



ANNUAL REPORT 2017

noffs™

noffs.org.au

**We help disadvantaged
young Australians
move beyond
disadvantage**

noffs™

Noffs acknowledges the traditional custodians of the land on which we live and work and pay our respect to the Elders both past & present.

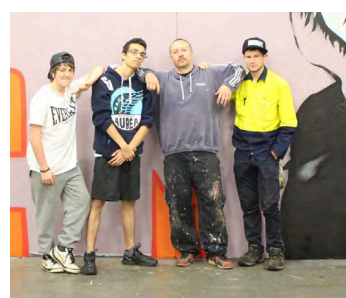




President's Message P2



CEO's Message P4



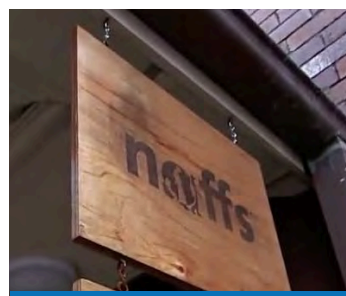
About Us P6



Year In Highlight P16



Financials P26



Our Locations P29

Contents

Leadership

President's Message	2
CEO's Message	4

About Us

Overview & History	6
Our Mission	7
Our Values	8
Our Approach	9
Our Services	12

Delivering in 2016/17

Year in Highlight	16
Our Young People	19
Our Staff & Volunteers	22
Letter from a Young Person	25
Financials	26
Thank You	28
Our Locations	29

PRESIDENT'S MESSAGE



It is with great pleasure that I present the Ted Noffs Foundation Annual Report 2017.

The 2016/17 year has seen a further expansion of our clinical programs with additional counselling services established in Moree, Wagga Wagga and Mt Druitt NSW and Ipswich Queensland. All of these new ventures have been funded through Primary Health Networks (PHNs) using Commonwealth funding delivered as part of the response to the National Ice Taskforce recommendations. Increasingly, the Commonwealth Government is moving to a model where the PHNs rather than the Department of Health will determine funding allocations at a local level. It has therefore, been important to establish a positive and ongoing relationship with these Networks.

In a pleasing move that reflects favourably on our achievements, the Queensland Government has decided to extend our funding for a further four and possibly five years. We have not been required to retender for the funds which is a clear indication that we have met and indeed, exceeded expectations in relation to delivering quality, innovative services.

A major sponsor of Noffs, The Mounties Group, continues to provide a very significant annual grant to the Liverpool Street University. This is in addition to providing the premises on a rent-free basis. The sponsorship, now into its tenth year, has been the lifeblood of the Street Uni and we are thankful to Mounties for their exceptional generosity.

I would like to express thanks to my fellow Governing Committee members, Jamie Prell, Toni Makkai, Mandy Noffs and Wesley Noffs for their hard work and commitment to young Australians. I would also like to acknowledge with gratitude the contribution of past Committee member, David Pocock, who stood down at the 2016 Annual General Meeting as he is undertaking an overseas sabbatical from his rugby playing commitments.

I also wish to thank all the Foundation's staff and volunteers for their dedication, enthusiasm and belief in young people. You are making a difference to hundreds of lives.

As we continue to grow we will maintain our very high standards of care and continue to provide real opportunities for young people to lead productive, fulfilling lives.

A handwritten signature in black ink, appearing to read 'Frank Hansen'.

Frank Hansen APM



CEO'S MESSAGE



It's been another exciting year for us at Ted Noffs Foundation. With the announcement that the ACT government will allow a pilot of the Pill Testing program to happen at a music festival over the next year - we are thrilled that this innovative harm reduction initiative will finally happen after years of advocacy. We have been calling for this since 2014 - there have been too many tragic and unavoidable young deaths.

Our vital treatment services for at-risk young people have also grown into new areas - Moree, Blue Mountains, West Moreton and Western Sydney. Our exciting new outreach will be engaging hundreds of young people across New South Wales and Queensland.

Of course, the challenge in growing an organisation is in hiring the best people. In recruiting we are searching for employees who enjoy creating opportunities that allow at-risk young people to realise their innate promise. Who thrive in a challenging environment, who believe in the potential of the young people they work with.

We look for employees who are socially progressive and open to new and innovative ideas. People who are not afraid of "the other" and who can respect - not just tolerate - the views and beliefs of people different to them. We recruit people who are open to challenging the current social norms. Who can question ideas but do so respectfully.

We seek the thinkers, the dreamers and the courageous. We are on a journey together and we are not interested in the status quo.

We aim to only enlist and keep those who value honesty, integrity and who are focused on the higher purpose of helping disadvantaged young people. If we are the exemplars for the young people in our care, then we must openly share and debate ideas. We challenge each other respectfully knowing that we are stronger together. So to our Noffs team and to all our supporters - you have made us what we are today.

Thank you for another brilliant year.

A handwritten signature in black ink, which appears to read "Matt Noffs". The signature is stylized with a large, looped 'M' and a cursive 'Noffs'.

Matt Noffs





OVERVIEW

The Ted Noffs Foundation is a charity that supports young people and their families who are experiencing the challenges of alcohol and drug misuse, poor mental and physical health, criminality and social disadvantage and exclusion.

We enhance and evolve the family of humanity by forging new ways of engaging and working with young people and their communities to improve the social inclusion of all.

HISTORY

Our organisation was founded in 1970 by the great Australian humanitarian, Reverend Ted Noffs and his wife Margaret Noffs. During their remarkable careers of pioneering initiatives for young people, the Noffs established Sydney's first crisis centre in 1968, set up the first Drug Referral Centre in Sydney in 1967, co-founded the Aboriginal Affairs Foundation in 1962 and co-founded Lifeline in 1963.

Ted's son, Wesley and his wife Amanda Noffs took over the foundation after Ted suffered a stroke. Wesley and Amanda worked alongside academics to create the country's first drug and alcohol rehabilitation centre for adolescents known as PALM. The community and government immediately supported the idea and the work of Noffs Foundation spread across Australia.

The Foundation continues the legacy today by providing essential services for young people and their families, including the Street University, a pioneering initiative starting in 2009.

All of our services are based on leading research and are continually evaluated.

OUR MISSION

Opportunities For Young People

To create opportunities for young people facing adversity through educational, entrepreneurial, social and clinical programs/projects and connect them back into the community, in a healthy way.

Connected Families

To assist young people and their parents develop healthy communication and mutual respect.

Engaged Staff

To create a workplace that inspires and empowers our staff to work with young people.



OUR VALUES

We have a set of beliefs that drive our culture and priorities to provide the framework in which decisions are made. They also determine how we work with our clients, stakeholders, partners and colleagues.



OUR APPROACH

Hooks, Brakes, Cranes & Trains Theory

Hooks

Creating spaces for engaging marginalised young people from all walks of life.

Brakes

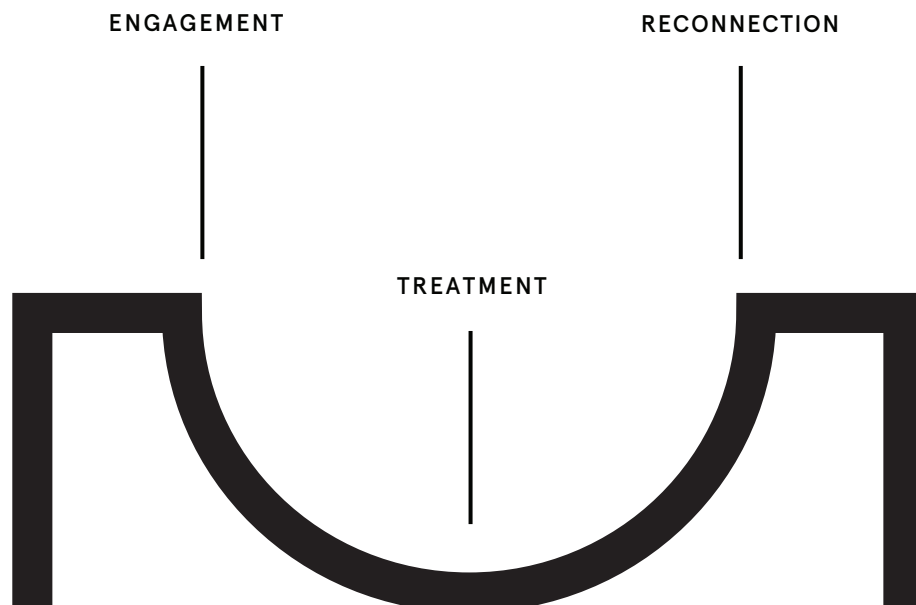
Help resolve an issue that is preventing a young person from realising their potential.

Cranes

Create opportunities to support a young person get out of a current problematic situation and into a healthier one.

Trains

Create pathways for young people to begin their life journey.



This diagram was designed by Noffs staff and our research partners at UNSW to create a visual image of our work. We actualise our vision by engaging, treating and re-connecting those young people who are at risk of or do slide into the dip.

Ending the harm caused by drugs – one young person at a time.

NO-ONE DOES THE WORK NOFFS DOES

Our young people are experiencing much more than just drug problems.

Of the young people in our Adolescent Rehabs:

85% have been expelled from school at least once.

40% have lived in three or more places in the past six months.

60% have suffered physical abuse from a person they know.

79% have serious mental health concerns.

69% have problems with violence and aggression.

42% have tried to take their own lives.

Noffs provides them with a world that is safe again. Our programs help them deal with the trauma they've experienced in their lives. And it happens in an environment in which they feel valued and supported.



"It's easy man, it's simple really, we aren't so difficult. We just want someone who cares; we just wanna feel trust and respect."

Female client, 17 years

These are young people who feel that they are never in control. Their connections to family and community have broken down. They have serious psychological difficulty in saying "no" – be it to drugs, unsafe behaviour or inappropriate relationships.

"...you helped me with a lot. Like how to be present when my head thoughts are racing and when I struggle with a relationship. I just want to be a proud Aboriginal person."

Male client, 15 years

Drugs affect every single one of us – But you will make a difference today.

Your investment in Noffs builds a safer community. After leaving adolescent rehab:

**Suicidal
ideation
drops by
40%**

**Drug use
drops by
over
50%**

**Crime
drops
by
60%**

Real and lasting change is achievable for young people and it results in major individual and societal benefits.

While the investment required to create these services is significant, the results in terms of the development of a generation of young Australians who lead productive, fulfilling lives, free of the devastating effects of drug use, will mean it is money well spent.



“I have a really good relationship with my family, and most of all, I’m happy. I finally see myself as having a future. Thank you for changing my life.”

Female client, 16 years

When you invest in Noffs projects, you're not just changing young lives, you're investing in a safer Australia. Please give now.



OUR SERVICES

STREET UNIVERSITY (LIVERPOOL, MT DRUITT & CANBERRA)

The Street Universities can be considered the engagement phase of the Ted Noffs Foundation continuum of care. They provide workshops and activities that incorporate creative use of art, music, dance, theatre, multi-media, writing, life skills development and technology and design in a highly visible, youth-friendly venue. They also deliver vocational and educational workshops and bridging programs to further education. The Street University movement has as its primary aim the re-connection with the community and cultivation of social inclusion of young people. Its strength lies in its capacity to engage and motivate disadvantaged young people and its ability to provide them with the material and social support needed to actualise ideas and ambitions.

PROGRAM FOR ADOLESCENT LIFE MANAGEMENT (PALM) (SYDNEY & CANBERRA)

PALM is a residential treatment program for young people to address drug and alcohol, mental health, family dysfunction and criminality issues. The service provides a holistic, intensive, multi-disciplinary, residential treatment program staffed by professionals specifically trained in dealing with trauma, challenging behaviours and complex needs. The program offers counselling, family therapy, group work, vocational/educational modules and recreational activities.

CONTINUING ADOLESCENT LIFE MANAGEMENT (CALM) (SYDNEY & CANBERRA)

CALM is the aftercare module for clients who have participated in the PALM program and offers a range of community-based therapeutic services including individual and family counselling, life skills development and educational and vocational programs. A key component of CALM is the use of "facebook" to maintain open communication with clients and provide ongoing support as well as information and resources on health and lifestyle issues.

TED

TED is an online system developed by Ted Noffs Foundation to manage the data, research and client management requirements of both residential and non-residential services. It is a comprehensive tool that enables real time management of clients from any location. It is a bespoke design and allows for adaptation to diverse needs and changes in service models or funding requirements. Its versatility has been widely acknowledged and it has been funded by the Department of Health and Ageing for implementation across six NGOs external to Ted Noffs Foundation.



GETTING IT TOGETHER SCHEME (WESTERN SYDNEY)

This Indigenous-specific program operates in Western Sydney and provides an early intervention service, one-to-one counseling and facilitates small group workshops.

The program uses a range of practical and effective methods such as fishing, bushwalking, sports and swimming activities to engage and build trust with Indigenous young people. It uses this therapeutic relationship as a basis for addressing issues the young people would normally be reluctant to discuss.

GENERAL COUNSELLING PROGRAM

All Ted Noffs Foundation facilities offer general drug and alcohol and mental health counselling services to young people and their families. In addition to this, our counselling services extend to the Western Sydney, Nepean and Hawkesbury regions.

The counsellors in these services have developed partnerships with a range of local youth services and government agencies and are able to use their facilities to provide specialised counselling for young people in the area.

NOFFS QUEENSLAND

Noffs Queensland is a counselling and case management based service located in south eastern Queensland for young people aged 12 – 25 years. Clients are offered evidence-based treatments that cater for drug, alcohol and mental health issues. The primary focus of the clinicians in the Queensland Service is to comprehensively assess all clients referred to the service, develop an individual treatment plan and provide brief intervention to support clients achieving their goals.

TAKE HOLD (CANBERRA)

Take Hold has three components: mentoring, life skills and social enterprise. The attraction of volunteers to mentor is still showing strong expansion indicating the level of support from the Canberra community for the program.

Take Hold since expanded its life skills component primarily due to its impact within the organisations it is currently servicing. The areas of expansion are to apprentices and vulnerable high school students.

DEADLY DREAMING (WESTERN SYDNEY)

The Deadly Dreaming Program delivers a series of school-based workshops aimed at bolstering the art and cultural aspects of the Aboriginal and Torres Strait Islander community with the view of addressing youth disengagement. The workshops achieve this by supporting participants to maintain connection with culture, appreciate heritage and reconnect with Elders within the community.

Champions of west named

The finalist businesses and individuals hoping to

be named the #gowest champion for 2016 have been announced.

Adam Bell

MEET your Champions of the West - 23 individuals and groups dedicating themselves to improving the lives of those around them and where they live.

From those advocating for the rights of women to teenagers cooking up a storm, the finalists in Small Business, Start Up, Innovative Workplace, Young Entrepreneur, Community, Indigenous Excellence and Sport in Education, are now in the running to win \$10,000 grants as part of The Sunday and Daily Telegraph and NewsLocal's Go West campaign.

Finalists for young entrepreneur include high school student Jonathan Massada who is juggling his HSC while also running a dessert baking business from the kitchen of his Greystanes home in Sydney's west. He will vie for the \$10,000 grant courtesy of corporate sponsor TAFE Western Sydney with Joshua Brooks, 15, who started his own Amusements 4 Hire business three years ago, gaming app developer George Konstand, and Nih Change who set up a business reviewing high school assessment tasks for students in Years 10 to 12.

The finalists in the NAB-sponsored categories of Small Business and Start-Up include Shine Early Intervention which provides therapy services to children with special needs, and Street Uni Clothing which teaches troubled teens how to start their own business. Four finalists will contest the Western Sydney University's Innovative Workplace category including Parenting Hub - Centre of Excellence which offers families vital advice and support on raising babies and toddlers.

Active Kids = Happy Kids, which specialises in physio-



The discussion panel held at the breakfast at Casa Powerhouse where the announcement about the Go West finalists was made.

therapy-based sports programs for children will contest the Harvey Norman-sponsored Sport in Education category with Community Engagement which offers discounted football clinics and welcomes children of all religious

Our funding can only stretch so far, we can't afford to grow this. We want to make a difference and open up pathways and life skills that they can take with them for life.

Angela Machado, Jara Indigenous Education Unit

backgrounds. The Indigenous Excellence award has two finalists - Creating Strong Aboriginal Student Leaders and The Jaraara Indigenous Education Unit partnership with Goudwana National Indigenous Children's Choir.

In less than four months, the partnership between the Jaraara Indigenous Education Unit and John Warby Public School at Airlds in Sydney's south west has al-

lowed 20 indigenous youth across seven schools celebrate and share their culture within their community and beyond. But with a lack of funding, the choir can no longer support Jaraara's hopes of extending their reach across all of western Sydney.

Manager of the Jaraara Indigenous Education Unit, Angela Machado said that while they have maintained a steady number of 20 students per week, their main goal is to improve the lives of all indigenous youth in the west, not just those within the seven schools.

She said the program allows the students to have a voice and celebrate their culture while learning to sing and build on their literacy and numeracy skills.

"Our funding can only stretch so far, we can't afford to grow this. We want to make a difference and open up pathways and life skills that they can take with them for life," Angela Machado said.

Readers are invited to vote for their favourite finalists as part of the NAB Go West People's Choice Award. You can nominate your Champion today by going to www.gowest2016.com.au.



Street Uni Clothing Project in Liverpool are a foundation built to assist troubled youth. The foundation has been named as a Go West finalist. Picture: Jonathan Ng.

LOCAL FINALISTS

SUCCESS STORIES NAMED AS GO WEST FINALISTS

SMALL BUSINESS - NAB

Shine Early Intervention: Provides therapy services to children with complex needs or a diagnosed disability.

START UP - NAB

Street Uni Clothing - Wearable Art Exhibition: Teaches troubled youth how to start their own business as well as designing and creating shirts.

S.T.A.R. Maths Online: Specialises in a new primary Maths software which focuses on individual student strengths and weaknesses.

INNOVATIVE WORKPLACE - WSU

ISTEM (Student Science Enrichment Program): Prepares young people for careers in science and innovation.

YOUNG ENTREPRENEUR - TAFE WESTERN SYDNEY

A Taste of Home: Turns local artists into global success stories. MarkitUp: Nih Chang's business reviews high school assessment tasks for students in Years 10 to 12.

MOREE

This is a partnership between the Ted Noffs Foundation and Beyond Empathy, which seeks to offer the young people of Moree opportunities for growth, expression and support. Local musicians and artists run free workshops in a dedicated recording studio to help young people express their unique talents in song writing, recording and art.

Skilled and compassionate counsellors are on hand to support young people experiencing difficulties with drug or alcohol use as well as a variety of issues including family stress and grief issues, mental health and emotional difficulties. The partnership works closely with local Indigenous elders to create opportunities for young people to explore and connect with their culture and begin to make meaningful contributions to their community.

YOUTH HOMELESSNESS SERVICES (EASTERN SUBURBS & INNER CITY, SYDNEY)

As part of the NSW Government's Going Home Staying Home reforms, Noffs has entered into two partnerships in the South Eastern Sydney and Sydney Districts to provide specialist homelessness services. These services mean that young people have access to the right support locally, when they need it and before they reach crisis point.

Noffs provides post crisis support to help keep young people housed, and will provide targeted strategies for young people exiting Out of Home Care, and those with complex needs. This service has a strong focus on responses for Aboriginal young people and is accessible to young people from culturally and linguistically diverse backgrounds.

PATHWAYS (GOULBURN & MURRUMBIDGEE)

In partnership with Directions Health Services, Pathways deliver treatment and support services to young people and adults with a substance abuse issue. Services are provided in a non-judgemental and respectful manner that also recognises the need for localised solutions by providing enhanced access to treatment, and by delivering a model that is responsive to regional and rural areas. The service includes case management, counselling and group therapy based on an individual treatment plan.

A person wearing a dark hoodie and pants is leaning against a brick wall. The wall is composed of light-colored bricks on the left and red bricks on the right. The person is standing on a dark, reflective surface, and their reflection is visible below them. The scene is dimly lit, with a strong light source from the left creating a bright area on the wall and the person's clothing.

**We help young
Australians move
beyond crime**

noffs™

The Year In Highlight



OVERVIEW

- Noffs continues to be a strong advocate on youth, drug and alcohol matters with a strong presence in the media.
- Research and training continues to be pivotal in 2017, with a focus on growth and development of the services.
- We successfully participated in several fundraising events such as Westfield Eastgardens Gift Wrapping Service and Febfast 2017.
- We participated in national events such as National Youth Week and NAIDOC Week across Noffs.

NSW

- Over 14,000 visits by young people to our Street University Programs.
- Street University Liverpool hosted Australia Battle of the Year (BOTY) 2017. BOTY is one of the world's largest break dancing events. There hasn't been one held in Australia for 13 years and we are deeply honoured to be part of this.
- Graduates of Young Entrepreneurship Scheme (YES) presented their business case to Noffs panel of judges and won them over. Many transitioned into building on their businesses and piloting their entrepreneurial ideas during the school holidays.
- Mounties staff volunteered at Street University Clothing early this year and also printed their volunteering uniforms there.
- Music programs such as DJ program and Beat Making workshops have been slowly building a community of producers and DJs.
- Release of second music album - Street Uni Compilation Vol 2 - available via download: <https://streetuni.bandcamp.com>
- Launch of Western Sydney Counselling.
- Nepean and Western Sydney Counselling Services had 800 counselling sessions.
- Renamed the dance studio at Street University Mount Druitt as The Andrew Rogers Dance Room in recognition of the long time support received from Andrew Rogers AO.



NSW (Continued)

- Two of our young people had the opportunity to represent the Street University at TEDxSydney performing and showcasing their amazing talents alongside Street University veteran, L-Fresh The Lion.
- PALM Sydney facilitated over 2360 therapeutic groups and had 1300 counselling sessions with clients.
- CALM Sydney assisted 176 young people to enter, re-enter school or undertake a training course for the first time and assisted a further 121 young people to apply for jobs.

- Youth Homelessness Services supported over 20 schools in Eastern Suburbs and Inner City area and had 5700 individual service contacts for the year.

Social Enterprises

- Noffs Op Shops and Street University Clothing have collaborated by printing designs on donated second hand T shirts that have been well received by Op Shops customers.
- Street University Clothing celebrated its 2nd year anniversary and participated in Wearable Art Exhibition and Marketplace.

QLD

- Noffs QLD has conducted 1600 counselling sessions.
- 3500 visits to our QLD Street Universities.
- Queensland Family and Child Commission as well as Logan City Council commissioned different Street Art works.
- Queensland Police gave a referral award to Caboolture Team for participating with Police in Moreton Bay.
- Southport Street University has official opening with multiple Gold Coast services in attendance.
- Mental Health Commission Community Consultation held at Southport Street University.
- Street University young people performed at over 30 events.

ACT

- 1000 visits to Street University Canberra.
- Launched Domestic and Family Violence support group.
- One of our young people helped open and close the TED X Canberra Talks.
- 12 of our young people made it through the first rounds of the Made in Canberra competition.
- Street University ACT won a YOGIE for outstanding Youth participation.
- Take Hold enters its 5th year in the ACT.
- PALM ACT facilitated 1950 therapeutic groups and held 670 counselling sessions.



Shaniqua's just one of hundreds of kids who - with our support - have changed their lives.

Story of a young person

Shaniqua* is 15 years old, from Fairfield. Over the past year she's dealt with a number of difficult life events, including issues with her family, housing, and crime. As a result of this, Shaniqua's experienced periods of homelessness, and is using methamphetamine to cope with the stresses in her life. Despite her problems, Shaniqua had been seeing a mental health service about her drug use, and it was this service that first referred her to us.

When we first met Shaniqua she came across as genuine and eager to address her substance use; she was well aware of the problems methamphetamine had caused in her life and was keen to get herself back on track. She felt that the area she was in was too unstable and full of triggers, and wanted treatment involving residential rehabilitation. We found her suitable for the PALM program.

Shaniqua's start at PALM was rocky. While detoxing from drugs, she was involved in a violent incident and was discharged from PALM. Despite this setback, she was keen to try again, and in the meantime our CALM program worked with her and her family to keep her safe and on track until she could reapply for PALM Sydney.

As we got to know Shaniqua better, we realised that a major trigger for her substance use was her struggle to cope with emotionally stressful situations, particularly things not working out the way she wanted. She wasn't able to express herself in healthy ways, resulting in aggressive outbursts. Once we identified this, we worked together with Shaniqua to address not only this but issues with her family. She felt terribly guilty for how her drug use had affected them, so we worked on re-establishing healthy communication and encouraging her to spend some time in the family home.

In between regular therapy sessions and reconnecting with loved ones, Shaniqua - with support from CALM - made efforts to go back to school, started exercising regularly, and got involved in the music program at Street University Liverpool. She has said she's maintaining her goals to stay off methamphetamine and control her alcohol use, and CALM will support her with these goals for 5 years. Shaniqua's just one of hundreds of kids who - with our support - have changed their lives.

*The name of the young person has been changed.



Despite the many challenges that Ahmed has faced, he remains positive and determined to improve his future.

Story of a young person

Ahmed*, who is 18 years of age, grew up in a very unstable home environment and has experienced extensive trauma as a result of being exposed to domestic violence and neglect. As a result, Ahmed has struggled with family relationships and began using drugs at a very young age. Ahmed has also struggled in other aspects of his life as well; he did not complete school and was only able to sustain employment for a short period of time before getting involved in selling drugs.

Despite the many challenges that Ahmed has faced, he remains positive and determined to improve his future. This determination led Ahmed to voluntarily engage with the Noffs Joint Support Program with Juvenile Justice as he wanted assistance primarily in finding employment.

The caseworker initially assisted him with obtaining all the relevant Identifications that he needed and mentored him on how to find employment.

Ahmed attended two interviews and contacted the caseworker again to let her know that he was successful in getting both jobs however he had chosen to pursue the concreting job as it was a full time position and had potential for personal growth. Ahmed could not contain his excitement when delivering the news to the caseworker, and asked “Are you proud of me?” The caseworker acknowledged how proud she was that he was able to do all of this on his own and that is a huge achievement.

Ahmed made contact with the caseworker after his first week of work as he wanted to let her know that it was going well, he is getting along with the other employees, and he has shown up to work on time every single day. Ahmed asked the caseworker if she could assist him with one more thing; he wanted help in locating an orthodontist as he acknowledged that he needed to fix his teeth as they make him very self-conscious and this is damaging to his self-esteem. He told the caseworker that he only needs her to get the contact details of one and that he will make and attend the appointments himself. He also said that he had saved up enough money to cover the costs of the dental work whilst he was previously employed as a concreter.

The team at Noffs and Juvenile Justice are very proud of Ahmed’s determination and commitment to making changes in his life. We will continue to work with him, support him and encourage him to continue down this path he has created for himself.

*The name of the young person has been changed.



"The young people inspire me to keep coming to work everyday and doing all I can to support them."

Spotlight: Ben, Life Management Coordinator

I have been with the Ted Noffs Foundation for just over 2 years. I started my career in our residential rehabilitation service – PALM program, then moved into the aftercare – CALM program and Youth Homelessness (YHS) in Randwick.

I have always been interested in working with young people as I feel that they are misunderstood and at times targeted. This passion, along with my observations of the effects drugs and alcohol can have on others and the people around them, is what led me to want to work at Noffs.

Throughout my time as a youth worker, I have seen many benefits that have changed people's lives. These can be as small as a young person wanting to look for part time work or addressing their drug use, to gaining an apprenticeship, obtaining housing or reconnecting with their family. No matter how big or small the act is, it is amazing what the young people is able to achieve.

The best part of being a youth worker is hanging out with the young people and getting to build that trusting / professional relationship.

Being let into their lives to help and support them as best they need is an amazing feeling that cannot be described. To see them grow throughout their time with our service is a main reason why I love my job.

The young people inspire me to keep coming to work everyday and doing all I can to support them. When you are having a challenging day, hanging out with them for 5 minutes can turn it all around.

Some of the biggest challenges I face are trying to help everyone that comes through the program, losing contact with clients and hearing and learning about a young person's story.

One of the memorable moments in my career was being a support worker for a client who was referred to us from custody. His previous life involved severe stages of being homeless, chronic drug use, no family support and no connection to society. To see the client completing the program and being at his leaving ceremony and speaking about his journey. It was unreal to see the person they had become.

Spotlight: Eren, Student Placement (Mt Druitt)

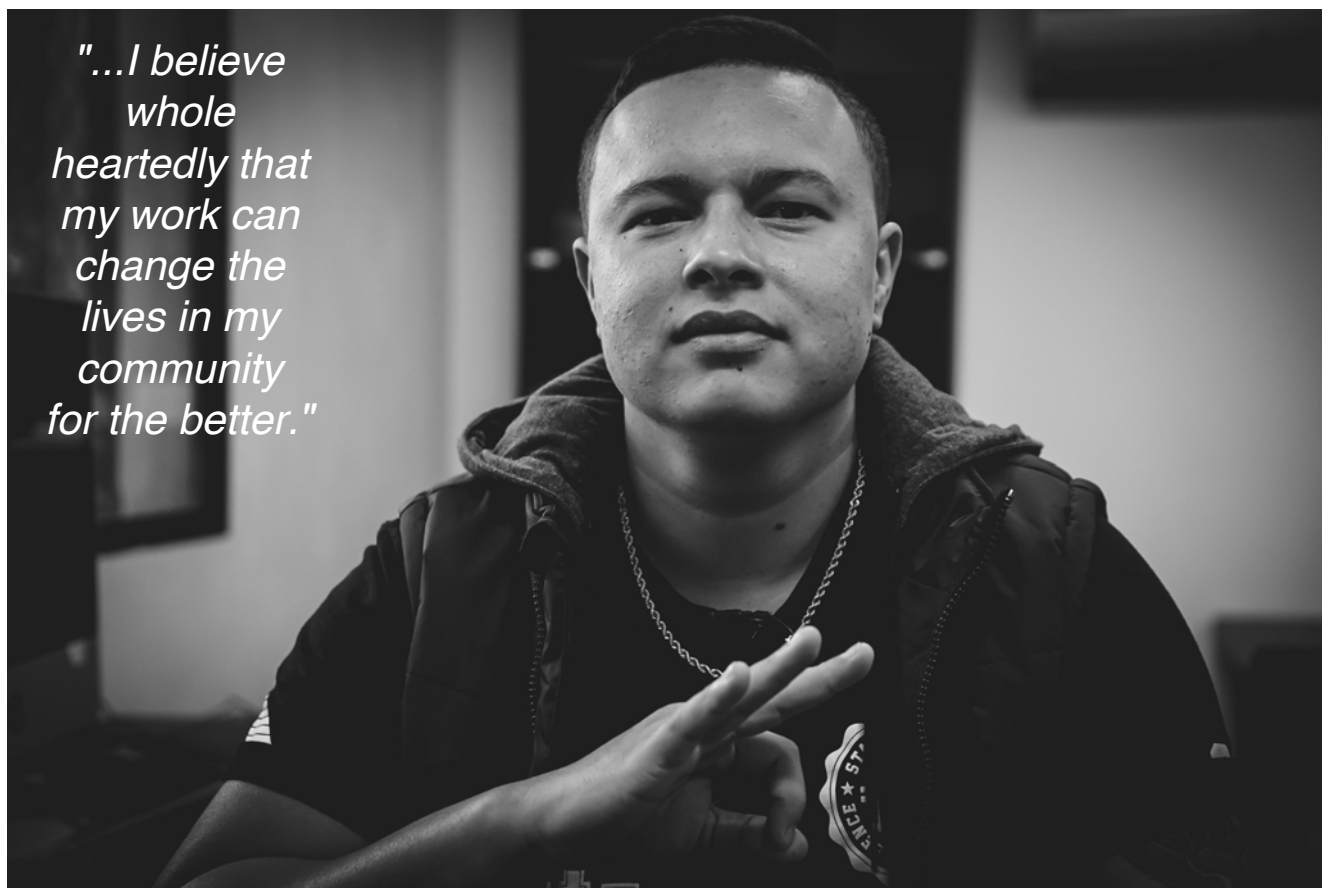


I chose to do my student placement with Noffs Foundation as I found that the services offered and the goals that want to be achieved by the organisation are also in line with my own career path.

There have been a few memorable moments since I've begun but the one that's probably stuck with me the most is the small graduation get together/party we had for the students graduating from year 12. Seeing the young people celebrating their first major milestone is going to be one for the times. Many people might not agree but I genuinely believe finishing school is truly a big achievement.

For me personally the best part of placement is that I am surrounded by an awesome multidisciplinary team which is made up of a diverse group of individuals I can learn from, ask questions of and be guided by.

"...I believe whole heartedly that my work can change the lives in my community for the better."



Spotlight: Noah, Workshop Facilitator

I have been with the Ted Noffs Foundation since 2015 as a workshop facilitator.

I always wanted to work with youth and especially in my community. When speaking with Matt Noffs, our CEO, about what The Ted Noffs Foundation was doing in Queensland, I was very interested. I applied and was offered the role of a music facilitator at The Street University. Three years later, I am still here, coordinating all programs for the Caboolture site.

I see a facilitator as a teacher, a role model and an inspirational person. Through the programs a facilitator is helping the young people rebuild the fundamentals to live a flourishing life.

This role is important to me because I believe whole heartedly that my work can change the lives in my community for the better. I'm inspired by my upbringing, the young people, my love for music and I'm passionate about making positive change in the community that I have grown up in and for generations to come.

The best part of my job would be seeing a young person developing the skills they have been working hard on and seeing the positive impact on the young person.

Getting out into the community, meeting with young people and other orgs, teaching new skills, finding and harnessing unknown talents within, building and building on relationships with young people, making music and having fun.

One of the success stories I have to share was I had started working one-on-one with a young person who is on the high end of the autism spectrum. can't be near or in big crowds, can't handle loud noises, really high anxiety and really negative about life. He developed an interest in music, more so heavy metal but eventuated to hip hop.

I worked with him weekly on writing lyrics, recording in the studio and beat making. The young person now is developing his own songs, making his own beats and recording his freestyles at home with a mic, loves performing in front of people (big crowds) and is overall a much happier young person.

Letter from a Young Person graduating from PALM

Just thank you. First of all, I appreciate everything and everyone in this room. To be honest, it's crazy I'm writing this letter because I was determined to finish the program but at first I had my doubts. I struggled with things but I was supported by the amazing AODW team.

I'd also like to thank my support worker. Our conversations have been interesting and a good way to get out of the PALM headspace and you surprise me every day. You approach it the same way every time, and that's with sincerity and calmness. Sometimes it's annoying when I'm ripping in and you take me seriously and try and figure out what's wrong.

You guys have brought the best team possible to PALM and I love the workers in all their crazy ways. I couldn't have done it without them and you should all be proud of yourselves for being so kind, genuine and supportive. I've had great times with all of you and I'll never forget it.

Thank you to my CALM worker. You're so genuine and friendly, it's really encouraging when coming into the program. Your support is amazing. Also my counsellor – you've been a great support for me and you should feel proud.

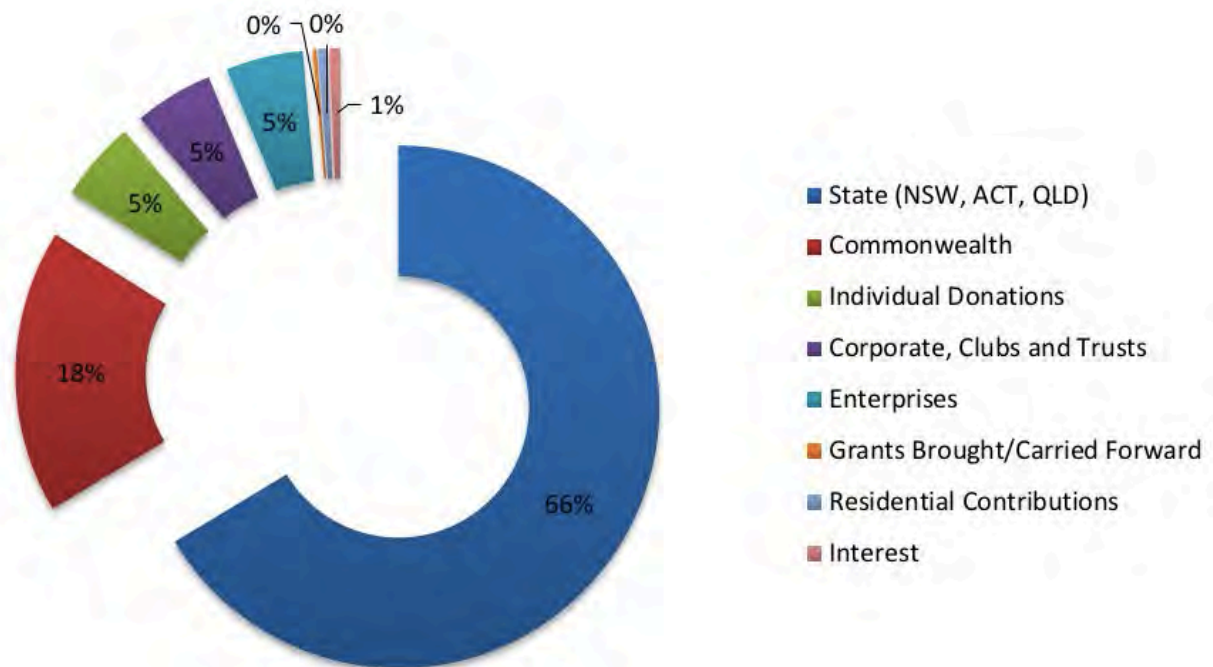
You guys have been my PALMILY since you walked in these doors and I'd like to thank you for being the unique individuals you are. PALM would literally be nothing without you. A special thanks to my room mate, it was great sharing rooms and there was never a dull moment and it kept me going. I'm very proud of you and your commitment to the program.

I'd love to thank my mum for being there throughout my issues with drugs and consistently wanting me to get help and thank you for all of the support that's helped me get here today. But seriously this place is actually really awesome and I couldn't imagine being anywhere else and it will stay in my heart forever. Just thank you everyone here you all mean a great deal to me. So I'll see you when I visit.

Thank you,
Cody*

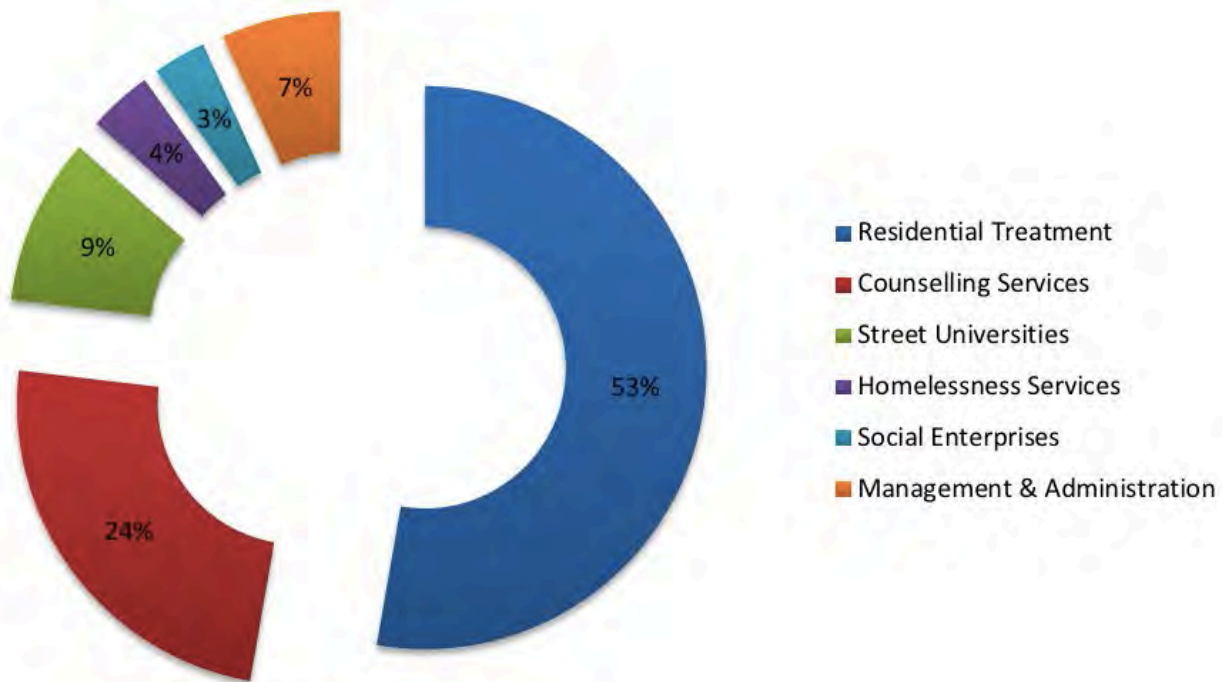
*The name of the young person has been changed.

Revenue



Item	\$
State (NSW, ACT, QLD)	6,629,700
Commonwealth	1,756,052
Individual Donations	492,167
Corporate, Clubs and Trusts	490,087
Enterprises	475,624
Grants Brought/Carried Forward	(23,126)
Residential Contributions	55,051
Interest	65,705
Total	9,941,260

Expenditure



Item	\$
Residential	5,168,425
Counselling	2,364,870
Street Universities	939,375
Homelessness	361,188
Social Enterprises	297,340
Administration	666,846
Total	9,798,044

Thank You!

Ted Noffs Foundation would like to extend a sincere thank you to every one of our supporters, including members of our Governing Committee and volunteers. In particular, we would like to acknowledge our long standing supporters.



Ted Noffs Foundation Locations



Program for Adolescent Life Management (PALM)

148 Avoca Street, Randwick NSW 2031
350 Antill Street, Watson ACT 2602

Going Home Staying Home

206a Alison Road, Randwick NSW 2031

Street University

1 Speed Street, Liverpool NSW 2170 11
Cleeve Close, Mount Druitt NSW 2770
23 East Row, Canberra ACT 2601

Western Sydney Outclients / Arts / Schools Program

11 Cleeve Close, Mt Druitt NSW
2770

Pathways

201 Tarcutta Street, Wagga
Wagga NSW 2650
23-25 Montague Street
(Access via Marima Medical Clinic)
Goulburn NSW 2580

Moree

Anne Street, Moree NSW 2400

Continuing Adolescent Life Management (CALM)

206a Alison Road, Randwick NSW 2031
23 East Row, Canberra ACT 2601

Queensland Outreach

7/29-31 King Street, Caboolture QLD 4510
1/4 Goodyear Street, Southport QLD 4215
4G/21 Station Road, Logan Central QLD 4114

ACT Mentoring & Life Skills

350 Antill Street, Watson ACT 2602

Community Outreach Out Client Program ACT

23 East Row, Canberra ACT 2601

Noffs Shops

4 Elizabeth Street, Randwick NSW 2031
461 King Street, Newtown NSW 2042
4/423 Elizabeth Street, Surry Hills NSW 2010
3/359 Illawarra Road Marrickville NSW 2204



www.noffs.org.au

1800 151 045