



YFCC
YOUTH, FAMILY
& COMMUNITY
CONNECTIONS

ANNUALREPORT

2021 - 2022

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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.



President's *Report*

The year 2021/22 has seen major new service tender success with YFCC successful in the operational tender for the Burnie Youth Independence Facility and the Launceston Youth At Risk Centre. This will result in significant growth and expansion of YFCC service with additional staff and revenue

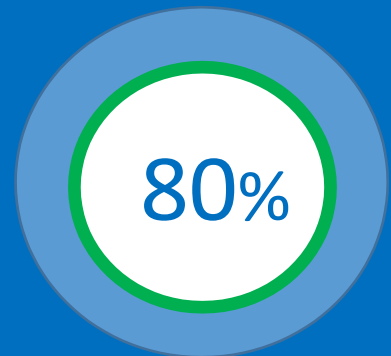
programmes. For the first time, not just in our traditional regions of the North West and West Coasts, but in the North of the State in Launceston. These new service contracts are a tribute to our reputational excellence and much hard work and time by the executive team.

The “opening up” from Covid restrictions in December last year has resulted in a range of not unexpected challenges, which we have been able to minimize due to effective planning and oversight and staff diligence. Clear protocols for both clients and staff have resulted in minimal disruption to services. From the Board’s meetings perspective, given the success of conducting meetings remotely, initially during the winter months, it has been decided to make this a permanent feature of board meetings except for two meetings to be aligned with the AGM (October) and Strategy Day (usually May). The board meets ten times a year.

The major, independent Governance Review resulted in some changes to our Constitution and Governance Policies, which were then presented to the 2021 AGM and passed without amendment. Of significance, the Human Resources sub-committee was formalised as part of our constitution. Thank you to Peter Rowe for managing the process.

An independent Board Governance Review was also completed in early 2022. Thank you to Trevor Matthews for once again conducting pro bono. There were no issues of significance for board members to address however the board will continue to refresh with relevant experience and background as well as ensure ongoing training and

DID WE MAKE A DIFFERENCE?



of our clients showed an
improvement after
intervention



2021 Homelessness Week Luncheon



development. To assist in this regard, both the board and sub-committees have been refreshed. New board members elected at the AGM were Sarah Steel and Steve Lucius. John Dowling, a new external, independent expert was added to the Finance, Audit and Risk sub-committee. Thank you to Nick Bond and Kim Tidswell who retired last year as board members.

Unusually the board decided that in 2022 the Strategy Day would be deferred until 2023. This was on the basis that our operational team needed to focus on both Covid impacts but particularly, given the new business service contracts referred to above, the implementation of, which involves major new site development and staff recruitment particularly in Launceston. The board believed that the major new growth represented significant success measured against our Strategy and Business Plan. That 2022 should be a year of delivery focus that needs to be “bedded down “with a Strategy review to consider once new projects are delivered by 2023.

A range of new challenges emerged in the early part of the year that have impacted and led to greater uncertainty particularly as part of the budget process. For the first time in many years significant inflation and associated greater costs/expenditure and wage increases are being experienced. Further, public liability insurance is becoming more difficult in terms of coverage and cost. This has made budget planning particularly challenging but will also present a possible threat to the financial viability of service programmes if government funding does not match the increased costs. Cost increases cannot be significantly absorbed by Not-For-Profit community service organisations.

Notwithstanding the financial and cost pressures, revenue increased to \$5.5m and a surplus of \$192k was achieved.

Thank you to our long serving Treasurer, Peter Hollister and Chris Stokes, our Finance and Administration Manager.

An exploratory discussion on a possible merger with another Not For Profit community organisation commenced but was deferred due to the priority of operational growth and refocus of both.

2021 Homelessness Week Luncheon



President's *Report*

Thank you to all board and sub-committee members, Ros Atkinson, our CEO and the executive team and to all our dedicated, quality staff for their ongoing commitment to supporting individuals and families in our community. I am very confident, notwithstanding the challenging

will be well delivered.

Nick Sherry

President.

Board Members

Nick Sherry, President.

Peter Hollister, Treasurer.

Chris Young, Public Officer.

Julie Smith

Sarah Steel

Steve Lucius

Dr. Anne Heath

Chantelle French

Nicholas Bond (retired November 2021)

Human Resources (HR) Sub-committee.

Nick Sherry

Chris Young

Dr Anne Heath

Tony Wilks (external expert)

Finance, Audit and Risk (FAR) Sub-committee.

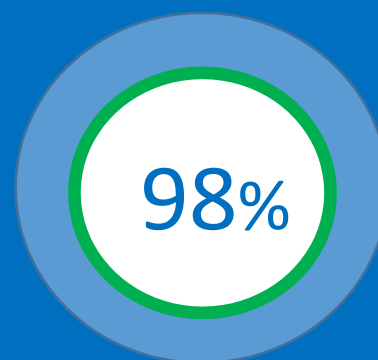
Nick Sherry

Sarah Steel

Peter Hollister

John Dowling (external expert)

DID WE MAKE A DIFFERENCE?



of our partners noted the importance of a collaborative relationship between YFCC and their organisation

“YFCC set a great standard for a community organisation in North West Tasmania.”

“I have been very impressed with all aspects of this company. I can see their values are high and the respect and care shown is of great value to young people. I look forward to working with them more in the future.”

“YFCC are absolute leaders in their field, professional and always approachable. Of exceptional note is their leadership in AOD peer workforce development and the integration of the AOD peers into their service delivery.”



CEO *Report*

As our President has highlighted, this year saw considerable new service tender success with YFCC securing operational tenders for the Launceston Youth At Risk Centre and the Burnie Youth 2 Independence (Y2I) Facility. This will result in significant growth and expansion of YFCC service delivery, with operations extended into the North of the State for the first time, and additional staff and revenue of approximately \$1.3m per year over the funded periods.

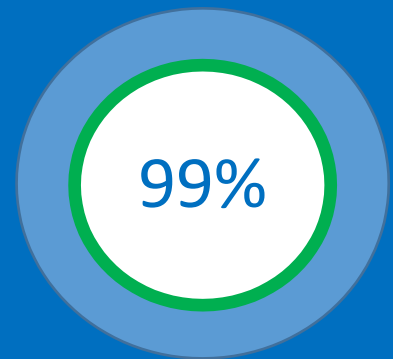
For the Launceston Youth at Risk Centre, we have been very fortunate to gain the experience and skills of Dr Anne Munro, who has been appointed as Coordinator. We have also recruited a very talented team of youth coaches and support workers ready for the opening of the service in October 2022. Early 2023, will see the recruitment of our new team for the Y2I facility.

The year brought about the commencement of construction of a new purpose-built building for the Crisis Accommodation Support Services in Burnie, together with new transitional accommodation units on the same site. This will enable young people to access additional co-located supports and modernized facilities.

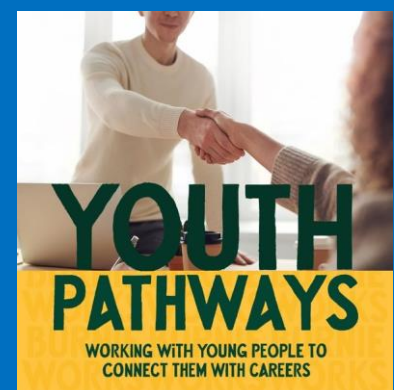
We also commenced delivery of two new services, Youth Navigators and Youth Pathways, during the year. Both youth employment services operate across the North West region and are delivered collaboratively with a range of local and state-wide services.

Due to a prior year election commitment, we were thrilled to be able to extend the period of operation for Fit for Work in Devonport. This service has been highly effective in working with local Job Agencies to intensively support young jobseekers to address health and wellbeing issues, build social connections and relationships and participate in soft skills training to enable participation in training, education and employment. In the next financial year, Fit for Work will be extended into the Burnie region, and we will see the commencement of two new services Project Detour and the Career Connector Service across the NW Coast.

DID WE MAKE A DIFFERENCE?



of our clients said it
was easy to find out
how to get help from
YFCC



December 2021 saw most border restrictions relating to COVID-19 for Tasmania lifted, however, the continuation of COVID-19 in our communities and the resultant stay at home orders continue to play a part in how we manage our team and environment, whilst ensuring safe and effective service delivery.

The end of the year was also somewhat dominated by financial, budgeting and insurance challenges. Inflation, resulting in increased service costs, wage increases and a lack of sufficient indexation, are leading to significant pressure on forward budgets. Reduced financial capacity inevitably leads to reduced service capacity. All at a time when demand has never been higher. Coupled with difficulties being experienced nationally in obtaining public liability insurance for activities involving children and young people, the squeeze is well and truly being felt. YFCC has joined many other Organisations across Australia in advocating for improved funding and insurance to meet these costs and demands. As the President stated in his report, cost increases cannot continue to be absorbed by not-for-profit organisations.

However, despite these challenges, to date we have been able to minimise disruption to critical services and adapt swiftly and flexibly where we have needed to. Our staff have demonstrated a great level of diligence in keeping each other and communities safe and remaining focussed on our core role in providing support for those who have a lived experience of vulnerability or disadvantage.

We now provide direct services in over 15 Tasmanian communities and, over the past year alone, helped to inspire the dreams and goals of 1873 formal and 2316 informal clients – 18% of whom identified as Aboriginal, 1% identified as LGBTQIA+ whilst 60% were under the age of 25.

Over the year we delivered 412 Health Promotion activities, to a total of 7750 participants. We attained a considerable progress towards our mission, with 98% of those participating in a health promotion activity stating they had increased knowledge and skills. These activities focus on promoting health and wellbeing, preventing ill-health, health education and community capacity building. As in previous years, an extensive range of programs were delivered within local school, government agency and community service settings. Significant activities were also held during Youth Week, Families Week and Homelessness Week. A highlight again this year was the Inspiring Youth Awards - celebrating young people's everyday actions and



Families Week 2022



CEO *Report*

and contributions to our communities.

Through our “No Wrong Door” approach we continue to address inequalities and gaps in the service delivery system, our goal being that *all* people are provided with access to support when they need it, in addition to recognising the need to work with the whole person across the spectrum of psychosocial determinants. To this end, we acted to make improvements for people who live in rural and remote regions, those who are from Aboriginal and LGBTQIA+ communities, those experiencing complex housing and homelessness issues and those experiencing comorbid mental health and alcohol or other drug issues. This year, with great outcomes, this work included piloting mental health and peer support as integrated, wrap-around supports for those experiencing issues with substance use. Subsequently, we were thrilled to be able to offer employment to two peer trainees in our youth accommodation services. We have also commenced reviewing our work to ensure we meet the Rainbow Tick Standards, and we are currently completing our first Reconciliation Action Plan.

Our Quality Accreditation and Continuous Quality Improvement (CQI) program cloaks all that we do. This year we had a mid-term external review, which demonstrated we continue to meet the accreditation requirements for both the National Mental Health Standards 2010 and the Quality Improvement Council’s Health and Community Service Standards 7th Edition, whilst continuously striving to improve. We also meet the National Standards for Child Safe Organisations (2019) and continue to ensure all children and young people are safe in our services.

The year saw the continuation of our strong focus on collaboration and partnerships. Over the past twelve months we worked with 168 partners, many of whom we have formal working protocols in place. These working partnerships provide significant benefits for our communities and clients, including improving client access and experience, enhancing knowledge, communication and

DID WE MAKE A DIFFERENCE?



No Wrong Door Policy



information sharing and making best use of available resources.

As always, our YFCC team is our most important asset. Over the past year, we invested \$137,000 in clinical supervision and professional development, ensuring our staff are best equipped and supported to undertake their roles. This year we have also expanded the remit our Clinical Governance Committee to include a specific focus on staff health and wellbeing.

Our thanks

Most importantly, I wish to acknowledge and thank the communities, families and individuals we serve. We are grateful that you are willing to share your experiences with us so that we can collaborate to find the resources and connections needed to reach your goals. We will always strive to keep you safe and at the forefront of all that we do.

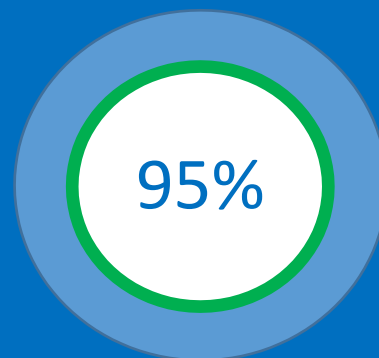
We could not do this work without the trust and support of our funders. We truly appreciate your insight and investment, which, in turn, enables us to make an impact. We are also highly thankful for the role our peak bodies, partners and donors play in helping us to navigate the increasing challenges and demands of the not-for-profit sector, push for innovation and create positive social change.

I wholeheartedly thank YFCC Board members, and in particular, YFCC's President, Nick Sherry, for generously giving your time and expertise in steering and overseeing YFCC's valuable work in the community, ensuring financial integrity and the achievement of Mission and Strategic goals.

My deepest gratitude to the YFCC team. Your motivation, determination and work ethic are inspirational. Your agility, authenticity and empathy speak to our positive culture. I thank each of you, and, in particular, recognise the extensive contributions of Chris Stokes (our finance manager), Graham Marshall (our operations manager) and Damian Collins, Natalie Zender and Shane Leonard (our team leaders).

Ros Atkinson

CEO



**of our partners agreed
YFCC and its staff
reflected our values
and mission**

Partners comments from the 2022 Stakeholder Evaluation

"In all my interactions with staff of YFCC, I am impressed by the professionalism and the passion for their work."

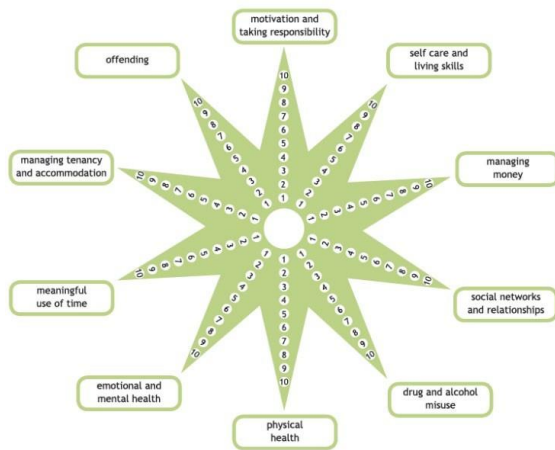
"Very professional services with a genuine commitment to supporting young Tasmanians."

"Have only extremely positive feedback for the staff and management team at YFCC. In my experience they are outstanding to work with."

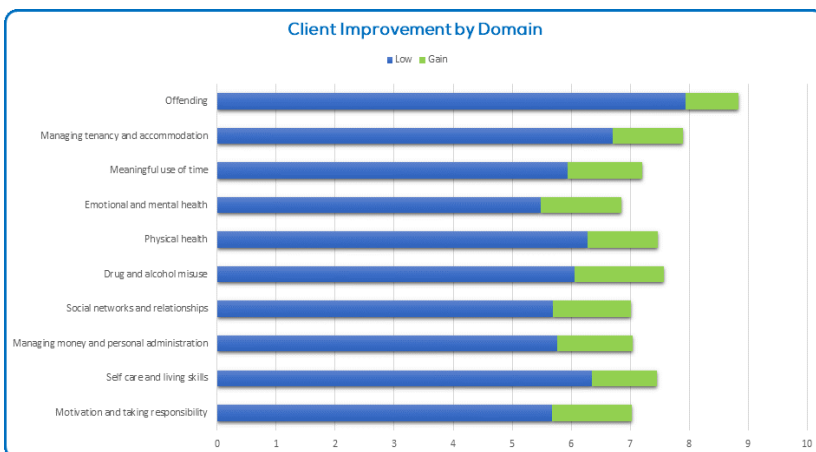
"The staff I have had the pleasure of working with over the past 10 years have been outstanding."

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.



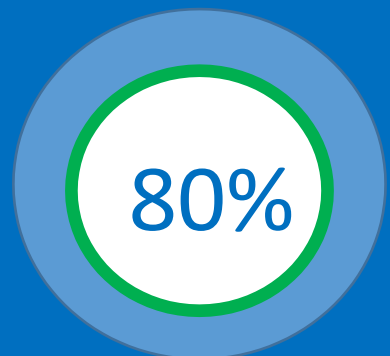
YFCC analyses Outcome Star™ data, from the lowest score recorded for the client in each domain, through to the last recorded or exit score, providing a snap shot of “the distance travelled” and a measure of the impact of YFCC services on the client’s life. Client data is also aggregated by domains (see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



Outcomes Star™

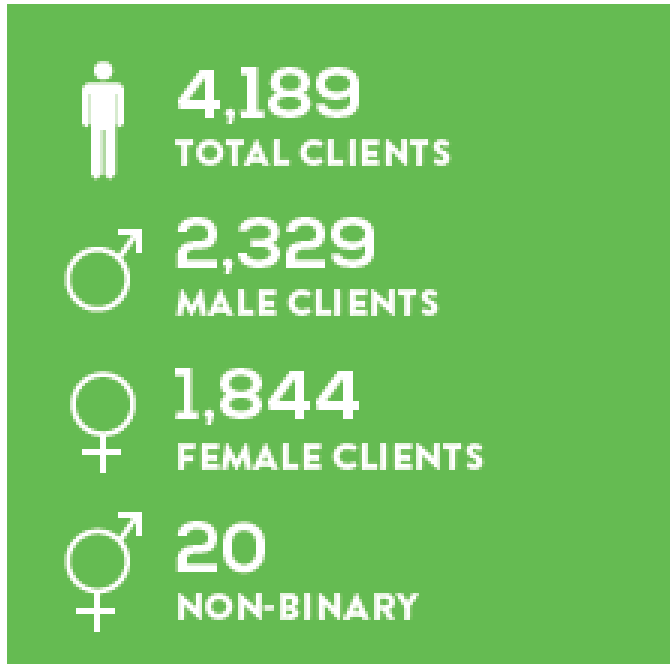
Each life domain represents a social determinant of health;

- 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 (listed above) due to YFCC intervention.

Who are our Clients



WHO DO WE MAKE A DIFFERENCE FOR?

“Worker has been outstanding, absolutely magnificent, awesome, been great. I have come a long way.”

ATODS client

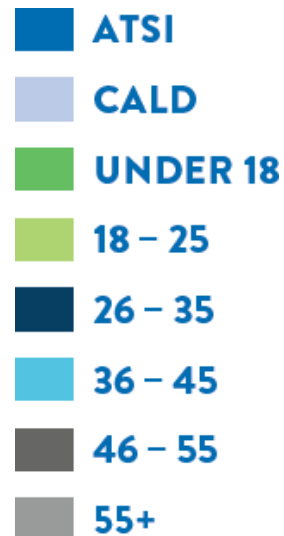
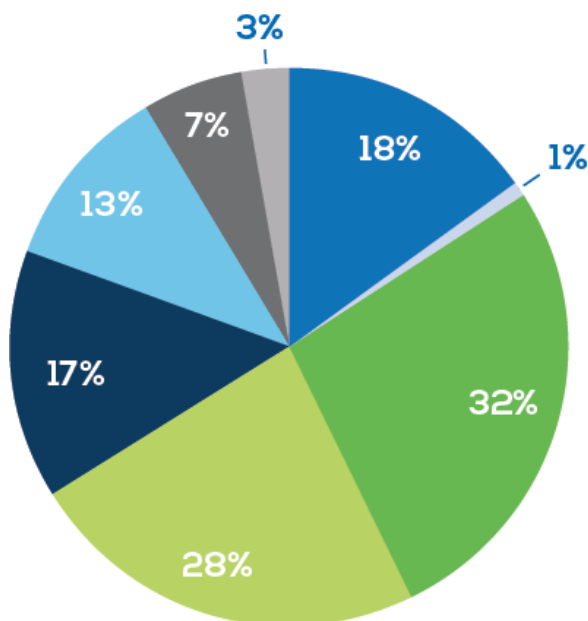
“Worker is a massive help – all perfect.”

TASS client

“Very open and helped heaps. YFCC are fantastic, easy going and helpful. Better than any other service I have used.”

IFSS client

WHO ARE OUR CLIENTS?



**Includes registered and informal clients.*



FAMILY SUPPORT SERVICE

Report

Family Support Service

The Family Support team over the 2021 – 2022 financial year was again required to adapt and find new innovative and creative ways of working due to ongoing restrictions

safety of workers and families that were supported during this 12-month period. With the team continually adhering to the Government COVID guidelines, and changing organisational policies and procedures, the service delivery model was required to also have changes, including returning to virtual communication with many families to reduce the spread of COVID-19.

Over the past 12-months, the Family Support Team have participated in several health promotion activities. These activities included participating in Easter activities in collaboration with the Ulverstone Neighbourhood House and East Devonport Community House, end of term sausage sizzle at East Devonport Primary, various Burnie Works events and activities centred around the First 1,000 Days and produce drop to families in need.

The Family Support Team also developed, organised, and ran Families Week events in both Devonport and Burnie. The Devonport event was held at the Reading Cinema and included various activities for families, including balloon animals, face painting, craft activities and snacks. Approximately 46 participants (including children) enjoyed the activities, then moving upstairs to enjoy some popcorn while watching the family movie “Cinderella and the Little Sorcerer”. The Families Week event in Burnie was held at the Metro Cinema, where staff were joined by approximately 70 participants (including children) to participate in activities including face painting, balloon animals, a visit and photos with “Bluey”, along with a goodie bag provided by Bunnings Burnie. Families were offered popcorn and a drink and moved into the Cinema to watch a screening of “Rabbit Academy”.

DID WE MAKE A DIFFERENCE?

94%

of our IFSS clients showed an improvement after intervention



Families Week Event - Burnie

“Both workers are helping to relieve stress at home – first people to help with this and our challenges and obstacles we face at home.”

IFSS client

The Family Support Team are committed to enhancing their professional development each year, resulting in participation within a variety of training opportunities. For 2021-2022 the Family Support Team participated in 25 different training sessions, these included:





- First Aid competency
- No Scaredy Cats Facilitator training
- Seasons for Growth 2 Facilitator training
- NDIS
- Mandatory Reporting
- Child Development and Parenting
- Keeping Kids Safe
- Come Walk With Us
- Keeping children in focus during separation
- Family Law Act 1975 - Rights of the Child
- Understanding the sexual grooming process
- Engaging with children who have experienced trauma
- Tuning into Teens facilitator training
- Youth Health Fund training
- NILS training
- Family Star Plus training
- Engaging Adolescents
- 3a Abecedarian Approach facilitator training
- Healing Childhood Trauma
- Intro to Child-Parent Psychotherapy
- Dyadic Developmental Psychotherapy
- ACF Practice Guide
- Australian Child Safety Legislative Landscape
- Bringing Up Great Kids delivering by Zoom

Along with these trainings, members of the Family Support Team have attended a number of service provider meetings, also enhancing the support and advocacy they are able to provide families.

Integrated Family Support Service (IFSS)

During 2021 – 2022 the Integrated Family Support Service (IFSS) had a number of staffing changes, with Natalie welcomed in July 2021 to backfill Lindsay’s maternity leave, Kandice moving on to employment with a different organisation, and Kylie welcomed to the team in January 2022. The new additions to the team have provided further depth of knowledge and experience to the already exceptional team of the IFSS service.



	58 Total Families
	8 Male Clients
	50 Female clients
	216 Children

IFSS Clients



“Worker tells it straight – sometimes brutal with answers but I like that about her”

“Worker is lovely – love working with her”

IFSS clients

The IFSS service provided support to 59 individual families across the 2021 – 2022 financial year period. This support varied depending on individual family need and what their particular goal plan entailed. The trends identified over this reporting period were support finding suitable housing, and support to engage with health providers for physical and mental health concerns. These trends were found to be due to limited capacity to access such services without lengthy waitlists across the North-West Coast. There was also a noticeable increase in families experiencing ongoing financial hardship due to COVID-19 isolation/quarantine requirements, supplementary payments ceasing and the increase to cost of living, which also directly related to an increase in requests for Emergency Relief and brokerage.

Helping Youth Families (HYF)





The Helping Young Families (HYF) program over the 2021 – 2022 financial year provided support to 28 individual families, with 38 children subsequently being supported. The majority of these families had a primary carer identified as female, with two identified as male. Of the primary carers 39% were aged between 16 and 25 years, 43% were aged between 26 and 35 years, and 18% were 36 years and over.

The HYF program delivered five evidence-based parenting programs within the Burnie region, over the 2021 – 2022 reporting period, including Circle of Security and 1-2-3 Magic and Emotion Coaching. Further, HYF held an interactive activity at Guide Falls Farm, which was the final session for the Circle of Security parenting program. Participation in this activity provided parents an opportunity to practice various skills learned, with HYF staff available to observe interactions between parents and their children. This also provided staff the opportunity to provide guidance and role model behaviours to support parents in making positive parenting choices. Overall, there were a total of 37 parents who participated in the parenting programs over the 12-month reporting period.

All parenting programs delivered by HYF are designed to increase parents’ knowledge and skill sets when supporting their children, building capacity to deal with difficult behaviours, emotional regulation, and mental

“Emma and myself used skills learnt to help her daughter and my son with some conflict resolution.”

HYF client

	20 Total Families
	2 Male Clients
	18 Female clients
	61 Children

HYF Clients



health. The programs are intended to enhance child development and learning, meeting children’s emotional needs and provide strategies to improve and strengthen parent/child relationships. They are also designed to enhance bonding and attachment between parents and children.

In conclusion, I would like to acknowledge and thank the excellent work and support the Family Support Team continually provide to those families that are part of the services, their colleagues and myself. The work completed throughout the year has shown the dedication and proven the passion each member has toward helping those achieve goals they have set out to accomplish.

Finally, I would also like to extend my thanks to the whole of YFCC for the past 12 months, I have thoroughly enjoyed my time as the Family Support Services Team Leader.


Natalia Zender

Family Support Services Team Leader



CIRCLE OF SECURITY

Join us on a FREE trip to Guide Falls Farm to practice the skills learnt from the program.



FOR BOOKINGS CALL JACQUI: 0428 139 904

WEDNESDAY
27TH APRIL 2022
DEPART 10:30AM
RETURN 2:00PM

YFCC YOUTH FAMILY & COMMUNITY CONNECTIONS

DAY TRIP INCLUDES FREE TRANSPORT, FREE FARM TOUR AND LUNCH

FUNDED BY DEPARTMENT OF SOCIAL SERVICES IN ACCORDANCE WITH YFCC AND COMMUNITIES FOR CHILDREN





ACCOMMODATION SUPPORT SERVICE

Report

This year has been a busy and exciting year for the Accommodation Services with the announcements of new projects coming on board. Youth, Family and Community Connections (YFCC) were the successful Tenders for the Youth at Risk Centre in Launceston which will work with young people between the ages of 12-15 years who may be experiencing homelessness. This service is an outcome of the Youth at Risk Strategy and will provide much needed support for this cohort and is due to commence service in September 2022.

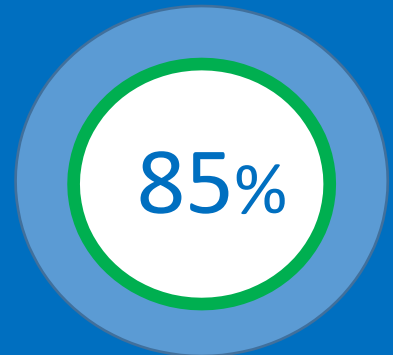
YFCC were also announced as the successful Tenderer for the Burnie Youth 2 Independence Service. This service is a continuation of the Tasmanian Governments successful Statewide roll out of the Education First Youth Foyer Model and will offer 25 self-contained units to young people aged between 16-24 years that may be experiencing homelessness. The young people accommodated at the Service will have the support of a live in caretaker and Youth Coaches onsite and will be given stable accommodation so they can continue their employment, education and training.

With these services coming on board, it will be exciting times ahead for the growing Accommodation Services Team.





Crisis Accommodation Support Services (CASS)

This financial year again saw the number of Support Periods decrease (from 78 to 73) and has also seen a significant increase in bed nights (from 3227 to 3853) this shows that the length of young people's Support Periods have again increased. This is a direct result of the ever tightening private and public rental vacancy rates which have again shown historical lows. The positive outcome of the increased Support Period lengths has been the ability of the service to support our young people across all Life Domains given the increased length of time they are at the service.

DID WE MAKE A DIFFERENCE?



of our clients showed an improvement after intervention

	63 Formal Clients
	24 Male Clients
	36 Female clients
	3 Gender not specified

CASS clients



ACCOMMODATION SUPPORT SERVICE

Report

As in previous years, 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.

Following on from the previous year, Dr Morag MacSween continued to work with the team and delivered a number of complex client case reviews. These reviews allowed the team to look at our young people through a different lens which further assisted the development of our trauma informed, advantaged thinking practice.

The next year would see the Burnie CASS service transition to a new site after decades in its current location. The new site will be a purpose-built building allowing the young people we work with to have their own rooms and new updated amenities. This new build was one of the promises made under the Tasmanian Affordable Housing Strategy and will give a great new environment for our team and our young people.

Transitional Accommodation Support Services (TASS)

This year saw some change in the TASS team with Jayne Charlesworth leaving the team to take up a position at CASS and Karina McCoy from the Fit For Work Program joining the team. Karina brings her positive driven attitude and has quickly become a valued member of the team.

As in previous years, the TASS team has been busy and provided support to 118 young people through accommodation and outreach support. Through the use of the advantaged thinking framework, the continued use of the Outcome Star and targeted youth coaching, young people have achieved improvements in all domains, to an average of 82%.

The Tenancy Officer has continued to be a pivotal part of the TASS team and is now not only providing tenancy education to the TASS young people but also visiting the

DID WE MAKE A DIFFERENCE?



Devonport Shelter - 176 William St.

"Really good supportive service. They need a raise, they saved me"

CASS client

"Good relationship with worker. Worked well, easy to talk to. Process quick and easy – happy with it."

TASS client

"Very helpful and did all I needed to do".

TASS client



Burnie Shelter – 41 Saundridge Rd
Cooee

ACCOMMODATION SUPPORT SERVICE

Report

CASS service regularly and providing education to the young people in residence to further prepare them for when the move on from the service.





This year also saw YFCC conduct an evaluation of the TASS service as part of its ongoing Quality Improvement process. This review was also conducted by Dr Morag MacSween and involved interviews with management, the team, young people and stakeholders. The overall outcome of this review was so positive that Dr MacSween recommended that she write an article on the service for the Council of Homeless Persons, one of Australia's leading homelessness publications. This article was published in the April 2022 Edition.

The next year will bring significant change to the Accommodation Services team with new services coming on board and transitioning to a new space for the Burnie team. While we look forward to this with excitement, the most important thing during this time will be ensuring all of the changes have very little impact on the service delivery we provide to our young people.

Shane Leonard

Accommodation Support Services Team Leader

DID WE MAKE A DIFFERENCE?

	118 Formal Clients
	36 Male Clients
	80 Female clients
	2 Gender not specified

TASS clients



TASS Team

"A special shout out to the TASS team – their work is highly regarded by staff at HCT. Incredibly hard working, professional in their approach, easy to work with and we look forward to continuing the partnership".

Partner comment



ATODS Report

This past financial year has seen a continued trend of increasing referral numbers and client complexity for the Alcohol, Tobacco and Other Drugs Service (ATODS). Over the course of the year, we were able to support 396 individuals to reduce or cease their substance misuse, and an additional 35 people who were impacted by a loved one’s substance misuse. Supporting impacted loved ones is a trend that has seen some growth throughout the later part of the year and can often be in depth and ongoing. The most common source of referrals is self-referrals (152) with families/friends and correctional services also referring a significant number of clients. A broad range of community and health services also continue to act as steady referral sources and re-enforce the importance of maintaining positive and collaborative working relationships with our stakeholders.





This year saw the completion of the three-year peer worker project in partnership with the Drug Education Network (DEN), Holyoake and the Salvation Army. This project saw 36x Tasmanians with an experience of substance misuse and recovery, trained to use their experiences to support current clients in their journeys. The learnings from this project have been immense and the inclusion of peer workers in our ATODS team has been an additional offering for clients. They have made insightful contributions to our group work programs, co-facilitated workshops for partner agencies to challenge stigma and provided some early interventions for young people residing at YFCC’s Crisis Accommodation Support Service (CASS). The next step for this service is achieving funding for ongoing paid peer worker roles, for which we are currently advocating along with many others in the sector.

This period also saw some short-term funding to employ a Mental Health Case Manager within our team of ATODS counsellors. Our ATODS counsellors have, for a long time, been supporting co-morbid clients with both their mental

DID WE MAKE A DIFFERENCE?

“Wouldn’t function without counselling. Worker is really easy to talk to and communicate with. Makes me feel comfortable and be able to open up. Really good to have a connection.”

CADSS client

	442 Total Formal Clients
	253 Male Clients
	187 Female clients
	2 Gender not specified

“Thank you so much for being there for me. Your support did help, more than you realise. As I had bad thoughts running through my head. I could only think, how can my life go on, I kept thinking, bummer this - may as well just end my life. I think I was just overthinking everything. So thankful to you.”

RADS client

ATODS *Report*

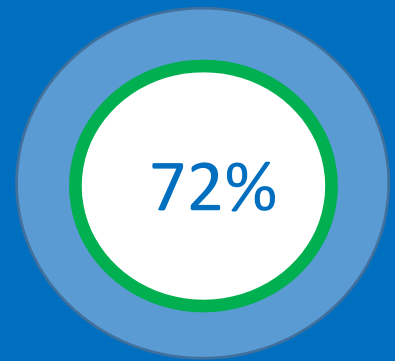
health/illness and AOD misuse, as we understand it is necessary for holistic and long-lasting recovery. We do acknowledge there are limitations to how much one counsellor can offer an individual, so the opportunity to commence a service based on the latest evidence and best practice, was an exciting innovation. Over a 9-month period we were able to establish the service and provide specified mental health support to 24x individual clients. The outcomes for these clients were often life changing, and included supporting them to achieve things such as medication reviews, formal diagnosis, and access to relevant services through advocacy and support.

Our ATODS Health Promotion team have been busy at work with schools and colleges right across the Northwest and West Coasts, demonstrating an increased appetite for YFCC's suite of workshops. Informal feedback suggests this increased demand is due to school's having a greater focus on student wellbeing and through the reputation of the Health Promotion team and their workshops. These workshops have led to the team providing a range of brief interventions for young people who often approach the team following workshops with specific questions, or to talk through a current challenge. A number of these conversations have also led to referrals for ongoing ATODS counselling.

The final highlight for the year has been the ATODS team hard work, dedication and support for each other and their clients. Over this year we did see some staff movement, with two of the team commencing maternity leave (congratulations!) and some shuffling between roles for other team members.

As always, these changes were handled professionally and support for our clients remained the priority. The team remain steady and focussed in an ever changing, and often high-stress landscape. A sincere thankyou to each of our

DID WE MAKE A DIFFERENCE?



of our ATODS clients showed an improvement after intervention

YFCC
SOCIAL, FAMILY & COMMUNITY CONNECTIONS

Drug & Alcohol Counselling and Support

Private & Confidential services offered:

- Counselling
- Drug & Alcohol Assessments
- Education
- Case Management
- Referrals to other services

We support anyone aged 12 years and older. Whether its 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.

YFCC provide face to face counselling through the CHAC Health Centre Building. Phone support is available by negotiation.

To get more information or to make a referral to YFCC, please contact Steph on 04339 029 418 or email stephaniew@yfcc.com.au

Alternatively, our Reception can be contacted on 6423 6635

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

"Have good rapport with Worker. She is a consumate professional. She is proactive on the guiding process."

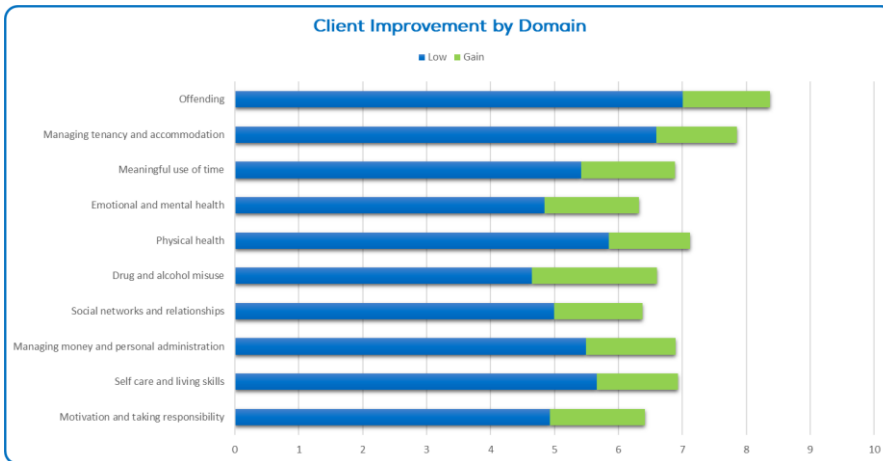
CADSS client

ATODS Report

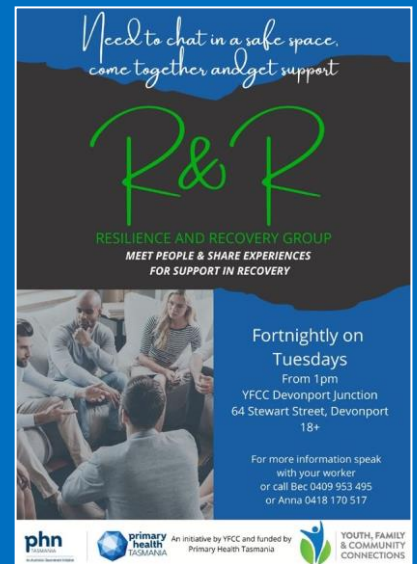
ATODS team members, and the many other services, stakeholders and partners we continue to enjoy working in conjunction with.

Damian Collins
ATODS Team Leader

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?



Health Promotions *Activities*



Youth Programs

379

Health Promotion
Programs delivered
to



7312 Participants

98%

of Participants Reported
Increased Skills and
Knowledge

Health Promotions *Activities*



ARVO'S AND SCHOOL HOLIDAY PROGRAM

ARVO'S AT THE JUNCTION

Where? 64 Stewart St, Devonport

When? Tuesdays 3-4.45PM

Who? Ages 11-18 Yrs

Cost- Free

- 10th May- Slime making & Science
- 17th May- Gallery Walk & Bubble Tea
- 24th May- Fossicking at Don Heads
- 31st May- Reconciliation Week
- 7th June- Jo Arvos
- 14th June- Tie Dyeing
- 21st June- Bowling
- 28th June- Music Sesh
- 5th July- Games Arvo

Contact Bianca on 64236625
Email: biancat@yfcc.com.au



Find us on
Facebook



LUCRF super

Working for a better future

"ARVOs is great, it gives us something to do in the week and it is a great place to make friends".

**Dusseldorp
Forum**

2021 INSPIRING *Youth Awards*

Celebrating North West Youth



Presented by **See You 107.7**

YOUTH, FAMILY & COMMUNITY CONNECTIONS

You are invited to help us celebrate the contributions of young people on Tasmanian's North West, West Coast and King Island at the

Inspiring Youth Awards

Come along to enjoy a complimentary two course lunch, entertainment and to hear from guest speaker Tania Hunt, CEO Of Youth Network Tasmania.

Date: Wednesday, 6th October
Time: 12pm - 2pm
Place: The Town Hall, at Burnie Arts & Function Centre
77-79 Wilcox St, Burnie.

5 Inspiring categories

- Yes I Can
- They Did What?
- Kindness Counts
- Quiet Achiever
- Great Mate

Please R.S.V.P to reception@yfcc.com.au or on 6423 6635 by Friday October 1st, 5pm.

2021 Inspiring Youth Awards

Category Winners

"Yes I Can!"

Taso Bookarof

"Great Mate"

Kinae Edwards

"They Did What?"

Tamara Johnson

"Quiet Achiever"

Emma Johnston

"Kindness Counts"

Xavier Kirkland

Congratulations to all the nominees in each category

Fit For Work Project

Funded originally through the Tasmanian Community Fund, this 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 (both evidence-based assessment tools), 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.

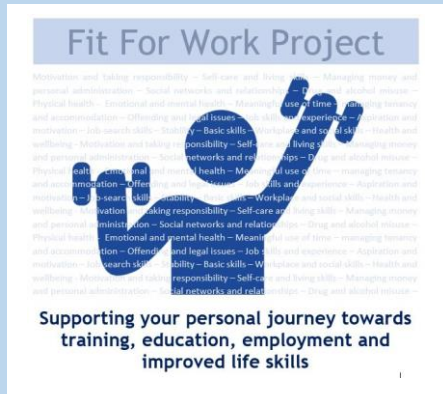
The project has already created great outcomes for participants and referral networks remain active, with referrals being received from all 4 Devonport based Job Active providers and the local DES and Transition to Work providers.

Based on the success of the program, the Tasmanian Government, through Jobs Tasmania, provided additional funding to extend the program delivery out to December 2022.

Project Worker, Karina McCoy, transferred to the YFCC Transitional Accommodation Support Service in June, with Emily Cooper coming on board to continue the program.

A big thank you to Karina for all the hard work she undertook in ensuring the success of the program, culminating in the new funding to extend the program.

YFCC MAKING A DIFFERENCE



Project Outcomes



TCF funded period – ended 10/12/2021

- 80 participants
- 33 employment outcomes
- 261 training outcomes



Jobs Tasmania funded period since 11/12/2021

- 35 clients referred in
- 11 employment outcomes
- 59 training outcomes

Youth Navigator Program and Youth Pathways Program

Youth Navigator Program

The Youth Navigators Program is a Statewide youth employment project developed by the Youth Employment Alliance - a partnership between YFCC, Colony 47, Yourtown, The Link, Workskills, YNOT and Launceston City Mission.

Youth Navigator, Leanne Charlesworth, provides career guidance and one-to-one support service for young people who have or are leaving education in 2020 to 2022. The project seeks to provide additional employment supports for this cohort of young people who have had their final years of education negatively impacted by the Covid-19 pandemic and associated restrictions and issues.

Youth Navigators assist young people to identify their career goals and access, where needed, the appropriate educational and training pathways to achieve them. The project also offers supports to the parents/guardians of participating young people, to enable them to better support their young person achieve their career aspirations.

The program is funded by Jobs Tasmania and will run through until the end of March 2023.

Youth Pathways Program

The Youth Pathways Program is delivered in partnership with Burnie Works Ltd, providing support to young people aged 16 to 25 to access employment and the one-to-one support of a Youth Coach during work experience activities and post placement support during their initial period of employment.

Youth Pathways Coach, Calita Gregg, aims to ensure young people remain in their work experience opportunities and/or employment and any issues arising during the period are promptly addressed, through coaching and case coordination, to ensure their maximum potential for maintaining their employment or expanding their work experience into ongoing employment.

The program is funded by the Tasmanian Community Fund until the end of September 2023.

YFCC MAKING A DIFFERENCE



JOBS
TASMANIA

Youth Navigator Outcomes

32 clients referred in
9 employment outcomes
2 training outcomes



Youth Pathways Outcomes

53 referrals in
40 clients case-managed
3 positions coached
6 employment outcomes



TASMANIAN
COMMUNITY FUND
INVESTING IN AND STRENGTHENING
TASMANIAN COMMUNITIES

Emergency Relief Service

Projects

Emergency Relief Service

The Emergency Relief 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 North West 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).

YFCC is able to deliver the program throughout the North West and West Coasts with the assistance of partner organisations who act as collection points for a range of vouchers provided to clients. These partners include the East Devonport Child and Family Learning Centre, Circular Head Aboriginal Corporation, Wynyard Child and Family Learning Centre, Rosebery Community House and the West Coast Community Services Hub in Queenstown.

The YFCC Burnie office in Wilson Street acts as a collection point for Burnie based clients to access vouchers.

YFCC has also arranged for food hamper distribution through our partners, the East Devonport and Wynyard Child and Family Learning Centres.

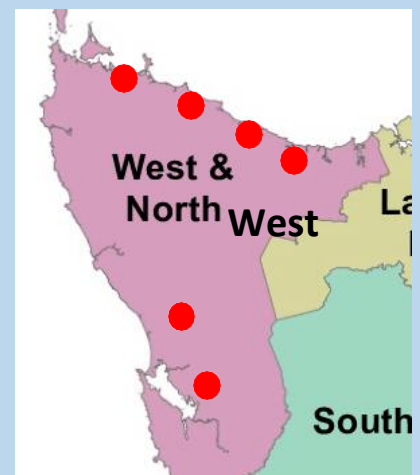
During the 2021-22 financial year, 529 individual clients were assisted and over \$72,000 distributed.

Our Emergency Relief Worker, Philip Mare left our employ in February to pursue his career externally. Renae Burns joined the team and quickly became at home with the client group and the programs procedures and guidelines.

YFCC Emergency Relief also purchased a number of sleeping bags and warm coats for distribution to ER clients experiencing homelessness.

YFCC MAKING A DIFFERENCE

529 individual clients were assisted with ER support amounting to over \$72,000 distributed through 732 individual transactions



YFCC Emergency Relief Service Distribution Points

Devonport – Burnie – Smithton –
Queenstown – Rosebery –
Wynyard – East Devonport

Survival Strategies in the Kitchen Project

Projects

Funded via the Tasmanian Community Fund, this project delivers cooking workshops across the Devonport and Burnie regions. Venues have been selected across the region to target three client cohorts;

- Young parents/carers up to the age of 25
- Young people up to the age of 21 and experiencing homelessness
- Young people up to the age of 25 needing support with living skills/independent living.

Participants learn skills and knowledge that will continue to benefit them into the future through increased confidence to cook at home, plan and budget for healthier food options and improve their health through more informed diet choices.

At each workshop participants cook a meal whilst learning cooking techniques and kitchen safety and hygiene. They then eat together and rate the recipe/meal.

From the recipes chosen by participants a “Survival Strategies in the Kitchen” recipe book will be produced, providing a handy guide to recipes used in the project, as well as information on food and kitchen hygiene and purchasing healthier option foods and ingredients. The book will also be made available as a PDF file online for free download to the public via the YFCC website.

Covid impacted the project during 2021-22, with the maximum number of participants at workshops having to be reduced due to social distancing requirements and a number of workshop series in various venues being postponed to limit the potential spread of the virus.

Project Worker, Roz Crowden, has coordinated several new venues for workshop delivery during the year, including Eveline House in Devonport and workshops for NJL’s Transition to Work participants at the Burnie Junction building.

COOKING UP A STORM



Project Outcomes as at 30/6/2022

68 workshops delivered
with 86 individual participants
Total attendees - 223



Needle & Syringe *Program*

YFCC MAKING A DIFFERENCE

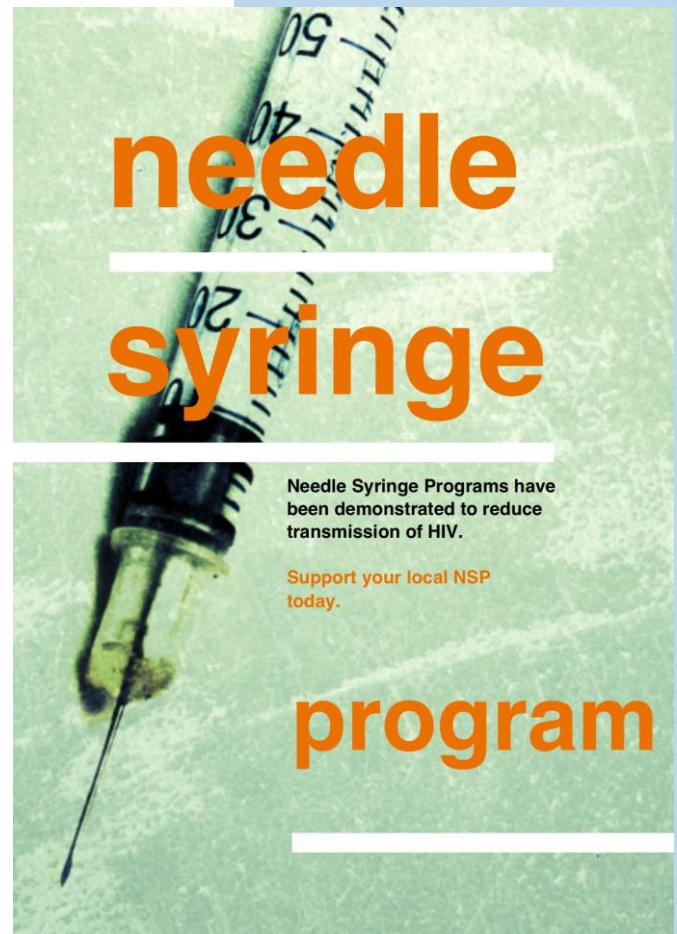
The Tasmanian Needle and Syringe Program (NSP) is a public health initiative to minimise the spread of blood borne viruses HIV/AIDS and hepatitis B and C among injecting drug users and to the wider community.

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. The Service is free and confidential and is available 9:00am to 1:00pm and 1:30pm to 5:00pm, Monday to Friday.

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

In April, YFCC secured \$2000 funding through the NSP Small Grants Program to produce Hygiene and Winter packs for distribution to NSP clients experiencing homelessness. These are being well received by clients accessing the service.



During the 2021 - 22 period, YFCC NSP had 1,894 contacts with individuals accessing the program. Over 89,000 items of equipment were distributed and a safe disposal facility provided for used equipment . 1391 brief interventions were conducted with people accessing NSP, providing information and referrals to relevant supports and counselling.



QUALITY *Report*

The past year has been a busy and productive time in the Clinical Supervision and Service Improvement role at YFCC. Significant service improvement projects are well underway with the guidance of the Clinical Governance Committee and the expanding number of practice staff is leading to new and innovative approaches to clinical supervision.

The Clinical Governance Committee, which I chair, is now well-established and fully functional. The Committee provides oversight to clinical services and leads quality improvement in clinical practice across the organisation. Current quality improvement projects led by the Committee include: Aboriginal and Torres Strait Islander YFCC Reconciliation Action Plan, LGBTIQ+ Inclusion, YFCC Practice Framework Development, Appraisal Review, Practitioner Wellbeing and Major Incident Process Improvement. These projects are progressed by sub-committees which are made up of Clinical Governance Committee members, other practice staff and peer workers from across the organisation, as well as some external stakeholders.

Staff continue to engage enthusiastically in clinical supervision. Practice staff are provided with direct one-on-one supervision every month with the availability of additional supervision if and when required. Supervision time is spent addressing a range of topics including clinical techniques and approaches, complex client planning, case management goals, evidence-based practice, practitioner wellbeing including self-care and work-life balance, team functioning and professional development and career planning. In line with current best practice, clinical supervision continues to be an important support for staff to enhance their clinical competence and refine their reflective practice skills.

The support for the CSSI role at YFCC continues to reflect the organisation's deep commitment to ensuring their staff are supported to deliver high quality, evidence-based services.

Dr Julia Taylor – Clinical Supervision and Service Improvement Officer

Quality Innovation Performance



Current Accreditations

National Mental Health Standards 2010

QIC Health and Community Services Standards 7th edition.

YFCC also meets the requirements for the following Standards:

- National Principles for Child Safe Organisations
- National Quality Framework for Drug and Alcohol Treatment Services
- National Standards for Disability Services (2013)
- NSW: Specialist Homelessness Service Standards (2014)
- DHHS Quality and Safety Standards





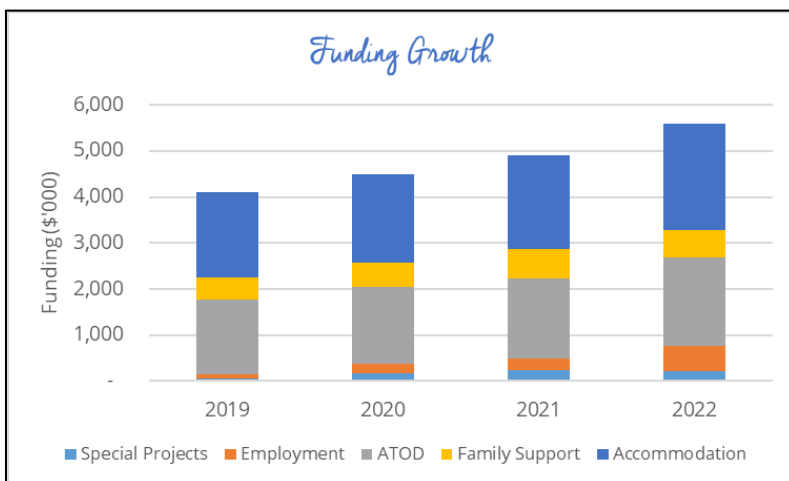
Treasurer's Report

After over 20 years this will be my final treasurer's report for YFCC. I have been proud to have been a part of the organisation's journey from a small group of well-meaning community members to a highly professional social service organisation providing support to those who need it the most.

I step down from the Treasurer role, comfortable the organisation will continue to demonstrate strong financial governance to underpin and support the amazing work it provides. While the future is always cloudy, YFCC's recent establishment in the north of the state, and the expansion of its employment services area, represent the outcomes of years of hard work and strategical planning, which will support the future sustainability of the organisation long-term.

Below is a brief snapshot of our 2022FY which I have no doubt will be a stepping stone to an even bigger 2023FY.

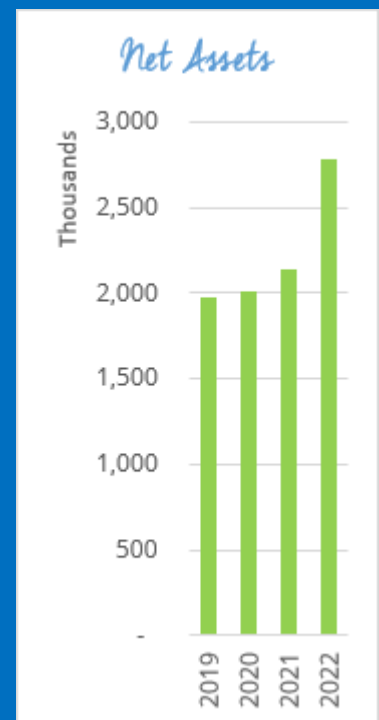
Peter Hollister - Treasurer



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 Association's ability to continue as a going concern and their ability to obtain further funding in a highly competitive industry."

Synectic's 2022 audit findings



OUR LOCATIONS *and Services*

DEVONPORT HEAD OFFICE

62 Stewart Street Tel. (03) 6423 6635
Email yfcc@yfcc.com.au
SERVICES
Needle and Syringe Program (NSP)
Emergency Relief Service

DEVONPORT YOUTH ACCOM. 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) – Integrated Family Support Services (IFSS) -
Youth programs, ARVOS and School Holiday Programs - 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)
Survival Strategies in the Kitchen Project

BURNIE YOUTH ACCOM. SERVICES

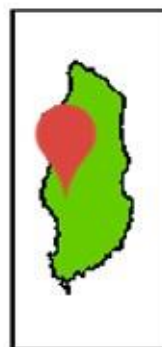
41 Saundridge Road, Cooe Tel. (03) 6431 9230
SERVICES
Crisis Accommodation Support Services (CASS)

UPPER BURNIE OFFICE

4 Reid Street Tel. (03) 6431 3083
SERVICES
Transitional Accommodation Support Services (TASS)
Youth Pathways Program – Youth Navigator Program

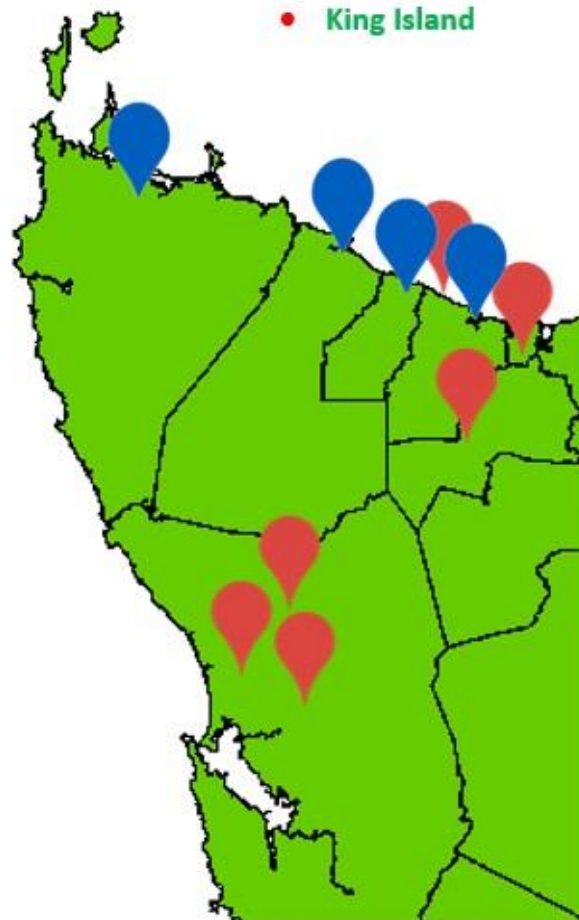
SMITHTON OFFICE

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* IN *Success*

Aboriginal Education Services	Department of Industry, Science and Resources
Alcohol and Drug Service (North West, North)	Devonport City Council
Alcohol, Tobacco and Other Drugs Council of Tas.	Devonport Community House
Anglicare (NESTS, SYP, Family Support Programs)	Devonport High School
Annie Kenny Young Women's Refuge	Devonport Spec Savers
Ashley Youth Detention Centre	Devonport Stamp Club
Autism Specific Early Learning and Childcare Centre	Don College
Avidity Training	Don Medical Clinic / Doctor Jane Cooper
Baptcare	Dorothy Taylor
Beacon Foundation	Drop in Skate School
Begents Devonport	Drug Education Network
Beyond Blue	Dussledorp Forum
Bunnings Burnie	Early Childhood Intervention Service (ECIS)
Burnie Child and Family Learning Centre	East Devonport Child and Family Learning Centre
Burnie City Council	East Devonport Community House
Burnie Community House	Engender Equality (SHE)
Burnie High School	EPIC Assist
Burnie Works	Family Planning Tasmania
Burnie Youth Council	Food Bank
Carers Tasmania	Gail Gittos
CatholicCare	Gateway Church
Centrelink	Glenhaven Family care
Chat and Choose Knitting Group	Havenview Primary School
Child and Adolescent Mental Health service	Hellyer College
Child and Family Services	HIPPY Australia
Child Development Unit	Housing Choices
Child Safety Services	Housing Connect
Circular Head Aboriginal Corporation (CHAC)	Housing Tasmania
Circular Head Council	Indie School Devonport
City Mission Launceston – Missiondale/Serenity House	Indie School Burnie
Colony 47	Insight Consulting Tasmania
Commonwealth Bank Burnie	IPWU (Inpatient Withdrawal Unit)
Cornerstone Youth Services / Headspace NW Tas.	Jobs Tasmania
CVGT Australia	Karinya Young Women's Shelter
Community Corrections	Kentish Council
Department of Communities	Kylie Buchwald
Department of Education	Labour Union Co-operative Retirement Fund (LUCRF)
Department of Health (Aust)	Latrobe High School
Department of Health (TAS)	Launceston City Mission
Department of Social Services	Laurel House
Department of Youth Justice	LINC Burnie

LUCRF Super
Malangenna Child Care
Marist Regional College
MAS National
Max Employment
Mental Health Council of Tasmania
Mike Gaffney MLC
Mission Australia
Montello Primary School
My Pathway
MyState Devonport
Natasha Hall
National Joblink
Neveco Business IT Solutions
No 34 Aboriginal Services
No Interest Loan Scheme (NILS)
North West Action for Youth
North West Private Hospital
North West Support School
North West Thunder
Nova Publishing
NW Community Legal Service
NW Thunder
Oak Possibility
Parklands High School
Pathway Shed
Penguin High School
People-Peopel
Primary Health Tasmania
QMV Solutions
Queenstown Child and Family Learning Centre
RANT Arts
Reading Cinemas
Reclink Australia
Red Cross
Reece High School
Richmond Fellowship Tasmania
Romaine Park Primary School
Rosebery Community House
Rural Alive and Well
Rural Health
Safe Choices
Salvation Army Bridges Program
Save the Children
Sea FM

Share the Dignity
Sheffield School
Smithton High School
Specsavers
Spencer Clinic
Synectic
St John First Aid
St Vincent de Paul Society
St. Brendon Shaw College
Strong Families Safe Kids Advice and Referral Line
Sylvia Berger
Synectic
TasCOSS
Tasmania Police
Tasmanian Aboriginal Corporation
Tasmanian Community Fund
TasTAFE
The Link Youth Health Services
The Salvation Army
The Social Yield
Ulverstone High School
Ulverstone Neighbourhood House
UTAS
Warrawee Women's Shelter
Wellways
West Coast Council
WISE Employment
Wise Guise Pizza
Women's Legal Service Tasmania
Working It Out
Workskills
Wynyard High School
Wynyard-Waratah Council
Wynyard Child and Family Learning Centre
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?



Tasmanian
Government



Australian Government
Department of Health

**BURNIE
WORKS**

**MISSION
AUSTRALIA**

colony47

**Dusseldorp
Forum**



Australian Government
Department of Industry, Science,
Energy and Resources

phn
TASMANIA
An Australian Government Initiative

**primary
health
TASMANIA**



Australian Government
Department of Social Services

THANK YOU
to all our
funders

**LUCRF
super**
Working for a better future


**TASMANIAN
COMMUNITY FUND**
MAKING A DIFFERENCE


CatholicCare
TASMANIA

JOBS 
TASMANIA