



YFCC
YOUTH, FAMILY
& COMMUNITY
CONNECTIONS

ANNUALREPORT

2022 - 2023

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Our Vision

A resilient, inclusive and engaged community where individuals and families have the opportunity to achieve goals and seek positive change.



"Thank you to the individuals, families and communities we work with. We will always do our best to keep you safe and at the forefront of all that we do."

Ros Atkinson
CEO YFCC

Our Values

- We focus on safety, respect, self-determination and well-being.
- We embrace diversity and include and welcome everyone.
- We are committed, passionate and working to make a positive difference.
- We foster innovation and drive change.
- We collaborate through open and genuine partnerships.
- We nurture a positive team culture and are open to growth and learning.



President's *Report*

The Year 22/23 has seen the ongoing retention and growth of services provided by YFCC. As mentioned last year, having been successful in winning a tender for the provision of the Launceston Youth at Risk Centre it was officially opened in November last year. Malana is the name of the new facility. For the first time YFCC is operating outside the North West and West Coasts of Tasmania. The second new facility, the Burnie Youth 2 Independence Facility, will be opened in mid 2024.

In May this year the Board conducted its annual Strategy Day, with an independent external consultant facilitating the discussion. Notwithstanding the rigorous analysis and discussion, the Board determined that no major change was required.

Of major focus for all organisations in Australia has been cyber-security, given recent high profile breaches. The Board oversighted a review of our cyber security systems and practices.

More generally in the community, housing and cost of living issues continue to grow, with ever increasing demand on all community service organisations. In this context it was disappointing that the annual payment by the State Government fell significantly short of the increase in costs. Whilst YFCC has a modest surplus and can carry some services at a loss for a very short period, ultimately such a "tightening" cannot continue without pressure on our service provision and/or standards. Likewise in the broader community sector.

Last year's AGM saw the retirement of long-standing Treasurer, Peter Hollister from that role, however he is still continuing on the Board as an ordinary member. Thank you for your long and outstanding service in that capacity, Peter. Long serving Board Members Julie Smith and Chantelle French also retired at the AGM – we appreciate their committed service over many years.

Notwithstanding the range of new challenges YFCC faced in the past year, YFCC still continued to maintain its quality service to our clients. Thank you to Ros Atkinson, our CEO, the executive team and all our staff for their unstinting commitment to our clients throughout the year.

Nick Sherry

DID WE MAKE A DIFFERENCE?

Board Members 2022-23

Nick Sherry, President
John Dowling, Treasurer
Chris Young, Public Officer
Peter Hollister (*retired Treasurer*)
Sarah Steel
Steve Lucius
Jess Deans
Sid Sidebottom
Julie Smith (*retired*)
Chantelle French (*retired*)
Kendal Sylvester (*retired*)

Human Resources Sub-committee.

Nick Sherry
Chris Young
Tony Wilks (external expert)

Finance, Audit and Risk Sub-committee.

Nick Sherry
Sarah Steel
Peter Hollister
John Dowling



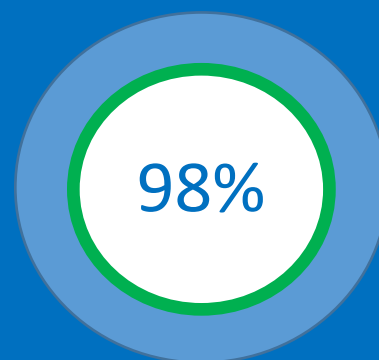
CEO *Report*

This year we proudly commenced operating Malana, a Youth at Risk Centre, in Launceston. Under the thoughtful stewardship of our Coordinator and compassionate drive of our team, we are now successfully providing safe accommodation and care tailored to meet the specific needs of unaccompanied children and young people aged between 12 and 15 years. Malana shares the vision of the Tasmanian Child and Youth Wellbeing Framework, which recognises the need to work in partnership with families, services and the broader community to improve the wellbeing of children and young people.

We were expecting to be operating Crisis and Transitional Accommodation Support Services from new purpose-built premises in Burnie, however, there have been considerable building delays with that project. Likewise, there have been substantial delays with the construction of the new Youth2Independence facility in Burnie. These new facilities will expand the availability of much needed accommodation and support for young people in our region, hence we are very much looking forward to their commencement in the not too distant future.

Despite these delays, we did experience reasonable growth of YFCC service delivery with new employment programs, Project Detour and Career Connector, coming on board and the extension of Fit for Work into the Burnie region. Project Detour supports job seekers who are at risk of becoming entrenched in the criminal justice system through one-to-one case management, working to identify and reduce barriers and issues across a spectrum of psychosocial determinants. Career Connector provides supports for specific population groups on the North West and West Coasts to re-engage with employment, education and training. The highly successful Fit for Work program provides intensive support for young jobseekers to address health and wellbeing issues, build social connections and

DID WE MAKE A DIFFERENCE?



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



Project Detour



relationships and participate in soft skills training to enable participation in training, education and employment. The expansion of these services enabled the Organisation to engage a highly skilled Employment Services Team Leader, Samantha Hall.

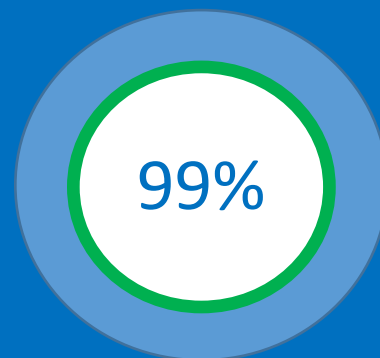
We were also thrilled to commence the peer project. This project enables us to engage a trained peer worker to utilise their lived experience of substance use and/or drug dependence and subsequent recovery to support others in the community. The peer worker is already having significant success in increasing engagement and positive outcomes for those being supported.

Projects that came to an end this year were the hugely appealing Survival Strategies in the Kitchen Project and the State-wide collaboration, Youth Navigators.

We now provide direct services in over 16 Tasmanian communities and, over the past year alone, helped to inspire the dreams and goals of 1656 formal (22% of whom identified as Aboriginal, 2% identified as LGBTQIA+ whilst 60% were under the age of 25) and 2422 informal clients.

Over the year we delivered 326 Health Promotion activities, to a total of 8,542 participants. We attained a considerable progress towards our Vision, with 98% of those participating in a health promotion activity stating they had increased knowledge and skills. As in previous years, an extensive range of programs were delivered within local school, government agency and community service settings. Vaping was an increasing area for education in schools this year (including for young people in Grades 5 and 6). Other significant activities were also held during Youth Week, Families Week and Homelessness Week. A highlight yet again this year was the Inspiring Youth Awards - celebrating young people's everyday actions 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. Consequently, we specifically act to make improvements for people who live in rural and remote regions, those who are from Aboriginal and LGBTQIA+ communities, those experiencing complex



**of clients would
recommend YFCC
services to a friend**



housing and homelessness issues and those experiencing comorbid mental health and alcohol or other drug issues. This year, this work included establishing internal ATSI, LGBTQI+ and Disability Inclusion subcommittees which sit under our Clinical Governance Committee. We are extremely proud to have developed, and received approval for, our very first Reconciliation Action Plan. This RAP will drive a focussed effort by us to strengthen our relationships with, and learnings from, First Nation's colleagues, clients and partners and facilitate opportunities for a more inclusive, culturally safe and respectful environment. As part of this work, YFCC also commissioned an artwork, 'Waters', created by Bonnie Starick, a First Nations woman of the Trawlwoolway nation of the North-Northeast Coast of Lutruwita.

As with previous years, we continue to have a strong emphasis on collaboration and partnerships. We acknowledge we cannot do it all, so these working partnerships enhance the opportunities available in our communities, including improving client access and experience, enhancing knowledge, communication and information sharing and making best use of finite resources. Over the past twelve months we worked with 163 partners, many of whom we have formal working protocols in place.

We also maintained our culture of resourcing and supporting staff to provide them with the best opportunity to undertake their roles. To this end, we invested \$104,000 across the year in clinical supervision and professional development. We expanded the remit of our Clinical Governance and WHS Committees to include a specific focus on psychological safety, ensuring the workplace is one where everyone can be their authentic self, speak up and share ideas. We also made structural improvements to the Organisation, appointing our long-serving Finance Manager to the position of Chief Finance Officer, and recruiting an accountant, to better reflect the range of duties now undertaken, and to achieve greater accountability for success given increasing reporting and compliance requirements.

Our Quality Accreditation and Continuous Quality Improvement (CQI) program wraps around all that we do. 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. We also meet the National



Standards for Child Safe Organisations (2019) which will ensure we are well positioned to meet the new Tasmanian Child and Youth Safe Framework standards and reporting requirements which will take effect from 2024 onwards.

As was the case last year, the 2022-2023 financial year was somewhat dominated by insurance, funding and budgeting challenges. Across the Nation, Organisations providing services for children and young people are finding it extremely difficult to obtain public liability insurance, and, for those that can, the cost is becoming prohibitive. Additionally, inflation, resulting in increased service costs, wage increases and a lack of sufficient indexation (over many years), are leading to significant pressure on Organisations. Reduced financial capacity inevitably leads to reduced service capacity. This hits hard as client demand and complexity have never been higher. YFCC has joined many other Organisations across Australia in advocating for improved funding and insurance to meet these costs and demands, however, little is yet on the horizon to address these critical issues.

In this environment, we have done our best to minimise disruption to critical services. Our staff continue to rise above adversity and demonstrate a great level of diligence in ensuring services are as accessible as possible. We remain focussed on our core role in providing support for those who have a lived experience of vulnerability or disadvantage.

Our thanks

First and foremost, I wish to recognise and thank the individuals, families and communities, we work with. We are honoured and humbled that you are willing to share your experiences with us so we can partner to find encouragement, support and resources to enable you to achieve your goals and seek positive change. We will always do our best to keep you safe and at the forefront of all that we do.

My sincerest gratitude to the entire YFCC team. You are our true champions. Your motivation and dedication are the benchmarks of success for this Organisation. I am encouraged by and appreciate each of you, and, in particular, acknowledge the extensive contributions of Chris Stokes (Chief Financial Officer), Graham Marshall (Operations Manager), Dr Julia Taylor (Clinical Supervisor and Service Improvement) and Damian Collins, Shane

2022 Homelessness Week Luncheon



Leonard, Lindsay Hodgkinson and Samantha Hall (our team leaders).

I unreservedly thank all YFCC Board members. Your diversity, inclusion and wisdom are true strengths, and our communities genuinely benefit from this. Your valuable guidance and oversight of our work ensures financial integrity and the achievement of our Purpose and Strategic goals.

Finally, we could not do this work without the investment of our funders. We truly appreciate your collaboration and support, which, in turn, enables us to achieve incredible impact in the communities where we work. We are also enormously thankful for the role our peak bodies, partners and donors play in helping us to traverse the ever-increasing challenges and demands of the not-for-profit sector, whilst striving for innovation and positive social transformation.

Ros Atkinson

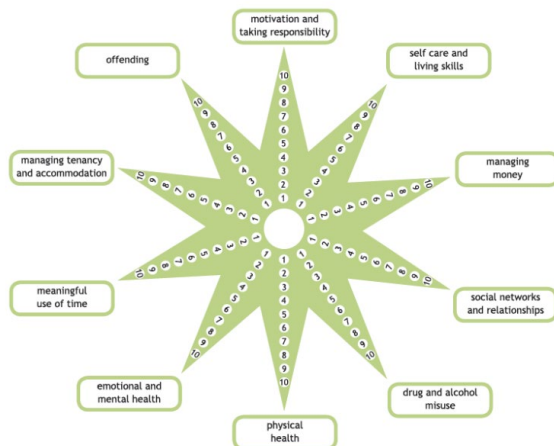
CEO

2022 Homelessness Week Luncheon

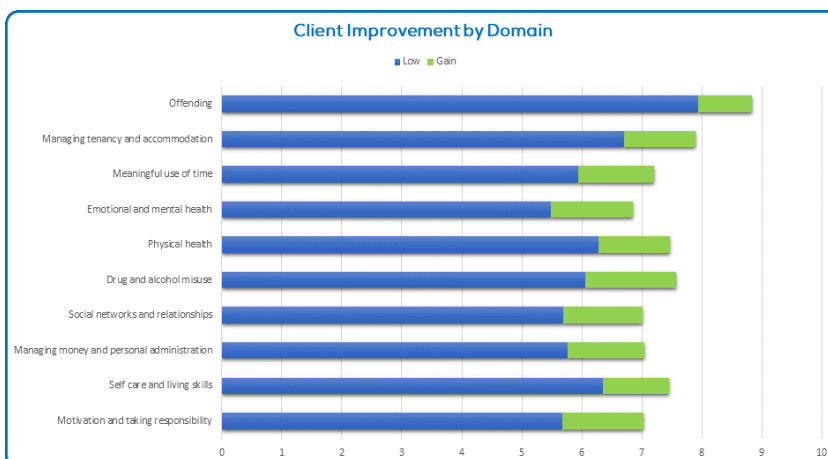


Are we making a *Difference*

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

Outcome Star assessments

were conducted with over 930 YFCC clients in 22/23. The complexity of clients’ issues/needs is increasing but 77% of clients showed an increased score in multiple life domains (listed above) due to YFCC intervention.

(some clients are yet to complete their support period)

Who are our *Clients*



4,189
TOTAL CLIENTS



2,329
MALE CLIENTS



1,844
FEMALE CLIENTS



20
NON-BINARY

WHO DO WE MAKE A DIFFERENCE FOR?

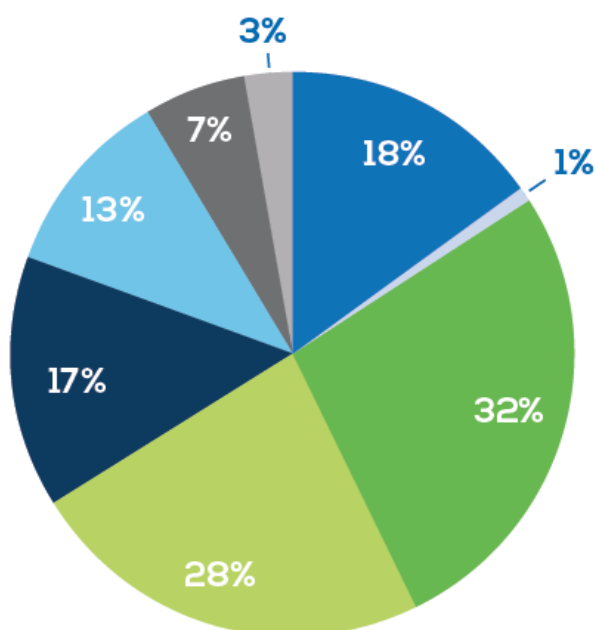
"TASS YFCC was more than just about getting us place to call home.

TASS supported with everything, my mental health, getting me back on track with life and a family type environment support. Helping with things our parents should of but did not or could not. Things like Medicare card, Centrelink, budgeting and living skills, finding employment and working towards my license.

TASS has really changed my outlook on life and my future goals are easier to be seen to achieve."

TASS client

WHO ARE OUR CLIENTS?



**Includes registered and informal clients.*





FAMILY SUPPORT SERVICE

Report

The Family Support Service team had an interesting 12 months over the 2022 – 2023 financial year with several movements in the team. Despite these changes, the team continue to adapt and work together to ensure that all families are receive timely and appropriate support.

Over the past 12-months, the Family Support Team participated in several health promotion and community engagement activities. These included:

- East Devonport end of term barbecue
- Community Services discussion at Don College
- Burnie Child and Family Learning Centre Christmas Party
- Early Learning for 3 Year Olds Workshop
- Easter event – East Devonport
- Easter event – Ulverstone Neighbourhood House
- Aboriginal Children's Day
- Families Working Group

The Family Support Team also organised their annual Families Week event in both Devonport and Burnie. Both events were held at respective cinemas and provided the opportunity for families with young children to come along and enjoy activities before moving into the screening of the movie. Approximately 53 families attended both events where they participated in face painting, balloon animals and a visit and opportunities for photos with Marshall from Paw Patrol. The Family Support Team also delivered the 1-2-3 Magic and Emotion Coaching evidence-based parenting program to the West Ulverstone community through the Ulverstone Neighbourhood House. The offering of these events and programs at no cost to local families enables families to participate without concerns of further financial stress.

The Family Support Team are committed to enhancing their professional development each year, resulting in participation within a variety of training opportunities.

DID WE MAKE A DIFFERENCE?



**of our IFSS clients
showed an
improvement after
intervention**



Families Week Event - Burnie

"Happy with the way I am treated, nice, polite and helpful, felt comfortable with worker"

"Worker is a really nice person to work with"

IFSS clients

For 2022-2023 the Family Support Team participated in 15 different training sessions, these included:

- Leading and Governing Child Safe
- Online Facilitation with Jeder
- Poverty and Keeping Children Safe
- Initial Assessment and Referral (IAR)
- Healing Experiences: Trauma Interventions with Children
- Service Record System (SRS) Training
- 1-2-3 Magic and Emotion Coaching
- Facilitating online Bringing Up Great Kids
- Parents Under Pressure
- Solution Focused – Brief Therapy
- Nurturing Brilliance
- Infection Control – COVID-19
- Trauma Responsive Training with Families
- Introduction to Child-Parent Psychotherapy
- Signs of Safety – Words and Pictures

Along with these trainings, staff also participated in four (4) YFCC team days where topics included:




- Sexual harassment
- Team Development
- First Aid
- Managing Comorbidity (AOD and Mental Health) and Chronic Suicidality and Self-Harm in Practice
- Screening of Gabor Mate's wisdom of Trauma
- Child Safe Practices (SFSKARL, Child Safety Services)
- E-Safety
- Team Building

Members of the Family Support Team have attended a number of service provider meetings, also enhancing the network of support and advocacy they are able to provide families.

Integrated Family Support Service (IFSS)

During the 2022 – 2023 the Integrated Family Support Service (IFSS) have provided sixty-three (63) individual families with support, with these 63 families comprising of 154 children/young people. The IFSS team continue to enhance their understanding and range of support strategies to keep up with the continuing rise of complexities displayed by families and supports required when working with systematic challenges.



	58 Total Formal Clients
	9 Male Clients
	49 Female clients

IFSS Clients






HYF Parenting Program - Burnie

"Worker has been great. I didn't know this was available, massive eye opener, speak very highly of the program"

"Worker and all at YFCC are great to talk to and very helpful"

IFSS clients

The trends identified over the past 12 months include housing concerns, including risk of homelessness, homelessness, hoarding and squalor, and notice to vacate; limited availability for childcare (meaning parents were unable to return to work or look for work); grooming, sexual assault and alleged sex offences throughout families; increased family complexities; financial difficulties and stressors (mainly due to the rise in cost of living); NDIS supports required; part time enrolments for young children and teens; concerning behaviours from young people; mental health and an increase in Police Family Violence Orders (PFVO) and Family Violence Orders (FVO). From these trends, it is apparent that the IFSS team are working to support a wide range of concerns within families, and due to the ongoing systematic issues, are finding ongoing external support difficult to navigate.

	22 Total Formal Clients
	2 Male Clients
	20 Female clients

HYF clients

"Appreciated and needed the support. Great stop gap. Worker went out of her way to give support"

HYF client

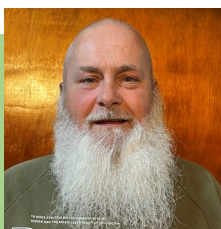
Helping Youth Families (HYF)

The Helping Young Families (HYF) program over the 2022 – 2023 financial year provided support to 24 individual families, with a total of 47 children. Most families had a primary carer identified as female, with two identified as male. Of the primary carers 42% were aged between 18 and 25 years, 46% were aged between 26 and 35 years, and 12% were 36 years and over.

The HYF program delivered four evidence-based parenting programs within the Burnie region, over the 2022 - 2023 reporting period, including Circle of Security and Abecedarian Approach Australia (adapted). These programs were delivered to 30 parents, and subsequently 44 children 12 years and under. 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 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 extend my gratitude to the Family Support Team who work tirelessly, going above and beyond for every family that is part of the service. Their continued dedication to ensuring that families are supported and children are safe never goes unnoticed. The team continue to work together in the best interest of families, and there is never a time where they are not willing to step up and support each other, colleagues from various services and myself. Thank you to all the Family Support staff that have been with YFCC over the past 12-months.

Finally, I would also like to also extend my thanks to the whole of YFCC, may we continue to grow, expand and better ourselves, for our community, over the next 12-months.



ACCOMMODATION SUPPORT SERVICE

Report

This year has been a busy and exciting year for the Accommodation Services team with significant progression of the new Burnie Crisis and Transitional Accommodation Site nearing completion. The Burnie Youth 2 Independence site has seen significant works happen with the completion date now towards the end of 2024. Finally, the completion and inception of the Malana, Youth at Risk Centre.

This year and the coming years will see these significant growth for the Accommodation Services team.

Crisis Accommodation Support Services (CASS)





This financial year has again seen the number of Support Periods decrease (from 73 to 66) but has also seen a slight increase in bed nights (from 3853 to 3951). 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. This increase in Support Period has allowed the CASS Youth Coaches to focus on supports across all Life Domains; seeing an average increase in well-being of 96.17% (measured through the Outcomes Star). As in previous years, the CASS team have seen a significant increase in young people with complex needs, particularly those with intellectual disabilities, those experiencing mental health issues and those involved in the Youth Justice. This has given the Youth Coaches the opportunity to look outside of the box when supporting young people and allowed them to build much deeper relationships with Services that typically sit outside of the Housing spectrum.

The Burnie CASS team are excitedly preparing for the transition to the new site and continue to work with the Transitional Accommodation Support Service team to ensure the relocation goes as smoothly as possible.

DID WE MAKE A DIFFERENCE?

86%

of our CASS clients showed an improvement after intervention

	67 Formal Clients
	26 Male Clients
	36 Female clients
	5 Gender not specified

CASS Clients



Burnie Shelter

ACCOMMODATION SUPPORT SERVICE

Report

Transitional Accommodation Support Services (TASS)

The TASS team have provided support to 115 young people and young parents through accommodation and outreach support. Through utilising the Advantaged Thinking framework, the Outcome Star and targeted youth coaching, young people have achieved improvements in all life domains, to an average of 93.75%.

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

As in previous years the team has worked closely with Housing Providers and families to achieve some highly positive outcomes for our young people, even seeing a slight increase in those young people returning to their families.

Malana Youth At Risk Service





This year saw Malana open and begin its pivotal role in supporting the younger cohort (12-15 years of age). During the Service's first 7 months of operation the team have supported 22 young people and provided 731 bed nights.

The founding Coordinator Dr Anne Munro departed the Service in June to take up a role with the Child and Adolescent Mental Health Service (CAMHS). Dr Munro played a positive role in the initial development of the Service providing the Team with a great foundation moving forward. As a result of Dr Munro's resignation, Cassie Male from our TASS service was recruited and will begin in the role early in the 2023-2024 financial year. Cassie will bring years of experience working in the sector

DID WE MAKE A DIFFERENCE?



Devonport Shelter

	115 Formal Clients
	27 Male Clients
	85 Female clients
	3 Gender not specified

TASS clients



of our TASS clients showed
an improvement after
intervention

ACCOMMODATION SUPPORT SERVICE

Report

and will be a great benefit for the team.

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 changes have very little impact on the service delivery we provide for our young people.

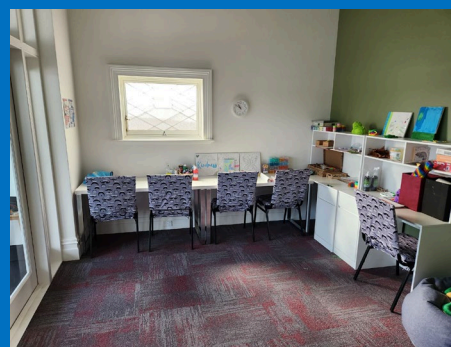
Shane Leonard

Team Leader - Accommodation Services



DID WE MAKE A DIFFERENCE?

MALANA





ATODS Report

The 2022-2023 year has been a relatively steady year for the ATODs team, allowing time to consolidate our knowledge and practice and grow into new ways of delivering services. One such example is during this year we submitted a successful application to the Tasmanian Government for a full time, funded Peer Worker role as part of our ATODs team. We are happy to say that the Peer Worker role has now been filled and is a positive and value-adding addition to our ATODs team. The role supports our clients, our team and has been of great benefit to other YFCC services to help them better understand addiction and support impacted clients.





This period has also seen significant work by our Health Promotion team in both workshop presentations in High Schools and Colleges, and in event and program delivery in community settings. The requests for workshops from schools continue to grow, with workshops being delivered to students from right across the NW Coast including the West Coast, Smithton and Sheffield. During this period there has been a high number of requests for the e-safety and cigarettes and vaping workshops. The team undertook a significant amount of work to update the tobacco workshop to include vaping, which now accounts for the majority of that workshop's content. We have been diligent to continually monitor emerging evidence on the harms of vaping and as a result have been included in several state-wide conversations where it's apparent, YFCC is leading the way in this space.

Therapeutic groupwork has also played a significant role over this twelve months, offering an additional approach for our clients to address their substance use. We continue to offer a range of models, each model targeting a specific cohort of clients. We now offer peer support AOD groupwork for young people (17-25yrs), all ages and impacted family members. In addition to these, we also partner with City Mission Launceston to offer weekly

DID WE MAKE A DIFFERENCE?

"Worker is the best, unreal help I could have hoped for. She is very supportive and I don't think I would have made it this far without her. She has been more support than my own family."

CADSS client

	425 Total Formal Clients
	212 Male Clients
	206 Female clients
	7 Gender not specified

"Hit it off with the worker. She is open and honest and I get the help I need. I know she is listening. The service really helped me with my anxiety, helping me get to the doctor etc. Worker has gone out of her way to help me and I wouldn't be where I am without the help from YFCC."

RADS client

ATODS *Report*

sessions for Serenity House residents, alternating between groupwork and one on one counselling sessions. This is an example of one of the many positive working partnerships we have with stakeholders all over Tasmania, all of which are aiming to improve clients and community outcomes.

In June 2023, six members of our team had the opportunity to travel to Hobart for the Alcohol, Tobacco and Drugs Council of Tasmania (ATDC) conference. This bi-annual event is the biggest single event for those of us working in the sector and it was a great opportunity to learn and network. We also saw Nancy Thomas (Senior ATOD Counsellor) nominated for an Outstanding Contribution Award and Bianca Taylor both present a workshop and participate in a panel, both of which focussed on vaping.

Finally, I wish to acknowledge the work of the ATODs team, who have demonstrated innovation, dedication and resilience in the work we do supporting the community. There have been some challenges this year (as with all years) and I continue to be impressed by the way they support each other and the unwavering focus on delivering improved outcomes for the people we support.

Damian Collins

Team Leader – Alcohol, Tobacco and Other Drugs Services



DID WE MAKE A DIFFERENCE?

YFCC
YOUTH, FAMILY & COMMUNITY CONNECTIONS

CONNECT & CREATE
C&C

Build connections, share experiences and learn new skills for support in recovery.
17-25 years

EVERY SECOND TUESDAY
2:30 PM - 4:00 PM

YFCC JUNCTION HUB
129 WILSON STREET, BURNIE

FOR MORE INFO: brittonj@yfcc.com.au
CHAT WITH YOUR YFCC COUNSELLOR: sarenab@yfcc.com.au

R&R
Resilience & Recovery group

meet people and share experiences for support in alcohol and drug recovery (18+)

2022 SESSION DATES:
31st Oct 2022
7th Nov 2022
21st Nov 2022
5th Dec 2022

WHEN & WHERE:
Mondays 1:30-3pm
Glo training room,
20 King St

FOR MORE INFORMATION:
Steph: 0439029618
Kristy: 0490788349

phn primary health TASMANIA An initiative by YFCC and funded by Primary Health Tasmania **YOUTH, FAMILY & COMMUNITY CONNECTIONS**

"Highly recommend worker – very helpful, patient, like a friend now."

RADS client

Needle & Syringe

Program

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

The 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, other YFCC services and relevant external services (46 referrals in total).

The *It's Your Right* campaign launched on 1st August in Tasmania promoting Hepatitis C testing and treatment to people who inject drugs. The campaign was well received by clients and led to an increase in referrals to blood borne virus (BBV) clinics in the NW.

We continue to provide Winter packs to NSP clients experiencing homelessness. These are being well received by clients accessing the service.

We have also been providing samples of new products including Stericups and Sterifilts (1ml filters) to clients. Feedback on their effectiveness and uptake by clients will be provided to the Tasmanian Health Service.

Penny Doran

YFCC MAKING A DIFFERENCE

**CURE
HEP C
WITH PILLS
IN 8 - 12 WEEKS**

**LIVE FREE
OF HEP C**

TALK TO US



During the 2022 - 23 period, YFCC NSP had 1.739 contacts with individuals accessing the program. Over 99,500 items of equipment were distributed and a safe disposal facility provided for used equipment. 1918 brief interventions were conducted with people accessing NSP, providing information and referrals to relevant supports and counselling.



Employment Services *Report*

Fit For Work Project

Fit For Work is funded by the Department of State Growth, Jobs Tasmania to support young people aged 16 to 25 in the region to meet their vocational goals.

The Project enables intensive support for participants for up to 12 months to address health and wellbeing issues, build relationships and social connections and participate in soft employment skills training.

Utilising the evidence-based assessment tools, 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.

Devonport

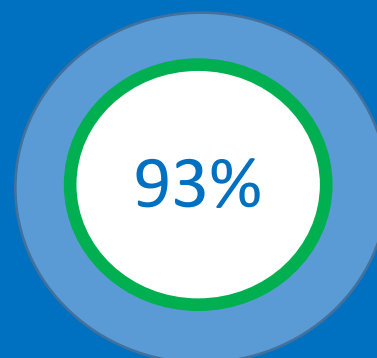
45 young people were engaged and supported in the program over the previous 12 months, with 21 young people securing employment, 4 engaging in further education and 82 achieving training outcomes. Participants are supported to gain practical outcomes, such as driving lessons and driver's licences and personal identification. Internal and external referrals are also utilised to address drug and alcohol concerns, homelessness, mental ill-health, and participant advocacy across a range of platforms.

An 18-month funding extension has been secured to take the successful pre-employment program through to 30 June 2024.

Burnie

Due to the success of Fit For Work Devonport, Jobs Tasmania also provided funding for the Burnie project for 2 years, commencing in September 2022. Since its commencement, 41 young people have participated in the program. 75 training outcomes have been achieved and 9 young people have secured employment. 3 participants have engaged in further education and 5 have secured volunteering opportunities to gain work experience. Building a young person's capacity to engaged in education,

DID WE MAKE A DIFFERENCE?



of our clients showed
an improvement after
YFCC intervention



Minister Felix Ellis
MP, launches the
Burnie Fit For Work
project

training and employment is a core focus of the project. Fit For Work Burnie participants have had positive engagement in programs to increase digital and financial literacy. These courses have improved their work readiness in preparation for employment and independent living.

Project Detour

This is a 2-year project funded by the Australian Government through the Safer Communities Fund. The project works with young people, aged between 16 and 24 years, who are impacted by crime and/or anti-social behaviours and may be at risk of becoming entrenched in the criminal justice system.

Detour Coaches work intensively with participants for 6 to 12 months to address health and wellbeing issues, build relationships and social connections. The project also aims to support participants to identify their career pathway and become engaged in youth tailored training, education and employment, as well as providing coaching to improve psychosocial outcomes.

Utilising evidence-based assessment tools, participant needs are identified, and they are then supported to address a range of life issues that may be impacting on their capacity to become work ready and barriers in accessing training, education and/or employment.

The project provides education and workshops in a range of employment skills such as resume development, writing a cover letter, interview skills and employer expectations. Participants are guided through a Living Skills Program to support them becoming more independent. Regular network events are coordinated in both Devonport and Burnie to introduce participants to key stakeholders in the region through engaging employers, other support services and the local community police team.

These events have focused on engaging participants, promoting the program among the community to prospective participants and linking them to employers and information on career opportunities. Events have enabled greater collaboration and connection with key stakeholders and been strongly supported. Events held include Spotlight Events on Apprenticeships, Agriculture and Hospitality, along with a Costa Berries Tour of their packing warehouse.

90 young people have engaged in the program since commencement, with 27 securing employment outcomes. 8 participants have engaged in further education and 90

Project Detour



SPOTLIGHT ON APPRENTICESHIPS



Hear from:

- Employers
- Apprenticeship Support Services
- Group Training Services
- Working Apprentices

Find out how apprenticeships work, employers expectations and needs and the supports available to get you into one.

Wednesday 23rd November

Quoiba Room - Level 1, Paranapple Centre

137 Rooke Street, Devonport

2.00pm to 3.30pm

For catering purposes please RSVP to 6423 6635

Supported by the Tasmanian Government through the Department of Police, Health and the Australian Government through the Safer Communities Fund.



training outcomes have been achieved that increase their work readiness through upskilling with relevant tickets, licenses and skills.

Career Connector Service

The Career Connector Service is a 3-year project funded by Jobs Tasmania. The Service aims to support specific population groups to reengage with work and/or formal education and training by providing skills assessment, careers coaching, employment advice and referrals to employers and relevant service providers. The specific population groups are:

- redundant workers
- young people 18-25 years
- 45+ years who have been out of the workforce for 12 months or more
- migrants living in Tasmania for over 6 months with working rights

Career Connector has engaged with 60 participants since the commencement of the project in September 2022. 32 employment outcomes have been achieved, with 17 of these roles being permanent tenure, together with 55 training outcomes, inclusive of a range of qualifications and licences. A high percentage of training outcomes has been in the construction and civil construction industry, indicative of the continued growth in these sectors across the State. 6 education outcomes have been achieved for participants engaging in a Certificate II or higher education.

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 post placement mentoring during their probationary period. The program was designed due to changes in Federal Employment Services model in July 2022 and the cessation of the PATH Internship model. New parameters were defined to address the gaps in support being provided to young people once they secure employment.

The program aims to ensure young people remain in employment and works by engaging with both the employer and employee to address any issues arising promptly to improve retention of young people in the region. Since the appointment of new Youth Pathways Coach in December 2022, 49 young people have engaged in the service and the Service is on track to achieve the target of 60 participants



Project Detour in conjunction with Devonport Library present

SPOTLIGHT ON HOSPITALITY

Learn about the varied opportunities a career in hospitality can give you, from experts in the hospitality and hotel industry

For 16-25 year olds
Wednesday 3rd May
2pm-4pm
Quoiba Room
Level 2 Paranal Centre

- Make a coffee with a trained barista
- Job opportunities available, let us connect you with a hiring employer
- Afternoon tea provided

Lucky Door Prize
5 opportunities to win 2 VXT hospitality training courses of your choice!

Places are limited
RSVP to Karen by 28th April
karenm@yfcc.com.au

Funded by the Australian Government through the Safer Communities Fund



SPOTLIGHT ON AGRICULTURE
Tuesday 21st February 2023
2:00PM until 3:30PM
YFCC Junction (behind Dave's Noodles)
129 Wilson St, Burnie

What to expect:
Meet staff from the dairy and meat industries
Discuss employment opportunities
Learn what to expect on the job
Find out more about education options in agriculture

For catering purposes please
RSVP to 5423 6635

Supported By
YFCC YOUTH, FAMILY & COMMUNITY CONNECTIONS
Greenham

Funded by the Tasmanian Government through the Department of State Growth and the Australian Government through the Safer Communities Fund.



by September. Additional funding has been secured to continue to mentor all young people engaged in the service for the 12-week program with the project now concluding in December 2023.

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 Navigators provide career guidance and one-to-one support for young people who have or are leaving education in 2020, 2021 and 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.

16 employment and 4 education outcomes have been secured for young people accessing the program. Youth Navigators program concluded in March 2023. Remaining participants were provided additional supports through other YFCC employment programs.

Samantha Hall

Team Leader - Employment Services



Fit for Work
changing lives in
Devonport and
Burnie

Delivered by



YFCC
YOUTH, FAMILY
& COMMUNITY
CONNECTIONS



Tasmanian
Government



JOBS
TASMANIA



WEDNESDAY
22ND MARCH 2023
12 noon to 2.30pm

COSTA'S TOUR

Join us at 211 Brooke Street, East Devonport for a tour of the packing sheds and strawberry farm

Followed by afternoon tea at 3pm at YFCC employment offices - 3/35 Stewart Street, Devonport

Please wear closed toe shoes and warm clothing

FREE TRANSPORT
Pick up locations

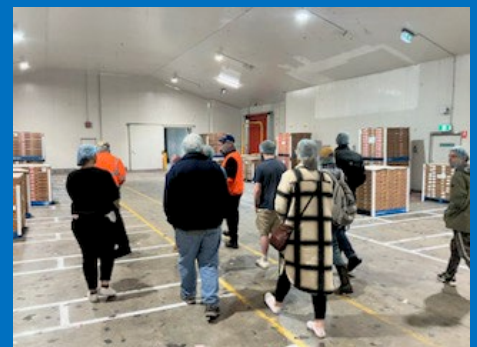
- 10.45am - Burnie McDonalds
- 11.15am - Ulverstone McDonalds
- 11.45am - Devonport Homemaker Centre McDonalds
- 11.45am - Devonport YFCC Junction Carpark

Buses will leave at these times, please arrive early

There are a large number of bees on the farm so please disclose if you are allergic

LIMITED PLACES

RSVP by Wednesday 15th March
Email: karenm@yfcc.com.au



Health Promotions *Activities*



Youth Programs

326

Health Promotion
Programs delivered
for



8,542 Participants

98%

of Participants Reported
Increased Skills and
Knowledge

2022 INSPIRING *Youth Awards*

Celebrating North West Youth



2022 Inspiring Youth Awards Category Winners

“Great Mate”
Austin Howard

“Quiet Achiever”
Ayden Hogan

“WOW”
Ghyllbie Rose

**Congratulations to
all the nominees in
each category**



Projects

Emergency Relief Service

Emergency Relief Service

The Emergency Relief Service (ERS) 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.

ERS assistance offered includes 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, Wynyard Child and Family Learning Centre, Circular Head Aboriginal Corporation, Rosebery Community House and the West Coast Community Services Hub in Queenstown.

The service also provides clients with access to the Aurora Energy Hardship Fund to assist with power bills and offers guidance to apply for NILS loans.

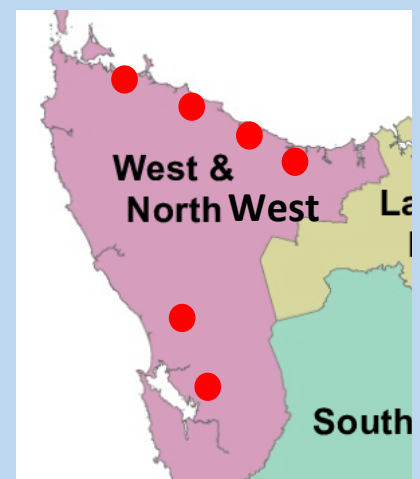
During the 2022-23 financial year, over \$92,000 was distributed to 605 different clients through 919 individual client interactions.



Renae in the engine room of the Emergency Relief Service

YFCC MAKING A DIFFERENCE

605 individual clients were assisted with ER support amounting to over \$92,000 distributed through 919 individual transactions



YFCC Emergency Relief Service Distribution Points

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

Projects

Survival Strategies in the Kitchen

This project, completed at the end of December 2022, delivered cooking workshops across the region from East Devonport to Wynyard. 9 different venues were selected across the region to deliver the workshops, targeting 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.

At each workshop, participants cooked a meal, whilst learning cooking techniques and kitchen safety and hygiene. They then ate together to rate the recipe/meal.

Participants learned skills and knowledge that will continue to benefit them into the future, through increased confidence to cook at home, planning and budgeting for healthier food options and improving their health due to more informed diet choices.

From the recipes chosen by participants, a “Survival Strategies in the Kitchen” recipe book was 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 was distributed to participants through the various venues and is also available for free download through the YFCC website.

On completion of the project, 131 workshops were delivered for 116 individuals. This included 56 parents with a total of 101 children between them.

Thank you to the Tasmanian Community Fund, Devonport City Council and Burnie City Council for their support of the project.

COOKING UP A STORM



Recipe Book Pages



QUALITY *Report*

Quality Innovation Performance

The past year has been a busy and productive time in the Clinical Supervision and Service Improvement role at YFCC.

I continue to hold the position of Chair of our Clinical Governance Committee. 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: Reconciliation Action Plan, LGBTIQ+ Inclusion, Disability Inclusive Practice and Appraisal Review. These projects are progressed by sub-committees which are made up of Clinical Governance Committee members and other practice staff and peer workers from across the Organisation. Achievements this year include the recent launch of our Reconciliation Action Plan, regular newsletter correspondence and recent grant success for our LGBTIQ+ Inclusion Sub-Committee, the completion of a review of our Outcomes Star Framework and the completion of our Psychological Safety & Wellness Policy and associated updates which have included the education of all staff in psychological safety, additions to our Risk Register to include risks associated with psychological safety and regular newsletter correspondence to all staff to ensure psychological safety maintains a high profile among our workers.

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, 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. This year I have increased my hours to full time to accommodate the supervision of our growing staff group, this is running smoothly and I often receive feedback from our practitioners that they feel well supported in their practice due to the availability of regular and consistent supervision.

With the support of YFCC, I am currently undertaking a year-long course in supervision that will qualify me for accreditation with the Australian Association of Supervision. This opportunity to enhance my supervisory practice skills and gain accreditation is a great step forward for supervision at our Organisation. The support for the CSSI role at YFCC continues to reflect the organisation's deep commitment to ensuring staff are supported to deliver high quality, evidence-based services.

Dr Julia Taylor – Clinical Supervision and Service Improvement Officer





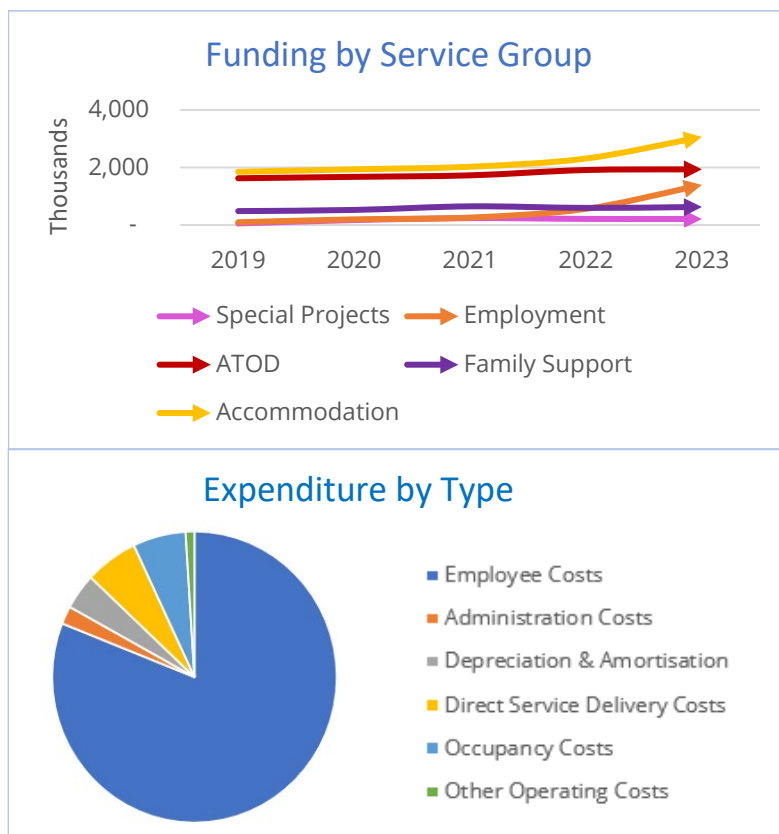
Treasurer's Report

2023FY saw a year of consolidation for YFCC. Management and Board focus were on our first Launceston based service (Malana) and major new employment service (Project Detour) reaching full operationality while grappling with external forces relating to CPI, wage increases, recruitment challenges and reduced tender availability.

At the end of the year, the cornerstones for potential growth and social outcomes from the afore mentioned services, as well as a stronger financial position in terms of net assets and working capital, represented a solid outcome by the Board.

Looking ahead the 2024FY will see the commencement of the new Burnie accommodation facility and the Youth2Independence facility/service, also in Burnie, which will represent further opportunities for YFCC to achieve its vision of supporting young people and families in our community.

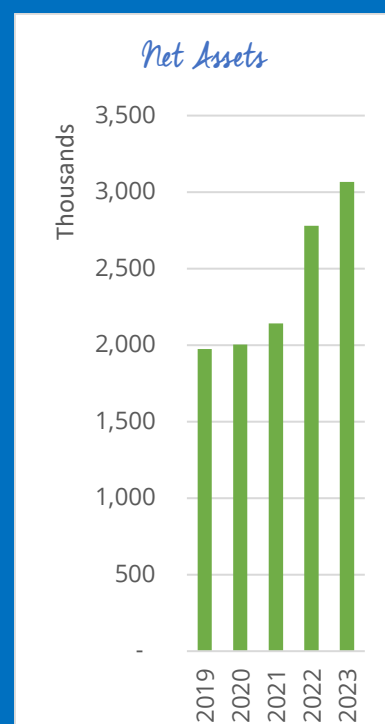
John Dowling
Treasurer



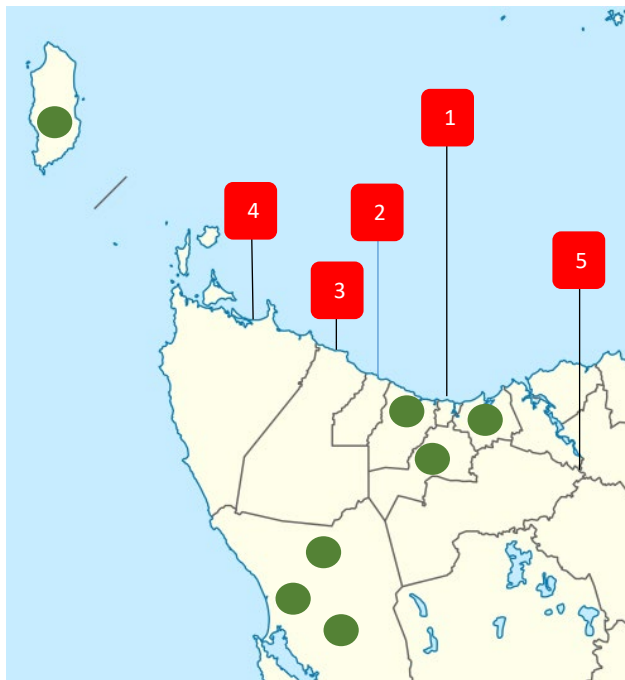
HOW OUR FUNDING IS ALLOCATED

"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 note that the substantial growth in scale of the organisation has been achieved whilst maintaining your previous lean administrative structure and relatively low overhead."

Synectic's 2023 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

1

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 -

1

2

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)

1

DEVONPORT EMPLOYMENT PROGRAMS

3/35 Stewart Street Tel. (03) 6423 2120
SERVICES
Fit For Work Devonport
Career Connector Service
Project Detour
Youth Pathways Program
Youth Navigator Program (completed)

1

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)

3

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)

4

WITH ADDITIONAL OUTREACH SERVICES TO

Latrobe, Ulverstone, Zeehan, Rosebery, Queenstown
and Kind Island



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 (completed)

2

BURNIE YOUTH ACCOM. SERVICES

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

2

UPPER BURNIE OFFICE

4 Reid Street Tel. (03) 6431 3083
SERVICES
Transitional Accommodation Support Services (TASS)
Fit For Work Burnie
Project Detour
Youth Pathways Program

2

LAUNCESTON YOUTH ACCOM. SERVICES

31 Brisbane Street Tel. (03) 6709 8444
SERVICES
Malana – Youth At Risk Centre (YARC)

5

HELPING YFCC MAKE A DIFFERENCE?

OUR *Partners* IN *Success*

54 Reasons

Alcohol and Drug Service (North West, North)
Alcohol, Tobacco and Other Drugs Council of Tas.
Anglicare
Area Connect
Ashley Youth Detention Centre
Asuria
AtWork
Aurora
Autism Specific Early Learning and Childcare Centre
Baptcare
Braddon Business Centre
Brave Foundation
Brooks High School
Brumby Hill Aboriginal Corporation
Bunnings Burnie and Launceston
Burnie Child and Family Learning Centre
Burnie City Council
Burnie Community House
Burnie High School
Burnie Works
Burnie Youth Council
Carers Tasmania
CatholicCare
Centrelink
Child Safety Services
Choose Life Services
Circular Head Aboriginal Corporation (CHAC)
Circular Head Council
Civic Contractor Federation
Colony 47
Cornerstone Youth Services / Headspace NW Tas.
Costa Group
CVGT Australia
Department of Employment and Workplace Relations
Department of Children, Young People and Education
Department of Education
Department of Health
Department of Industry, Science and Resources
Department of Justice
Department of Social Services

Devonport Chaplaincy
Devonport City Council
Devonport Community House
Devonport High School
Devonport Spec Savers
Devonport Stamp Club
Don College
Don Medical Clinic / Doctor Jane Cooper
Drop in Skate School
Drug Education Network
Early Childhood Intervention Service (ECIS)
East Devonport Child and Family Learning Centre
East Devonport Community House
Engender Equality (SHE)
EPIC Assist
Erin Kirkman
Family Planning Tasmania
Farm It Forward
Future Isle
Gail Gittos
Gateway Church
Glenhaven Family care
Greenham
Havenview Primary School
Hellyer College
HIPPY Australia
Homes Tasmania
Housing Choices
Indie School Burnie
Indie School Devonport
International Café
IPWU (Inpatient Withdrawal Unit)
JCP Youth
Jobs Tasmania
Karinya Young Women's Shelter
Keen partners
Kylie Buchwald
Latrobe High School
Laurel House
Launceston City Mission
Link Resources

Marist Regional College	St John First Aid
MAS National	St Vincent de Paul Society
Max Employment	St. Brendon Shaw College
Mental Health Council of Tasmania	Strong Families Safe Kids Advice and Referral Line
Migrant Resource Centre North	Sylvia Berger
Mike Gaffney MLC	Synectic
Mission Australia	T4 School Launceston
Montello Primary School	TasCOSS
Multicultural Employment Services Network	Tasmania Police
My Pathway	Tasmanian Aboriginal Centre
MyState Devonport	Tasmanian Aboriginal Legal Service
National Joblink	Tasmanian Building and Apprenticeship Scheme
NDIS	Tasmanian Community Fund
Neveco Business IT Solutions	Tasmanian Hospitality Association
No 34 Aboriginal Services	TasNetworks
No Interest Loan Scheme (NILS)	TasTAFE
North West Support School	The Link Youth Health Services
Nova Publishing	The Salvation Army
NW Community Legal Service	The Social Yield
Oak Possibility	TMEC
Parklands High School	Trades Women Australia
Pathway Shed	Ulverstone High School
Penguin High School	Ulverstone Neighbourhood House
People-People	UTAS
Primary Health Tasmania	Warrawee Women's Shelter
Queenstown Child and Family Learning Centre	Wellways
RACT	West Coast Council
RANT Arts	West North West Working
Reading Cinemas	WISE Employment
Reclink Australia	Wise Guise Pizza
Reece High School	Women's Legal Service Tasmania
Richmond Fellowship Tasmania	Working It Out
Romaine Park Primary School	Workskills
Rosebery Community House	Wynyard Child and Family Learning Centre
Rural Alive and Well	Wynyard High School
Rural Health	Wynyard-Waratah Council
Safe Choices	Yolla District School
Salvation Army	Yourtown
Sea FM	Youth Futures
Searson Buck	Youth Network of Tasmania (YNOT)
SG Fleet	Zeehan Community House
Share the Dignity	Zephyr Education Inc.
Sheffield School	
Smithton High School	
Spencer Clinic	
Street Smart	

Thank you to all our
Funders

HELPING YFCC
MAKE A
DIFFERENCE?



Regional Alcohol and Drugs Service (RADS) and Community Alcohol and Drugs Support Service (CADSS) are supported by Primary Health Tasmania under the Australian Government's Primary Health Networks Program.



The Career Connector Service and the Fit For Work Burnie and Devonport projects are supported by the Tasmanian Government through the Department of State Growth.



The Youth Pathways program and the Survival Strategies in the Kitchen project are funded by the Tasmanian Community Fund.



Youth Alcohol and Drugs Service (YADS) is supported by the Crown through the Department of Health.



The Helping Young Families program is supported by CatholicCare through the Australian Government's Department of Social Services



Australian Government
Department of Industry, Science, Energy and Resources

The Detour Project is supported by the Australian Government through the department of Industry, Science, Energy and Resource



The Integrated Family Support Service (IFSS) is supported by the Tasmanian Government through Mission Australia.



Australian Government
Department of Social Services

The Emergency Relief Service is supported by the Australian Government through the Department of Social Services

YFCC Youth Accommodation Services supported by the Tasmanian Government through Homes Tasmania.

Homes Tasmania

Building homes, creating communities.



Malana supported by Anglicare Tasmania through the Australian Government's Department of Social Services.



The ARVOs Program supported by Burnie City Council through the Community Grants program.



Youth Navigator program supported by Colony 47 through the Tasmanian Government (Jobs Tasmania).