



# ANNUAL REPORT

2018 - 2019



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## *Our Mission*

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



*“Our purpose is to create the conditions for a community that is resilient, inclusive and engaged”*

Ros Atkinson  
CEO YFCC

## *Our Values*

Focus on safety, respect, self-determination and well-being.

Committed, passionate and working to make a positive difference.

Fostering innovation – embracing and driving change.

Collaboration through open and genuine partnerships.

Nurturing a positive team culture, open to growth and learning.



## Chairman's *Report*

In 2018/19 Youth, Family and Community Connections continued to maintain and develop our range of services and support to individuals and families across the North-West of Tasmania including the West Coast and King Island. We have continued to deliver quality services consistent with our Mission and Values.

The Board, as always, has continued to renew and strengthen its membership. This year Chantell French joined the board as a new member. This brings board membership to eight. We are currently focused on recruiting at least one further member with a youth orientation. This will conclude shortly.

The Board also had its biennial external evaluation. No significant weaknesses were revealed. The board remains focused on delivering our existing range of services in an increasingly competitive landscape with other NFP providers and exploring new opportunities. The review was conducted by Trevor Matthews. Thanks Trevor.

Our annual Planning Day was held in March and, *with minor updating*, the Strategic and Business Plans continued to be focused and delivered. The board remains open to exploring new service opportunities, including both geographically and functionally, including alliances, partnerships and mergers.

Policy and procedures have been regularly reviewed and updated.

Our financial performance was again strong with a modest surplus and we continue to maintain a reserve. Thanks to Treasurer, Peter Hollister and Chris Stokes, our Finance Officer.

Thank you to our board members, Ros Atkinson our CEO and all our quality, dedicated staff for their ongoing commitment in supporting individuals and families in our local community.

Nick Sherry  
Chair, YFCC

## DID WE MAKE A DIFFERENCE?



of our clients showed an  
improvement after  
intervention



*"We have a great  
relationship working  
alongside YFCC to support  
the community 😊."*

*Key YFCC Partner*

# Board of Governance

## Board of Governance

### 2018-2019

Nick Sherry	Chair
Peter Hollister	Treasurer
Chris Young	Public officer
Nick Bond	Board Member
Jess Deans	Board Member / Consumer Representative
Julie Smith	Board member
Kim Tidswell	Board Member
Chantelle French	Board member



## DID WE MAKE A DIFFERENCE?



of our clients would recommend YFCC services to others

*“My worker gives me the right tools in my toolbox to be able to deal with things.”*

YFCC Client

← Guest speakers at YFCC’s Homelessness Week Luncheon 2018 - Hon. Roger Jaensch Minister for Housing, and Bianca Taylor.



## CEO *Report*

Our purpose is to create the conditions for a community that is resilient, inclusive and engaged. This purpose drives our work and is the catalyst for our shared culture – one that is committed to client and community safety, self-determination and well-being, is passionate and working to make a positive difference, fosters innovation, collaborates through open and genuine partnerships and is open to growth and learning.

So, how do we achieve our purpose? Are we making a difference for our funders and, most importantly, for the many people and communities who have contact with our Organisation?

Primarily, in-line with our Strategic Plan, we ensure responses and practices are people-led and people-focused. One of the strongest indicators that we are achieving this was through our Alcohol and Other Drug Services Evaluation which found that clients of YFCC experience a strong client-centred service. “In the eyes of clients, the service journey is positive, transformative and empowering; and one in which they are the architects of their own recovery”.

Our Organisational structure enables agility and our services are flexible and delivered through place-based and outreach modalities to ensure they reach those in need. We have a “no wrong door” approach which allows all people access to support and we work with the whole person across the spectrum of psychosocial determinants. We work to address gaps in service delivery, such as providing services to those experiencing complex housing and homelessness issues and comorbid mental health and alcohol or other drug issues.

We continue to provide direct services in over 15 Tasmanian communities. This year we directly supported 779 formal clients and 2476 informal clients.

## DID WE MAKE A DIFFERENCE?



of our clients found it easy to get help from YFCC



Of these, 486 were young people, 189 identified as being Aboriginal or Torres Strait Islander, whilst 44 were from CALD communities.

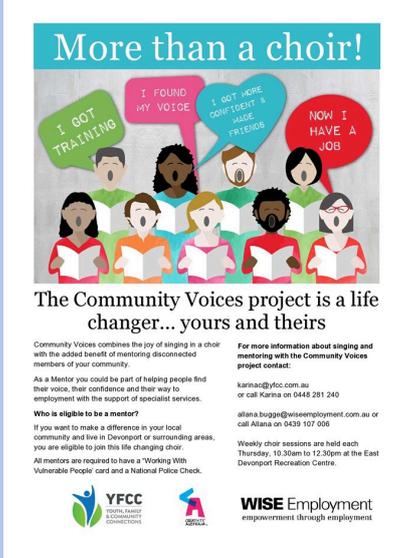
Our impact measurement shows that this support resulted in statistically significant enhancements across all domains of the Social Determinants of Health from entry to exit. This data also tells us that these services are successfully supporting people to experience improvements in the drivers of their overall wellbeing, which inevitably leads to these outcomes being more sustainable.

We extended our place-based and outreach services this year, with the commencement of the Emergency Relief Program. This Program covers the North West and West Coast regions and aims to provide assistance to people who find themselves in an immediate financial crisis. Demand is already exceeding service capacity, demonstrating the real need for emergency support in these regions.

Late in the financial year, we also commenced delivery of "Community Voices". The project, delivered in partnership with WISE Employment, St. Vincent de Paul and Creativity Australia, brings together young people and others at risk of long-term reliance on income support, with volunteer mentors and utilising choirs as the vehicle for engagement and community inclusion. As well as enjoying getting together to sing and perform, participants also receive case management support to improve employment and social outcomes.

Over the year we delivered 313 Health Promotion activities, to a total of 8,731 participants. Health promotion activities are designed to improve health and wellbeing at an individual and community level. Again, we achieved a significant step towards our goal with 96% of those participating in a health promotion activity stating they had increased knowledge and skills.

One of the highlights this year was the YFCC Homeless Week Luncheon held at the Gateway Hotel. Over 50 invited guests were able to hear from Hon. Roger Jaensch MP, who provided a brief overview of some of the strategies the State Government are implementing to address housing issues, as well as being privileged to hear the journey of a young person with a lived experience of homelessness.



**More than a choir!**

I GOT TRAINING  
I FOUND MY VOICE  
I GOT MORE CONFIDENT & MADE FRIENDS  
NOW I HAVE A JOB

The Community Voices project is a life changer... yours and theirs

Community Voices combines the joy of singing in a choir with the added benefit of mentoring disconnected members of your community.

As a Mentor you could be part of helping people find their voice, their confidence and their way to employment with the support of specialist services.

For more information about singing and mentoring with the Community Voices project contact:

kariaac@yfcc.com.au  
or call Karina on 0448 281 240

Who is eligible to be a mentor?  
If you want to make a difference in your local community and live in Devonport or surrounding areas, you are eligible to join this life changing choir.

Weekly choir sessions are held each Thursday, 10.30am to 12.30pm at the East Devonport Recreation Centre.

WISE Employment  
empowerment through employment



**Homelessness Week 2018**  
*Ending homelessness together*  
#HW2018



# CEO

## Report

With the support of the LUCRF Super Community Program, we have strengthened and increased our service delivery from the junction HUBs in Devonport and Burnie through the employment of a dedicated youth worker. Both HUBs provide safe, creative and adaptable spaces where services can come together with young people, families and other community members to develop collective strategies to address their current issues. The HUBs youth engagement programs are going from strength to strength, with participant numbers almost at capacity. This financial year we had 841 participants for “Arvos” across both sites and 175 attending the school holiday events.

We also understand we cannot do this work alone. Again, in line with our Strategic Plan, we have worked hard to ensure effective collaboration and robust partnerships to support our clients’ and communities’ needs.

Over the past twelve months we worked with 152 partners, many of whom we have formal working protocols or Memorandums of Understanding in place.

This year, we formalised partnership arrangements with Karinya Young Women’s Service, Youth Futures and Ashley Youth Detention Centre. Having worked with these Organisations for many years it is positive to see these relationships continue to strengthen.

Another of our strategies is to invest in our staff and ensure we deliver quality services. This year we were very excited to create a new position within the Organisation focussing on Clinical Supervision and Service Improvement. This role will be critical in overseeing the Organisation’s clinical framework, therapeutic practices and clinical supervision. We have a strong culture of supporting staff to continually upgrade their qualifications and training to ensure they meet current and emerging needs. Over the year we invested \$ 74,574 in professional development alone.

## DID WE MAKE A DIFFERENCE?



**YFCC's Clinical Supervision and Service Improvement Officer, Julia Taylor.**

Our Quality Accreditation and Continuous Quality Improvement (CQI) program wraps around everything we do. This year we updated our program to meet the accreditation requirements of the Quality Improvement Council's Health and Community Service Standards 7<sup>th</sup> Edition. Recognising the supports we have been providing to our clients over a long time, we also commenced implementing the National Mental Health Standards 2010, with the aim of achieving accreditation in late 2020.

### ***Our thanks***

Foremost, we are thankful to the communities and people we serve. We are privileged to hear your truths and to share your journey. Our promise is to ensure we keep you at the centre of all that we do.

I thank and gratefully acknowledge the invaluable contribution of each and every staff member through 2018-2019. From creating innovative solutions to tackling every day demands, I am always in awe of the work you do.

We recognise and thank our funders and donors for their past and ongoing support. Your contribution is key to achieving our purpose and we appreciate your trust in us. Collectively we create more inclusive and resilient communities.

We also acknowledge the vital roles our peak bodies and partners play in the life of YFCC. Together we make a difference in the lives of so many.

Finally, I thank and commend the members of the Board of Governance for their passion and dedication to achieving a strong Organisation; for being committed to enhancing the financial situation of the Organisation; for continually looking to improve our services and for continuing to develop professionally to meet the ever-changing requirements of the industry.



Ros Atkinson  
Chief Executive



**of our clients  
considered they  
received YFCC help  
within an acceptable  
timeframe**

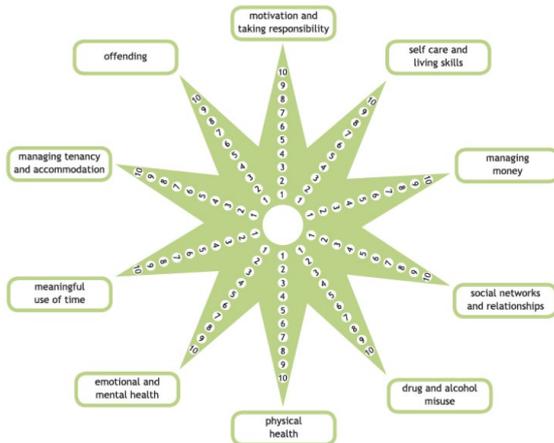


*"YFCC has really helped me with some of the problems I have been having in school, at home and with my friends. It makes me feel like I always have someone to talk to if I feel like I can't talk to someone else."*

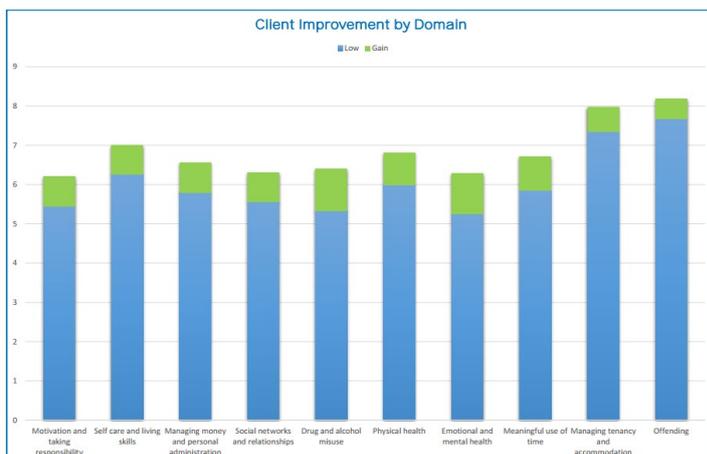
YFCC Client

# Are we making a *Difference*

YFCC utilises the Outcomes Star™ across all its case-managed programs. The Outcomes Star™ is a case-management support tool that provides a measure of outcomes via the mapping of ‘the distance travelled’ for a client across a range of ten life domains. Clients are scored from 1 to 10 on review of each domain, the higher the score the more advanced the client is in managing their life issues in this domain.



YFCC analyses Outcome Star™ data, from the lowest score recorded for the client in each domain, through to the last recorded or exit score, providing a snap shot of “the distance travelled” and a measure of the impact of YFCC services on the client’s life. Client data is also aggregated by domains (see below) to provide an overall program impact measure.



# Outcomes Star™

Each life domain represents a social determinant of health;

- Motivation and Taking Responsibility
- Self-Care and Living Skills
- Managing Money and personal administration
- Social networks and relationships
- Drug and Alcohol misuse
- Physical health
- Emotional and mental health
- Meaningful use of time
- Managing tenancy and accommodation
- Offending

87%

of clients showed an increased score in multiple life domains due to YFCC intervention.

## Who are our Clients

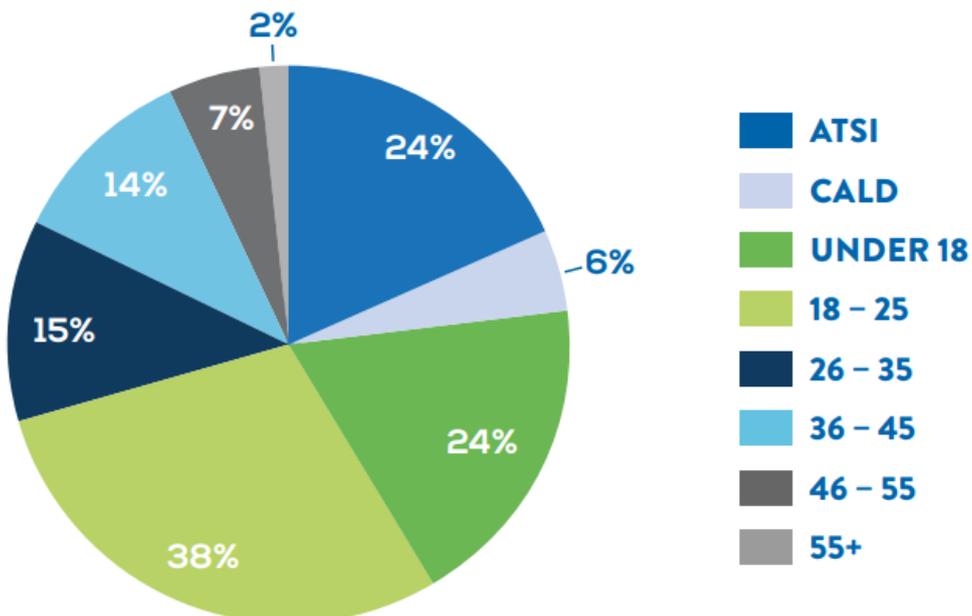


## WHO DO WE MAKE A DIFFERENCE TO?

*"Current and previous workers saved my life pretty much. It is huge, they brought me back from a very dark place"*  
ATODS client

*"Worker is very helpful and always available. She helps me to understand what is going on with my son."*  
HYF client

*"Everyone was really awesome. Staff members really helpful and offered something unique. The service is the staff there."*  
CASS client



*\*Includes registered and informal clients.*



## FAMILY SUPPORT SERVICE

### Report

#### Family Support Service

The Family Support Service has experienced significant staffing changes, including a new Team Leader (me) joining in March 2019. Although there have been these changes within the team, all staff have continued to remain client focused and provide excellent quality of service.

YFCC as an organisation is highly focused on professional development for all staff. In addition to the four YFCC team days per year, the Family Support Service staff were also able to access a variety of training based around client centred and best practice. Training for this financial year has included; Bridges out of Poverty; Car Restraint Training for infants and young children; Core Values Therapy Training; Trauma-Informed Care and Practice Level 2; Signs of Safety Training; and Shark Cage Training (Family Violence focussed).

#### Integrated Family Support Service (IFSS)

Within this financial year, there has been significant change with how the IFSS team obtain referrals and how the client process operates. The Strong Families Safe Kids Implementation Plan 2016 – 2020 is now in its 3<sup>rd</sup> year and has begun operating the next stage. On the 3<sup>rd</sup> of December 2018 the Government rolled out the Strong Families Safe Kids Advice and Referral Line (SFSKARL). The Advice and Referral Line is the new front door for Tasmanian families to access all kinds of support, whilst continuing to meet service mandatory reporting requirements. What this has meant for the IFSS team is a more centralised information resource about the 'at-risk' families being supported and, after ironing out some implementation issues, a more holistic, streamlined allocation and referral process. Among this change, support provided by the IFSS team has been varied, moving from a 6-month support period to a 12-month support period for families.

During the financial year, the IFSS team continued to remain client focussed resulting in excellent outcomes for families. Trends that have been identified by staff over the 12-month

## DID WE MAKE A DIFFERENCE?



of our clients showed an improvement after intervention



Families Week event at the East Devonport Child and Family Centre



financial year include; housing issues, mental health concerns and behavioural issues with children.

Families Week occurs between the 15<sup>th</sup> and 21<sup>st</sup> of May, with the aim being to celebrate the vital role that families play within Australian society. For this year's Families Week in Devonport, the IFSS team collaborated with the East Devonport Child and Family Centre (EDCFC) and delivered an event for families to participate in games, music, craft and a community meal. This proved to be an excellent event, with about 80 participants and 100% positive feedback.

Muscle Up Boot Camp is a program delivered out of the EDCFC. This program was designed to engage disadvantaged children and families in social activities, with a focus on fitness, healthy eating, social skills and building strong family relationships. The IFSS team has supported this program through sponsorship funding and regular attendance to engage with those participating families. This program has proven to be a successful experience and has enabled the IFSS team to build partnerships with various services, continue collaboration with the EDCFC and build connections and relationships with participating children and families.

#### Helping Young Families (HYF)

In March 2019, the Helping Young Parents (HYP) service changed name to Helping Young Families (HYF). Along with this change, the program saw a shift in service delivery with the focus moving to a parenting skills support position. Although the key worker still has a holistic care approach, there will be a more collaborative approach with referring out for various support services in order for the key worker to support and provide education in parenting skills for best outcomes of children and families.

Client trends identified throughout the 12-month financial period include; behavioural concerns, mental illness diagnosis, and transport issues. The Key Worker has continued to support families and overcome a lot of barriers, resulting in positive outcomes for children and families.

For this year's Families Week in Burnie, the HYF Key Worker held two separate events, both in collaboration with the Burnie Child and Family Centre (BCFC). These events including a photo booth for families to engage with and have some fun family photos (held during the Monday playgroup for participants of the HYF service); and The Social Circus, held at the BCFC for anyone who accesses the centre to participate in. Both events proved to be beneficial with many families enjoying the activities and increasing engagement with staff of both the HYF service and the BCFC.

Lindsay Hodgkinson  
Team Leader Family Support Services

	<b>80</b> Total Formal Clients
	<b>6</b> Male Clients
	<b>74</b> Female clients



Families Week event at the Burnie Child and Family Centre

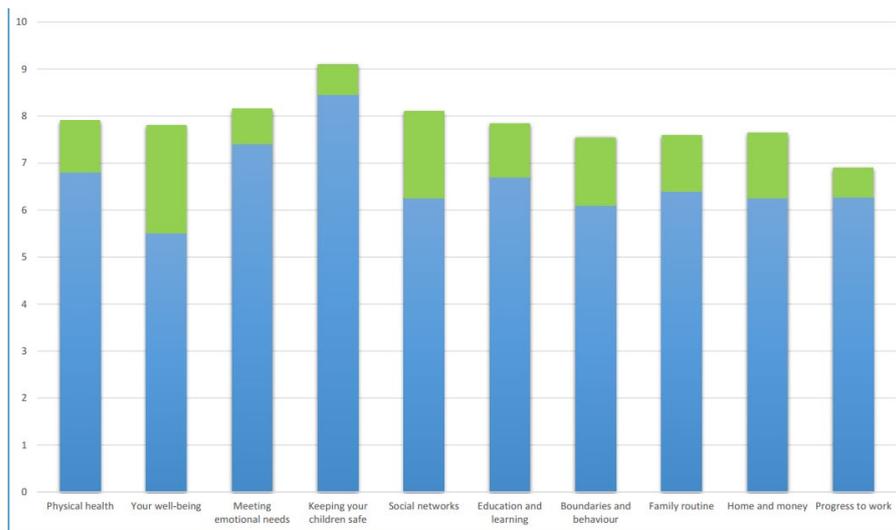


# OUTCOME STAR™

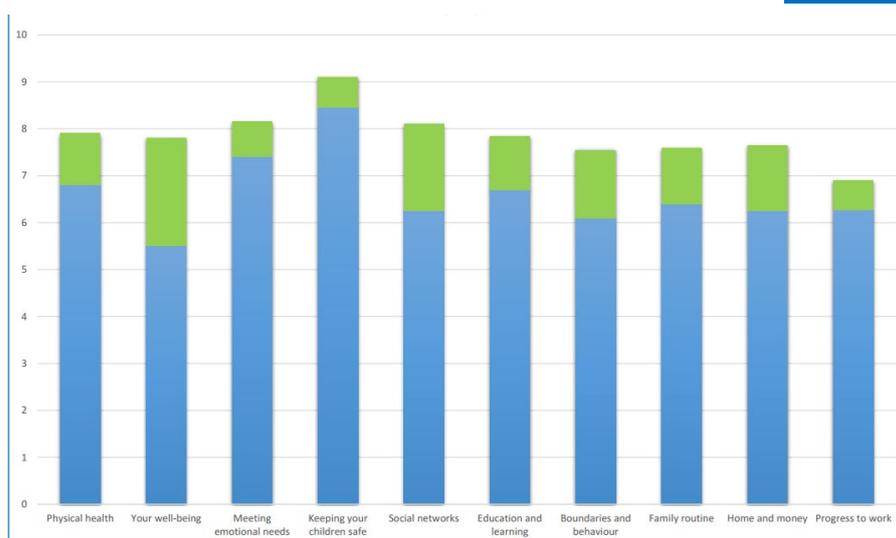
## Results

# DID WE MAKE A DIFFERENCE?

### Family Support Services Client Improvement by Domain



### Accommodation Services Client Improvement by Domain



Gain

Low

The tables above illustrate the positive impact YFCC Family Support Service and YFCC Accommodation Service have made on a range of social determinants of health for our clients. Blue indicates the domain scores on client's lowest score – green indicates scores on client exit or at last assessment.



## ACCOMMODATION SERVICE *Report*

## DID WE MAKE A DIFFERENCE?

### Crisis Accommodation Support Services (CASS)

The 2018-2019 financial year has been another challenging one for the CASS Team, with a rise in the number of clients with intellectual disabilities (the number of clients with NDIS packages has been historically difficult to measure. Full data will be available for the 2019-2020 financial year due to the addition of a specific data field now added to the Specialist Homelessness Information Platform), and, additionally, a rise in the number of clients experiencing mental health issues (approximately 61% of total client numbers).

This year CASS has spent significant time negotiating with NDIA Planners and Support Coordinators to review or instigate NDIS plans which has proved challenging. This has seen an increase of support period lengths, due to the average time being eight weeks, and then several more weeks, to ensure that the reviewed plan meets the client's needs. This process is proving to be ever more difficult since the transition of clients experiencing mental health issues into the NDIS world, with clients that were historically receiving services now unable to receive those services or experiencing dramatically reduced service provision. On a positive note, the ability to provide case management internally has been highly constructive, whilst the increase in client complexity has provided the CASS Team with opportunities to further develop their skills and increase their knowledge in areas not previously accessed.

Like last financial year, the significant time advocating, negotiating and renegotiating NDIS plans for clients has served to place those clients in the best possible position when they leave the service to thrive and sustain the outcomes achieved whilst under CASS support and care.

### Transitional Accommodation Support Services (TASS)

TASS has experienced some staffing changes this financial year with the recruitment of a new Tenancy Officer who has proven to be an asset to the service, particularly with the restructuring of historical data collection in regard to tenancies and the development of consistent criteria in regard to inspections and all aspects of property management. Towards the end of this



of our clients showed  
an improvement after  
intervention

	<b>232</b> Total Formal Clients
	<b>92</b> Male Clients
	<b>140</b> Female clients

*"I was able to have temporary accommodation when I needed it - transport to appointments was helpful when i didn't have a car - I improved my mental health and started attending the gym and now I am employed."*

TASS client

## ACCOMMODATION SERVICE

### Report

financial year TASS also recruited a new Case Manager whose previous knowledge and experience have proven beneficial in driving the service forward.

This year has also seen the full implementation of the TASS Improvement Strategy, which has resulted in an increased external awareness of both critical aspects of the service (outreach and accommodation). As an unintended benefit of this awareness raising, the team has been able to promote YFCC's Outcomes framework to external agencies and assist in training their staff in the use of the Outcomes Star.

TASS client numbers have shown that there is still a significant need in the community for support to maintain tenancies, with this cohort proving to be the largest service participants (approximately 60% of total client numbers). Clients were generally referred to the Service with significant issues and the majority were at the point of eviction, however, following TASS support, all these clients were still in their properties. Amongst the clients that were provided with TASS accommodation (approximately 40% of total client numbers), all reported an increase in their ability to live independently, an increase in their educational attendance, an improvement in their mental health and an improvement in their self-esteem. Upon exit, accommodated clients either gained a tenancy in their own right or returned to living with family.

Some of the stand out success in the TASS service this year included a young person being supported to enrol in university, a young person supported to gain successful entry into the Australian Defence Force and yet another young person supported to complete pre-tertiary subjects in order to enrol in university. The reason these outcomes were particularly noteworthy was that each of these clients had experienced multi-generational disadvantage and unemployment, living in environments where university enrolment was never considered an option.

Shane Leonard  
Team Leader Accommodation Services

## DID WE MAKE A DIFFERENCE?

*"The staff were very supportive and I couldn't have got to where I am without their help. They should be given a raise and chocolate hahahaha."*

CASS client

*"I now have a house, job and am happy. My YFCC worker helped me get to where I wanted/needed to be. I was helped with housing, moral support and was driven to places I needed to go."*

TASS client

*"I found the service to be extremely good. Awesome place, I felt safe and the staff were nice to me."*

CASS client

*"Program was a good stepping stone to obtain long term accommodation."*

TASS client

*"All of the goal planning etc. was really good and helped me to focus and stick to things."*

CASS client



# ATODS Report

## Alcohol, Tobacco and Other Drugs Service (ATODS)

The 2018-19 financial year has been a year of reflection, consolidation and identifying future goals.

We also had cause to celebrate with some fantastic achievements. As part of our ongoing quality improvement we engaged an external consultant (The Social Yield) to evaluate our drug and alcohol programs in relation to best and emerging practice. This was an in-depth process that involved input from the entire team, our stakeholders and most importantly, our clients. The findings of the evaluation were very positive and there were also some good recommendations on how we can continue to improve practice. We are now working hard to address these recommendations.

Our team of drug and alcohol counsellors continue to offer counselling and case management right across North west Tasmania, including the West Coast and King Island. Unfortunately, the need for these services does not relent with time, although we do notice different trends and also the impact of external influences. The last 12 months have seen a significant rise in the number of clients who are also impacted by mental illness and not having stable or safe accommodation. Working with individuals across these domains is essential to reach any true and long lasting success. It also requires us to have up-to-date knowledge on what other supports or services may be available and to maintain our positive relationships with stakeholders.

This year also saw additional resources added to our After School Activities and School Holiday program for High Schoolers. We submitted a successful funding application to LUCRF Super Fund to better resource these preventative programs that continue to grow in popularity. This additional resource has enabled us to offer a greater

## DID WE MAKE A DIFFERENCE?

*“Worker goes above and beyond and changed my life for the better, He helped me through the hardest time of my life”*

ATODS client

*“Our first session was on trauma experience which was pretty cool – made to feel not ashamed/embarrassed and to recognise and deal with my trauma for the first time”*

ATODS client

	<b>349</b> Total Formal Clients
	<b>191</b> Male Clients
	<b>144</b> Female clients
	<b>14</b> Gender not specified

*“Worker was very, very helpful. I was at death’s door and tried to commit suicide, she got me through it. Worker was fantastic.”*

ATODS client

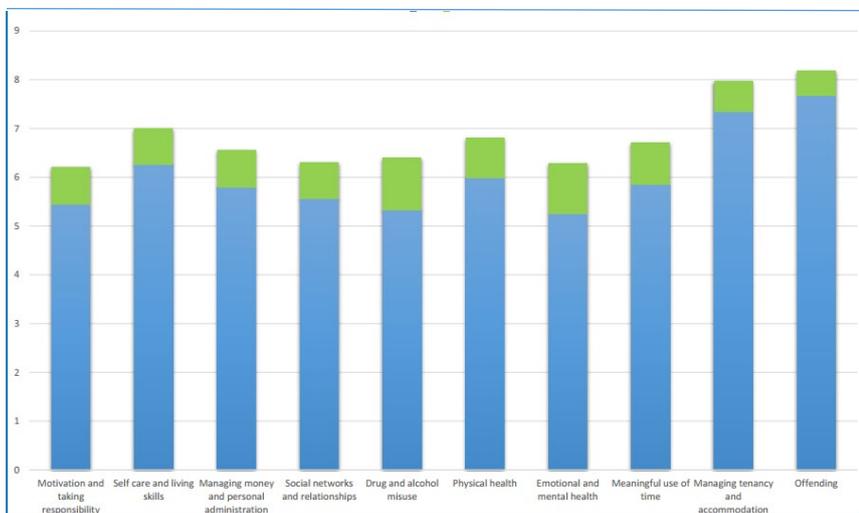
# ATODS *Report*

This year also saw additional resources added to our After School Activities and School Holiday program for High Schoolers. We submitted a successful funding application to LUCRF Super Fund to better resource these preventative programs that continue to grow in popularity. This additional resource has enabled us to offer a greater breadth of experiences and we've also been able to create a casual youth worker role to support these programs. This role offers a great supported step into the industry for someone studying community services and we are privileged to be able to offer this opportunity.

I'd like to take this opportunity to thank the entire team for their hard work, positivity and continual dedication to supporting their clients to reach identified goals. There is real strength in the diversity of skills and knowledge that the team possess and it's a genuine pleasure to work alongside them as they support and educate both individuals and the broader community.

Damian Collins  
Team Leader ATODS

## ATODS Client Improvement by Domain



## DID WE MAKE A DIFFERENCE?



of our ATODS clients showed an improvement after intervention

The table lower left illustrates the positive impact YFCC ATODS services have made on a range of social determinants of health for our clients. Blue indicates the domain scores on client's lowest score – green indicates scores on client exit or at last assessment.



# Health Promotions *Activities*



## DID WE MAKE A DIFFERENCE?

312

Health Promotion  
Programs delivered  
to



8,731 Participants

95%

of Participants Reported  
Increased Skills and  
Knowledge

# Health Promotions *Activities*



# ARVOS PROGRAM



Weekly during  
school terms  
No-cost weekly  
activities

DEVONPORT 64 Stewart St    BURNIE 129 Wilson St

[www.yfcc.com.au](http://www.yfcc.com.au)  
6423 6635 Find us on Facebook.

ARVOS @ THE JUNCTION



# HELP FILM Festival



HELP  
Film Festival

Youth, Family & Community Connections Inc. Annual HELP Short Film Festival 2018 aims to increase community awareness of relevant and complex issues.

**CAN I ENTER?**  
Open to young people aged 12 to 24 living in Tasmania.

**WHAT DO I NEED TO DO?**  
Create a film 2-5 minutes long addressing the theme - STEREOTYPES (in relation to Youth homelessness and/or Youth alcohol and other drug usage with a focus on positive solutions).  
Complete a registration form by 30<sup>th</sup> May, 2018.

**THIS YEAR THE 2018 HELP FILM FESTIVAL THEME IS STEREOTYPES**

**WHAT CAN I WIN?**  
\$1,000 For your school or organisation. Finalists will be screened at CMax Cinemas, Devonport in August.

For more information and a registration form head to [www.yfcc.com.au](http://www.yfcc.com.au), phone 6424 7379 or email [assist@yfcc.com.au](mailto:assist@yfcc.com.au)

**YOUTH, FAMILY & COMMUNITY CONNECTIONS**

## 2018 HELP Film Festival Theme

### STEREOTYPES

In relation to youth homelessness and/or youth alcohol and other drugs usage with a focus on positive solutions

2018 Winner  
Devonport High School

Joint Runners Up  
Ulverstone High School  
Launceston Christian School

People's Choice Award  
Devonport High School

# COMMUNITY VOICES

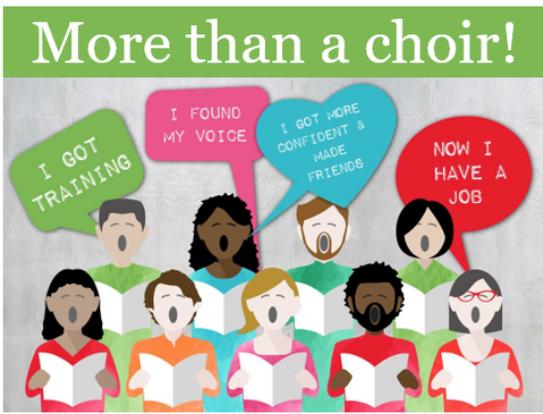
## Project

# MORE THAN A CHOIR!

### Community Voices Project

This is a 12-month project delivered in partnership with WISE Employment and Creativity Australia. The project brings together young job seekers, mature age job seekers, migrants, refugees, young parents and carers for a weekly community choir session and lunch. Participants are also provided with individualised support services through two project workers who help them identify their goals and develop case plans to achieve them. The project also recruits mentors who can support participants to become more work ready.

The choir is building in numbers with 37 participants and 22 mentors recruited in the first three months. The choir delivered their first public performance at the YFCC Homelessness Week Luncheon in Devonport.



**More than a choir!**

**You'll have plenty to sing about when you join the Community Voices project.**

Community Voices combines the joy of music with the opportunity to get the extra support you need.

The goal of the project is to provide you with a range of support options that will improve your wellbeing and connect you with your community, as well as help you get a job.

**Who is eligible?**

If you are unemployed, living in the Mersey Valley area and are:

- aged between 16-21 years, or
- over 50, or
- a migrant or refugee, or
- young parent, or carer

Choir attendance is classified as an Approved Activity

For more information on how the Community Voices Project can help you improve your jobseeker skills, provide self-development and link you to training opportunities contact:

Karinac@yfcc.com.au  
or call Karina on 0448 281 240

allana.bugge@wiseemployment.com.au  
or call Allana on 0430 107 006

Weekly choir sessions are held each Thursday, 10.30am to 12.30pm at the East Devonport Recreation Centre.



**YFCC**  
YOUTH, FAMILY & COMMUNITY CONNECTIONS



**CREATIVITY AUSTRALIA**



**WISE Employment**  
empowerment through employment



## Needle & Syringe Program

### Needle and Syringe Program

YFCC offers a safe and accessible environment for the distribution of a wide range of sterile injecting equipment and safe disposal of used injecting equipment.

The YFCC NSP outlet provides a point for contact and continuity for client's needs specifically around education, counselling and referral to ATOD counselling and other YFCC services.

Over the 2018-19 period, YFCC NSP has had 1,898 contacts with individuals accessing the program. Over 120,000 items of equipment was distributed and a safe disposal facility for used equipment provided.



### Emergency Relief Program

This year YFCC secured funding through the Department of Social Services to deliver the Emergency Relief Program up to the end of June 2023. The program aims to help people in financial crisis by providing financial and material aid and connecting them to services to build financial resilience and capability. YFCC delivers the program across the NW and West coast regions, including King Island.

The types of assistance offered include food, transport, clothing or chemist vouchers, part payment of utilities and assistance with specialist needs (e.g. education and health costs).

In the first six months of program delivery, 107 individual clients have been assisted and over \$14,500 distributed.

# HELPING YFCC MAKE A DIFFERENCE?

## OUR *Partners*

Aboriginal Education Services  
Acton Family Hub (Burnie Child and Family Centre)  
Alcohol and Drug Service (North West, North)  
Alcohol, Tobacco and Other Drugs Council of Tasmania  
Andrea Bonderson  
Anglicare (RAIN, Mental Health Programs)  
Annie Kenny Young Women's Refuge  
Ashley Youth Detention Centre  
Autism Specific Early Learning and Childcare Centre (ASELCC)  
Avidity Training  
Beacon Foundation  
Beggents Devonport  
Beyond Blue  
Bunnings Burnie  
Bunnings Devonport  
Burnie City Council  
Burnie Community House  
Burnie High School  
Burnie Youth Council  
Catholic Care  
Centre Against Sexual Assault  
Centrelink  
Child and Adolescent Mental Health service  
Child and Family Services  
Child Development Unit  
Child Safety Services  
Childhood Trauma Foundation  
Circular Head Aboriginal Corporation (CHAC)  
Colony 47  
Cornerstone Youth Services / Headspace Northern Tasmania  
Country Women's Association  
Court Mandated Diversion Program  
Creativity Australia  
CVGT Australia  
Department of Communities  
Department of Community Corrections  
Department of Education  
Department of Health (Aust.)

Department of Youth Justice  
Department of Social Services  
Devonport Chamber of Commerce and Industry  
Devonport Childcare Centre  
Devonport City Council  
Devonport Community House  
Devonport Golf Club Ladies  
Devonport High School  
Devonport Spec Savers  
Don College  
Don Medical Clinic / Doctor Jane Cooper  
Drug Education Network  
Early Childhood Intervention Service (ECIS)  
East Devonport Child and Family Centre  
East Devonport Community House  
Engender Equality (SHE)  
EPIC Assist  
Family Planning Tasmania  
Gateway Church  
Gateway Inn Hotel  
Girl Guides Assoc.  
Glenhaven Family care  
Havenview Primary School  
Hellyer College  
HIPPIY Australia  
Hobart City Mission  
Housing Choices  
Housing Connect  
Housing Tasmania  
IPWU (Inpatient Withdrawal Unit)  
Karinya Young Women's Shelter  
Kentish Council  
Laurel House  
Lifeway Church  
LINC Burnie  
Local GPs  
Latrobe High School

## IN Success

*"It's a pleasure to work alongside the YFCC team. Their staff are knowledgeable, approachable and professional. They are truly making a difference for their clients on the NW coast."*

YFCC Partner

Labour Union Co-operative retirement Fund (LUCRF)  
Launceston City Mission (incl. Orana and Serenity House)  
Malangenna Child Care  
Marist Regional College  
MAS National  
Max Employment  
Mel Pursell  
Mike Gaffney MLC  
Mission Australia  
Montello Primary School  
My Pathway  
Natasha Hall  
National Joblink  
NEIS program  
Neveco Business IT Solutions  
New Mornings  
NJL Joblink  
No 34 Aboriginal Services  
No Interest Loan Scheme (NILS)  
North West Action for Youth  
North West Private Hospital  
Nova Publishing  
NW Community Legal Service  
Oak Possibility  
Parklands High School  
Partners in Recovery  
Penguin High School  
Primary Health Tasmania  
QMV Solutions  
Red Cross  
Reece High School  
Richmond Fellowship Tasmania  
Romaine Park Primary School  
Rosebery Community House  
Rural Health  
Safe Choices  
Salvation Army  
Salvation Army Employment Plus

Save the Children  
Sea FM  
Share the Dignity  
Sheffield School  
Smithton High School  
Spencer Clinic  
St John First Aid  
St Vincent de Paul Society  
St. Brendon Shaw College  
Strong Families Safe Kids Advice and Referral Line  
Sylvia Berger  
Synectic Group  
TasCOSS  
Tasmania Police  
Tasmanian Aboriginal Corporation  
Tasmanian Chamber of Commerce and Industry  
Tasmanian Community Fund  
Tasmanian Health Organisation  
TasTAFE  
The Link Youth Health Services  
Ulverstone High School  
Ulverstone Neighbourhood House  
UTAS  
Warrawee Women's Shelter  
Wellways  
West Coast Community Services Hub  
West Coast Council  
WISE Employment  
Wise Guise Pizza  
Women's Legal Service Tasmania  
Wynyard High School  
Wynyard-Waratah Council  
Yolla District School  
Yourtown  
Youth Care  
Youth Futures  
Youth Health Fund  
Zeehan Community House

# OUR LOCATIONS

## *and Services*

### DEVONPORT HEAD OFFICE

62 Stewart Street Tel. (03) 6423 6635

Email [yfcc@yfcc.com.au](mailto:yfcc@yfcc.com.au)

SERVICES

Needle and Syringe Program (NSP)

### DEVONPORT YOUTH ACCOMM. SERVICES

176 William Street Tel. (03) 6424 775 or (03) 6424 9520

SERVICES

Crisis Accommodation Support Services (CASS)

Transitional Accommodation Support Services (TASS)

### THE JUNCTION HUBS

Devonport 64 Stewart St. Tel. (03) 6424 7353

Burnie 129 Wilson St. Tel. (03) 6431 9552

SERVICES

Youth Alcohol and Drugs Service (YADS)

Regional Alcohol and Drugs Service (RADS)

Youth programs

Emergency Relief Program (ERP)

Community Voices Project

### BURNIE OFFICE

Burnie 129 Wilson St. Tel. (03) 6431 9552 or (03) 6432 2759

SERVICES

Youth Alcohol and Drug Service (YADS)

Regional Alcohol and Drug Service (RADS)

Helping Young Families (HYF)

### BURNIE YOUTH ACCOMM. SERVICES

41 Saundridge Road, Cooe Tel. (03) 6431 9230

SERVICES

Crisis Accommodation Support Services (CASS)

### UPPER BURNIE OFFICE

4 Reid Street Tel. (03) 6431 3083

SERVICES

Transitional Accommodation Support Services (TASS)

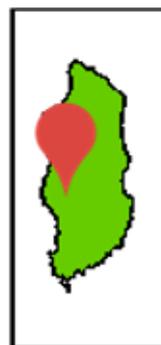
### SMITHTON OFFICE

10 King Street (CHAC offices) Tel. 0439 029 618

SERVICES

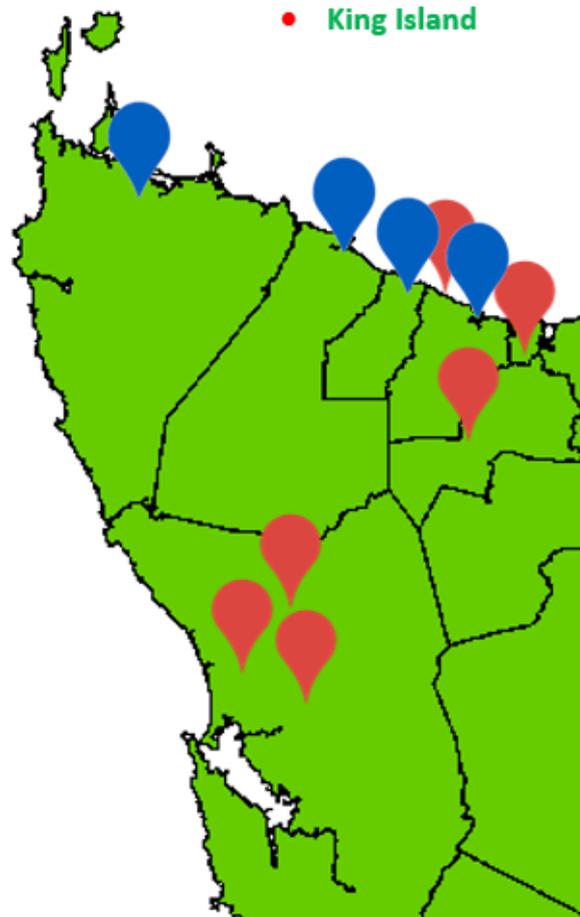
Regional Alcohol and Drug Service (RADS)

Community Alcohol and Drug Support Services (CADSS)



With additional outreach services to

- Sheffield
- Latrobe
- Ulverstone
- Zeehan
- Rosebery
- Queenstown
- King Island



### WYNYARD OFFICE

Little Goldie Street (entrance opposite skate park)

Tel. (03) 6431 9552

SERVICES

Youth Alcohol and Drug Service (YADS)

Regional Alcohol and Drug Service (RADS)

Community Alcohol and Drug Support Services (CADSS)

# OUR Funders

HELPING YFCC  
MAKE A  
DIFFERENCE?



# QUALITY *Matters*

Youth Family & Community Connections are accredited under the Quality Improvement Council (QIC). All staff and stakeholders at YFCC participate in Continuous Quality Improvement (CQI) that supports and monitors the Organisation's aim and ability to effectively provide evidence based services to clients. This process is embedded in the culture of the organisation and supported by an overarching organisational CQI policy.

As a result, a system has been developed, evaluated and maintained based on ongoing staff and stakeholder consultation and monitoring of evidence based standards, legislations and regulations. This system consists of 5 core components:

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

The practices demonstrated through this system enables YFCC to continually meet compliance with the Health & Community Services Standards and ensures that we continue to provide the best Service possible.

QIC conducted an external review of YFCC in November 2017, and they were satisfied that all of our CQI goals in the previous review cycle were achieved. The external review assessed YFCC services against 18 QIC standards (see list at right) and we meet them all. QIC will conduct their next review of YFCC services in 2020.

We are currently updating our evidence to ensure we continue to meet best practice standards as contained in the National Principles for Child Safe Organisations. Late in the financial year we commenced implementation of the National Mental Health Standards 2010, with accreditation against these Standards set for 2020.

## Quality Innovation Performance



- Governance
- Management Systems
- Human Resources
- Physical resources
- Financial management
- Knowledge management
- Risk management
- Legislative compliance
- Safety and Quality integration
- Assessment and planning
- Focusing on positive outcomes
- Cultural safety and appropriateness
- Confirming consumer rights
- Service coordination
- Service agreements and partnerships
- Collaboration and strategic positioning
- Incorporation of and contribution to good practice
- Community and professional capacity building





## Treasurer's *Report*

Whilst the 2018-2019 financial year will not be remembered as a year with as many financial wins as the Organisation would prefer (history shows that not every year can be such a year), it did provide clear evidence of both YFCC's excellent financial controls and the importance of maintaining funding reserves in this challenging market environment.

Again, with grant funding indexation not matching the consumer price index increase on our expenditure, YFCC found itself closely monitoring expenditure and seeking efficiencies where possible, to ensure service deficits were not incurred that would place a financial burden on the Organisation for future years.

As a result of strong financial governance, of our \$4.2M grant funding received during 2019 only \$95k (or 2%) was carried forward to future years, with only \$40k of this being unbudgeted. In short, more than 99% of our grant funding was spent in line with budget for 2019, and only one service incurred a deficit, and that was of an immaterial value (\$398).

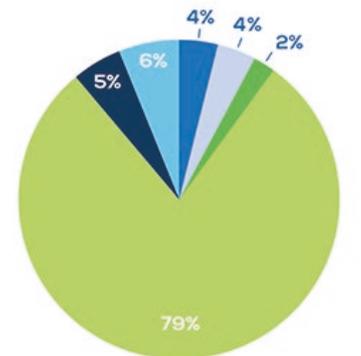
This is not to say our 2019 was without success, however, with the commencement of Community Voices and the Emergency Relief Programs, adding to both the Organisation's financial position and, just as importantly, to the services we are able to offer the communities in which we operate.

Finally, 2019 saw YFCC invest in the employment of a Clinical Supervision and Service Improvement Officer which will be a valuable resource for the Organisation in its continued journey to maximise both the range and the quality of services we can offer our communities.

See you in 2020.

Peter Hollister  
Treasurer

## HOW OUR FUNDING IS ALLOCATED



*“We found the financial systems and processes of the organisation to be well organised and controlled, and the staff involved appeared to have a high level of understanding of the key drivers of financial performance. In particular, we were impressed with the standard of management reporting to the board and the structure and extent of the governance framework”*

Synectic's 2018 audit findings