



YOUTH, FAMILY AND COMMUNITY CONNECTIONS INC.

# *Annual* **REPORT**



**YFCC**  
YOUTH, FAMILY  
& COMMUNITY  
CONNECTIONS

**2015-2016**



## OUR MISSION

We will provide encouragement, support and resources to enable individuals and families to participate positively in the community.

## OUR VALUES

The values which underpin how we work are:

- **INTEGRITY**  
Honesty; Morality; Genuineness; Evidence based; Own our mistakes and successes; Do what we say we will do.
- **RESPECT**  
Implicit value of another; Treat others as you would be treated; Qualities and values; Due regard.
- **EMPATHY**  
The ability to understand (and share) the feelings of another.
- **EQUITY**  
Equity of access, Equity of service, Social justice.
- **REFLECTIVE**  
Thoughtful; Learning; Evaluative.

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## CHAIRMAN'S Report

Youth, Family and Community Connections has seen a range of major changes at board membership, strategic, business planning and operational service delivery levels over the 2015/16 year. Ros Atkinson, our CEO, has focused on the business and operational aspects over the period.

Firstly, at the Board level, there has been a number of significant changes in membership. Ross Cameron (Chairman), David Kay (Secretary) and Michael Walsh all retired from the board at the 2015 Annual Meeting. I want to acknowledge their very dedicated and important contribution to the board and its predecessor organisations - over many years. In recognition, the three have been awarded Life Membership. I also want to acknowledge the service of John Groenewold, who again, with many years of knowledgeable and dedicated service, has indicated he is retiring at this year's AGM. There has been one new board member appointed this year, Nick Bond. A small number of appointments are likely over the coming year.

On Saturday, 27th February, 2016 the Board held a one day Strategic Planning session facilitated by Michelle Swallow, an external consultant. The Workshop was an opportunity to review the strategic directions for the organisation and focus on what is needed over the next few years. All Board members attended. Subsequently a refreshed and revised Strategic Plan 2016-2018 has been adopted. The forward strategy is to maintain our key strengths, manage our finances, invest in our staff, and, place additional focus on exploring new opportunities and growth partnerships and relationships. *Thank you for the time and ideas input.*

On behalf of the Board I conducted a review of the Executive Structure to ensure it was aligned with implementing the updated Strategic and Business Plan.

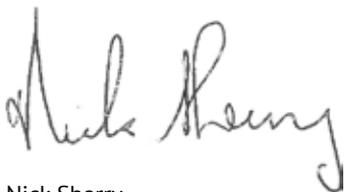
The Board continued to review and update policy, as regularly scheduled, including a very major overhaul of the Governance and Motor Vehicle Policies.

The Treasurer, Peter Hollister presents the Annual Financial Report. The Board and Finance sub-committee exercise an appropriate ongoing oversight of finances. I want to acknowledge the strong financial result and the work of the Finance Officer, Chris Stokes.

Thank you to the Board members who provide of their time and expertise in an honorary capacity.

Thank you to our staff who work in a dedicated and professional manner to deliver the range of critical support services to our clients in the local communities in which we operate.

Thank you to Ros Atkinson, our CEO, for her leadership, dedication and commitment.



Nick Sherry  
Chair, YFCC

## CEO Report

Our mission states “we will provide encouragement, support and resources to enable individuals and families to participate positively in the community”. So how do we do this and how do we know what we are doing works?

Firstly, we have a very strong focus on collaboration and building partnerships. Working in partnership with communities, clients, Government and Non-Government Organisations ensures people-focused solutions, as well as the leveraging of combined skills and funding.

The Youth, Family and Community Connections Inc. Working Together to Make a Difference Conference coming up in October 2016 will be an excellent opportunity to showcase the work of some of these partnerships and others who are collaborating for positive change.

This year we strengthened our place-based and person-based approaches. Our person-based approaches focus on direct help to the individual person or family facing a challenge regardless of their circumstances or where they live. Our place-based approaches address the collective challenges of families and communities at a local level, involving a focus on community engagement and development. We have combined these approaches, deploying them together, to create social and behavioural change.

The Devonport junction HUB is an excellent example of this approach. The junction HUB targets young people, aged 12-24 years, and their families, who are impacted by a range of issues across the social determinants of health. The aim is to provide creative and collaborative solutions to deal with the entrenched multi-dimensional complex issues impacting on these young people, their families and the communities in which they live. The junction HUB differs from other similar Projects by:

- Establishing long term collaborative partnerships: The collaborative partnership is adopted and integrated at a strategic level within each Organisation.
- Providing Integrated Service Delivery for young people and families: the HUB provides a ‘one stop shop’ where Services come together with clients to develop collective strategies to address their current issues.
- Supporting sectoral diversity and capacity building: Project Partners access a wider range of resources, skills and knowledge to support their own service delivery, as well as support to access funding and sustainability strategies.

This model has been so successful that when we identified a similar need in Burnie (evidenced by the 2015 Youth Survey conducted by the Burnie City Council), we opened the Burnie junction HUB. The Burnie HUB is only in its development stage but is already proving to be a popular space for young people and their families and for those working with them.

We have extended our outreach this year, ensuring King Island, Circular Head and West Coast communities have regular and ongoing access to the supports they require. We now provide direct services in over 15 Tasmanian communities, most of which is made possible through working with partners.

We have implemented new programs. This year saw the commencement of the ParentsNext and Helping Young Parents Programs. The first of these, ParentsNext, is a collaborative project between YFCC and WISE Employment, and is funded by the Commonwealth Department of Employment. Key objectives of the ParentsNext program include:

- Targeted early intervention assistance to parents at risk of long-term welfare dependency;
- Help parents identify their education and employment related goals and participate in activities that help them achieve their goals;
- Connect parents to local services that can help them address their barriers to employment.

The Helping Young Parents (HYP) Program is a collaborative project between YFCC, Mission Australia and CatholicCare under the Communities for Children (CfC) program. The HYP program has been operating for three years through CfC, however in August 2015, key workers from YFCC and Mission were introduced to provide an outreach component of the program. Key Workers offer support in whatever capacity is needed as it is a client led approach.

We also continued providing high quality, flexible, consumer driven services. Over the past 12 months we supported 1,474 formal clients, 4,069 informal clients. Of our formal clients, 295 identified as being Aboriginal or Torres Strait Islander, whilst 13 were from CALD communities.

## CEO Report

We delivered 571 Health Promotion activities, to a total of 17,323 participants. A stand out was this year's H.E.L.P. Film Festival, which focused on Homelessness: Every Life is Precious. The short films, produced by some very talented young people from around the State, were shown at C-Max cinema and were truly extraordinary.

So we know we've done a lot. The question is how well did we do it?

This year we implemented and embedded our specifically designed Services Record System (SRS) as the case management system for YFCC. This enables us to better collect, store and report on data, including outcomes data utilising the Outcomes Star™. We can now see that of the 596 clients who had a follow up assessment, 86% showed an improvement after intervention.

We also know, through other evaluation measures (surveys, feedback etc.), that 97.25% of those participating in a health promotion activity had increased knowledge about services/help available to them, whilst 96.25% had an increase in knowledge and skills.

However, we know we shouldn't just rely on data. As Sebastian Wernicke (data scientist) said "Data alone doesn't create meaning. People do." What it enables us to do is think more critically and be more responsive. It is the basis for consultation and relevant conversation and, of course, for continuous improvement. So we continue to do this...and we continue to learn.

### **Thanks –**

We know we exist because of the people we serve. May we never take your partnership and its significance in the life of YFCC for granted.

We acknowledge the role of our Funders. Without funding from State and Federal Governments we couldn't do what we do.

We also acknowledge the pivotal roles our peak bodies and partners play in the life of YFCC. Knowledge and collaboration are key.

The role and richness that our Board brings also adds to the success of YFCC. As CEO, I get to see the way the Board exercises exceptionally good balance between trust and good governance. I see Members' willingness to take on responsibilities and the enthusiasm to continue to learn. The Board has my respect and commitment.

To each and every person who is part of the YFCC Team, be proud of the difference you make in an environment where there are often high and competing demands. I see the work you do in seeking better outcomes, in creating solutions and advocating for change that promotes fairness and justice for all. You enable me to be very proud of YFCC.



Ros Atkinson  
Chief Executive Officer

## OUR Funders

- CatholicCare
- Department of Health
- Department of Health and Human Services
- Mission Australia
- Primary Health Tasmania
- Salvation Army Employment Plus
- Skills Tasmania
- TasCOSS
- Tasmanian Health Organisation
- WISE Employment

## OUR Key Partners

- Ashley Youth Detention Centre
- Burnie Child and Family Centre
- Burnie City Council
- Burnie High School
- CatholicCare
- Circular Head Aboriginal Corporation (CHAC)
- City Mission and Serenity House
- Community Youth Justice
- Cornerstone Youth Services
- Devonport City Council
- Don College
- Don Medical Clinic
- East Devonport Child and Family Centre
- East Devonport Community House
- Glenhaven Family Care
- Hellyer College
- Kentish Council
- MI Fellowship
- Mission Australia
- North West Community Legal Centre
- Richmond Fellowship Tasmania
- Salvation Army (Bridge Program)
- Save the Children
- Sheffield School
- StandBy Response Service Nth/NW Tasmania
- The Link Youth Health Service
- Ulverstone High School
- Ulverstone Neighbourhood House
- West Coast Community Services Hub
- West Coast Council
- WISE Employment

*It would be impossible to deliver programs without the support of our funders, key partners and partners.*

## WORKING TOGETHER *For Better Outcomes*

Wherever possible YFCC work in partnership with other services to provide coordinated responses to address the needs of people in our community who are facing challenges in their lives or supporting someone who is facing a challenge.

**Examples of the work we have been undertaking in this space include:**

### **WORKING TOGETHER TO MAKE A DIFFERENCE CONFERENCE**

In early 2016, YFCC began planning for the inaugural Working Together to Make a Difference Conference which is scheduled for October 2016 and will provide a platform for community service workers and organisations to explore working in partnership to increase outcomes for the community.

With a range of National and Tasmanian keynote speakers, panel discussions and workshops facilitated by local organisations, concepts such as collective impact, partnerships and true collaboration will be explored from both a service delivery and strategic perspective.

### **THE JUNCTION HUB (DEVONPORT AND BURNIE)**

Due to the success of the junction HUB Project in Devonport which has been funded by Primary Health Tasmania up until 30 June 2016, YFCC have now launched the junction HUB in Burnie. Both junctions operate as a one stop intake service for young people. Anyone aged 12–24 years seeking assistance or information is encouraged to come in and talk to our staff; who will then connect young people with the right services to meet their needs. We also offer fun and engaging activities for teenagers throughout the year in partnership with local Council and other organisations.

### **PARTNERSHIP MANUAL**

This manual was developed through the junction HUB project funded by Primary Health Tasmania and the North West Comorbidity Action Project funded by the Australian Government Department of Health. The purpose of this manual is to showcase some of the partnerships YFCC have developed and share some useful resources, including templates for a Memorandum of Understanding; Partnership Review; Client Consent and Referrals Forms and useful websites and online tools. Printed copies will be available at the Working Together to Make a Difference Conference in October and resources will also be added to our website for download.

### **TASMANIAN YOUTH SERVICES COALITION (TYSC)**

Negotiations are well underway between Cornerstone Youth Services (CYS), The Link Youth Health Service (The Link) and Youth, Family and Community Connections (YFCC) to enter into a State-wide partnership before the end of 2016.

Coalition Partners are committed to working together, and with governments and the community so that all young people aged between 12-25 years in Tasmania, will have access to a consistent, high quality service system which fosters evolution and innovation and provides coordinated care and support that is appropriate and responsive to their general mental health and wellbeing. Some of the objectives of this partnership include:

- Maintain regional perspective and gain a State-wide perspective;
- Increase collaboration – we each bring together a number of partners;
- Increase advocacy for our client base;
- Support diversity in the sector.



# OUR SERVICES *and Locations*

## HEALTH PROMOTION AND THE JUNCTION HUB

### DEVONPORT JUNCTION HUB:

64 Stewart Street, Devonport 7310

P: (03) 6424 7353

F: (03) 6423 6642

### BURNIE JUNCTION HUB:

129 Wilson Street, Burnie 7320

P: (03) 6431 9552

F: (03) 6431 9024

## ATOD AND NSP

### NEEDLE AND SYRINGE PROGRAM (NSP):

81 Oldaker Street, Devonport 7310

P: (03) 6423 6635

F: (03) 6423 6642

### NORTH WEST REGIONAL ALCOHOL AND DRUG SERVICE (NWRADS)

#### DEVONPORT:

81 Oldaker Street, Devonport 7310

P: (03) 6423 6635

F: (03) 6423 6642

#### BURNIE:

129 Wilson Street, Burnie 7320

P: (03) 6431 9552

F: (03) 6431 9024

### YOUTH ALCOHOL AND DRUG SERVICE (YADS)

#### DEVONPORT:

64 Stewart Street, Devonport 7310

P: (03) 6424 7353

F: (03) 6423 6642

#### BURNIE:

129 Wilson Street, Burnie 7320

P: (03) 6431 9552

F: (03) 6431 9024

### NORTH WEST COMORBIDITY ACTION PROJECT (NWCAP)

#### DEVONPORT:

64 Stewart Street, Devonport 7310

P: (03) 6424 7353

F: (03) 6423 6642

#### BURNIE:

129 Wilson Street, Burnie 7320

P: (03) 6431 9552

F: (03) 6431 9024

## DEVONPORT HEAD OFFICE

81 Oldaker Street, Devonport 7310

P: (03) 6423 6635

F: (03) 6423 6642

E: reception@yfcc.com.au

W: www.yfcc.com.au

## CRISIS ACCOMMODATION SUPPORT SERVICES (CASS)

### DEVONPORT CASS:

176 William Street, Devonport 7310

P: (03) 6424 7375

F: (03) 6424 9961

### BURNIE CASS:

41 Saundridge Road, Cooeee 7320

P: (03) 6431 9230

F: (03) 6431 9025

## TRANSITIONAL ACCOMMODATION SUPPORT SERVICES (TASS)

### DEVONPORT TASS:

176 William Street, Devonport 7310

P: (03) 6424 9520

F: (03) 6424 9961

### BURNIE TASS:

4 Reid Street, Upper Burnie 7320

P: (03) 6431 3083

F: (03) 6431 1799

## FAMILY SUPPORT SERVICES

### INTEGRATED FAMILY SUPPORT SERVICES:

81 Oldaker Street, Devonport 7310

P: (03) 6423 6635

F: (03) 6423 6642

### PARENTSNEXT PROGRAM:

129 Wilson Street, Burnie 7320

P: (03) 6431 9552

F: (03) 6431 9024

### HELPING YOUNG PARENTS PROGRAM:

108 Mount Street, Burnie 7320

*Co-located at CatholicCare Burnie*

P: (03) 6431 8555

M: 0428 139 904

# OUR LOCATIONS *and Outreach*

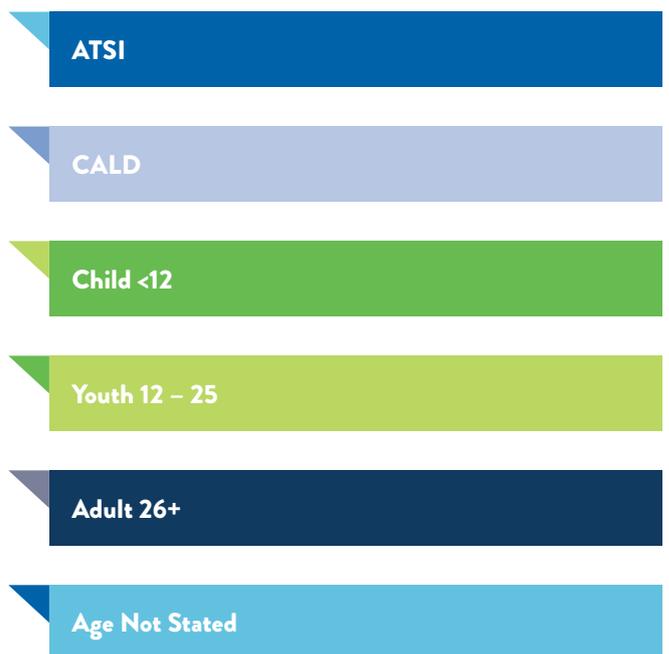
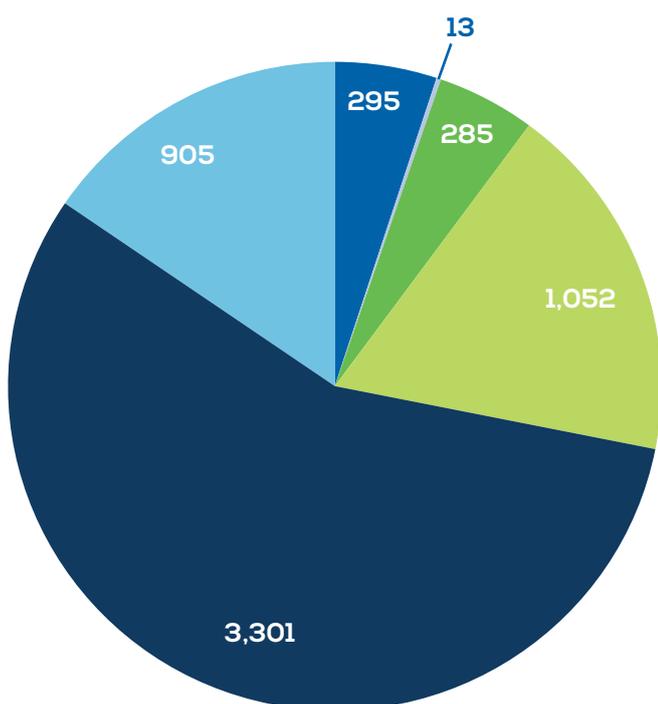
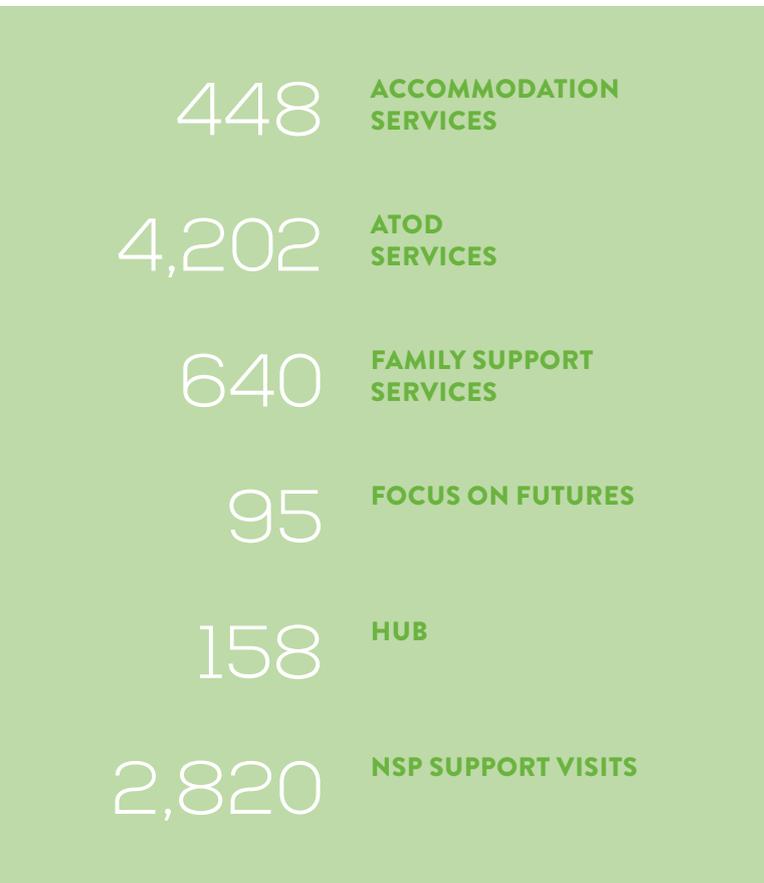


## OUTREACH

OUTSIDE OUR OFFICE SITES, YFCC PROVIDE ACTIVE OUTREACH TO COMMUNITIES THROUGHOUT THE NORTH WEST COAST, INCLUDING KING ISLAND AND WEST COAST WITH REGULAR OUTREACH AND CLINICS IN:

- Smithton
- Rosebery
- Queenstown
- Waratah
- Wynyard
- Strahan
- Ulverstone
- Sheffield
- East Devonport
- Don College
- Hellyer College
- King Island

# WHO ARE Our Clients?



\*Includes registered and informal clients.

## RAISING AWARENESS & *Promoting Health*

As part of a stepped care approach to service delivery, YFCC makes a significant contribution to early intervention and health promotion. Through this, we aim to raise awareness, provide targeted education and information and improve the capacity of community members so they can make healthy and informed choices about issues that impact on them. Part way through this report period, YFCC established a dedicated Health Promotion Team.

In 2015 – 2016 Youth, Family and Community Connections delivered **571** health promotion activities to **17,323** people throughout North West Tasmania.

### EXAMPLES OF ACTIVITIES INCLUDE:

- National and Regional Events (such as National Youth Week; Mental Health Week etc.)
- School Holiday Programs
- iparty Program
- School Drug Education Programs
- Community Drug Education Programs
- Sector Training Brokerage – Small Grants Program
- HELP Film Festival
- Life Skills Programs
- Parenting Sessions
- 'Building Blocks' Program
- Arvos at the junction

### MENTAL HEALTH CAPACITY BUILDING LUNCHEON

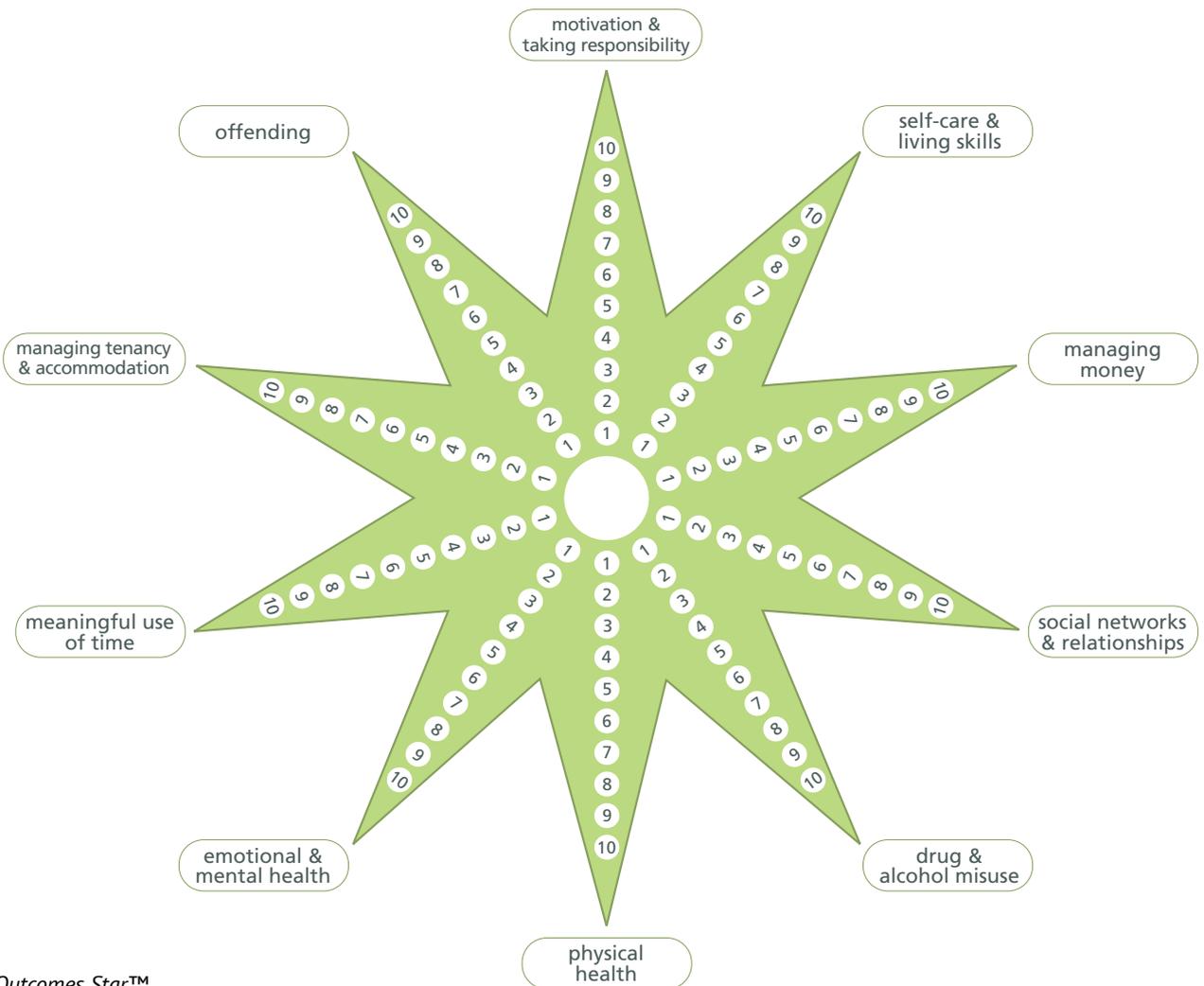
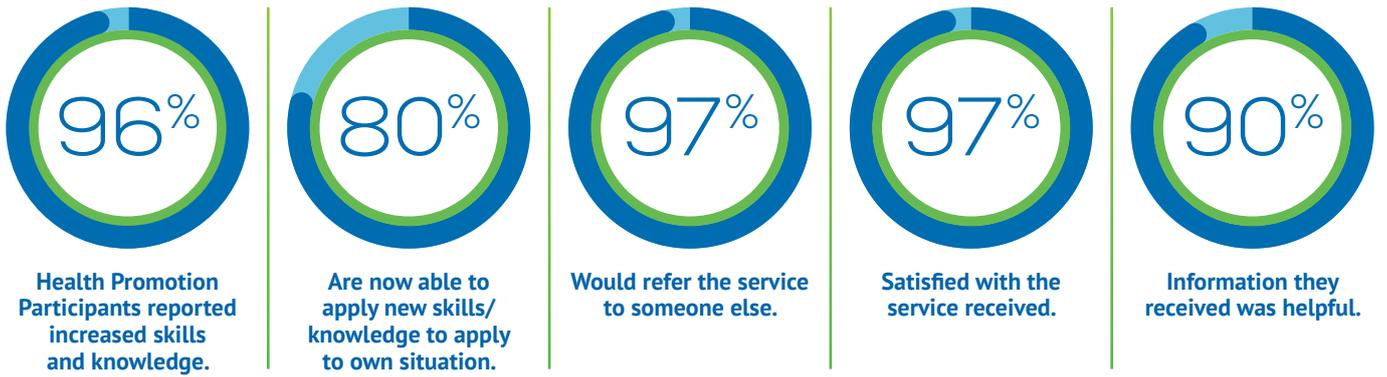
NWRCAP funded a Mental Health Capacity Building Luncheon/Workshop at the Greens in Burnie which catered for 27 Workers from 19 different Service Providers. Sharon Condon (from Create Health and Wellbeing) delivered an engaging and interactive workshop on the topic "Your Role in Creating Your Own Positive Mental Health & Wellbeing". Sharon continually emphasised the importance of Life Balance in everyone's schedule as the way to achieve this.

The survey administered at the conclusion of this Workshop clearly indicated that it was a resounding success with all those attending feeling that they had a far better understanding of how to deal with their individual mental health needs.

# ARE WE *Making a Difference*

Our services and programs are evaluated using an Outcomes Framework to ensure we are achieving our aim of providing the best services we can.

In January 2016 we started using the Outcomes Star™ tool to assist people who access our services to identify and develop strategies to overcome the issues which are preventing them from achieving their health and wellbeing goals. This is regularly reviewed and evaluated with clients to ensure we continue to meet their needs.



The Outcomes Star™

## ARE WE *Making a Difference*

*“You are second to none as an organisation. Saying that from a personal and professional capacity. Strongest advocate for us. Please, please keep our funding for this program!”*

### **Did we achieve our goals in relation to treatment outcomes for people accessing our services?**

#### **IN 2015/2016 86% OF CLIENTS ACHIEVED THEIR TREATMENT GOALS**

This year we made a few changes to the way we measure client outcomes and the tools we use to do that. We set the bar higher... in some areas that means that we failed to reach our targets but we know our new approach has more sustainable outcomes for our clients – and that’s what’s important.

Over the next 12 months we will aim to assist over 90% of people accessing our services for treatment to achieve the goals that they set for themselves in relation to their problems.

## CLIENT STORY

*The client had been drinking almost every day for the last 10 years since a major physical trauma in her life. She had lived through a violent marriage for many years and then had a 5-6 year period as a single parent before meeting her current partner of 8 years who has stood by her through all her drinking.*

*On her first visit when talking with the worker she cried and said she didn’t know what she ever did to deserve this man, that he just loved her no matter what, despite having not seen her sober for more than a day since he met her.*

*At the time she was 3 days sober but her hubby was going away that night for training and wouldn’t be back for a week.*

*The worker took her through an intensive counselling session, and then made another appointment for further follow up.*

*When she returned for her appointment she told the worker, with a tear in her eye, ‘I’m 10 days clean today!!’ The worker then asked her when her hubby was due home and whether he knew she was sober. She smiled and said he was due back that evening and laughing added ‘well I told him on the phone but I don’t think he actually really believes me’. She said ‘I can’t wait for him to get home so he can see it’s real!’*

*This woman achieved something that previously both she and her husband had thought was impossible and regardless of what happens tomorrow, she will always know that she can achieve 10 days sober.*

## QUALITY *Matters*

YFCC continues to maintain accreditation through the Quality Improvement Council (QIC). All staff and stakeholders at YFCC participate in Continuous Quality Improvement (CQI) that supports the Organisation's aim and ability to effectively provide evidence based services to clients. This process is entrenched in the culture of the organisation and is reinforced by an overarching organisational CQI Policy and Plan.

The YFCC Quality Improvement system is based on ongoing staff and stakeholder consultation, evaluation, and monitoring of evidence based standards, legislations and regulations. There are essentially 5 core components:

1. QIC Health and Community Services Standards
2. DHHS Quality and Safety Standards
3. Policy/Procedure/Document Review and Development
4. Feedback Monitoring
5. CQI Annual Planning

The practices demonstrated through this system have ensured YFCC remains accredited and meets all the requirements of QIC's 18 Health and Community Services Standards and DHHS' Quality and Safety Standards. An external review will be conducted again towards the end of 2017.



# FINANCE *Report*

*“Shoot for the moon. Even if you miss, you’ll land among the stars.”*

If any one quote can summarise the past year of financial events for YFCC, it is this one. With a focus on growth, leveraged from the gains of the seemingly long ago merger, our organisation intended to secure enough funding in 2016 to allow it to improve both the scope and the scale of the services it could provide the community.

Through our forward planning we have set ourselves financial growth targets that, though high are necessary if we are to continue providing services to our community in the future. While we were unable to meet our first year targets, we did still manage to secure an additional \$325k of new funding in 2016 (see figure 1), bringing our total reportable funding to \$3.76M (see figure 2) which was, especially in the current environment, a fantastic achievement.

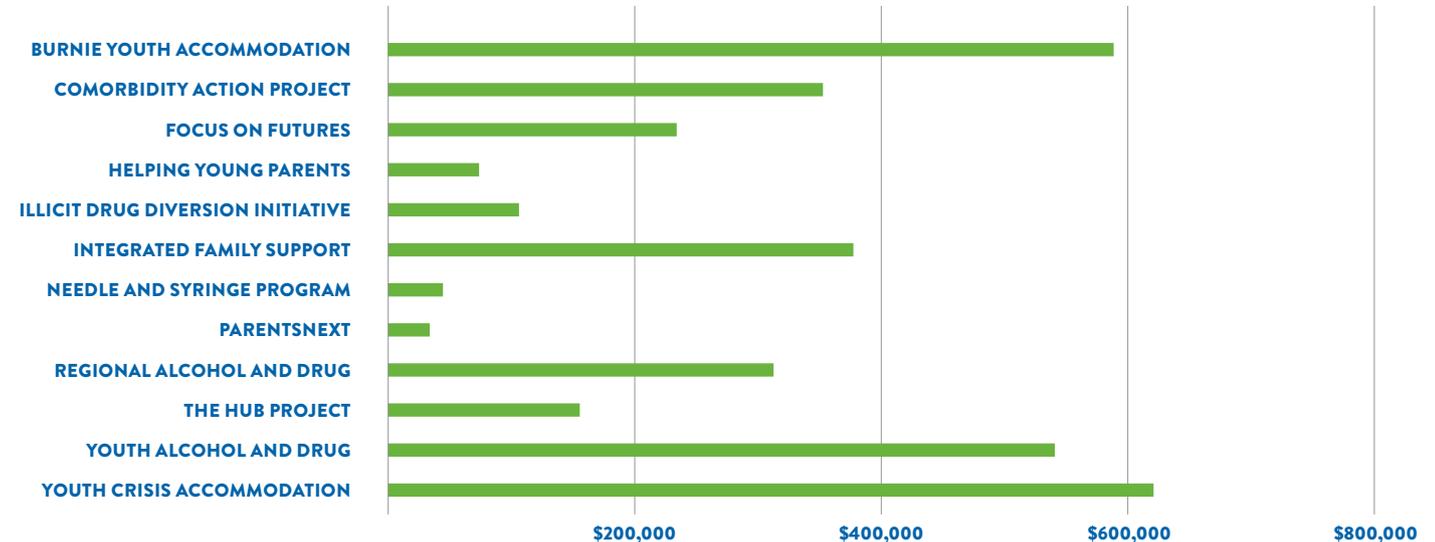
While growth is vital to any organisation, so is the financial management of current funds. As a result of our strong financial policies & practices, YFCC managed to utilise all but 1% of our reportable funding for 2016 (see figure 3) and achieve growth in our net assets of 13% (see figure 4) through further improved financial governance. Both results were as close to the proverbial moon as we could have hoped for.

All in all, while 2016 may have fallen short of our financial goals for the year, it still fell in a very reasonable place and I have no doubt we will again be aiming for the moon next year.

**FIGURE 1 – FUNDING SECURED IN 2017**

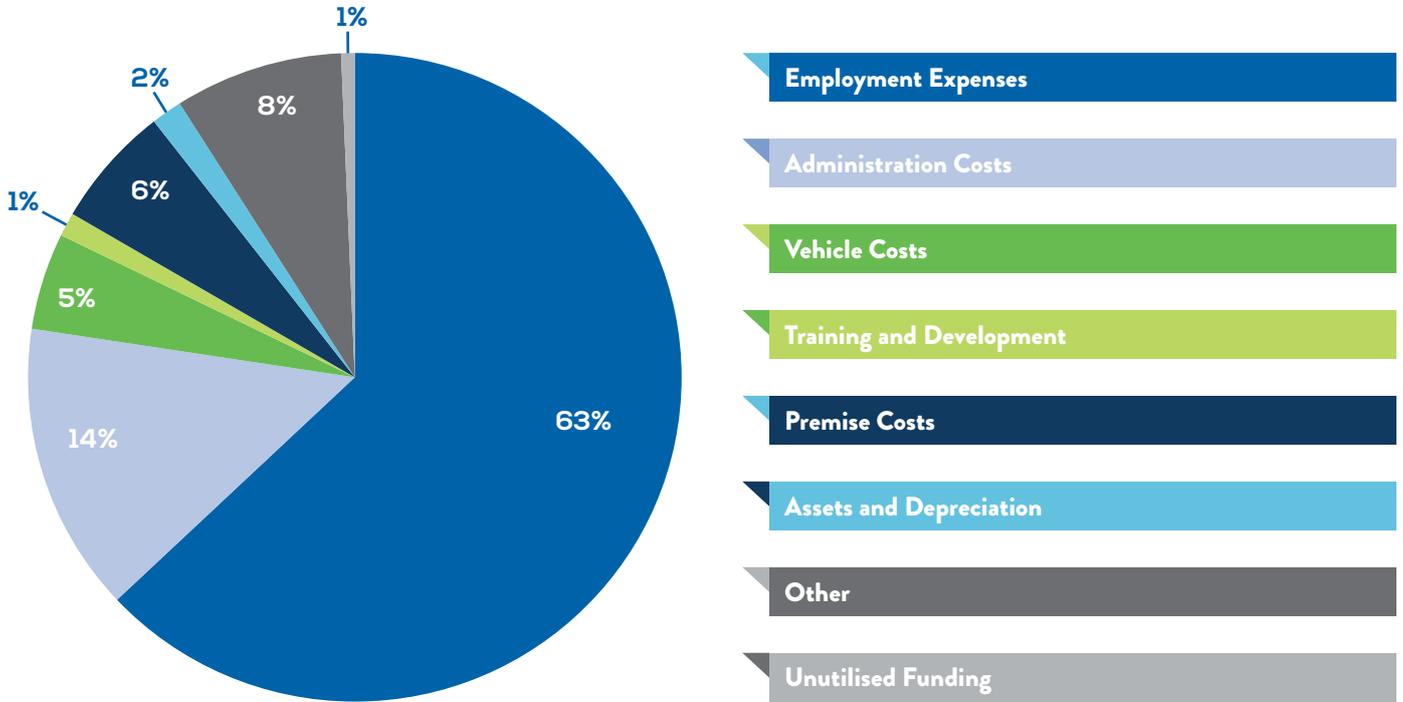


**FIGURE 2 – TOTAL REPORTABLE FUNDING 2017**

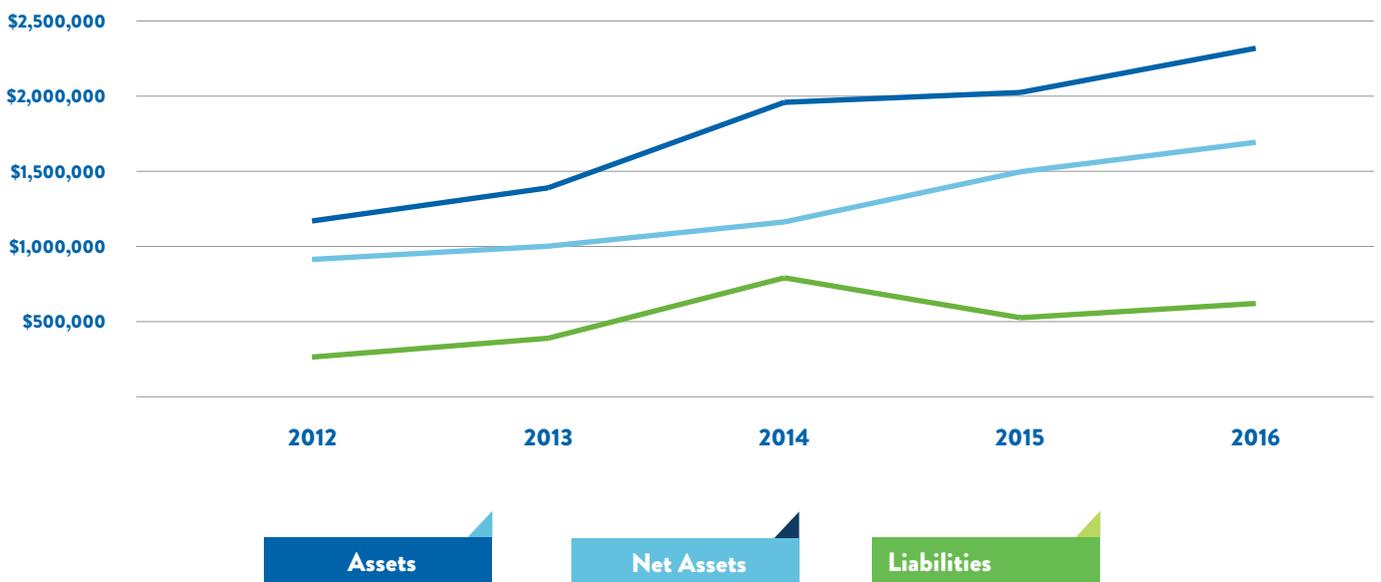


# FINANCE *Report*

**FIGURE 3 – REPORTABLE FUNDING EXPENDITURE BY TYPE**



**FIGURE 4 – KEY FINANCIAL POSITION GROWTH**



Peter Hollister  
Treasurer



**YFCC**  
YOUTH, FAMILY  
& COMMUNITY  
CONNECTIONS

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F: 03 6423 6642  
W: [www.yfcc.com.au](http://www.yfcc.com.au)

