites, amongst other projects.

With \$8.3 million committed to fund development of Woolloowin, Albany Creek and Auburn Apartments and a further \$1.3 million for grants and research, our donor funds will be put to good use in achieving our mission.

# Governance

Youngcare's Board of Directors consists of a full-time Chief Executive Officer, an independent Chairman and six Non-Executive Directors.

They bring to the organisation a strong mix of skills and experience ranging from property and construction to finance, media and marketing.

The Board is responsible for setting Youngcare's strategy and ensuring that we are on track to meet our goals. They make sure that every dollar we receive is put to the best possible use in our mission to help young Aussies with high care needs.

The Board oversees corporate governance, ensuring that we are act in a socially responsible way, manage risk and comply with all the relevant rules and regulations. It is also responsible for the welfare of all our employees and our volunteers.

Outside of the boardroom, members play an active role in supporting Youngcare by representing us at fundraising events and functions, meeting MPs and government officials and promoting the Youngcare cause.

**Nic De Luca**  
Chairman

**Nicholas Bonifant**  
Board Member and Co-Founder

**Matthew Lawson**  
Board Member, Company Secretary and Co-Founder

**Kylie Blucher**  
Board Member

**Mark Foley**  
Board Member and former Chief Executive Officer

**Peter Hudson**  
Board Member

**Paul McLean**  
Board Member (absent from photo)

**Taine Moufarrige**  
Board Member and member of the Sydney Leadership Group

**Samantha Kennerley**  
Chief Executive Officer

## Sydney Leadership Group

**Taine Moufarrige**  
**Damien Bailey**  
**Geoff Driscoll**  
**Justin Greiner**  
**Matthew Kayrooz**  
**Bruce Mansfield**  
**Naomi Toy**

## Investment committee

**Matthew Lawson**  
**Hamish Bonifant**  
**Jonathan East**  
**Murray Howlett**





Artist's impression of the Youngcare Share House at Woolloowin,  
to be completed in 2015.

# *Thank you*

*for your continued support.*

*Every young person deserves to live a young life.*



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