



2022

Platform  
Youth Services  
ANNUAL REPORT

#WELISTEN

ENJOY & DIVISION

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**WE EXIST** *to help*

VULNERABLE YOUNG PEOPLE  
HAVE THE

**OPPORTUNITIES,**

*skills + support*

THEY NEED

*to* ACTIVELY PARTICIPATE

**IN THEIR**

*social + economic*

**COMMUNITIES**





# Contents

Chairperson's report .....	04
CEO's report .....	06
Service report .....	09
Corporate Governance Statement .....	14
Director's Report .....	15
Independent Auditor's Report.....	18
Financial Statements.....	21
Director's Declaration .....	25
Director's Declaration Under the Charitable Fundraising Act 1991 ....	25
Thank you.....	27

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# Chairperson's

## REPORT

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"IT IS A TESTAMENT TO OUR EXCELLENT STAFF THAT THEY HAVE BEEN ABLE TO OVERCOME THESE CHALLENGES, THRIVE AND MAKE OUR SERVICE EVEN MORE SUCCESSFUL".

2022 has come and nearly gone and while many of us may feel that this past year has proven difficult, we had to face not only the Covid pandemic but also storms and floods which added to the difficulties. It is a testament to our excellent staff that they have been able to overcome these challenges, thrive and make our service even more successful.

It is difficult to talk about our successes and not acknowledge the work of our staff ably led by our CEO. The staff have been able to continue delivering our services in spite of the challenges. Indeed, Platform was the only Youth Homelessness Support Service in the Nepean area with the capacity to remain open through lockdowns.

The effects of Covid and its consequences, for example, high absenteeism have placed unbearable strains on the staff but they managed to overcome these and continued to provide excellent service to our clients.

Our service is fortunate in having an extraordinary and multi-talented CEO in Stephanie who works tirelessly and manages to put Platform first. It is she who has chased and gained the many grants we received this year which have been instrumental in our ability to do so much more for our clients and helped towards our sound financial position. Despite her incredible workload, Steph dedicates herself not only to the delivery of service, but to the welfare of her staff. The staff and the Board are indeed lucky to be served by Steph.

As a Board, I feel that this past year, for all the difficulties we faced, has come together more closely and have been able to fine tune our functioning. As a consequence of the Business Check that we undertook, we have implemented some changes. While more remains to be done, we are becoming a better functioning and homogeneous Board.



The Board has become cognisant for the need for a better understanding of Platform and have now introduced more regular reporting by the managers in order for us to have a greater insight into our service.

We have also re-formed our Governance Committee in order to manage such items as Strategic Planning and the Business Review.

The addition of two new enthusiastic members to our Board is contributing to this renewal.

We have continued our upskilling especially in the area which affects our First Nations People, who form a considerable percentage of our clients.

This year we engaged Ken Zulumovski, the founder of the Gamarada Universal to deepen our knowledge and understanding of Aboriginal matters.

As part of Reconciliation Action Week in June, the staff organized a wonderful day at Lemongrove House starting with a welcome to Country, a smoking ceremony and then a most sumptuous breakfast prepared by our staff. A truly memorable day!!

As well, with Covid restrictions easing, some of our Board members have been able to attend more conferences. While a few have been online, others were presented in person. The highlight was the 3-Day Homelessness Conference in Canberra. Some 900 people from all over our country attended and left us all in a very optimistic state for the future of our services.

This year we also had a most excellent luncheon to farewell two of our longest serving directors- our former Chair, Lee Middleton and Jeanne Appleton both of whom worked tirelessly for Platform for well over twenty years. As Chair, I feel fortunate and very confident in our Board of Directors. I can rely on my fellow directors to perform their duties ably and go that extra mile. They are supportive,

dedicated and knowledgeable and willing to go beyond what is merely expected when the need arises. Each one has special talents which enrich and contribute to the smooth functioning of our service.

I would like to thank our partners, in particular, Link Wentworth and Mission Australia. Our most ambitious project to date is the upcoming development of 8 self-contained units to support our Education First program. The plans are now in council and we await the approval. Our Education First program has expanded further with our Granville site opening and the offer of two houses in Jordan Springs by Lend Lease for a period of two years.

Our partnerships with Bail Assistance Line, Departments of Communities and Justice and Property Industry Foundation are vital in helping us to deliver the best of services.

We also wish to thank the friends of Platform; the many companies and individuals who have been supporting us in our work.

In closing, I would like to say how proud I am of Platform's continued growth and achievements and to be given the opportunity to be the Chair of its Board.

Platform has performed so well this year because of the dedication of its staff and the Board and by maintaining sound and ethical practices. We never lose sight of our mission to develop in our young people the opportunities and skills to actively participate in social, economic and community life.

Anna Weymss  
Chairperson



CEO'S

Report



“THROUGHOUT THE PREVIOUS YEAR WE HAVE BEEN LISTENING TO OUR YOUNG PEOPLE, OUR TEAM, AND OUR STAKEHOLDERS, TAKING ON THE FEEDBACK AND ARE NOW BUILDING UPON THESE FOUNDATIONS TO EXPAND OUR IMPACT, INCREASE OUR REACH, AND INVEST IN OUR PEOPLE.”

It is a privilege to be leading Platform Youth Services, a passionate, purpose-driven, and diverse organisation, that is continuing to deliver effective support to vulnerable young people and our communities.

2021-2022 saw another chapter added to our almost 45-year history and we have been successful in delivering our contractual obligations through a time of floods, pandemic, contractual changes, leasing restrictions, staffing turnovers, and the relocation of our main offices. 802 young people were assisted through our programs during this time, which is above our contracted numbers. Within these adversities Platform developed and expanded on our capacities and were extremely fortunate to receive additional support to deliver positive new projects including the Covid 19 Project, The Multicultural Reach Project and the Ramping Up Project.

Throughout the previous year we have been listening to our young people, our team, and our stakeholders, taking on the feedback and are now building upon these foundations to expand our impact, increase our reach, and invest in our people. This has been a follow on from the business health check of the previous year and is embedded in our strategic plan as we measure outcomes, build Cultural competency, create inclusive communities, expand education first and housing options for young people, develop governance, and increase options for learning and development within Platform's team.

One thing that has deeply resonated with me is how Platform resides in the fabric of so many people's lives. The part we play in helping build better futures for our young people, their families, and their communities, is a source of pride and purpose for our team, our board, our partners, and our community.



“THIS IS HOW CHANGE HAPPENS.  
ONE GESTURE. ONE PERSON. ONE  
MOMENT AT A TIME”

Libba Bray

## 2022 HIGHLIGHTS

- Increased inclusiveness and diversity through our Cultural Safety Audit, Cultural Leadership Training and Reconciliation Event, dedicated project hours, LGBTQI+ training and Pride week celebrations, welcoming places, and team shirts.
- Increase in Mental Health and Alcohol and Other Drug networks through partnerships with Ministry of Health and Ted Noffs.
- Increased housing options for young people through strong advocacy with housing providers to resolve leasing issues, development of Granville House, two additional Lendlease houses, allocation of budget to purchase property, innovate employment focussed housing and ongoing support of education first strategies.
- Increase in project work through the Covid Project, Ramping up Project, Multicultural Project, Disaster Relief Project, and the Social Innovation Grant.
- Increase in reporting and accountability with the introduction of dashboard reporting, tracking and increased program accountability. This will be further enhanced in the future with the implementation of individual planning tools.
- Increase in developing teams through mindfulness programs, wellness calendar, monthly pulse surveys, team building events, introduction of Senior Case Manager, intensive Leadership Training, Covid supports and incentives, introduction of the Representative Council and the return to attendance at conferences.
- Increase of Governance systems through internal review audit and internal controls audit and ongoing dashboard reporting and documentation.

## PRIORITY AREAS FOR 2023

While our updated strategy will likely introduce new opportunities for us to pursue, we believe developing these five key strategies will continue to build our foundation for the future and we expect to stay highly focused on them in 2022:

- 1. Enhancing our housing options for young people both internally and externally**

The most exciting development will be seeing the build take place of our Social Innovation Grant and the construction of 8 self-contained units to support our work in Education First as we move into the building stage of our Social Innovating Grant. This will be additional to housing provided at Granville through the Property Industry Partnership and the property at Jordan Springs through our Lendlease partnership. Along with this we are actively searching to secure additional properties in the Blue Mountains and exploring how to best utilise our shared properties within our Specialist Housing Service Portfolio.
- 2. Offering Aboriginal young people specific programs that supports and place culture at centre**

Platform is looking to expand our Aboriginal staff team with the aim of offering focussed, culturally safe programs for vulnerable young Aboriginal people. This includes developing our cultural connections, ensuing cultural competence within our team and identify the components and relationships required to deliver appropriate supports.
- 3. Review and update our Policy work and work towards renewal of ASES Accreditation in 2023**

Following the internal separation of the roles of Quality, Compliance and Risk away from Facilities through the introduction of a facilities officer, we now have the foundations to completely review, update and develop our Policy frameworks in order to renew our ASES accreditation and provide the necessary structure required for our work.

#### 4. Redesign Platform's under 16's service to be fit-for-purpose specific to the target group

The Homeless Youth Assistance Program (HYAP) has been under evaluation and review resulting in Platform having the opportunity to redesign our HYAP service to be fit-for-purpose and to nurture an environment that fosters family restoration. This will be redesigned through consultation and evidence-based practices over the coming year as we move into a new contract period.

#### 5. Represent and Advocate for increased resources and housing options for young people

Continuing on from the work of the Ramping Up Project, Platform will further develop strategic partnerships, with peak organisations, businesses and interested partners to boost Platform's reach and promote policy change within levels of government. This will build on our increasing partnerships and memberships along with our work with the peaks and forums to promote and drive policy responses and changes to improve the conditions for vulnerable young people.

## NAVIGATING AN EVOLVING INDUSTRY

The pace of change in our industry continues to accelerate, evidenced in the changing of contractual/legal obligations, governance standards, recruitment and retention following the pressures and demands of the covid pandemic, the ongoing changes in government and related policy, and the emerging trends and complexities within our young people. Our team has experienced changed working conditions, high turnover and many staff fluctuations which has been challenging when managing the various sites. The future of Platform will be driven by how well we anticipate, respond, and adapt to the opportunities this shifting environment presents.

## WORDS OF APPRECIATION

I'll close with words of appreciation on several fronts. To reach success at the helm of a dynamic and at times complex organisation cannot be achieved on one's own. There are many stakeholders that have contributed to Platform, and I am truly appreciative of every contribution and every partnership.

At the top end I would like to thank those that provide resourcing to Platform:

- Departments of Communities and Justice
  - Specialist Homelessness Services
  - Homeless Youth Assistance Program
  - Premiers Youth Initiative
  - My Foundations
  - Social Innovation Grant
  - Social Sector Support Funds
  - Covid 19 Funding
  - Rent Choice Youth

- Bail Assistance Line
- Lendlease
- Property Industry Foundation
- Multicultural Australia
- Link Wentworth Housing
- Donors – Comm Bank, Waratah Foundation, Lewis Foundation

Additional to this we could not provide our programs without the key support of our formal partnerships:

- Mission Australia
- Link Wentworth Housing

When it comes to delivering the services, I will start with a heartfelt thank you to my corporate team. Their diligence for Platform's mission and their ability to always carry the load has been the backbone of Platform's success. I could not be the CEO I am without their unwavering support.

To our accounting team who always go above and beyond to ensure financial diligence and accountability. Words cannot describe the relationship we have with Refuge Accounting and the ongoing assistance they provide in all our financial responsibility and financial decision making.

To the broader Platform team, I thank them in their entirety for their hard work and the inspiration they provide to young people. Witnessing their energy, their support of one another and their collective goal of finding the right solution for every presenting young person provides endless motivation to myself as their leader to never give up. The work these individuals achieve, among pandemic and natural disasters, is a credit to their passionate and innovative spirit.

To Platform's Board of Directors, I acknowledge how far we have come as a governance team focussing on high level reporting and accountability and for the extremely positive and enriching environment that they create for me to lead. Their guidance and respect is exceptional and I look forward to working with them for years to come.

Our team provide the energy, enthusiasm, and ingenuity that will drive Platform success. We have seen and experienced a lot. Yet we have never lost sight of our vision to provide 'vulnerable young people with the opportunities, skills and support to actively participate in social, economic and community life'.

I'm excited to see what we can do together in the next 12 months.



Stephanie Oatley  
CEO

Services  
**REPORT**

### RELOCATION OF HIGH STREET

The relocation from Platforms High Street shop front back to Lemongrove House after 2 years followed a review of the needs of young people and Platform’s resourcing for the outreach programs. The High Street office directed staff resourcing more towards an office-based approach and for a time this worked. But the pandemic saw the needs of our young people shift once again, wanting support within their local spaces, in the community. By reallocating the resources from rent to staffing has meant that the outreach team have moved back to a more traditional approach to outreach, meeting young people in the community as opposed to centre based.

### LENLEASE PARTNERSHIP

The Lendlease partnership continues to thrive, with the extremely generous support of two new residential properties in Jordan Springs, allowing our young people in the Education First program to remain in the Penrith area. With our biggest challenge being access to affordable properties the allocation of two properties has been necessary in our support of young people with minimal income. Furthermore, Lendlease’s support has been instrumental in Platform establishing our commitment to Education First and building our base for the additional innovations and housing options that we have successfully created.

### PROPERTY INDUSTRY FOUNDATION PARTNERSHIP

The exciting partnership with Property Industry Foundation has been a journey of waiting and covid delays but we have seen it now come to fruition with Granville House opening its door expanding our housing options to young people. This unique partnership will provide long-term housing and support to up to 4 young people, enabling them to achieve their education and qualification ambitions in a safe and secure environment, whilst also developing living skills, independence, and employment opportunities.

### SOCIAL INNOVATION GRANT

Platform and Link Wentworth Housing were successful in 2021 with a Social Innovation Grant for a built for purpose block of 8 specialist units on Platforms land in Penrith. We have worked tirelessly on this project with Link Wentworth through the stages of contracting, co-designing and Development Application and we look forward to breaking ground in 2022-2023.

This is the result of 10 years of commitment, advocacy, piloting and evaluating internal and external projects and a strong desire to support the development of Foyer Models in Australia. Foyers are more than stable long-term accommodation for young people unable to live at home. Foyers provide the time, connection, mentoring, coaching and access to opportunities needed to lead fulfilling,



independent and productive lives. Utilising an 'Advantaged Thinking' framework, Foyers focus on goals and ambitions and nurture talents.

Platform has three years of scaled practice-based evidence to support our investment and we are beyond excited to see this next step taken and look hopeful to where the future will lead us and the Foyer movement.

## COVID SUPPORT PROJECT HIGHLIGHTS

Platform successfully executed a Covid Support Project across a period of 6 months following the receipt of a Covid Partnership Grant through Department of Community and Justice. The project provided practical and immediate support to vulnerable people and diverse communities affected by the lockdowns. It included those who had to self-isolate and those accommodated in Temporary Accommodation or Specialist Homelessness Services. Just over 50% of referrals had lost work due to the Pandemic and financial pressures was reported as the highest stressor leading to the referral.

Support was provided through the access and provision of general groceries, fuel, financial assistance, rent arrears, electricity, car registration, furniture/white goods, school supplies, laptops, clothing, Information technology and access to recreation to reconnect. The Project team supported 536 individuals and families with \$351,331.92 brokerage.

## Y UPLIFT

Platform Youth Services and the Y NSW continued our previous partnership though at a reduced capacity relating to covid. The program delivered activities that enhanced our programs with young people and saw increases in knowledge, skills, social connection, and training. Post data collated from participants indicated an increase in physical wellbeing, knowledge of health and exercise, mental health wellness, goal setting, reflection techniques, and social connections.

## STAFF WELLNESS/WELLBEING/ SUPPORTS/PEOPLE AND CULTURE

Following on from the previous year which saw an increase in covid related pressures on staff and an increase in staff turnover, 2021-2022 saw Platform introducing an expert driven and evidence based approaches to Staff Wellbeing which saw Platform engage in a range of activities within our annual wellbeing calendar.

Further to this, in the effort to ensure continuous feedback and improvement, Platform gathers feedback through an annual Staff Satisfaction Survey and from that conducts monthly pulse surveys to assist in implementing strategies and responding to areas of concern. Staff also are involved in the planning of team building events and wellbeing calendar.

Starting the year we offered a reputable mindfulness e-learning program boosting resilience and enhanced mental wellbeing. We have held several large team building days including Eat and Easel, Reconciliation week, Pride week and end of year celebrations. Opportunities for monthly get togethers and monthly newsletters also promote a healthy workplace.

Other welcome additions saw the introduction of senior case workers and the Platform Representative Council. Senior caseworkers support new case workers to form relationships with Platforms already existing community connections and valuable networks as well as provide ongoing mentoring and support, especially important for challenging days. Platforms newly formed Representative Council comprises of a number of frontline staff who work together on opportunities, challenges, ideas and suggestions in an appropriate space and feed back into Platforms practices.

Training remains a valuable element of business ensuring our staff are skilled and on the front foot with emerging trends. Several conferences and training opportunities were made available to staff including intensive leadership training for our coordinator team.



## DISASTER RESPONSE - NSW INFRASTRUCTURE

We received a grant from NSW infrastructure to support our young people in the Hawkesbury and Nepean areas prepare for disasters and in particular floods. Our Assertive Outreach Team undertook the project and completed targeted consultation within programs to build flood awareness, build preparedness capacity, develop, and share knowledge and resources with our young people to ensure they are best positioned to manage an impending disaster. An additional grant was used to purchase new emergency kits.

SES and NSW Infrastructure have also provided in house training sessions for outreach staff as well as ongoing access to resources that we can use with young people. This is now a continuing relationship with SES and NSW Infrastructure, and we are looking to roll out further staff training and some on site skill development session at SES for young people.

## RAMPING UP

Platform received a grant through the Social Sector Support Fund and was able to implement a 'Ramping Up' project to assist Platform and our team to re-engage, reconnect, and re-energise following the two years of pandemic. Numerous strategies and events were overseen by the project worker with a few highlights being: Pride Event, Connections Breakfast, Reconciliation Event, Youth Homeless Matters Day and Intensive Leadership Program. This grant was a one-off chance for our staff to access additional hours away from direct client work to explore partnership opportunities and build on referral pathways. There has been so much positive engagement from the ramping up that we are looking how to embed these strategies within our current resourcing.

## MULTICULTURAL PROJECT

Platform received a grant from Multicultural NSW to enhance our covid support and response to young people. The grant enabled us to purchase large quantities of education, art and recreational activities that could assist with lockdowns as well as vaccination information and Opal cards to make access to vaccinations easier. These packs were put together by Platform clients and promoted a sense of 'giving back'. Platform distributed over 350 packs and vaccination rates rose by approximately 60% for this cohort and geographic area.

## PROGRAMS:

### Programs SHS residential

The accommodation programs have remained open 24/7 throughout all the challenges of covid and lock downs and at times have been difficult to staff. The teams have continued to focus on supporting and promoting young people to become independent and to work closely on the goal setting and case management processes. Despite often presenting with complex mental health and drug use, staff work closely to build connections with support networks such as Ted Noffs and Headspace as well as promoting engagement with the wider community.

The aim of the residential units has been to move into safe and secure accommodation and to access employment, education, or training opportunities. Platform accommodated 71 young people across Katoomba and Penrith House. From this, 92% young people moved into stable and safe accommodation and 38% young people were engaged in education on exit.

Additionally, the previous year saw a variety of programs such as the Y and wellness aimed at supporting young people with emerging needs post the lock down.





### Programs HYAP residential

Homeless Youth Assistance Program (HYAP) across NSW undertook an outcome and economic evaluation which highlighted that access to HYAP throughout the period was 44% HYAP Clients and 56% Child Protection Clients. HYAP has been established to work specifically with young people 12-15 years where restoration to the family home is possible. With young people where there is identified Child Protection Issues, a return to home is not a safe option and hence require additional supports, which traditionally would be secured in the Out of Home Care system. The report highlights the complexities of the client group and the challenges facing HYAP providers in delivering services.

Platform accommodated 66 young people at our 24/7 HYAP. In the next year we will be reviewing our model and transitioning to the new DCJ framework identified in the evaluation. This is an exciting opportunity for us and we look forward to having a positive impact in family restoration.

### Programs SHS Outreach

Reviewing the year in Platforms Outreach Programs, we are seeing an increase in young people with complex needs and in particular those young people needing and accessing National Disability Insurance Scheme (NDIS). This has led to the teams building stronger connections with disability services to increase opportunities and programs for our young people. Housing options continue to have barriers for many young people, as well as the ever-increasing cost of living. Young people on government benefits or low income are pushed out of the rental market. With the pandemic behind us, the teams are working with young people to re engaged in employment to increase their affordability and looking at share options. Platform assisted 616 young people across our Outreach Programs. 31% were participating in education on exit from the program,

41% successfully had employment on exit and 95% were in stable accommodation on exiting the program. This is a fantastic achievement for all our young people.

### Premiers Youth Initiative

This year Premiers Youth Initiative saw 49 young people receiving support and 16 successfully completing the program after 3 years. Whilst the programs intention is geared for the young people to take over the lease, we found the landlords were unwilling to lose their community housing connections and support. The PYI team with the help of Link Wentworth, stepped it up and were successful in supporting 10 young people to move into private rentals with other rental agencies, building connections and relationships with those real estates that will continue to benefit PYI and Platform programs.

### Education and Employment First

We saw 18 young people accessing Education first in the year, this adaptive approach, that is so much more than just accommodation. Where the staff work with the young people on a person-centred approach to tap into their goals and ambitions, nurturing their talents and skills, meaning that 12 young people were successfully transitioned to independence and private rental after completing their education and gaining employment. We



have also opened the Employment First program, which works as a transitional share house, for young people who are employed and need accommodation support.

### Bail Assistance Line

The continuing Bail Assistance Line partnership has been strengthened meeting quarterly to ensure the referral process, client care and role clarification remain centre of all decisions. Recent feedback provided from BAL highlights the positive connections young people are having at Platform and the positive impact this has with the young people achieving their goals. Platform supported 11 young people in the BAL program.

### MyFoundations

Our partnership with MyFoundations continues to be positive, providing a long-term housing option for our young people who require that extended supported and subsidised housing, as they work to increase their income and capacity whilst in the program.

We have provided case management and tenancy support to 9 young people this year, we are about to have a turnover of the young people with three moving to independent housing after successfully completing the program, 2 housed for the full 5 years and one was housed for 3 years.

We already have new young people nominated to move in in the next two months.

### Rent Choice Youth

Rent Choice Youth is a rent subsidised program for young people who are on a low income and at risk of homelessness. Participants receive subsidised rent in a private rental property, with caseworker support for three years. Platform was able to employ a specialised Rent Choice Case Worker to support the demand for the program. With this demand we have had many young people refer and be approved through RCY, but even with this Government initiative, our young people face stigmatisation from real estates, for being young, likely having a lack of rental history and then needing such a program to support them. This all stacks up against them in securing safe and secure housing options.

Our RCY worker is working collaboratively with a range of services to roll out more real estate engagement and networking including a Real estate Forum to be held in the new year.

### Brokerage

We supported 194 young people through SHS brokerage (\$34,834.34 total) through assistance with tenancy security, household expenses, employment and education related costs, medical/dental, legal, cultural and capacity building.

### COVID – 19 Ongoing Management

2022 started with hopes that the COVID-19 virus was behind us, but then new variants were detected and were reported to be more infectious than previous variants. As we come into the colder months, we also saw an increase in influenza and respiratory syncytial virus (rsv).

We were managing some challenging issues with testing, isolation and managing the workforce and client safety. Our workforce were fatigued after two years of managing the impact of the pandemic and the constant changing of restrictions and requirements.

Over the past two years we put in place strong control measures to manage risk and to ensure that we continue to deliver services. We have ensured that if needed these measures can be implemented at a moment's notice.

DCJ provided during 2021 and early 2022 weekly covid cleans by external providers for the Accommodation units which boosted the cleans that the staff were already completing. DCJ also extended their free Employee Assistance Program which was open to section members.

Our Employee Assistance Program was reviewed to ensure that the process for staff accessing EAP didn't pose any barriers and criteria was included to open this assistance to staff members family.

Homelessness NSW provided significant support to all services to have in place comprehensive Business continuity plans and safety plans whilst Platform already had developed and implemented policies and procedures the support that was provided by Homelessness NSW provided advice and support to improve our system.

Currently we have in place minimised controls across the service for managing COVID-19 which includes PPE, social distancing and rapid antigen testing for accommodation units and strict hygiene protocols. In settings where social distancing is not possible masks are to be worn.

We have been provided with a constant supply of rapid antigen tests from Multicultural NSW their support has been greatly appreciated.

Over the year we have had some ebbs and flows in relation to the effects of COVID-19 across the service from staff shortages to the difficulties in dealing with Young People that are required to isolate in the accommodation units.

All staff at Platform are to be congratulated for the way that they have supported all measures that have been put in place and their flexibility in the way that they support their clients.



# Corporate

## GOVERNANCE STATEMENT

Platform Youth Services Limited is committed to maintaining high standards of corporate governance to ensure the organisation achieves its stated objectives in ways that are transparent, accountable and effective. Corporate governance arrangements are reviewed annually by the Board. The Board's conduct is governed by Platform's constitution.

### THE BOARD IS RESPONSIBLE FOR:

- Setting and monitoring the strategic direction of the organisation
- Approving and monitoring financial reporting including financial budgeting and forecasting
- Establishing policies and guidelines to ensure accurate and timely financial and operational reporting
- Establishing policies on risk oversight and management
- Establishing guidelines for levels of delegation of authority
- Promoting ethical and responsible decision-making
- Appointing, nurturing and measuring the performance of the Chief Executive Officer and the organisation
- Ensuring that the Board is and remains appropriately skilled to discharge its responsibilities and duties, and to meet the changing needs of the organisation and sector
- Ensuring that Platform complies with Corporations Law and all other relevant legislation
- Providing guidance on and overseeing the performance of other key aspects of Platform's operation

### COMMITTEES

The Board has established the following committees to assist the Board with governance:

- Governance and Planning
- Asset and Risk

Each committee has terms of reference that set out its role, responsibilities, composition and structure. The terms of

reference are reviewed annually. Committees report regularly to the Board and minutes of meetings are provided.

### ETHICAL STANDARDS

The Board promotes practices that are transparent and uphold the principles of good citizenship. All Directors and staff sign a code of ethical conduct and register of interests. Directors are required to disclose any potential conflict of interest at the start of all Board meetings, when the Board determines an appropriate response which may require a Director to remove themselves from discussions, decisions or votes. In the case of staff, any actual or perceived conflict of interest must be declared to management in accordance with policy. The Board has a policy and a code of conduct to guide compliance with legal, statutory and other obligations to all stakeholders.

### BOARD PERFORMANCE REVIEW

The performance of the Board and its committees and Directors is reviewed regularly to ensure that Directors and the Board work effectively and efficiently to maintain high standards of governance and fulfil their functions set out in the Board charter. The performance review covers areas including the Board's role, strategic directions, oversight of service delivery, legal and regulatory framework, financial and risk management, knowledge of the community housing sector and relationship with the Chief Executive Officer.

### BOARD COMPOSITION & RENEWAL

The Board considers that individually and collectively the Directors bring an appropriate mix of skills, experience and expertise. Information about Directors and their skills and experience can be found in this report.

The Board regularly reviews and evaluates its succession planning process. A Board skills matrix identifies the skills and experience of current Directors and the skills and experience that the Board considers necessary and desirable for the future. This matrix will help guide renewal and recruitment.

# DIRECTORS' REPORT

Platform Youth Services Ltd is registered as a company limited by guarantee and not having a share capital under the provisions of the Australian Charities and Not-for-profits Commission Act 2012. The Directors present the financial report on Platform Youth Services Ltd for the year ended 30 June 2022 and report as follows:

## DIRECTORS

The names of the Directors in office at any time during or since the end of the year are:

### ANNA WEMYSS

*Bachelor of Arts; Diploma of Education.*

#### Chairperson

**Year appointed: August 2015**

Anna joined Platform Youth Services in November 2013. Anna is a Probus Club Member and a local to the Blue Mountains district. Being a retired High School Teacher specialising in English, she yields over 30 years' experience in working with young people. Anna has also successfully owned and run a catering business.

*Chair - Governance and Planning Committee, Remuneration Committee.*

### COLIN LENTON

*Bachelor of Business – Accounting; FAICD*

#### Treasurer

**Year Appointed: June 2015**

Colin joined Blue Mountains Youth Accommodation and Support Services in 2008. Colin has several current Board positions in Government, Banking, Health, Education and Not for-Profits. He has owned and operated a hotel and guesthouse- conference centre in the upper Blue Mountains. Colin continues to work toward his goal in streamlining and improving businesses and their structures through Board Corporate Governance.

*Audit and Risk Committee, Remuneration Committee.*

### JEANNE APPLETON

**Year appointed: August 2015 – Resigned at Annual Meeting 26 October 2021**

Firstly, joined Open House Youth Accommodation Services in 2002. Jeanne is a trained Social Worker and has held Casework and Senior Co-ordinator positions in Out of Home Care for 17 years. Jeanne is currently a School Counsellor and has been for 17 years, as well as part time Authorized Clinician with Children's Court Clinic for 20 years (concurrent & part-time).

*Governance and Planning Committee.*

### GEORGE RABIE OAM

**Year Appointed: August 2015**

Initially joined Nepean Youth Accommodation Services in 2009. George operated Little and Rabie Betta Home Living, an electrical appliance retail store that he started in 1974. He has served on the Boards of Betta stores for four years and Retravision for some 17 years. George is on the Board of Nepean Business Alliance, formally a Director for Nepean Medical Research Foundation (Medical Research Funding) and Rotary Club of Penrith Valley. George has

been a Member of Penrith Chamber of Commerce for 40 years. In 2014, George was awarded OAM for his service to the Community.

*Audit and Risk Committee, Governance and Planning Committee.*

### SIMONE ANGUS-CARR

*Bachelor of Community Welfare, Graduate Diploma Counselling, Masters Public Health Service Management, Masters Social Work*

#### Board Secretary

**Year Appointed: February 2016**

Simone joined Platform Youth Services in 2014 after being on the Turning Point Youth Accommodation Service Board. Simone is local to the Penrith area and has worked in youth accommodation and outreach. Simone previously worked for the Nepean Youth Drug and Alcohol Service since 2005 across Nepean Blue Mountains, Western Sydney and Southwest Sydney. Simone currently manages programs for the Ted Noffs Foundation.

*Audit and Risk Committee, Remuneration Committee.*

### RICHARD SARGENT

*MBA, FCCA*

**Year Appointed: October 2018**

Richard joined Platform in 2018. Richard has held senior executive positions in Finance and Transformation with large multinationals for over 20 years. He was Head of Finance for Castrol Australia for over 6 years. Richard has worked in Australia, the UK and Singapore. He was a director of a manufacturing JV between BP and Caltex for 3 years. Richard held the treasurer role for a school charity in the UK in 2015/2016.

*Audit and Risk Committee, Remuneration Committee.*

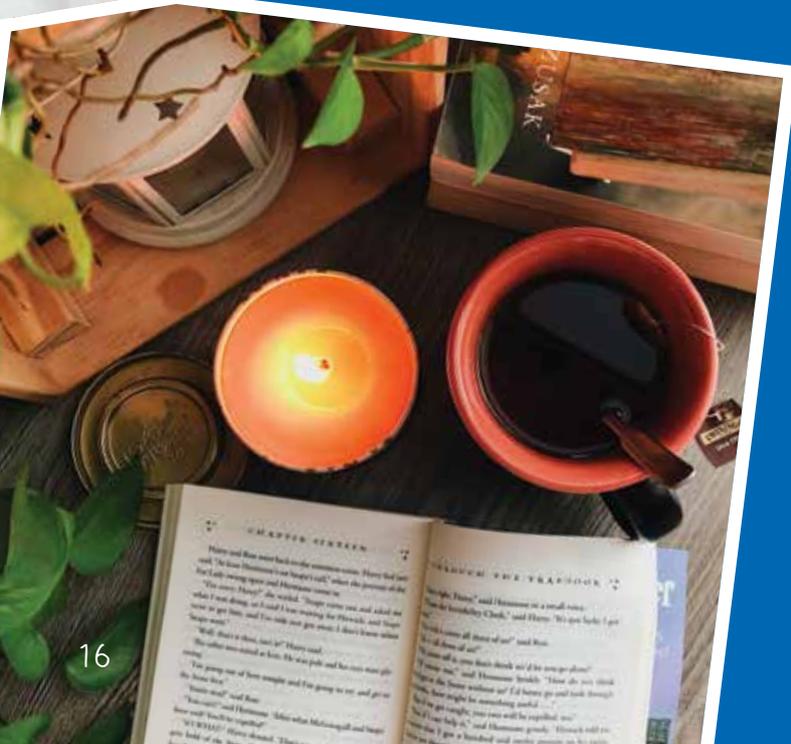
### DERYK LEARMONTH

*Bachelor of Laws, DipLaw (LPAB)*

**Year Appointed: October 2018**

Deryk is a principal of Williamson + Learmonth Solicitors. Deryk studied at Dundee University in Scotland, and the Legal Profession Admission Board in Sydney. Deryk practices in the areas of Family Law, Civil & Criminal Litigation, and Wills and Estates. Deryk is well known to the Penrith Community having advised local people and businesses since 2014.

*Governance and Planning Committee.*



## REBECCA EVANS

*Bachelor of Teaching – Early Childhood, Cert IV Training and Assessment*

**Year Appointed: October 2021**

Rebecca a proud Aniwana Country woman joined Platform in 2021. Rebecca has lived and worked on Darug Country for 30 years with her passion of education leading her to teaching. Rebecca has held various roles through TAFE in areas largely focused on Youth and Community. Rebecca currently works with students in years 7-10 with low literacy and numeracy and disengaged from education, along with focusing on student wellbeing ensuring students have their basic needs for a positive school experience.

*Governance and Planning Committee.*

## CASSANDRA MULLER

*Bachelor of Science, Masters Human Resources and Industrial Relations*

**Year Appointed: August 2021**

Cassie joined NAB in late 2021 as Chief People Officer (Digital, Data and Technology) and Transformation (HR and Agile) after over 10 years with the Woolworths Group, including 5 years in a key leadership role establishing and scaling Woolies. Cassie is a commercial, outcome focused, senior executive leader with extensive strategic and operational HR and IR experience. She is an accomplished leader who achieves business success by influencing and partnering with executive leaders.

## PRINCIPAL ACTIVITY

The principal activity of the company during the financial year was the provision of a range of services for vulnerable young people. The services include the provision of accommodation, early intervention services, transitional housing and outreach and community programs within the private and public housing sectors.

## SIGNIFICANT CHANGES

There were no significant changes during the year.

## OPERATING RESULT

The net surplus for the 2022 financial year was \$328,583; a decrease of 67% on the 2021 FY surplus of \$998,937. The decrease was due to the ceasing of the Federal Government's COVID-19 support payments, including the Cash Flow Boost and the JobKeeper wages subsidy payments. The company is a not-for-profit entity and is exempt from the payment of income tax.

## REVIEW OF OPERATIONS

Total income was \$6,964,884 (2021: \$6,883,072). The increase in income was mainly due to the receipt of additional once off grants during the year from NSW Department of Communities and Justice (DCJ) including the Social Sector Support Fund and the COVID-19 Partnership grants. Operating expenses for the 2022 FY increased to fulfil the requirements of these additional grants, totalling \$6,636,301 (2021: \$5,884,135). Critical to our success, has been the financial support provided

by our funders, NSW Department of Communities and Justice, Wentworth Community Housing, Multicultural NSW, Infrastructure NSW, the Waratah Education Foundation, the Lewis Foundation and our collaborative partnership with Mission Australia.

## SHORT-TERM OBJECTIVES

The company's short-term objectives are to:

- offer vulnerable young people a range of support services that develop wellbeing, resilience and transferable life skills so they can actively participate in their social and economic communities
- support vulnerable young people aged 12-25 by engaging all sectors of our local communities in ongoing partnerships and support programs
- be a recognised leader in the provision of youth support services as evidenced by the success of our programs

## LONG-TERM OBJECTIVES

The company's long-term objectives are to:

- establish and maintain relationships that foster social inclusion and community reconnection for vulnerable young people
- be sustainable and strive for continuous improvement so as to offer the best possible outcomes for the vulnerable young people requiring our assistance

## STRATEGY FOR ACHIEVING SHORT AND LONG-TERM OBJECTIVES

To achieve these objectives, the company had adopted the following strategies:

- the company strives to attract and retain quality staff and volunteers who are committed to working with vulnerable young people in need. The company believes that attracting and retaining quality staff and volunteers will assist with the success of the company in both the short and long term
- staff and volunteers work in partnership with a range of community stakeholders, and this is evidenced by the ongoing support of the company's projects and initiatives. The company ensures community stakeholders understand and are committed to the objectives of the group through ongoing education for the projects to succeed
- staff and volunteers are committed to creating new and maintaining existing programs in support of the underprivileged people. Committed staff and volunteers allow the entity the ability to engage in continuous improvement
- the company's staff and volunteers strive to meet consistent standards of best practice and provide clear expectations of professional accountabilities and responsibilities to all stakeholders. This is evidenced by the performance of staff and volunteers, being assessed based on these accountabilities, and ensures staff are operating in the best interests of the underprivileged people and the group

## MEETINGS OF DIRECTORS

The number of meetings held during the year, and the number of meetings attended by each Director are as follows in the table.

Director	Eligible Meetings	Attended Meetings
Anna Wemyss	9	9
Colin Lenton	9	9
Jeanne Appleton**	4	3
George Rabie	9	8
Simone Angus-Carr	9	8
Richard Sargent	9	9
Deryk Learmouth	9	8
Cassandra Muller*	8	7
Rebecca Evans*	6	4

\*appointed during the year

\*\* resigned during the year

## FUTURE DEVELOPMENTS

The company will continue to participate in the provision of youth services to help vulnerable young people have the opportunities, skills and support they need to participate actively in their social and economic communities.

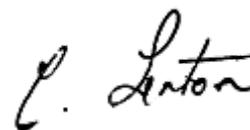
## AUDITOR'S INDEPENDENCE DECLARATION

The auditors' independence declaration for the year ended 30 June 2022 has been received and can be found on the following page.

Signed in accordance with a resolution of the Board of Directors:



**Anna Wemyss**  
Director



**Colin Lenton**  
Director

27 September 2022

**PLATFORM YOUTH SERVICES LTD**

**ABN 57 734 571 056**

**FINANCIAL REPORT - 30 JUNE 2022**

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF  
PLATFORM YOUTH SERVICES LTD**

***Opinion***

We have audited the financial report of Platform Youth Services Ltd which comprises the statement of financial position as at 30 June 2022, the statement of profit or loss and other comprehensive income, the statement of changes in funds and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the Directors' Declaration.

In our opinion, the accompanying financial report of Platform Youth Services Ltd is in accordance with the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- a) giving a true and fair view of the company's financial position as at 30 June 2022 and of its financial performance for the year then ended, and
- b) complying with *Australian Accounting Standards - Simplified Disclosures* and the *Australian Charities and Not-for-profits Commission Regulation 2013*.

***Basis for Opinion***

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibility for the Audit of the Financial Report* section of our report. We are independent of the company in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* and the ethical requirements of the Accounting Professional and Ethical Standards Board's *APES 110 Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We confirm that the independence declaration required by the *Australian Charities and Not-for-profits Commission Act 2012*, which has been given to the Directors of the company, would be in the same terms if given to the Directors as at the time of this auditor's report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

***Directors' Responsibility for the Financial Report***

The Directors of the company are responsible for the preparation of the financial report that gives a true and fair view in accordance with *Australian Accounting Standards - Simplified Disclosures* and the *Australian Charities and Not-for-profits Commission Act 2012* and for such internal control as the Directors determine is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Directors are responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Directors either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

The Directors are responsible for overseeing the company's financial reporting process.

**PLATFORM YOUTH SERVICES LTD**  
**ABN 57 734 571 056**

**FINANCIAL REPORT - 30 JUNE 2022**

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF**  
**PLATFORM YOUTH SERVICES LTD**

***Auditor's Responsibilities for the Audit of the Financial Report***

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

A further description of our responsibilities for the audit of the financial report is located at *The Auditing and Assurance Standards Board* and the website address is <http://www.auasb.gov.au/Home.aspx>

We communicate with the Directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

**Report on Other Legal and Regulatory Requirements**

In addition, our audit report has also been prepared for the members of the company in accordance with section 24(2) of the *Charitable Fundraising Act 1991*.

Accordingly, we have performed additional work beyond that which is performed in our capacity as auditors pursuant to the *Australian Charities and Not-for-profits Commission Act 2012*. These additional procedures included obtaining an understanding of the internal control structure for fundraising appeal activities and examination, on a test basis, of evidence supporting compliance with the accounting and associated record keeping requirements for fundraising appeal activities pursuant to the *Charitable Fundraising Act 1991* and Regulations.

It should be noted that the accounting records and data relied upon for reporting on fundraising appeal activities are not continuously audited and do not necessarily reflect after the event accounting adjustments and the normal year-end financial adjustments for such matters as accruals, prepayments, provisioning and valuations necessary for year-end financial report preparation.

The performance of our statutory audit included a review of internal controls for the purpose of determining the appropriate audit procedures to enable an opinion to be expressed on the financial report. This review is not a comprehensive review of all those systems or of the system taken as a whole and is not designed to uncover all weaknesses in those systems.

The audit opinion expressed in this report pursuant to the *Charitable Fundraising Act 1991* has been formed on the above basis.

**PLATFORM YOUTH SERVICES LTD**  
**ABN 57 734 571 056**

**FINANCIAL REPORT - 30 JUNE 2022**

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF**  
**PLATFORM YOUTH SERVICES LTD**

***Auditor's opinion***

Pursuant to the requirements of with section 24(2) of the *Charitable Fundraising Act 1991*, we report that, in our opinion:

- a) the financial report gives a true and fair view of the financial result of fundraising appeal activities for the financial year ended 30 June 2022;
- b) the financial report has been properly drawn up, and the associated records have been properly kept for the period 1 July 2021 to 30 June 2022, in accordance with the *Charitable Fundraising Act 1991* and Regulations;
- c) money received as a result of fundraising appeal activities conducted during the period 1 July 2020 to 30 June 2021 has been properly accounted for and applied in accordance with the *Charitable Fundraising Act 1991* and Regulations; and
- d) at the date of this report there are reasonable grounds to believe that company will be able to pay its debts as and when they become due and payable.



**StewartBrown**  
Chartered Accountants



**S.J. Hutcheon**  
Partner

27 September 2022

# Statement of Financial Position

AS AT 30 JUNE 2022

	Note	2022 \$	2021 \$
<b>ASSETS</b>			
<b>Current assets</b>			
Cash and cash equivalents	6	4,221,833	3,577,812
Trade and other receivables	7	9 8,364	153,536
<i>Total current assets</i>		4,320,197	3,731,348
<b>Non-current assets</b>			
Property, plant and equipment	8	2,638,712	2,724,212
<i>Total non-current assets</i>		2,638,712	2,724,212
<b>TOTAL ASSETS</b>		<b>6,958,909</b>	<b>6,455,560</b>
<b>LIABILITIES</b>			
<b>Current liabilities</b>			
Trade and other payables	9	358,249	286,518
Employee benefits	10	656,383	520,075
<i>Total current liabilities</i>		1,014,632	806,593
<b>Non-current liabilities</b>			
Employee benefits	10	144,923	178,196
<i>Total non-current liabilities</i>		144,923	178,196
<b>TOTAL LIABILITIES</b>		<b>1,159,555</b>	<b>984,789</b>
<b>NET ASSETS</b>		<b>5,799,354</b>	<b>5,470,771</b>
<b>FUNDS</b>			
Accumulated funds		5,519,137	5,190,554
Reserves	11	280,217	280,217
<b>TOTAL FUNDS</b>		<b>5,799,354</b>	<b>5,470,771</b>
The accompanying notes form part of these financial statements			

# Statement of Profit or Loss

## AND OTHER COMPREHENSIVE INCOME

	Note	2022 \$	2021 \$
<b>Revenue</b>	4	6,964,884	6,814,357
<b>Other income</b>	4	-	68,715
		<b>6,964,884</b>	<b>6,883,072</b>
<b>Expenses</b>			
Administration expenses		(366,445)	(389,461)
Depreciation expenses	5	(228,261)	(131,900)
Donations expenses		(50,000)	-
Employee benefits expense		(4,062,861)	(3,964,348)
Finance costs - lease liabilities	5	-	(125)
Insurance expenses		(165,440)	(90,938)
Loss on disposal of property, plant and equipment	5	(1,534)	-
Office expenses		(110,416)	(125,621)
Program expenses		(1,428,243)	(957,973)
Property and lease expenses		(223,101)	(223,769)
		<b>(6,636,301)</b>	<b>(5,884,135)</b>
<b>Surplus before income tax</b>		<b>328,583</b>	<b>998,937</b>
Income tax expense		-	-
<b>Surplus for the year</b>		<b>328,583</b>	<b>998,937</b>
<b>Other comprehensive income</b>		-	-
<b>Total comprehensive income for the year</b>		<b>328,583</b>	<b>998,937</b>

The accompanying notes form part of these financial statements

# Statement of Changes in Funds

AS AT 30 JUNE 2022

	Accumulated Funds \$	Asset Revaluation Reserve \$	Total \$
<b>Balance at 1 July 2020</b>	<b>4,191,617</b>	<b>280,217</b>	<b>4,471,834</b>
<b>Comprehensive income</b>			
Surplus for the year	998,937	-	998,937
Other comprehensive income	-	-	-
<b>Total comprehensive income for the year</b>	<b>998,937</b>	<b>-</b>	<b>998,937</b>
<b>Balance at 30 June 2021</b>	<b>5,190,554</b>	<b>280,217</b>	<b>5,470,771</b>
<b>Balance at 1 July 2021</b>	<b>5,190,554</b>	<b>280,217</b>	<b>5,470,771</b>
<b>Comprehensive income</b>			
Surplus for the year	328,583	-	328,583
Other comprehensive income	-	-	-
<b>Total comprehensive income for the year</b>	<b>328,583</b>	<b>-</b>	<b>328,583</b>
<b>Balance at 30 June 2021</b>	<b>5,519,137</b>	<b>280,217</b>	<b>5,799,354</b>

The accompanying notes form part of these financial statements

# Statement of Cash Flows

AS AT 30 JUNE 2022

	Note	2022 \$	2021 \$
<b>Cash flows from operating activities</b>			
Receipts from customers and government		906,062	1,401,062
Payments to suppliers and employees		(6,946,548)	(6,396,422)
Donations and fundraising income		26,790	10,833
Government grants received		6,778,663	5,144,711
Interest received		23,349	17,432
Interest paid - leases		-	(125)
<i>Net cash flows from operating activities</i>		788,316	177,491
<b>Cash flows from investing activities</b>			
Proceeds from sale of property, plant and equipment		-	167,471
Purchase of property, plant and equipment		(144,295)	(291,138)
<i>Net cash flows from investing activities</i>		(144,295)	(123,667)
<b>Cash flows from financing activities</b>			
Repayment of lease liabilities		-	(22,209)
<i>Net cash flows from investing activities</i>		-	(22,209)
Net increase (decrease) in cash and cash equivalents		644,021	31,615
Cash and cash equivalents at the beginning of the financial year		3,577,812	3,546,197
Cash and cash equivalents at the end of the financial year	6	4,221,833	3,577,812
The accompanying notes form part of these financial statements			



# Director's Declaration



The Directors of the Platform Youth Services Ltd declare that:

1. The financial statements, which comprises the statement of financial position as at 30 June 2022, and the statement of profit or loss and other comprehensive income, statement of changes in funds and statement of cash flows for the year ended on that date, a summary of significant accounting policies and other explanatory notes are in accordance with the Australian Charities and Not-for-profits Commission Act 2012 and:
  - (a) comply with Australian Accounting Standards - Simplified Disclosures (including Australian Accounting Interpretations) and Australian Charities and Not-for-profits Commission Regulation 2013; and
  - (b) give a true and fair view of the financial position as at 30 June 2022 and of the performance for the year ended on that date of the company.
2. In the opinion of the Directors there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Directors.



**Anna Wemyss**  
Director



**Colin Lenton**  
Director

27 September 2022



# Director's Declaration

UNDER THE CHARITABLE FUNDRAISING ACT 1991



In the opinion of the Directors of Platform Youth Services Ltd:

- (i) The financial statements and notes thereto give a true and fair view of all income and expenditure with respect to fundraising appeals conducted by the organisation for the year ended 30 June 2022; and
- (ii) The statement of financial position as at 30 June 2022 gives a true and fair view of the state of affairs of the company with respect to fundraising appeals conducted by the organisation; and
- (iii) The provisions of the Charitable Fundraising Act 1991, the regulations under that Act, and the conditions attached to the authority to fundraise have been complied with by the organisation; and
- (iv) The internal controls exercised by the company are appropriate and effective in accounting for all income received and applied by the organisation from any of its fundraising appeals.

This declaration is made in accordance with a resolution of the Board of Directors.



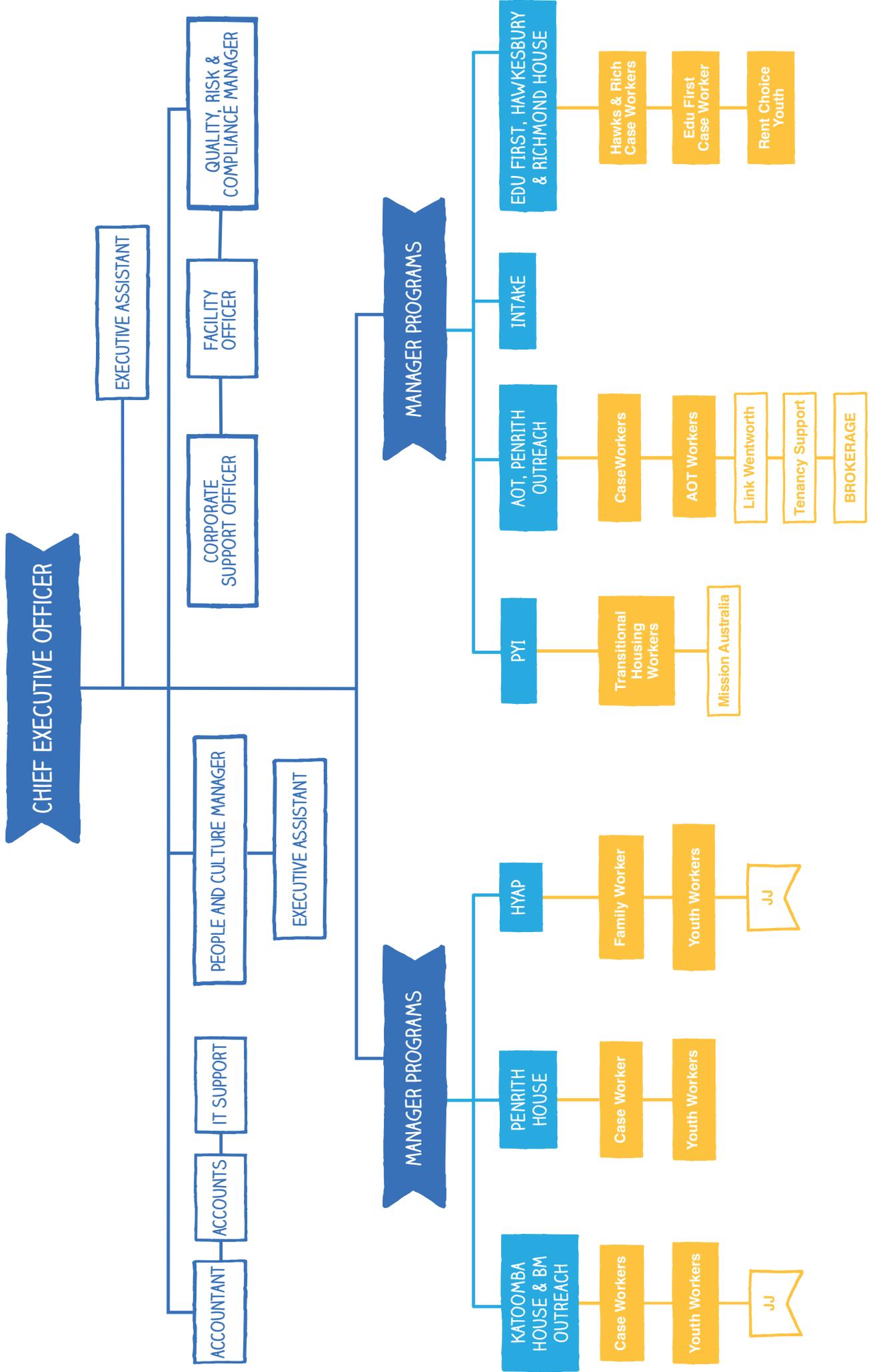
**Anna Wemyss**  
Director



**Colin Lenton**  
Director

27 September 2022

# PLATFORM YOUTH SERVICES LTD ORGANISATIONAL CHART



We COULDN'T  
HAVE **DONE IT**  
without YOU!

## PARTNERSHIPS

- Link Wentworth Housing
- Mission Australia
- NBM Homelessness Mental Health Team
- Ted Noffs
- The Y
- MyFoundations
- Lendlease
- Property Industry Foundation

## FUNDING BODIES

- Department of Communities & Justice;
  - Specialist Homeless Services
  - Homeless Youth Assistance Program
  - Premiers Youth Initiative
  - Bail & Accommodation Support Service

## PEAK MEMBERSHIPS

- Homelessness NSW
- Yfoundations
- Shelter NSW
- MCRN – Mountains Community Resource Network
- NCOSS - NSW Council of Social Service
- ACWA - Australian Community Workers Association

## INTERAGENCIES & WORKING GROUPS

- Hawkesbury / Penrith Youth Interagency
- Blue Mountains Community Interagency
- Penrith Homeless Interagency
- Nepean Blue Mountains District Specialist Homelessness Services
- WSNBM Accommodation Panel
- Communities of Practice

## LOCAL GOVERNMENT

- Penrith City Council
- Blue Mountains City Council
- Hawkesbury Council

## HEALTH SERVICES

- Nepean Drug and Alcohol Service
- Neami
- Mental Health Assessment & Acute Care Team
- Ted Noffs
- Headspace
- LikeMind

## CORPORATE SUPPORT

- CMY
- Australian Federation of Employers and Industries
- The Creative Fringe
- Lewis Foundation
- Penrith Valley Chamber
- Warratah Foundation

## FOOD & MATERIAL AID SUPPORT

- Pay it Forward Nepean
- Hawkesbury Helping Hands
- Earth Recovery Katoomba
- Christ Mission Possible

## STAFF SUPPORT

- Access EAP
- Donna Bevan
- Paul Schott
- 4iLeadership
  - Tim Collins
  - Jess Weiss
  - Melina Lipkiewicz
- Duncan Sutherland

OUR NEIGHBOURS AT ALL

OUR VARIOUS PROPERTIES

# TOTAL *young people* SUPPORTED

345

MALES

+

481

FEMALES

+

16

OTHER

237

37

28% OF OUR CLIENTS IDENTIFIED AS TORRES STRAIGHT ISLANDER DESCENT OR ABORIGINAL

4% OF OUR CLIENTS ARE FROM A NON-ENGLISH SPEAKING BACKGROUND

## Needs identified & supported

22%

ASSERTIVE  
OUTREACH

33%

RETURNED  
HOME

93%

ADVOCACY

78%

TENNANCY  
SUPPORT

78%

LIVING  
SKILLS

25%

STABLE HOUSING  
AT END OF SUPPORT

23%

LEGAL

36%

IN EMPLOYMENT

32%

BROKERAGE

69%

MENTAL HEALTH  
SUPPORT