



Berry Street Yooralla - Stronger Together



For over 240 years combined, Berry Street and Yooralla have been at the forefront of supporting Australians with a disability and those experiencing poverty, violence and abuse. Now, as one unified organisation, we bring together unparalleled expertise and a shared commitment to empowering individuals and families to thrive, while upholding and championing their human rights. We believe in a future where everyone has the opportunity to live the fulfilling life they choose for themselves, free from the impacts of trauma, violence, and abuse, achieved safely and with dignity.



Our Legacy of Impact

Berry Street

Founded in 1877, Berry Street has been a catalyst for social change, working to break the cycles of poverty, violence, and abuse. We provide evidence-based programs so that families have the support and tools to stay together safely, and children and adults have the chance to recover from violence and trauma. With connection and belonging, children are healthy, happy and free to engage in school; to learn, to achieve, and to create the future they imagine for themselves.

Yooralla

For over a century, Yooralla has been Victoria's trusted disability service provider, supporting individuals of all ages and circumstances. Our tailored services, designed in partnership with individuals, focus on choice, control, and maximising quality of life. Our dedicated team of professionals, including support workers, therapists, and specialists, are known for their compassionate, respectful, and empowering approach.

3,300+
staff

38,000+
service users



A shared vision for the future

We recognise that serious challenges persist:



- Child removal rates are at an all-time high
- Youth disengagement from education is increasing
- Youth mental health concerns are escalating
- A significant proportion of children in out-of-home care are affected by disability
- Women with disabilities face higher rates of intimate partner violence, typically experience more severe forms of violence and face greater barriers to accessing supports
- Many people with disability are also experiencing the effects of trauma, whether as a result of abuse, discrimination or social stigma.



By bringing the expertise of our highly skilled workforces together we can enrich existing services and develop new innovative services for people with disability and those experiencing trauma, violence and abuse.

The best ways to support people with disability and those impacted by violence and abuse require new ways of thinking about the future.

Berry Street Yooralla has the potential to better meet the current and emerging needs of our communities and, in partnership with government and philanthropists, continue doing so for another hundred years."

– Terry Symonds, CEO



Our future

As we start our next chapter as a merged organisation of Berry Street Yooralla, we've established our Vision and Mission, to show what we're working towards, and our path to get there.

Our Vision

Everyone feels
safe, included and supported
to lead their best lives

Our Mission

To foster wellbeing through the strength of relationships and communities by providing support, education and pathways to home.

What does this mean for those we work with?

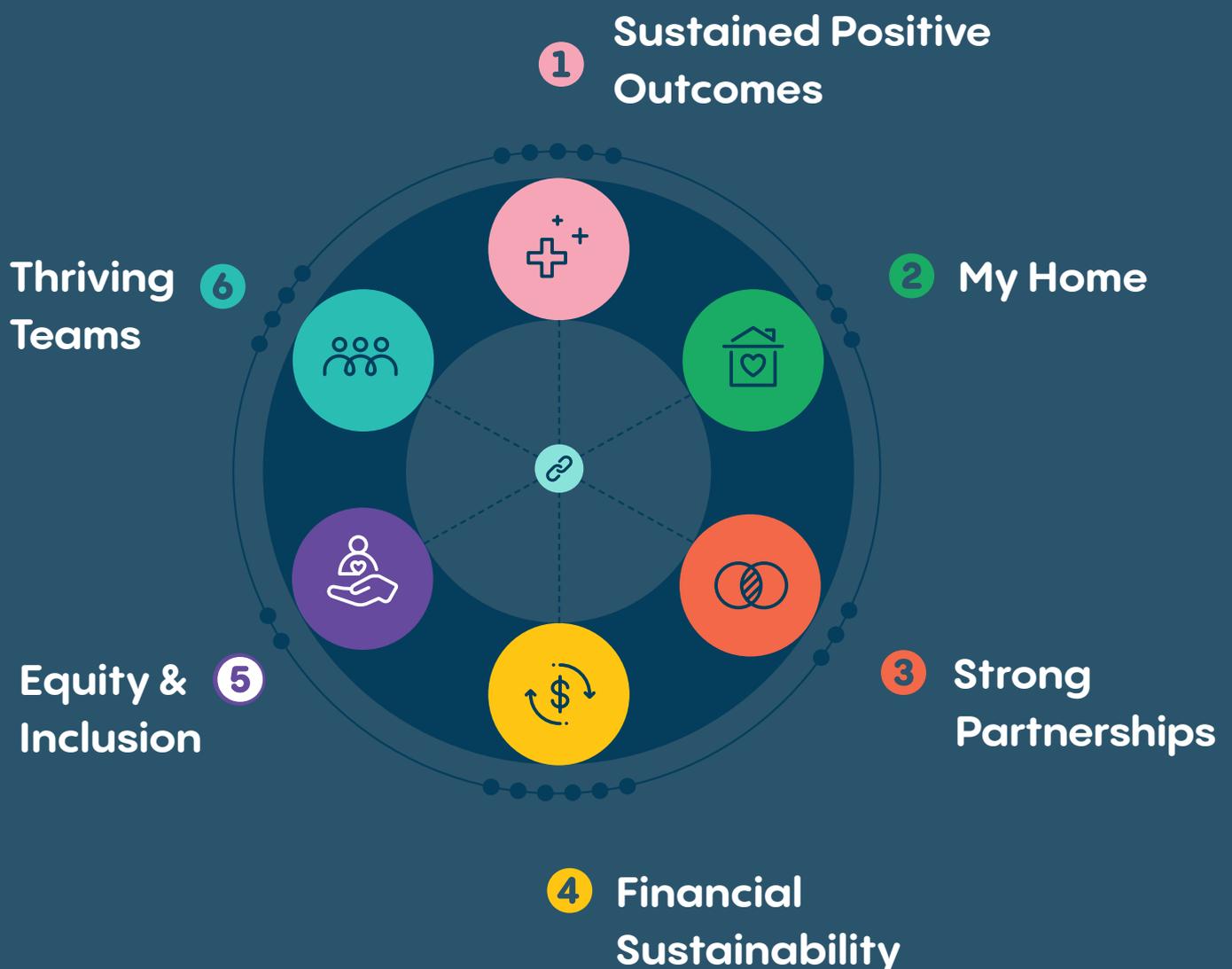
- That people with **disability** have a home and supports of their choice to enable their independence.
- **Families and carers** get early and effective support.
- **Children and young people** in out-of-home-care services feel safe and are supported to thrive.
- All those we work with have connections to **education, employment, and community life**.
- We will support self determination for **First Nations peoples**.
- **Students** are engaged in their education and supported to achieve.
- **Victim survivors of family violence** are safe and empowered to recover.



Realising our Vision and Mission

How we will realise our Vision and Mission in our everyday work is guided by six Strategic Themes. These themes are all interlinked to lead us to the lasting impact we want to make.

These themes are underpinned by a total of 23 objectives that will guide and orient our work over the next three years.



1 Sustained Positive Outcomes



- **Connect services for holistic support.** Link disability, child and family services, education and family violence interventions to enhance outcomes.
- **Use evidence to deliver tangible outcomes for clients.** Demonstrate meaningful impacts using evidence-based and evidence informed practices.
- **Promote and build inclusive education, engagement and achievement.** Ensure children and young people access early childhood care and inclusive learning environments.
- **Enhance inclusive employment supports.** Create pathways to employment for young people and people with disabilities
- **Strengthen family foundations through early support and intervention.** Provide individual support to help children thrive at home.

2 My Home



- **Ensure safe, secure and sustainable support for independent living.** Support people to live where they choose.
- **Expand pathways to home.** Support young people leaving care and victim survivors of Family Violence to access living supports.
- **Support stability through trauma-informed residential care.** Provide safe, nurturing home environment to promote healing, growth and independence.

3 Strong Partnership



- **Advocate for social and policy change.** Drive structural and systemic reform that reduces the impact of trauma and the barriers associated with disability.
- **Foster knowledge sharing and translation.** Participate in research, share knowledge and support partners.
- **Actively support self determination for First Nations peoples.** Recognise First Nations sovereignty and invest in First Nations-led solutions.

4 Financial Sustainability



- **Develop services to meet demand.** Deliver services where they are needed and funded.
- **Boost service performance.** Embed cost effective operating models, structures and data capability to achieve targets.
- **Adapt 'Home and Living' supports.** Create new models of living that are tailored to meet emerging needs.
- **Strengthen workforce.** Promote workforce stability and efficiency, in cohesive teams.
- **Harness expertise for new markets, impact and sustainable growth.** Use expertise to build new income streams for greater impact.
- **Optimise and strengthen shared services.** Equip teams effectively using technology, automation and unify support functions to create efficiency.

5 Equity and Inclusion



- **Embed lived experience at all levels and in all our work.** Use lived experience to guide decision making, policy and service design.
- **Deliver inclusive models of care that reflect the diversity of our clients.** Deliver culturally safe, trauma-informed and identity-affirming services.

6 Thriving Teams



- **Establish a shared identity.** Create a unified vision, brand, values and ways of working.
- **Elevate foundations for practice.** Embed consistent quality practice across disability, children, youth and family services.
- **Enhance wellbeing and engagement.** Foster an inclusive, diverse and positive workplace culture.
- **Build leadership and governance capability.** Develop skilled, accountable leaders who drive strong performance and build effective teams.

Our services

Berry Street Yooralla offers a comprehensive range of services, addressing complex and interconnected needs across our community.



Disability Support

We provide a wide range of tailored, flexible and quality services for people with disability of all ages and needs, as well as carers, including:

• Assistance with Daily Life

We provide tailored Assistance with Daily Life supports and skills development to help people with disability learn and complete a range of everyday tasks.

• Home and Living Supports

We provide a range of home and living options. Our team understands the NDIS and can help people find the right accommodation to fit their unique needs, including support to live independently.

• Employment Services

We support people with a disability to pursue their employment goals by providing job skills training and building pathways into open employment.

• Positive Behaviour Support

We specialise in providing support to children and adults with disability to engage more positively in their environment.

• Social and Community Participation

We offer a range of individual and group activities and recreational outings to enable individuals to be involved in their local community, learn new skills, build confidence and stay active and social.

Our Community Hubs also offer a wide range of opportunities for people with disability to be involved in and supported by their local community.

- **Specialist Children’s Support**

We provide specialist therapies and interventions for children with developmental delay or disability, recognising the importance of early intervention in building a child’s functional capacity.

- **NDIS Access Support**

Our qualified team is equipped with expertise and qualifications to support people with disability to understand their options and access appropriate supports through their NDIS plan.

- **Therapy Services**

We support people with disability to achieve their goals and increase their functional capacity through a range of specialist therapy supports including speech pathology, physiotherapy, occupational therapy and positive/specialist behaviour support.



Healing Trauma

Our world-leading programs provide evidence-based, trauma-informed care, engaging entire support systems to facilitate recovery for children and young people who have experienced trauma as a result of violence, abuse and/or neglect. We also offer training in trauma-informed practices.

Family Violence Services

Our family violence support services provide safety and support for over 22,000 victim survivors each year, including both adults and children. Programs help children and families recover from the trauma of family violence.



Safe Homes

We offer a range of out-of-home care options including foster, kinship, and residential care. Our evidence-based programs provide a family-style setting for children and young people recovering from significant trauma.



Trauma-Informed Education

Our education programs, including the Berry Street School, help children achieve their full potential, particularly those with complex, unmet learning needs. The Berry Street Education Model is reshaping the Australian education system by training schools and educators in trauma-informed, strengths-based education to improve wellbeing and academic outcomes for all students.



Proactive Care for Families and Communities

Helping children and families at an earlier stage, before they reach crisis, can create safe homes and connected communities, supporting generations of families to lead healthy, happy lives. Where there is a risk of children or young people entering out-of-home care, we keep families together safely through evidence-based family therapy. A number of programs also help to reduce the incidence of youth crime with wraparound supports.



Our leadership team



Terry Symonds

Chief Executive Officer



Jenny McNaughton

Deputy CEO and
Executive Director,
Quality and Risk



Tom Bowerman

Executive Director,
Child and Family
Services



Melissa Cofre

Executive Director,
Disability Services



Dr Jane Daniels

Executive Director,
Strategy, Technology
and Analytics



Di Francois

Executive Director,
People and Culture



Jenny Zahara

Executive Director,
Finance and Property

For more information, please contact:

Terry Symonds, CEO

T. +61 3 9916 5831

M. 0400 696 363

E. terry.symonds@yooralla.com.au

berrystreet.org.au | yooralla.com.au



We respectfully acknowledge the traditional custodians of the lands, skies and waterways of Australia.



Berry Street is committed to the principles of social justice. Berry Street supports the LGBTIQA+ community and celebrates diversity.

*Models are used in our images to protect the identities of the children, young people and families we work with.