



# ANNUAL REPORT

2019 - 2020



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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 2019/20 Youth, Family and Community Connections, consistent with its Values and Principles, continued to maintain and develop our range of services and support to individuals and families across the North-West of Tasmania, the West Coast and King Island.

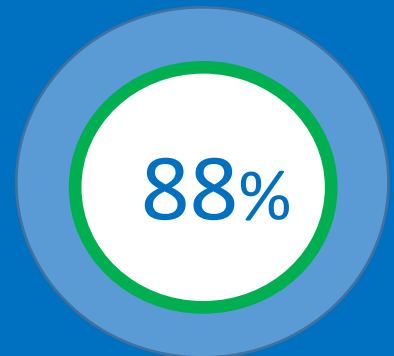
2020 has been the year of Covid - 19. Much could be written about the impact and it will be with our community for a long time - both the shorter term direct impact on our clients and staff and longer term - the recession and higher levels of unemployment and consequential adverse impacts on many in our community. This year we have had to focus on the direct impacts of clients and staff. Ros, our CEO, has outlined this in her report. From the Board perspective, the executive team and staff, led by Ros, have responded strongly and effectively to the new circumstances, under greater stress, ensuring both appropriate health and safety for staff and clients and at the same time continuing to deliver quality outcomes to our clients. At a board level, we have had to adapt, moving, during the March to June period, to bi-monthly meetings conducted remotely via a meeting site, with physical meetings resuming from July. However, taking learnings from this period, the board has determined that future winter monthly meetings will be conducted via this format.

Our Annual Strategy/Planning Day was cancelled and will now be held in the second quarter of next year. Our preliminary assessment is, given the economic and social impact of Covid-19, which will be much clearer at that time, our range of services will have to adapt to new circumstances. These circumstances were unforeseen at the commencement of 2020, and the board will need to plan for at a time when impacts are more fully known.

The Board, as always, has continued to renew and strengthen its membership. A probable two new members will join the board at the AGM in October and announcement made when that meeting has been held. I want to acknowledge the service of Jess Deans our youth representative. Regrettably, Jess has given notice of her intention to stand down this year due to a combination of work, study and family commitments. She has made a strong contribution over this past 6 years. Thank you Jess. You will be missed.

Policy and procedures have been regularly reviewed and updated.

## DID WE MAKE A DIFFERENCE?



of our clients showed an  
improvement after  
intervention

### YFCC Homelessness Week Luncheon 2019



*"Our partnership with YFCC is very important and valued. Throughout the year we collaborate on a number of things and no matter the reason for the interaction, it is never a problem for the YFCC staff we work with. Thank you."*

YFCC Partner

Once again, our financial performance has been strong with an appropriately modest surplus and an ongoing reserve. I note this year for the first time our revenue has passed \$6 million. Thanks again to our Treasurer, Peter Hollister, and Chris Stokes, our Finance Officer.

This year marks our 40<sup>th</sup> Anniversary. An appropriate event is being planned to celebrate. More of this in next year’s annual report.

Finally, thank you to my colleague board members, Ros Atkinson, our CEO, and all our dedicated, quality staff for their ongoing commitment in supporting individuals and families in our community. It has been an extraordinary year with the impact of Covid-19. I am proud of our team response and adaptability during this extraordinary time.

Nick Sherry  
Chair, YFCC

**Board of Governance 2019-2020**

- 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

**YFCC Homelessness  
Week Luncheon 2019**



Guest speakers (above), Bella Fountain from Colony 47 and Hon. Roger Jaensch MP, Minister for Housing.





# CEO *Report*

YFCC has been inspiring young people, individuals, families and communities to recognise their potential and realise their dreams for 40 years. We have grown to provide direct services in over 15 Tasmanian communities and to serve more than 1340 clients annually. This year, 691 were young people, 300 identified as Aboriginal or Torres Strait Islander, and 47 were from CALD communities.

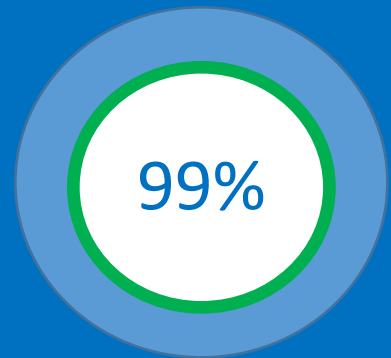
The final months of our 2020 financial year were significantly overshadowed by the COVID-19 pandemic, the impacts of which will continue to be felt for some time. However, in the face of this adversity, we have again experienced the underlying agility and resilience of our organisation and the outstanding performance of our team.

We commenced the Peer Workforce Project in partnership with The Salvation Army and Holyoake, and led by the Drug Education network. This important project, a first for Tasmania, places peer workers in the Alcohol, Tobacco and Other Drug prevention and treatment programs to better support the Tasmanian community, improve knowledge and skills in the community sector, and to support reduced alcohol, tobacco and other drug stigma in Tasmania.

We extended our place-based and outreach services with Fit for Work, which works with local job services agencies to intensively support young jobseekers to address health and wellbeing issues, build relationships and social connections and participate in soft employment skills training. The aim is to rebuild health, confidence and lost social capital, so participants are more likely to break the cycle of welfare dependency.

With the support of project partners, the Devonport City Council, Burnie City Council and the Child and Family Centres in East Devonport and Burnie, we also received funding for an exciting new project, Survival Strategies in the Kitchen. Commencing in January 2021, the project will

## DID WE MAKE A DIFFERENCE?



**of our clients found it easy to get help from YFCC**



**Cold or flu symptoms?**

**Don't wait**

**“Service is great. Would recommend YFCC to anyone. Worker is really friendly, just a really good service.”**

**YADS Client**

build the skills and knowledge of young people to plan and prepare healthy and affordable meals for themselves and their families.

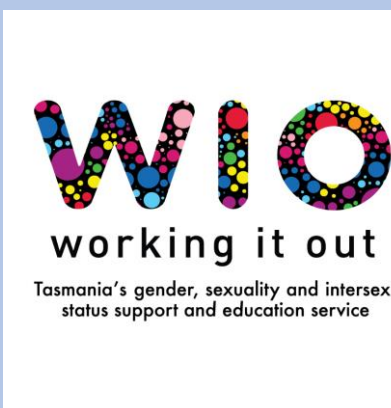
Over the year we delivered 208 Health Promotion activities, to a total of 4038 participants. Health promotion activities are designed to improve health and wellbeing at an individual and community level. Again, we achieved a significant step towards our mission, with 97% of those participating in a health promotion activity stating they had increased knowledge and skills.

A highlight this year has been the launch of a new event - the Inspiring Youth Awards - to celebrate young people's contributions to our communities. The Awards aim to highlight the positive, everyday actions that so many of our young people undertake, but often do not get recognised for or noticed. Stay tuned later in the year for award announcements.

We continue to address gaps in the service delivery system through our "no wrong door" approach, which allows *all* people access to support when they need it, and by acknowledging the need to work with the whole person across the spectrum of psychosocial determinants. In this space, we work tirelessly to ensure those who live in rural and remote regions, those who experience complex housing and homelessness issues and those who experience comorbid mental health and alcohol or other drug issues receive timely and appropriate care.

We also understand we cannot do this work single-handedly. 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 154 partners, many of whom we have formal working protocols in place.

This year, we formalised partnership arrangement with Working it Out, resulting in the co-location of a LGBTIQ+ community worker at our Burnie junction hub. Through our partnership with Colony 47, we were fortunate to have the Colony 47 team deliver a workshop exploring the concepts of Advantage Thinking. It was also wonderful to extend our partnership with the Circular Head Aboriginal Corporation



# CEO

## Report

(CHAC), facilitating ongoing co-location of our Community Alcohol and Drug Support Services worker with CHAC supports and services. 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. Over the year, we invested \$48,528 in clinical supervision and professional development alone. Our Quality Accreditation and Continuous Quality Improvement (CQI) program wraps around everything we do. This year we continued to update our programs to meet the requirements of the Quality Improvement Council's Health and Community Service Standards 7<sup>th</sup> Edition, whilst also implementing the National Mental Health Standards 2010, in recognition of the supports we have been providing to our clients over many years. We will undergo external auditing, with the aim of achieving accreditation, in late 2020.

### *Our thanks*

Primarily, we are thankful to the communities and people we serve. We are honoured that you share your experiences with us to positively influence your futures. We assure you we will continue to keep you at the centre of all that we do.

I acknowledge and thank our funders and donors for their past and ongoing support. I also recognise the vital roles our peak bodies and partners play in the life of YFCC. Together, with a shared commitment, we will lead the way in meeting challenges, with innovation and expertise and with real impact for those we work with.

This year has certainly been challenging, however the organisation's confidence to look over the horizon and move towards the leading edge has been made possible

## DID WE MAKE A DIFFERENCE?



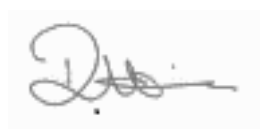
*"YFCC is great, helpful and work together to achieve goals"*

YFCC Client



because of the vision and drive of its people. I thank and gratefully acknowledge the instrumental contributions of Chris (our Finance Manager), Graham (our Operations Manager) and each and every staff member. You are all integral to our work in delivering innovative, integrated services that make a long-term, sustainable difference to people's lives. I am always inspired by the work you do.

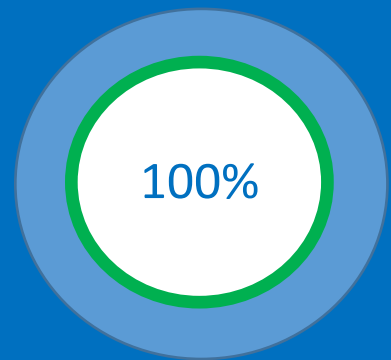
I would like to acknowledge and express the utmost gratitude to our Board members who dedicate their time and have assisted YFCC to continue its important work in the community. I would like to thank Chairperson, Nick Sherry, for his ongoing pro-activeness in guiding YFCC through the 2019-2020 strategic objectives.



Ros Atkinson  
Chief Executive

## Our thanks to these Corporate and Community Donors

Specsavers Devonport  
Red Cross  
Girl Guides Burnie  
Reading Cinemas  
Share the Dignity  
Ali Bourbon  
Department of Communities Tasmania  
Commonwealth Bank of Australia – Burnie branch  
XPS Pension Group (UK)  
National Job Link  
ReLink  
Mystate Devonport  
Dusseldorp Foundation  
Sylvia Berger  
Andrea Bonderson



**100%**  
of our clients  
considered they  
received YFCC help  
within an acceptable  
timeframe

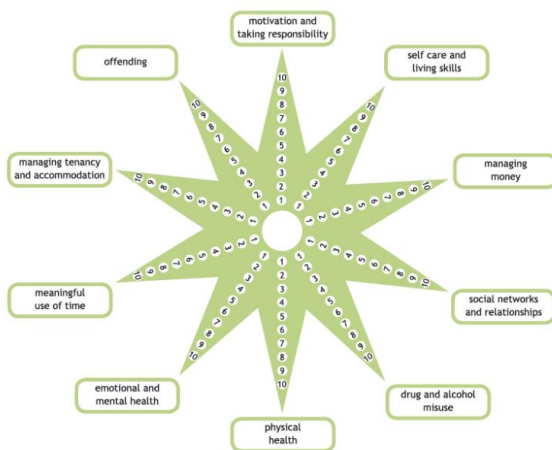


*“My worker is the best person I have ever spoken to – she thinks outside the square, shows empathy, compassion and has realistic views on stuff. It’s great, she understands what I am going through.”*

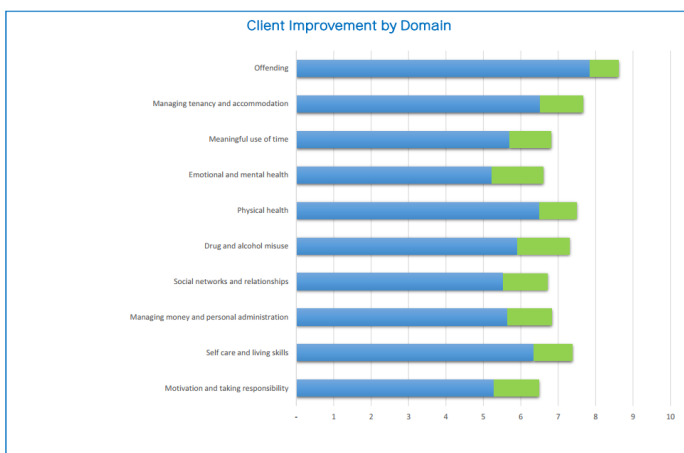
ATOD Client

# 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.



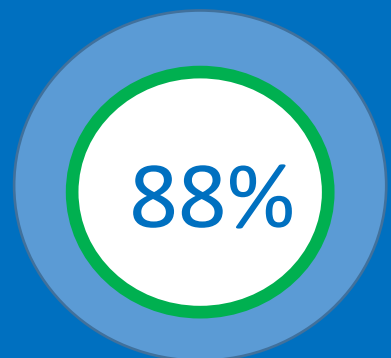
YFCC analyses Outcome Star™ data, from the lowest score recorded for the client in each domain, through to the last recorded or exit score, providing a snap shot of “the distance travelled” and a measure of the impact of YFCC services on the client’s life. Client data is also aggregated by domains (see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



# Outcomes Star™

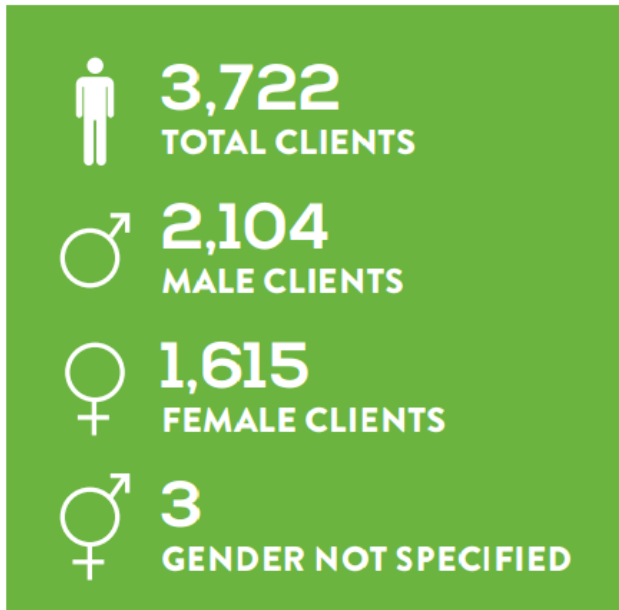
Each life domain represents a social determinant of health;

- 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



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?

*"Worker spoke really well, really good to talk to. I could speak my mind – easy to talk about my issues."*

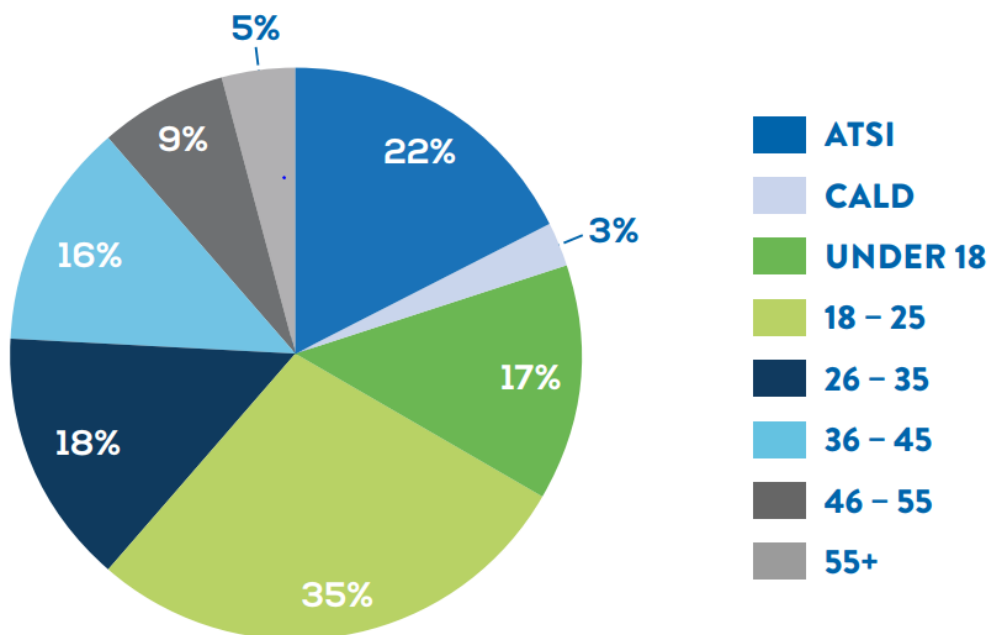
ATOD client

*Worker helped a lot with my situation. He has given me lots of confidence within myself."*

TASS client

*"Thank you for helping me get back on my feet."*

Community Voices client



*\*Includes registered and informal clients.*



## FAMILY SUPPORT SERVICE

### Report

#### Family Support Service

The Family Support Team, over the 2019 – 2020 financial year, experienced a variety of changes in many different areas, due to many different circumstances. A big part of these changes, like with most services, was the combatting of COVID-19. While the team ensured they adhered to all Government restrictions and new organisational policy and procedures, they also discovered innovative, creative ways to continually provide support to all families.

Throughout the past 12 months the Family Support Team have delivered a number of health promotion activities. These activities include Community Kids, in partnership with the Ulverstone Neighbourhood House, and Muscle Up Boot Camp in partnership with the East Devonport Child and Family Centre. The team delivered an information session to TAFE Tasmania students, providing examples of what working in the Community Service sector is like, and also participated in the Disability Expo and Homelessness Week Luncheon.

Every year the Family Support Team deliver an activity for Families Week. Due to COVID-19, this year's activity was slightly different, however, in collaboration with the East Devonport Child and Family Centre, the Family Support Team were able to organise an on-line 'Family Game Night', which consisted of a board game, drink and popcorn, in order to enjoy an evening together as a family. The feedback from this activity was fantastic and there were families who were able to be involved that may not have otherwise.

In May this year, the Family Support Team delivered their first on-line parenting program called Abecedarian Approach Australia (adapted). This parenting program originated from the University of Melbourne's evidenced-based program for early childhood educators called Abecedarian Approach Australia. The program was delivered over four on-line sessions and had the focus of parents being their child's first educator; responding to emotions; teaching and expanding vocabulary; attachment and bonding; brain development; and relationships. Again, the on-line engagement was a huge success.

## DID WE MAKE A DIFFERENCE?

85%

of our clients showed an improvement after intervention



*"Worker has been amazing – great support, did more than was expected of her."*

IFSS client

The Family Support Team have participated in various professional development sessions including (but not limited to):

- Abecedarian Approach Australia Facilitator Training
- Mental Health First Aid (2 days)
- Tasmanian Child and Youth Wellbeing Framework
- 'Man Up' Masculinity Help-Seeking, Mental Health and Suicide
- Circle of Security Facilitator Training
- SRS Training
- AVERT Family Violence Basics Course
- Social Safety and Childhood Sexual Development
- P.A.C.E in Practice

Along with the professional development sessions, the Family Support Team also participated in three YFCC team days for the financial year: First Aid, Zentangle and Cultural Awareness, Child Safe and Advantage Thinking.




This financial year has seen the Family Support Team implement an SRS guideline to help with the data input for the service, along with training around the new requirements for the data entry. This has been to ensure that the work completed by the team is being captured and recognised across the organization, and to provide feedback to funding bodies where necessary.

The Family Support Team have been successfully working together to find new, improved ways of delivering support services to families across the North West Coast and continue to strive to adhere to best practice while remaining flexible to provide the required individual support to families.

### Integrated Family Support Service (IFSS)

This financial year the Integrated Family Support Service (IFSS) have provided support to 63 individual families. This support has consisted of various case management requirements and has seen families make improvement in countless psychosocial areas. Since COVID-19, the possibility of delivering services in the same manner as previous became impossible. This meant that the IFSS team required creativity in service delivery to ensure that families continued to be supported, while also ensuring that children remained safe.

From feedback provided since the outbreak of COVID-19, the flexibility of support provided has proven to be positive. Many families identified the ability to feel more relaxed, open and honest in contact that was not initially face-to-face. Families also identified that the flexibility in support was beneficial as they were able to have continual support without disruption that can sometimes occur with face-to-face appointments.

	<b>82</b> Total Formal Clients
	<b>7</b> Male Clients
	<b>75</b> Female clients

*“Been marvellous, very supportive, really lucky to have her – she is a gem.”*

IFSS client



Staff were also able to deliver resources to families to help aid with schooling at home and provide ongoing mental health support which allowed parents to feel heard.

As part of Families Week, the IFSS team developed a booklet for distribution which included information on available services. In recent times, this information has been available to parents in a different format, with parents having the ability to take what information they need. The new design of a booklet had various service information beneficial for families, along with other things such as activities, recipe/meal ideas, places to visit, and art and craft ideas. This booklet was put in the 'Family Game Night' pack for families to have easy access.

### **Helping Young Families (HYF)**

The Helping Young Families (HYF) program at the beginning of the financial year collaborated with Mission Australia to identify and design a framework of practice. This framework was created to determine differences within the program and identify the way in which the service will support families using best practice. This framework aligns with the Family Star domains and the Tasmanian Child and Youth Wellbeing Framework.

This financial year HYF received funding from CatholicCare through Communities for Children (funded by Department of Social Services) to deliver a parenting program to those residing in the Burnie catchment area. This program, as previously mentioned was the Abecedarian Approach Australia (adapted) program. Due to COVID-19 restrictions the HYF team, partnered with the IFSS team and redesigned the delivery of the program. The program delivery moved from being a group, face-to-face model, to utilising an online social media platform. This new delivery method saw more parents sign up with 11 participants completing the program.

Of these 11 participants, 45.5% were 21 years or younger and 72.7% were 30 years and younger. This meant that the majority of those parents who participated were young parents. As previously mentioned, this program was designed and based around parents being their child's first educator. Therefore, the program funding was used to purchase reading books, as well as designing and providing ideas for learning games, to help aid parents with teaching their children and enhancing their child's ability to flourish. The feedback provided by this program was positive, with parents saying that their knowledge and understanding had increased in the areas of parenting capacity, awareness of emotions, parent/child relationships, child development and learning, and children's needs. They also identified they had increased knowledge and skills of strategies and resources to support their child's learning, development, and emotions, including evidence-based strategies.

Lastly, I would like to thank and acknowledge the fantastic work completed by the Family Support Team and their ability to adapt quickly to changing work environments whilst still providing effective support to families along the North West Coast.

Lindsay Hodgkinson – Team Leader, Family Support Services

*"Worker is a legend, always has a smile."*

IFSS client

*"Worker is awesome. She drops off produce every week, fantastic."*

HYF client



*"Marvellous job, I want the worker to move into my home. The most amazing, positive person I have ever met."*

IFSS client



## ACCOMMODATION SERVICE *Report*

### Accommodation Support Services

Team Leader, Shane Leonard, has needed to take significant leave this financial year and both CASS and TASS teams have stepped up to ensure both services have continued to provide quality support for our local youth. Their support during this period has been greatly appreciated.

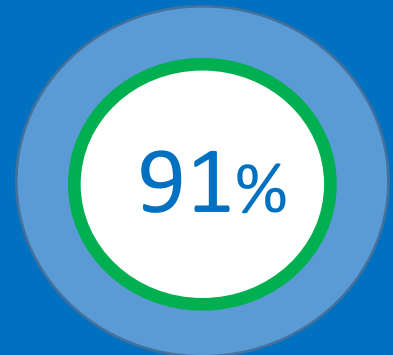
### Crisis Accommodation Support Services (CASS)

Client numbers have remained steady for the year with a similar total to the previous year. There is still an ongoing trend in the number of clients with more complex needs, particularly those with intellectual disabilities and those experiencing mental health issues.




YFCC utilises an established Outcomes Model based on use of the Outcomes Star tools which is key to working successfully with complex clients across multiple psychosocial domains. In the past 12 months 91% of CASS clients showed an increased score (improvement on a 1-10 scale of severity) across multiple life domains due to CASS intervention using this approach. The model facilitates effective case planning, joint case management and external referral and is key to positive outcomes for clients and effective, professional relationship with service providers.

When the Covid-19 restrictions were introduced in late March, both CASS shelters were adapted to cater for isolation of individual clients. Modifications were made in each shelter to enable one client in each to be isolated from other clients whilst awaiting the results of Covid-19 testing. We have had several instances where clients (and some staff) have not been well and have needed to access Covid-19 testing, but throughout all of this period

## DID WE MAKE A DIFFERENCE?



of our clients showed an improvement after intervention

	<b>235</b> Total Formal Clients
	<b>100</b> Male Clients
	<b>135</b> Female clients

*“Great experience, very helpful and I am very appreciative.”*

TASS client

*“Really helpful. Wouldn’t be where I am today without the support they gave me.”*

CASS client

## ACCOMMODATION SERVICE

### Report

since late March we have maintained the service and availability of the shelters, though on a reduced capacity to comply with Government guidelines.

#### Transitional Accommodation Support Services (TASS)

TASS caseloads have remained full throughout the year with a managed waiting list in place. Outreach clients in accommodation other than YFCC managed tenancies made up 60% of all TASS clients, indicating there is still a significant need in the community for support to maintain tenancies.

A full year's implementation of service changes as identified in the TASS Improvement Strategy (2018) has provided gains for the TASS in a number of areas, including increased referrals, higher success rates in clients securing accommodation post TASS and a more balanced focus on outreach client servicing. The Tenancy Officer role introduced in September 2019 has also proven an effective strategy with vacancy rates, in YFCC managed tenancies, lower for the year and clients being better prepared to deal with commercial property agents and landlords when they move on from TASS accommodation.

TASS staff have had some standout successes in supporting their clients this year. One young client, living in a YFCC property, was supported to complete her nursing degree at UTAS and gain full time employment. Another client was supported to overcome both mental and physical issues and obtain full time employment. YFCC's holistic and client-centred approach to service delivery enables our TASS staff to address a wide range of issues experienced by our young clients, supporting them not just with their tenancy and accommodation issues but with broader life issues.

Ros Atkinson and Graham Marshall  
Acting Team Leaders - Accommodation Services

## DID WE MAKE A DIFFERENCE?



The Girl Guides in Burnie made a donation to the Burnie shelter. Thank you for your support.



Devonport Shelter - 176 William St.



Burnie Shelter – 41 Saundridge Rd  
Cooee





## ATODS *Report*

Looking back across the 2019-20 financial year it is humbling to reflect upon how much has been achieved, particularly in light of the COVID-19 pandemic which dramatically impacted many aspects of life and work. The period has also seen some new staff join the ATODs team which has contributed positively to the work we do while learning from more experienced members of the team.

An exciting project we've been working on during this period is establishing a *peer workforce* for the Alcohol & Other Drug (AOD) sector in Tasmania. While many related sectors utilise people with a lived experience, it is something new and exciting for the AOD sector. The project involves partners from all over the State including Holyoake, the Salvation Army and is coordinated by the Drug Education Network. Its focus is training people with a lived experience of substance misuse and recovery, so they can utilise their experiences to help others. Rather than replacing the role of our counsellors and educators, peer workers offer an additional role to further strengthen our team. We look forward to this project continuing over the course of 2021 and 2022.





As mentioned above, the COVID-19 pandemic had significant impacts on the way the ATODs team delivers services. For several months all face-to-face counselling sessions had to be moved to phone or online platforms. With many staff working from home, we found we were quickly able to adapt to this new way of working and still able to offer support and encouragement to our clients. It was a particularly challenging time for many ATOD clients with increased mental health concerns and also with boredom acting as a trigger or increased use or relapse.

This year also saw the establishment of our Resilience & Recover peer support groups for our clients. Starting at our Burnie site this group has been utilising evidence based and emerging practice to openly and honestly discuss their substance use and associated impacts on their lives.

## DID WE MAKE A DIFFERENCE?

*"Really good at what they are doing, try hard and have lots of experience. When I go I come back feeling good. Still battle in my mind, but it's ongoing. I have been given techniques and that helps heaps to get me through. Great to talk to someone who understands."*

RADS client

	<b>471</b> Total Formal Clients
	<b>274</b> Male Clients
	<b>197</b> Female clients
	<b>3</b> Gender not specified

*"Very grateful that help was there when I needed it. Never thought as a mum I would need it for my daughter."*

YADS client

*"Worker is awesome. You can talk to her and not feel judged. She is super easy to talk to."*

CADSS client

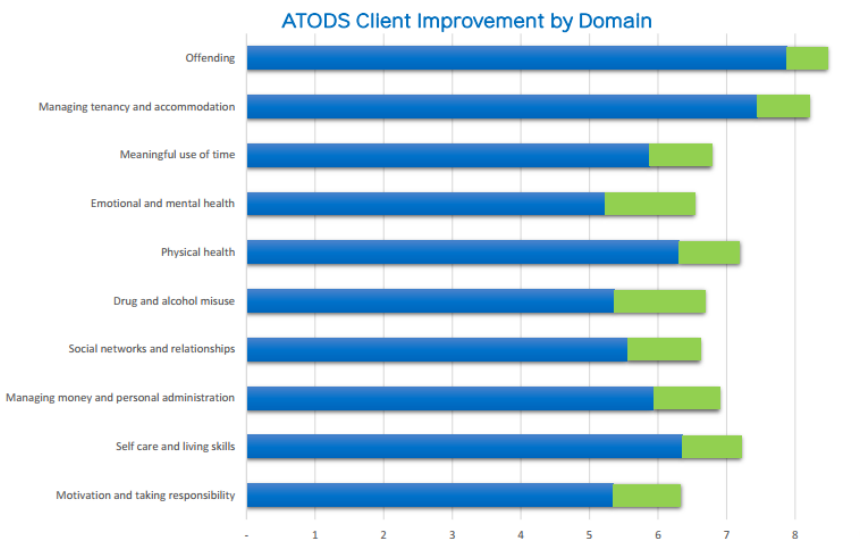
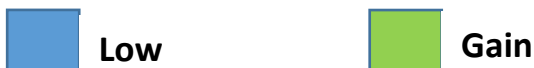
# ATODS Report

There is also a clear focus on what has been successful helping clients in reducing their substance use with a focus on future aspirations. We are excited to start delivering this group in Devonport in August 2020.

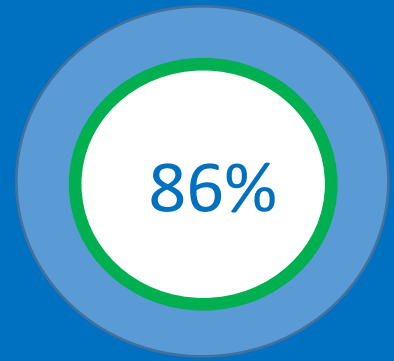
As we look forward to the year ahead it's exciting to build on all our achievements and learnings from the previous year. As a team we feel privileged to be able to do the work we do and are humbled by the ability to work with and support a broad range of North West Tasmanians.

Damian Collins  
Team Leader ATODS

The table below 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.



## DID WE MAKE A DIFFERENCE?



of our ATODS clients showed an improvement after intervention

**Drug & Alcohol Counselling and Support**  
King Island

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**WHAT WE DO**

YFCC offers support including **Drug and Alcohol assessments, counselling, education, case management and referrals.**  
You will be working with a **qualified and experienced** counsellor.

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**WHO WE SUPPORT**

Anyone aged **12 years and older**. Whether it's your own **drug and/or alcohol use**, or you are affected by **someone else's** substance use.

**This service is provided to you at no cost.**

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**WHERE & WHEN WILL I BE SEEN?**

YFCC provides **face to face** counselling **fortnightly** on **Tuesdays** and via phone if required.

Face to face counselling is provided through the Rural Health office in Currie.

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**WHO DO I CONTACT?**

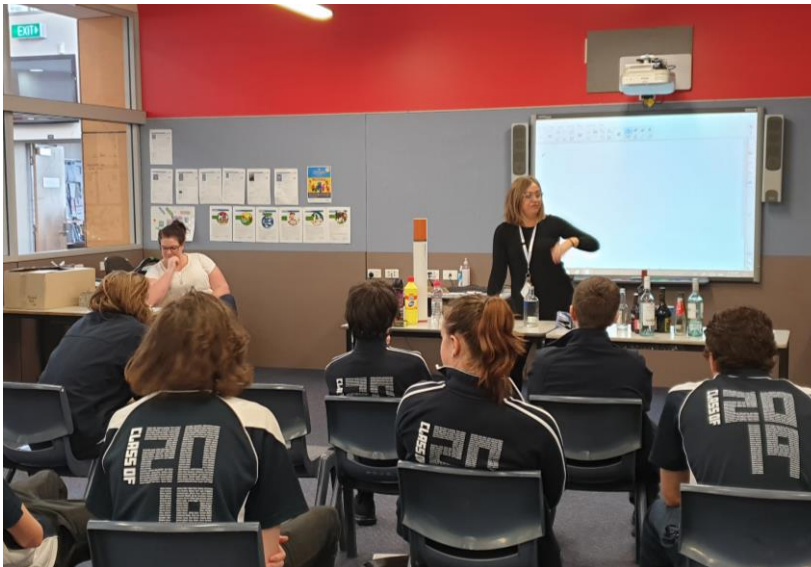
To get more information or to make a referral to YFCC please contact Jess on 0439 029 818 or email [jessica@yfcc.com.au](mailto:jessica@yfcc.com.au)

Alternatively, our **Reception** can be contacted on 0423 6635

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<https://www.yfcc.com.au>
 Find us on Facebook

# Health Promotions *Activities*



## DID WE MAKE A DIFFERENCE?

208

Health Promotion  
Programs delivered  
to



4038 Participants

97%

of Participants Reported  
Increased Skills and  
Knowledge

# Health Promotions *Activities*

# ARVOS PROGRAM



**3-5PM**  
12YRS AND UP!

ARVOS @ THE JUNCTION

**ARVO'S IS GOING ONLINE!**  
TO BE A PART OF IT GET IN TOUCH SAYING  
1- HOW YOU WILL ACCESS (PC, XBOX, ETC)  
2- WHAT ACTIVITIES YOU WOULD LIKE TO DO.  
Wednesdays 3-5pm online  
Message us or call Jonathan 0418 787126 or Georgia 0457 885976



Weekly during school terms  
No-cost weekly activities

DEVONPORT 64 Stewart St BURNIE 129 Wilson St

www.yfcc.com.au  
6423 6635 Find us on Facebook.

**ARVOS @ the JUNCTION**

welcome! Find us on Facebook

<b>18 Feb</b> WELCOME BACK catch up and chill	<b>25 Feb</b> Pizza and Games
<b>3 Mar</b> Minute to win it	<b>10 Mar</b> Celebrating International Womens Day
<b>17 Mar</b> Monopoly and Milkshakes	<b>24 Mar</b> Tas Rocks: design, create, explore
<b>31 Mar</b> Henna & Toasties	<b>7 Apr</b> Movie & popcorn

**Age: 12+**  
Every Tuesday during school term  
3:30 - 4:45 PM  
YFCC 64 Stewart St Devonport 64247353

Thanks to funding and support from  
Devonport City Council  
LUCRF super



# HELP FILM 2019

## *Festival*



**2019 HELP Theme:**  
**PAY IT FORWARD**  
in relation to Alcohol and other Drugs and Homelessness

**CAN I ENTER?**  
open to young people 12-24 living in Tasmania

**WHAT DO I NEED TO DO?**  
create a film, 2-5 minutes long addressing the theme

**WHAT CAN I WIN?**  
\$1,000 for your school or community group

**HOW DO I ENTER?**  
to register your interest visit [www.yfcc.com.au/help](http://www.yfcc.com.au/help)

Registrations close: 31st May 2019

for more information  
Email: [help@yfcc.com.au](mailto:help@yfcc.com.au)  
Call: 6423 6635

YFCC  
YOUTH, FAMILY & COMMUNITY CONNECTIONS

Tasmanian Government

## 2019 HELP Film Festival Theme

### “Pay It Forward”

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

2019 Winner  
Launceston Christian School  
“The Vulnerability”

Runner Up  
Launceston Christian School  
“Loved”

People’s Choice Award  
Launceston Christian School  
“Pay It Forward”

Special Mention  
Ulverstone High School  
“Reflective Kindness”

# COMMUNITY VOICES

## Project

# MORE THAN A CHOIR!

Delivered in partnership with WISE Employment and Creativity Australia, this 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 employment, education and training goals, and develop case plans to achieve them. The project also recruits mentors who can support participants to become more work ready.

Over 70 participants and 30 mentors have been recruited into the project. Of the participants to date, 21 have achieved employment outcomes and 42 have achieved education/training outcomes through the project.

The choir has performed at a number of events over 19/20, including the East Devonport Has Talent Concert and for residents at the Melaleuca Home for the Aged.

During the Covid-19 restrictions, the choir sessions were moved to online delivery and case management activities with participants were conducted via phone and online.

The project has recently been given a nine month time extension with project completion now scheduled for 31/3/2021.



*"This is such a good service. It helps people get involved in the community."*

*"Worker has been wonderfully helpful and supportive throughout Community Voices."*

*"Workers are awesome."*

Community Voices clients

## Emergency Relief Service

### Fit For Work Project

## *Projects*

## YFCC MAKING A DIFFERENCE

### Emergency Relief Service

The Emergency Relief Service 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.

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).

YFCC delivers the program throughout the region with the assistance of partner organisations operating pick up points for vouchers provided to clients. These partners include the East Devonport Child and Family Centre, Circular Head Aboriginal Corporation, Rosebery Community House and the West Coast Community Services Hub in Queenstown.

### Fit For Work Program

Funded through the Tasmanian Community Fund, this two year project supports young people aged 16 to 25 in the Devonport region to meet their employment goals.

A full time Project Worker works intensively with participants for between 6 and 12 months to address health and wellbeing issues, build relationships and social connections and participate in soft employment skills training.

The project aims to support participants to rebuild their health, confidence and lost social capital, providing them with increased opportunity to break the cycle of welfare dependency and be better equipped to secure employment.

Utilising the Outcome and Work Stars, participants are assisted to address a range of life issues that may be impacting on their capacity to become work ready and access training, education and/or employment. The project has already created a number of great outcomes for participants, including:

- 5 participants gaining employment
- 2 participants gained increased work hours through FFW support
- 11 participants supported to obtain their driving licence.
- 4 participants assisted to access accommodation

**435 individual clients were assisted with ER support amounting to over \$85,000, distributed through 750 individual transactions**

## Needle & Syringe *Program*

## YFCC MAKING A DIFFERENCE

The Tasmanian Needle and Syringe Program (NSP) is a public health initiative to minimise the spread of blood borne viruses HIV/AIDS and hepatitis B and C among injecting drug users and to the wider community.

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

People accessing NSP are also provided with information and education on prevention, treatment and health maintenance, brief intervention and referral services for people who inject drugs. The Service is free and confidential and is available 9:00am to 5:00pm Monday to Friday.

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.



During the 2019-20 period, YFCC NSP had 1,922 contacts with individuals accessing the program. Over 16,200 items of equipment were distributed and a safe disposal facility provided for used equipment .



# 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)

Emergency Relief Program (ERP)

### 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 – ARVOS and School Holiday Programs

Community Voices Project Fit For Work 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

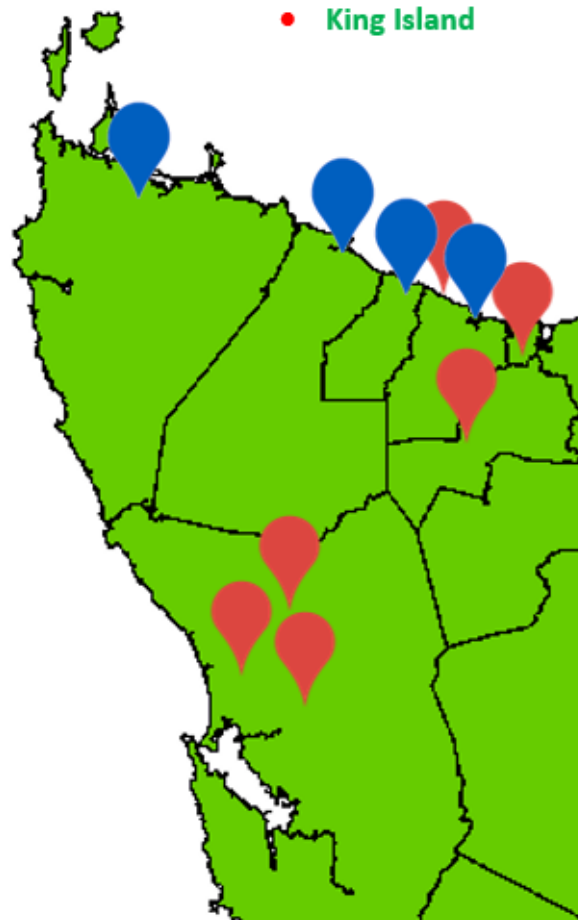
Regional Alcohol and Drug Service (RADS)

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)

# 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  
Ali Bourbon  
Anglicare (NESTS, SYP, Family Support Programs)  
Annie Kenny Young Women's Refuge  
Ashley Youth Detention Centre  
Autism Specific Early Learning and Childcare Centre  
Avidity Training  
Beacon Foundation  
Beggents Devonport  
Beyond Blue  
Bunnings Burnie  
Bunnings Devonport  
Burnie City Council  
Burnie Community House  
Burnie High School  
Burnie Youth Council  
CatholicCare  
Centrelink  
Child and Adolescent Mental Health service  
Child and Family Services  
Child Development Unit  
Child Safety Services  
Circular Head Aboriginal Corporation (CHAC)  
Colony 47  
Commonwealth Bank Burnie  
Cornerstone Youth Services / Headspace NW Tas.  
Court Mandated Diversion Program  
Creativity Australia  
CVGT Australia  
Department of Communities  
Department of Community Corrections  
Department of Education  
Department of Health (Aust)  
Department of Health (TAS)  
Department of Youth Justice

Department of Youth Justice  
Department of Social Services  
Devonport Chamber of Commerce and Industry  
Devonport City Council  
Devonport Community House  
Devonport High School  
Devonport Spec Savers  
Don College  
Don Medical Clinic / Doctor Jane Cooper  
Drug Education Network  
Dussledorp Forum  
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  
HIPPY Australia  
Hobart City Mission  
Housing Choices  
Housing Connect  
Housing Tasmania  
Indie School Devonport  
Intensive Family Engagement Service (IFES)  
IPWU (Inpatient Withdrawal Unit)  
Karinya Young Women's Shelter  
Kentish Council  
Kristine Bull (Psychologist)  
Labour Union Co-operative Retirement Fund  
Latrobe High School  
Launceston City Mission (incl. Orana & Serenity House)  
Laurel House  
Lifeway Church

LINC Burnie  
Local GPs  
Malangenna Child Care  
Marist Regional College  
MAS National  
Max Employment  
Mel Pursell  
Mike Gaffney MLC  
Mission Australia  
Montello Primary School  
My Pathway  
MyState Devonport  
Natasha Hall  
National Joblink  
NEIS program  
Neveco Business IT Solutions  
New Mornings  
National Joblink (NJL)  
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  
Penguin High School  
Primary Health Tasmania  
QMV Solutions  
Reading Cinemas  
Reclink Australia  
Red Cross  
Reece High School  
Richmond Fellowship of Tasmania  
Romaine Park Primary School  
Rosebery Community House  
Rural Alive and Well  
Rural Health  
Safe Choices  
The 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  
TasCOSS  
Tasmania Police  
Tasmanian Aboriginal Corporation  
Tasmanian Community Fund  
TasTAFE  
The Link Youth Health Services  
Ulverstone High School  
Ulverstone Neighbourhood House  
UTAS  
Warrawee Women's Shelter  
Wellways  
West Coast Community Services Hub (CFC)  
West Coast Council  
WISE Employment  
Wise Guise Pizza  
Working It Out  
Women's Legal Service Tasmania  
Wynyard High School  
Wynyard-Waratah Council  
Yolla District School  
Yourtown  
Youth Care  
Youth Futures  
Youth Health Fund  
Youth Network of Tasmania (YNOT)  
Zeehan Community House

# OUR Funders

## HELPING YFCC MAKE A DIFFERENCE?





## QUALITY *Report*

In April, under a COVID lockdown haze, I joined the YFCC team as the Clinical Supervisor and Service Improvement Officer. Working from home in a role which is all about people and relationships was both challenging and rewarding, requiring a lot of time on the phone and Zoom and a great deal of tolerance and patience from staff as supervision got up and running.

Fast forward to August and all full-time staff working in either a case management or counselling role are receiving clinical supervision. Building an understanding of clinical supervision and developing a practice culture where reflective thinking is seen as a core competency have been central tasks. Staff engagement in supervision has been overwhelming positive and engagement has been good. Some staff are developing their understanding of how to get the most from supervision, for others, supervision has already been a central support as they grapple with personal and work stressors.

Clinical supervision also has a role in providing a bridge between theory and practice and a core function of the CSSI role is to make sure we are working towards an evidence informed approach to practice. To this end we have purchased some excellent online training resources and some members of the ATODs team have started to work in a group to develop a specific suite of evidence based skills. As we navigate the reality of a working environment where travel isn't possible, more training will be delivered remotely and this kind of approach to implementation will be increasingly important.

There is an established body of research which says that clinical supervision is one of the cornerstones of quality improvement and quality assurance and is an important way to make sure that clients are competently served. The creation of the CSSI role reflects the value that YFCC places on good practice which translates into tangible and positive outcomes for clients.

Tunya Petridis – Clinical Supervision and Performance Officer

## 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

## HOW OUR FUNDING IS ALLOCATED

Though 2020 has been a year like no other in history, it was (at least financially) a year very much business as usual from YFCC's perspective for which we are most grateful.

While being predominantly grant funded normally poses a financial risk to the organisation, in the uncertainty created by the coronavirus pandemic the security of our funding proved invaluable in ensuring the financial operations of the organisation were not unduly disrupted.

That said, the financial impact of the pandemic will be felt for years to come and it would be naïve to believe that government expenditure (and as such funding) will not be at risk of being reduced to help mitigate the deficit created as a result of the outbreak. As such, YFCC may have escaped financial harm from the pandemic in the short term but our financial risk will likely have increased materially in the long term.

In short, these challenging times are exactly what YFCC has been preparing for through strong financial systems, and while we expect these systems to be sorely tested, I am confident YFCC will both survive and continue to thrive in the years ahead.

Peter Hollister - Treasurer

*"As in previous years, 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".*

Synectic's 2019 audit findings

