

DID WE MAKE
A DIFFERENCE?



of our Clients Showed
an Improvement After
Intervention



Health Promotion
Programs Delivered



Health Promotion
Program Participants



Health Promotion
Participants Reported
Increased Skills and
Knowledge



Partners in
Service Delivery

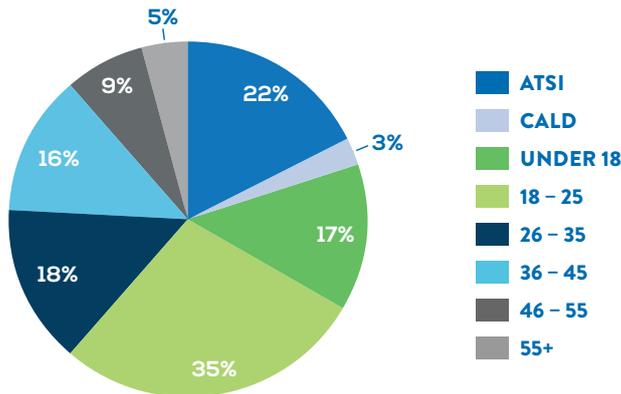
OUR MISSION

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

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.

YFCC continues to provide direct services in over 15 Tasmanian communities.

WHO ARE OUR CLIENTS?



*Includes registered and informal clients.



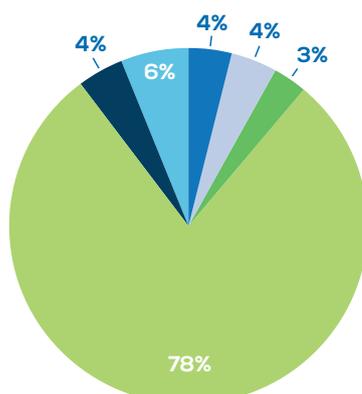
YFCC uses an established Outcomes Model based on use of the Outcomes Star tools which is key to working successfully with complex clients across multiple psychosocial domains. In the 2019-20 financial year 88% of clients showed an increased score (improvement on a 1-10 scale of severity) across multiple life domains due to YFCC intervention using this approach. The model facilitates effective case planning, joint case management and external referral and is key to positive outcomes for participants.

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 also fortunate to have the Colony 47 team deliver a workshop exploring the concepts of Advantage Thinking. Having worked with these Organisations for many years it is positive to see these relationships continue to strengthen.

A key strategy for YFCC is our investment in our staff and to ensure we deliver quality services. Over the year, we invested over \$48,000 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 7th 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.

YFCC is 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.

We also recognise and thank our funders and donors for their past and ongoing support and acknowledge 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.



HOW OUR FUNDING IS ALLOCATED

- ADMINISTRATION COSTS
- DEPRECIATION AND AMORTISATION
- DIRECT SERVICE DELIVERY COSTS
- EMPLOYEE COSTS
- OCCUPANCY AND PROPERTY COSTS
- OTHER OPERATING COSTS



The full 2019-2020 YFCC Annual Report can be accessed [here](#) or www.yfcc.com.au