



ANNUAL REPORT

2024 - 2025

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President's Report

It is an honour to be writing the 2024-2025 President's Report. This year I've been privileged to work side-by-side with very impressive staff, and Board members. The combined effort of these talented and dedicated people produces positive force in the North, North West, West Coast and Island communities we serve. The lives of young people and families have been improved through the professional delivery of services by YFCC.



Throughout the year board members are very fortunate to read case studies of clients whose lives have been changed for the better through the support of YFCC staff. It is these examples of people connecting, striving and thriving that keeps us motivated to volunteer to contribute to the organisation. Stories of hope, triumph and perseverance are a great motivator for us. Certainly, the day-to-day concerns of a board member are neither glamorous nor easy. As I reflect on last year's Presidents Report, I note that many of the concerns of the Board appear intractable, as we continue to grapple with the increasing cost of insurances, funding challenges to deliver the quality of services our clients deserve for nil administration funding and lower than

CPI increases. With dedication, perseverance and creativity the staff find solutions, lobby stakeholders, search for new funding sources and appropriately challenge the system. A system that should and must put organisations like ours, that are working for the betterment of people and communities, as the priority.

Indeed, people must always be the priority and that is one of the very satisfying things about volunteering for YFCC. When discussing issues or challenges staff and board members always ask first *how can this work for the people* that need this service? People come first, of course, but there must always be a moderate surplus so that the organisation can continue to serve our communities. This brings me to another point made in last year's President's Report, in the year 24/25 YFCC was budgeted to make a modest financial loss. At that time the Board committed to cover this loss by using previous year surpluses which although not a long-term solution seemed the only way to proceed, so important and valuable are all of our services to the community. Fortunately, through the dedicated lobbying by senior staff and careful financial management by all the teams, YFCC did not make a loss. The challenge of making budgets balance, as our waiting lists tell us that we could serve many more people before meeting the need of our community, is an ongoing challenge.

As you read through this annual report and note the stakeholder satisfaction numbers, the fabulous events and activities the teams deliver such as the Inspiring Youth Awards, Youth Week, the annual Homelessness Week function and of course the funded programs please consider it from the perspective of one of our clients. What a joy it must be to be part of one of these events, what a relief to meet someone that wants to hear your story. What a boost to your sense of well-being to sit with a peer support worker that has walked in your shoes. The goal of YFCC is for clients to feel that they

have someone to trust, listen, support and value them.

When I read through the information about programs, finance, governance and services provided in this report I can see the

dedication, professionalism and kindness demonstrated in the name of YFCC and I hope you can too.

Sarah Steel
President



Stakeholder Feedback

"I have found YFCC to be a very willing, capable and competent collaborator across a number of different domains. YFCC management and staff are always available to support advocacy and capacity building work. YFCC as an organisation, from my perspective, has a 'can do' culture, which makes collaboration easy. YFCC staff also display a high level of expertise in their area and nuanced and deep local knowledge and community connection."

"I work across a number of roles and in most industries as well as in schools. I connect directly and indirectly with YFCC across these various projects. At all times YFCC is a delight to work with, organised, supportive, collaborative and enthusiastic - every single time!"

"Professional organisation with great staff reflecting YFCC values. Valued working relationship"

CEO Report

It is with great pride and appreciation that I present the 2024-2025 Annual Report for YFCC. This year has been marked by significant achievements, strategic growth, and transitions that position us strongly for the future.

One of the year's most impactful milestones was the successful launch of the Youth2Independence service in Burnie. This new facility expands our capacity to support young people through safe, supported, and longer-term housing while they develop skills for independent living. The collaborative efforts of our staff, funders and the local community have been integral to this achievement, ensuring the service is responsive to the needs of young people in the region.

Together with Burnie Works Pty Ltd and the Primary Years Action Group we proudly launched the new Middle Years Hub in Burnie, now named The Canopy. The Canopy is a true place-based service targeting local needs and mobilising local assets - designed by families for families, emerging from over 100 local conversations. This ensures it reflects the real needs and aspirations of Burnie's families with primary school-aged children. The Canopy currently operates one day a week as a vibrant space for connection, activities and essential services. The community aspires for the service to be extended.

This year, the YFCC Inspiring Youth Awards once again showcased the incredible achievements of young people in our community. From remarkable contributions to leadership and community service to overcoming hardship, these awards highlight the talent, passion and resilience that define our region's youth. The event brought together families, community members and supporters to celebrate and applaud the accomplishments of these

inspiring young individuals. It was a powerful reminder of the positive impact young people have on our community—and of the importance of supporting their growth and success.

This year we supported over 14,500 people in our community. We are proud to report excellent outcomes across the board for our clients, reflecting the dedication and expertise of our teams. Our services consistently delivered high-quality, person-centred support that empowered young people, families and communities to thrive. These outcomes underscore the impact of our holistic approach to care, support, and capacity building.

In collaboration with our Board, staff and stakeholders, we completed the development of the YFCC Strategic Plan 2025-2028. This plan reaffirms our commitment to empowering young people, families, and communities across our region. It focuses on strengthening service delivery, expanding community engagement, investing in our people and building sustainable partnerships.

This year we farewelled Nick Sherry, our long-serving Chair, whose leadership and dedication over many years have left an enduring mark on YFCC. Nick's strategic



vision, steady guidance, and unwavering support were pivotal in helping YFCC navigate challenges and embrace new opportunities. On behalf of the entire organisation, I extend my deepest thanks to Nick for his outstanding service.

We are delighted to welcome Sarah Steel as our new Chair. Sarah brings a wealth of experience in governance, community development and housing and homelessness initiatives. Her leadership and fresh perspectives will be invaluable as we continue to grow and evolve in line with our new strategic plan.

YFCC bid a heartfelt farewell to Chris Stokes (CFO) and Lindsay Hodgkinson (Family Support Team Leader). Throughout their tenure, their expertise, dedication and leadership played a pivotal role in shaping the organisation into what it is today. We extend our deepest gratitude to both Chris and Lindsay for their invaluable contributions and wish them continued success in all that lies ahead.

A highly positive appointment this year saw Lisa Browne take up the role of Family Support Services Team Leader. Lisa's expertise and passion for supporting families will further strengthen our capacity to deliver responsive and impactful services.

A very special thanks goes to the clients who trust us with their stories, their challenges and their aspirations. Your courage and openness inspire us every day and remind us of the importance of the work we do. We are deeply honoured to walk alongside you.

I would like to express my deepest gratitude to the YFCC Board for their guidance, dedication, and commitment to the organisation's vision and values. Their strategic oversight and collaborative approach have been essential in navigating opportunities and challenges throughout the year.

Our team continues to demonstrate unwavering commitment, resilience and

passion for our vision. Throughout the year, staff at all levels contributed to creating safe, inclusive, and empowering spaces for children, young people and community members. I extend my heartfelt thanks to all for their dedication and hard work. Specifically, I would like to recognise and thank Graham Marshall, Operations Manager, Damian Collins, ATOD Team Leader, Shane Leonard, Accommodation Services Team Leader, Cassie Male, Accommodation Services Coordinator, Samantha Hall, People and Safety Officer, Sarah Moore, Accountant, and Jacinta Corcoran, Clinical Supervision and Service Improvement Officer. You keep the candles burning bright.



YFCC's achievements this year would not have been possible without the invaluable support of our funders, partners and donors. Your continued generosity and collaboration ensure that we can deliver vital programs and services and innovate to meet the evolving needs of our communities. On behalf of the Board, staff and the clients we serve, I extend our deepest thanks for your unwavering commitment and belief in our goals.

As we step into the next phase of YFCC's journey, we remain focused on delivering high-quality services that are accessible, innovative and responsive. With a new strategic plan in place, a renewed sense of purpose, and the continued support of our

Board, staff, partners and community, I am confident that YFCC will continue to thrive and make a lasting impact in the lives of our clients, their families and our communities.

I invite you to read through this report and celebrate the achievements and progress

we have made together. Thank you for your continued support and belief in YFCC's vision.

Ros Atkinson
Chief Executive Officer



Client Feedback

ARVOs SCHOOL HOLIDAY PROGRAM

"I would like to say thank you for the opportunity to go on walks with your school holiday program. I have been doing your school holiday program for three years' now and with every activity I sign up for I end up having a great time, everything is super well organised by all your staff especially Johnathan. The walks have always been a personal favourite of mine alongside laser tag. I believe that Part of the reason everyone had a good time was because everyone was giving it their best effort even if they were not the fastest, they still tried as hard as they could and everyone was super encouraging towards them. This day inspired me to go on more walks which really improved my mental and physical health. These activities make it so much easier to get out in nature which I think is really cool."

IFSS

"Great connection with worker, gave me ways to deal/work with kids. Helps with issues, love it, it is reassuring."

"The service has helped, good to talk with issues and good advice. Workers are very helpful with everything. The service is needed, got help with vouchers, clothing, food hampers. Got good coping mechanisms, good to talk to and get along with."

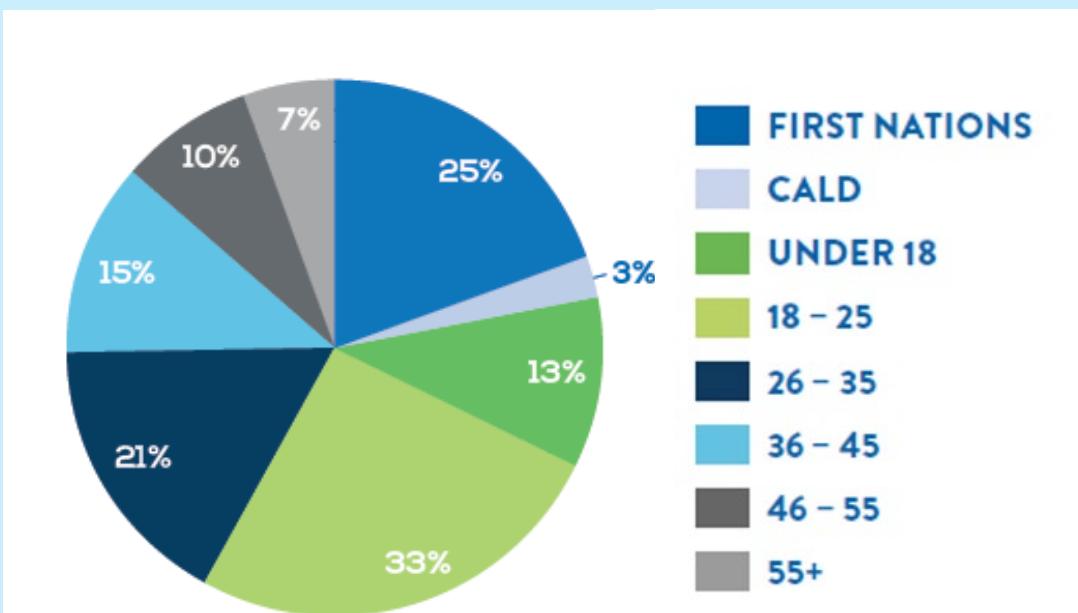
"Program has made a difference, the support from my Worker provided comfort to allow me to start making changes."

HYF

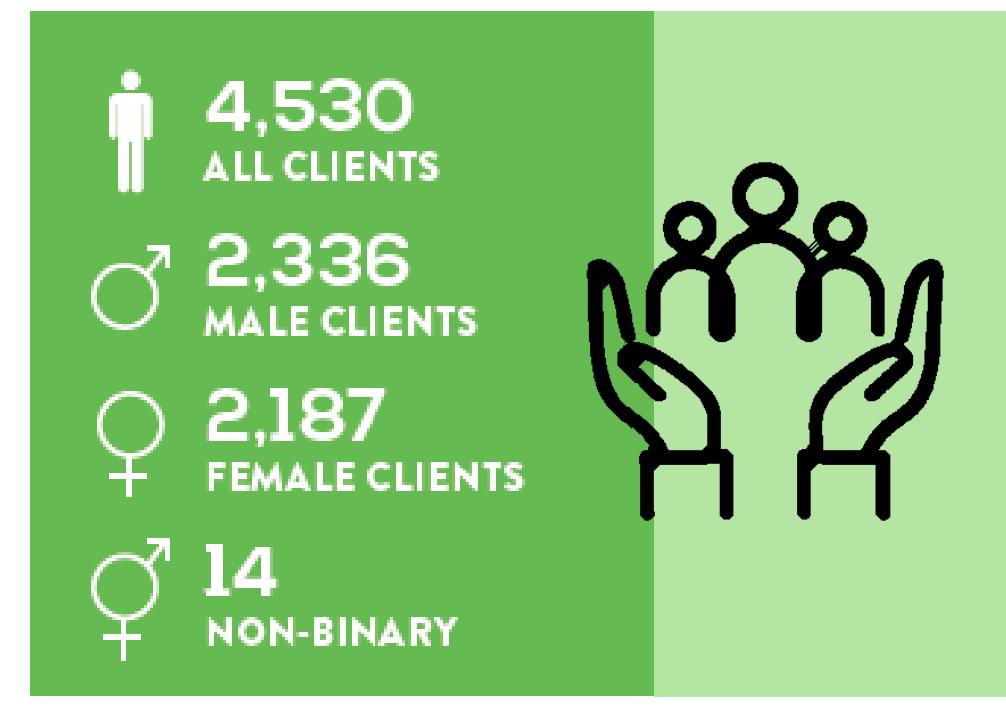
"Worker is amazing. The program has absolutely made a difference to me. Her positivity and belief in me has been amazing. She was nonjudgmental and listened. It has been phenomenal, and I can't recommend the program enough."

WHO ARE OUR CLIENTS?

YOUTH, FAMILY AND COMMUNITY CONNECTIONS (YFCC)



**Registered, formal clients.*



Family Support Services Annual Report

In 2024-25, YFCC's Family Support Services team continued to walk alongside families to support safety and wellbeing across the North-West Coast of Tasmania. Through partnerships with Mission Australia (as part of the Integrated Family Support Services - IFSS), Catholic Care, and Burnie Works, the team delivered responsive case management, parenting programs, and community-based support.

Integrated Family Support Services (IFSS)

IFSS is a voluntary case management service focused on building the safety and wellbeing of children, young people and families by providing support and resources to build family strengths, resilience and capacity.

The service provides early intervention for children and families at risk by supporting the family to identify, resolve and address issues and prevent any further involvement with Child Safety. In 2024-25, YFCC

- Supported 36 families and 90 children, with a focus on strength-based, trauma-informed practice.
- 92% of families exiting the service made progress towards their goals, with 100% of survey respondents reporting they would recommend the service to others.

The team were also able to secure urgent paediatric referrals for children with high needs, stabilise families in crisis, and increase school re-engagement for children previously refusing to attend.

Despite complex caseloads, families reported feeling listened to, supported and less isolated:

"The program made me a better person... helped me to deal with stress easier. I appreciate it very much"

"I had no idea where to start. Just having someone walk beside me meant everything"

The Canopy (Burnie Works Partnership)

After two years of community engagement including speaking to over 100 families across Burnie, Burnie Works secured funding through Department of Social Services to pilot 'The Canopy'- a safe environment for families to connect, participate in activities, and access services and information. It is a collaborative service delivery model with a style similar to Child and Family Learning Centres but for primary-aged children.





A Primary Years Action Group (PYAG), consisting of parents, caregivers, and service providers, were pivotal in developing the initiative and YFCC thank them for their ongoing contributions and leadership.

- Since opening in March 2025, 196 children and 216 parents have attended weekly sessions.
- 136 service providers have engaged with The Canopy to deliver sessions or provide support, highlighting strong sector collaboration and community trust. Service providers include Connected Beginnings, St Vincent de Paul, BCFLC, Devonfield, Libraries Tasmania, ST Giles, Salvation Army and Anglicare.

Families report increased confidence, stronger relationships, and improved social connection:

“Better communication and doing more things together at home.”

“We’ve made new friends and learned about services we didn’t know existed.”

Helping Young Families Program (HYF)

Helping Young Families (HYF) is one of the services offered by YFCC’s Family Support Team. HYF is a voluntary service that helps families through parenting support, social participation, advocacy, and referral to other services. HYF is funded by Catholic Care through the Communities for Children program, an initiative of the Department of Social Services. It provides support to families with children aged between 0 and 12 years who reside in Burnie. The focus of HYF is to enhance parents’ confidence and skill sets, with the safety of children being at the forefront of the support provided.

- Delivered 10 workshops (Seasons for Growth and Abecedarian Adapted) attended by 48 adults and 20 children.
- Provided Case Management to 20 families including 43 children.

Children and families living across the North-West continue to face barriers including long waitlists for health and specialist services, increasing presentations related to family violence, and the compounding impact of the housing and cost-of-living crisis. Staffing changes and workforce shortages across the social welfare and health sectors also impacted continuity of care, particularly in high-complexity cases.

Despite these challenges, the Family Support Services team continues to deliver meaningful impact. Through adaptive practice, strong local partnerships, and a deep commitment to community, the team is helping families not just to survive—but to grow, reconnect and thrive.

Lisa Browne
Family Support Services Team Leader

SPOTLIGHT ON DATA 2024-25

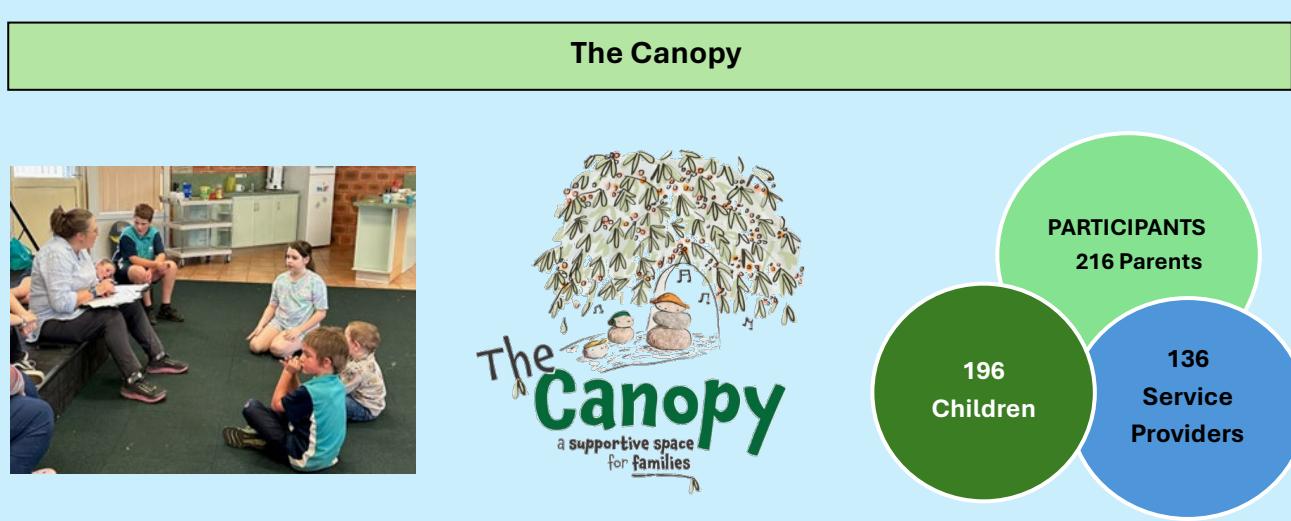
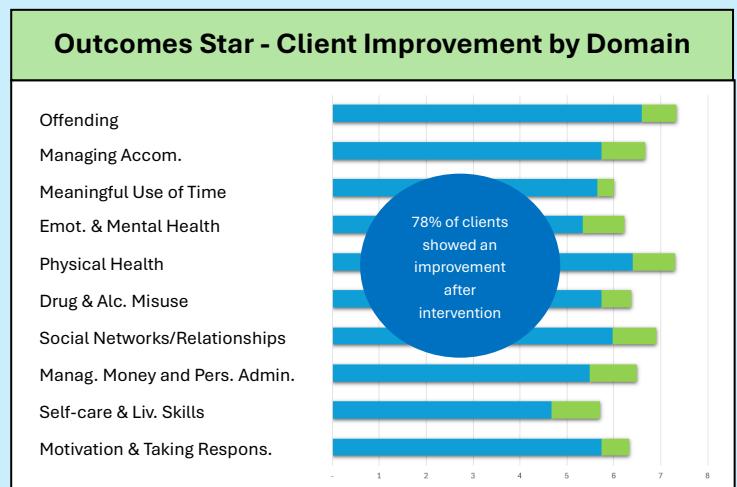
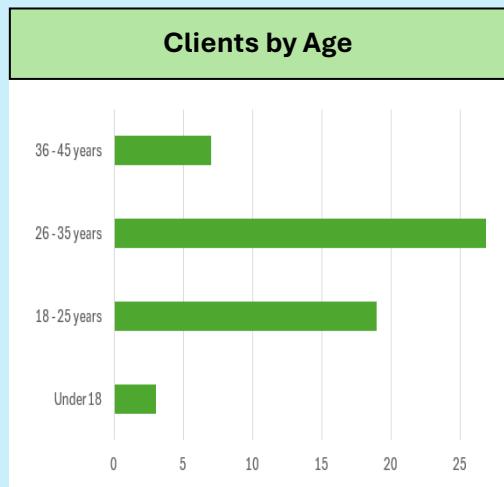
Family Support Services

 Female Clients - 52
 Male Clients - 4



Non-binary Clients - 0
 Indigenous Clients - 17
 CALD Clients - 2

Staffing by FTE	Client Contact Hours	Case Work Hours	Outreach Trips
4	951	1,237	387



SPOTLIGHT ON CLIENT IMPACT 2024-25

Family Support Services

In 2024, a child returned home after years in kinship care - a moment filled with hope, but also deep emotional complexity. YFCC's Integrated Family Support Services (IFSS) stepped in at this pivotal time, walking alongside the family as they began to rebuild their lives together.

The early focus was simple yet profound: helping the child feel safe and loved, supporting the parent in strengthening their parenting skills, and finding ways to respond to the child's emotional needs. The parent, determined to create a nurturing environment, also sought help connecting their child to community activities and services.

As trust grew, deeper challenges surfaced. Both parent and child were healing from trauma and abuse. The parent faced agoraphobia, and the child had been out of school for over a year. On top of this, the family was preparing for the heartbreak loss of a father figure diagnosed with terminal cancer.

IFSS responded with compassion and coordination. They provided trauma-informed tools, created a life story book to help the child understand their past, and brought together professionals from NDIS, schools, and health services to ensure consistent care. They advocated in meetings, found youth events, and created safe spaces for learning about consent and sexual health - topics the child had missed due to school disengagement.

Step by step, the family moved forward. Each milestone, no matter how small, was a testament to their resilience and the power of support grounded in safety, dignity, and hope.

YFCC is proud to stand beside families like this one, helping them heal, grow, and reconnect.

Stakeholder Feedback

"Mission Australia (MA) value the partnership with YFCC which has been in place for over 15 years, and we would like to continue this relationship over many years. MA are committed to strengthening this partnership which has been built on shared values of integrity, trust, innovation, and sustainability. Both organisations align their efforts with a mutual dedication to our people in the community, where we strive to create positive and meaningful impact in the Family support space through collaboration, with a family centered approach."

"CatholicCare Communities for Children - Burnie really appreciate the working collaboration that has been established with YFCC over the years through the HYF program. This program is vital for the local Burnie area. The passion and commitment that the staff and team demonstrate is amazing and as a funder provides great confidence in YFCC's ability to deliver effective programs for the local community."

IFSS Client Feedback

"The program made me a better person. Helped me to be able to deal with stress easier and my children with NDIS - having someone to chat to outside of kids. Thank you for everything and the help, I appreciate it very much. Don't want my time in the program to end, it needs to be longer, to have support, others would benefit as well, I exit when I no longer need it."

HYF Client Feedback

"Worker is amazing. The program has absolutely made a difference to me. I was suffering the loss of two significant people to me, and she listened, and encouraged me to do things I love again. I also got a qualification. Her positivity and belief in me have been amazing. She was nonjudgmental and listened. It has been phenomenal, and I can't recommend the program enough."

The Canopy Client Feedback

"I like having somewhere different to go, having healthy new foods to try"

"Having different activities each week is good"

"Opportunity for children to meet new people and make new friends, I enjoy the constancy of familiar faces"

Accommodation Services Annual Report

The 2024–2025 financial year was one of dynamic growth, sustained demand, and meaningful outcomes across YFCC's Accommodation Services portfolio. It was a year defined by two key themes: consolidation of core programs and the strategic expansion of service capacity, most notably through the establishment of the Youth2Independence (Y2I) Program.

Across our four key service areas—Crisis Accommodation Support Services (CASS), Transitional Accommodation Support Services (TASS), Malana Youth at Risk Service, and now Y2I—our Youth Coaches supported over 200 Young People through tailored, trauma-informed, and Youth-Centred Accommodation Support. Our work remained firmly rooted in the Advantage Thinking Framework, with an unwavering focus on empowering Young People to build confidence, independence, and long-term housing stability.

Crisis Accommodation Support Services (CASS)

Throughout 2024–2025, CASS operated at or near full capacity across both Burnie and Devonport sites, with an average Occupancy Rate of 86% in the final quarter. The service provided short-term, crisis accommodation to 50 Young People, responding to acute housing distress with empathy, flexibility, and purpose.

Youth Coaches applied a trauma-informed, strengths-based approach to stabilise each young person's immediate circumstances while simultaneously supporting longer-term goals. Strong outcomes were achieved, with:

- 76% of young people securely housed at exit, including placements through Anglicare, CatholicCare, private rentals, or YFCC's own TASS program.
- A 70% average improvement in wellbeing across key life domains.
- 3,810 bed nights delivered.

- Several successful family reunifications supported through increased collaboration between Youth Coaches and extended support networks.

Young people presenting with complex needs—including those involved in Youth Justice, living with Intellectual Disabilities, or managing Mental Health concerns—were supported through flexible Youth Coaching and close partnerships with external Agencies. Despite these complexities, the team consistently achieved strong engagement, high levels of client satisfaction, and improved Tenancy Readiness Outcomes (with 24–27% increases recorded via Outcome Star).



Transitional Accommodation Support Services (TASS)

TASS continued to play a pivotal role in bridging crisis and independence, supporting 113 Young People (including Young Parents) through accommodation and Outreach Support. The Service recorded over 9,600 bed nights and maintained an average Occupancy Rate of 77–79%, with 100% of Young People securely housed at exit.

Youth Coaches provided structured tenancy preparation, coaching, and advocacy, underpinned by the Advantage Thinking Model. Outcomes included:

- 74–81% improvement in wellbeing across all Life Domains.

- Transitions into Public and Social Housing, Private Rentals, and shared accommodation.
- Increased engagement with Education, Training, and Part-Time Work.
- 27–33% improvement in Outcome Star Scores, highlighting progress in budgeting, living skills, and emotional regulation.

The Tenancy Officer role remained critical to Young Persons outcomes, delivering one-on-one and group education sessions on Financial Literacy and Tenancy Rights. These sessions were extended to Young People at both CASS and TASS, ensuring continuity of learning and preparation for independent living.

Malana Youth at Risk Service

Malana supported 39 young people throughout the year, delivering 2,073 bed nights and navigating fluctuating Occupancy Rates (65–67%) linked to referral limitations and complexity of need. Despite these challenges, Malana achieved significant progress with a particularly vulnerable cohort, with:

- 60% of young people securely housed at exit.
- 46% average improvement in Wellbeing Scores.
- A 15–17% improvement in Outcome Star Domains such as emotional regulation, tenancy preparation, and living skills.

Youth Coaches worked closely with Mental Health Services, Education Providers, and Family Supports to stabilise Young People and plan for transitions. The service continued to strengthen partnerships with key Launceston-based services, including Child and Youth Mental Health Service (CYMHS), Headspace, and Strong Families Safe Kids. A whole-of-team networking plan was also introduced, aiming to diversify referral pathways and improve occupancy consistency.

Youth2Independence (Y2I)

The development and operational readiness of the Youth2Independence program was one of the most significant achievements of the 2024–2025 year. The 26-bed Facility was completed in April 2025, with Staff Recruitment, Induction, and Site Fit-Out completed shortly thereafter.

Although delays in obtaining the Occupancy Certificate temporarily impacted intake timelines, the certificate was granted in early June, allowing Intake Planning to progress. By the end of the Financial Year, the service was poised to welcome its first Residents (Students) in July.

Y2I is purpose-built to provide longer-term accommodation for Young People aged 16–24. The Program combines stable housing with personalised Youth Coaching, Tenancy Education, and access to wraparound supports. The Youth2Independence team has completed induction training, evacuation preparedness, and service development activities in readiness for the first Tenancies.

Early sector engagement highlighted some confusion around Referral Criteria, prompting the team to undertake targeted education, including a presentation at the North West Service Providers Forum. These



efforts have laid a strong foundation for cross-sector collaboration and appropriate Referral flows in the year ahead.

Conclusion

The year saw our Youth Coaches continue to demonstrate resilience, compassion, and professionalism in an environment of growing complexity, delivering services that reflect the values of YFCC and the aspirations of the young people we support.

We remain committed to empowering young people through safe accommodation, coaching, and opportunity—and to walking alongside them as they build the futures they deserve.

Shane Leonard
Accommodation Services Team Leader



Client Feedback

CASS

“The Shelter removed me from the situation I was in, gave me a better look on my life and that I am not always going to be in the same situation.”

“The service has made a huge difference to me, helped me out my feet on the ground and get set up.”

“Service has defiantly made a difference to me. It helped me get out of a place I didn’t want to be, gave me a fresh start.”

“Being in the service I feel safer, in general my wellbeing, feel happier, more confident. It is good to have safe spaces away from family problems.”

TASS

“The service made a big difference to me. It got me out of my living situation, and it improved my mental health a lot. I learnt living skills that I didn’t know about. The service and workers are really good.”

“The service is a great support; it is scary being out on your own and it is good to have someone to help out if needed.”

“I felt comfortable with adults who had my best intentions in mind. I had really good experiences in the service and appreciate all worker has done for me.”

MALANA

“The workers at Malana are really great – they actually listen and treat everyone with respect. They make you feel like what you say matters and that someone cares about you.”

“I really love everyone here – the staff are awesome and make you feel welcome. Thanks so much for having me, it really means a lot!”

SPOTLIGHT ON DATA 2024-25

Accommodation Support Services

 Female Clients - 132
 Male Clients - 68

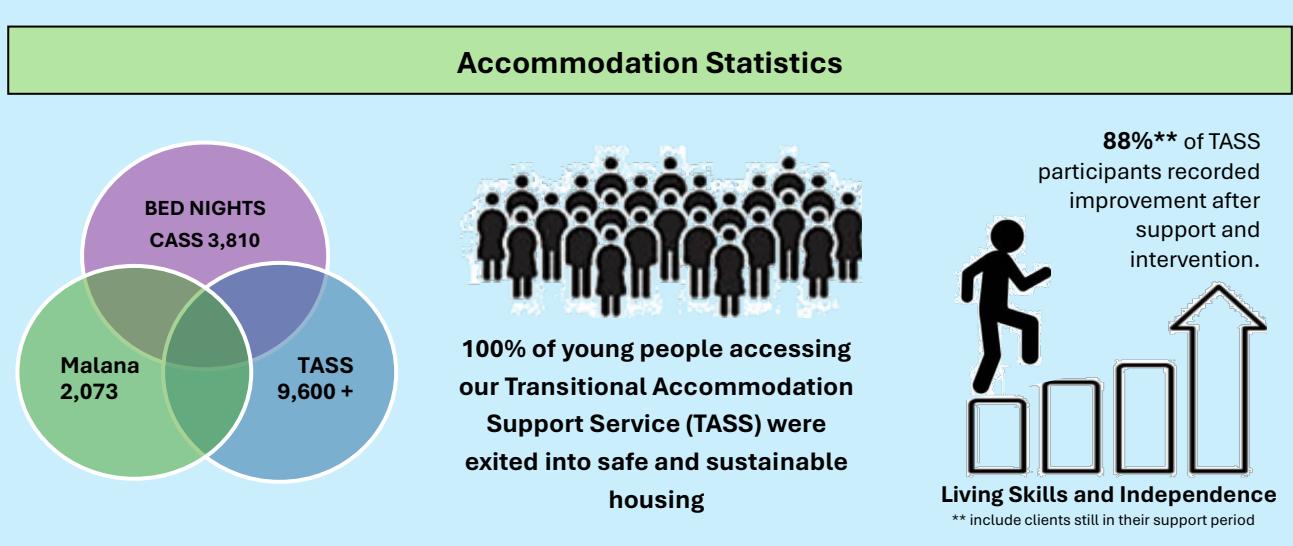
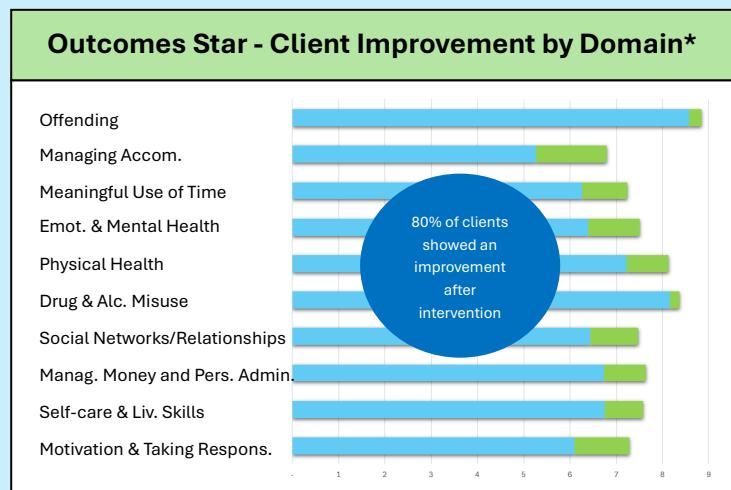
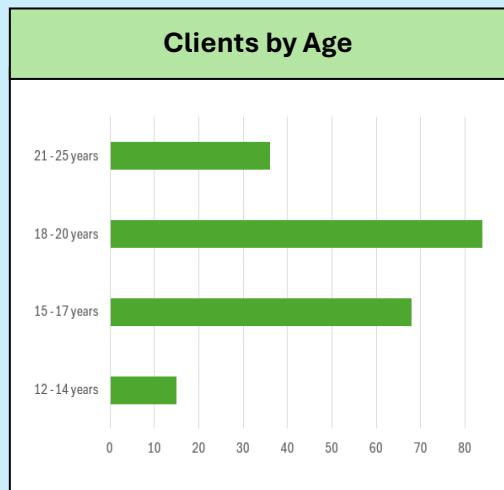


Non-binary Clients - 2

 Indigenous Clients - 68

 CALD Clients - 3


Staffing by FTE	Client Contact Hours	Case Work Hours	Travel
12.3	7,784	3,468	652



SPOTLIGHT ON CLIENT IMPACT 2024-25

Accommodation Services

20 year old Anna returned to YFCC's Crisis Accommodation Support Service (CASS) in Burnie following a breakdown in her family relationships. This was her second Support Period with the Service. After her initial stay earlier in the year, Anna had returned to live with her parents, siblings, and extended family in a shared shed while awaiting the completion of a new home. The lack of personal space and her mother's controlling behaviour made it difficult for Anna to build independence or self-confidence.

Anna identified mental health as a key area she wanted to work on. She reported longstanding anxiety, low self-esteem, and difficulties maintaining a healthy sleep routine. Youth Coaches supported Anna to explore and prioritise her mental health through regular emotional wellbeing check-ins. She was linked with clinical services and began taking medication for anxiety during her stay. By the end of her support period, Anna's K10 mental health assessment scores had significantly improved, reflecting her increased emotional resilience.

Motivated to grow in confidence, Anna worked closely with her Youth Coaches to define clear goals around independence, self-sufficiency, and transitioning to more stable accommodation. She demonstrated strong commitment to this process, regularly reflecting on her progress and adjusting her plans.

Financial independence was another priority. Anna entered the program unemployed and managing some personal debt. With support, she accessed Centrelink payments, maintained her rent contributions, and developed a budget.

One of the more significant challenges Anna faced was navigating difficult family dynamics. She initially described feeling infantilised by her mother and struggled to set boundaries. Over time, Anna built healthy communication strategies and gained confidence in her ability to maintain respectful relationships. She reconciled with her mother, developing a more mature and balanced dynamic. Anna also entered a respectful romantic relationship and showed a growing ability to identify and sustain healthy support networks.

In terms of meaningful activity, Anna was focused on employment as a stepping stone to greater independence. She participated in YFCC's Fit for Work program and was supported to attend job network appointments and training. Her efforts paid off, securing a job at Huon Aquaculture, where she demonstrated a strong work ethic and motivation.

To support her transition to independent living, Anna actively developed her day-to-day life skills. She managed household tasks such as cooking and cleaning with growing confidence and took initiative in learning how to manage the responsibilities of adult life.

Although she originally sought independent accommodation, Anna ultimately made the decision to return to the family home. Thanks to the progress she had made in setting boundaries and improving communication, she re-entered that environment with a stronger sense of self. Her family, in turn, began treating her with greater respect and autonomy.

By the end of her Support Period, Anna had achieved all of her self-identified goals. She improved her mental health, gained employment, re-established family connections, and significantly enhanced her independence and life skills. Her journey reflects the empowering outcomes that are possible when young people are supported to take control of their own futures.

SPOTLIGHT ON CLIENT IMPACT 2024-25

Accommodation Service

Stakeholder Feedback

"Ros and the YFFC staff provide invaluable expertise into the work of Shelter Tas as the peak body for housing and homelessness. They provide timely and professional responses to range of submission be that a state budget submission to changes to legislation. As well as each year contributing to National Homelessness Week with local events across the North and North West. Their services and events ensure the voices of young people experiencing homelessness are heard and valued. Thank you for all the great work YFCC."



CASS Client Feedback

"The Shelter removed me from the situation I was in, gave me a better look on my life and that I am not always going to be in the same situation."

"The service has made a huge difference to me, helped me out my feet on the ground and get set up."

"Service has definitely made a difference to me. It helped me get out of a place I didn't want to be, gave me a fresh start."

"Being in the service I feel safer, in general my wellbeing, feel happier, more confident. It is good to have safe spaces away from family problems. Workers In Devonport are very good."

"If not for the service I would be living with Junkie's and on the street - it has turned me around a bit."

TASS Client Feedback

"The service got me out of a toxic household and made me more independent."

"The service made a big difference to me. It got me out of my living situation, and it improved my mental health a lot. I learnt living skills that I didn't know about. The service and workers are really good."

"TASS is a great support; it is scary being out on your own and it is good to have someone to help out if needed."

"The service helped me starting my own life - pushed me to be more confident, especially looking for jobs. I am now keen for life, and a job, where a before I wasn't. Worker is really good, easy going and I enjoyed working with her and she really helped me."

"The program has given me direction career wise. I was accepted into Uni after support received, encouraging me and happy to do so. I have grown a lot from the program."

"My Worker was awesome. The program definitely helped me, especially with the housing side, made it easier, got a nice house, if you put in the work, you get the rewards."

"I felt comfortable with adults who had my best intentions in mind. I had really good experiences in the service and appreciate all worker has done for me."



TASS Units – Liprini, Burnie

Alcohol, Tobacco and Other Drugs Services Annual Report

This year the ATODS team were able to support 418 Northwest Tasmanians to reduce the harm caused by alcohol and/or drugs in their lives, this included 32 community members who were impacted by a loved one's substance misuse. The people we supported represented a broad cross section of the community and as a team, we feel privileged when each and every client shares their story with us. We have witnessed our clients enjoy numerous successes on their journey to recovery and also been able to offer support and understanding when setbacks occur – recovery from substance use is not often a linear journey.

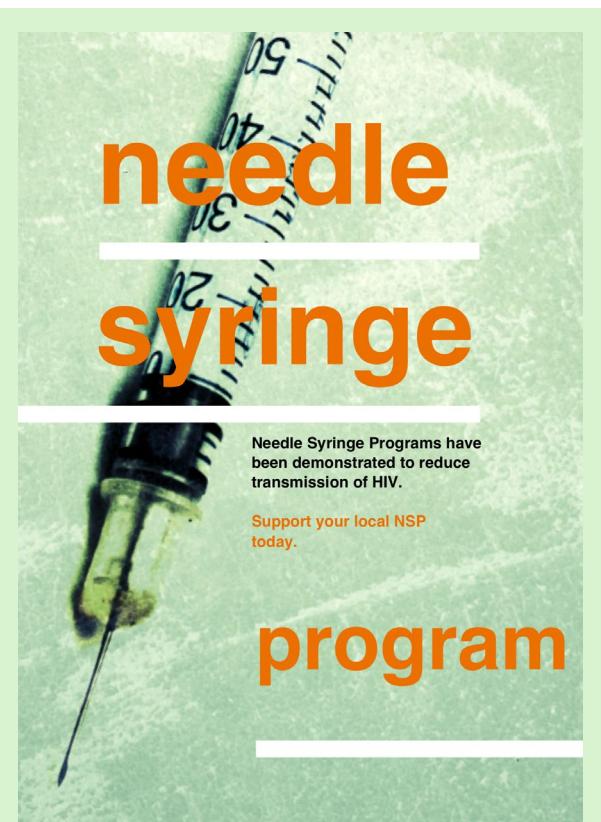
One of the most impactful parts of our service delivery has been the Resilience and Recovery peer support groups running in both Burnie and Smithton. These groups are co-facilitated by counsellors and peer workers and are supporting clients to make real and tangible changes in their lives while sharing their journey with a group of supportive peers. The unsolicited feedback we regularly hear about both groups is a true testament to the impacts they are having. It has also been a great way to demonstrate the value of our ATOD Peer Workers, and just how essential they have become as part of our team.

Another highlight of the year has been the ongoing work of our Health Promotion team, providing evidence-based harm reduction workshops in high schools, colleges and other settings right across the Northwest Coast. The engagement from both students and teachers continues to confirm the values these programs offer.

As always, we are thankful to both the Tasmanian Government and Commonwealth (via Primary Health Tasmania) for their funding and support, as well as to the many Northwest Tasmanian businesses and individuals who continue to make donations to our services.

I also wish to acknowledge the insight and compassion offered by the ATODS team to their clients, many expressing it's the first time they've felt listened to without judgement.

Damian Collins
ATODS Team Leader



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.

During the 2024-25 period, YFCC NSP had 1,818 contacts with individuals accessing the program. Over 93,500 items of equipment were distributed and a safe disposal facility provided for used equipment. 459 brief interventions were conducted with people accessing NSP, providing information and referrals to relevant supports and counselling.

SPOTLIGHT ON DATA 2024-25

Alcohol, Tobacco and Other Drugs Services (ATODS)

 Female Clients – 331*
 Male Clients – 315*



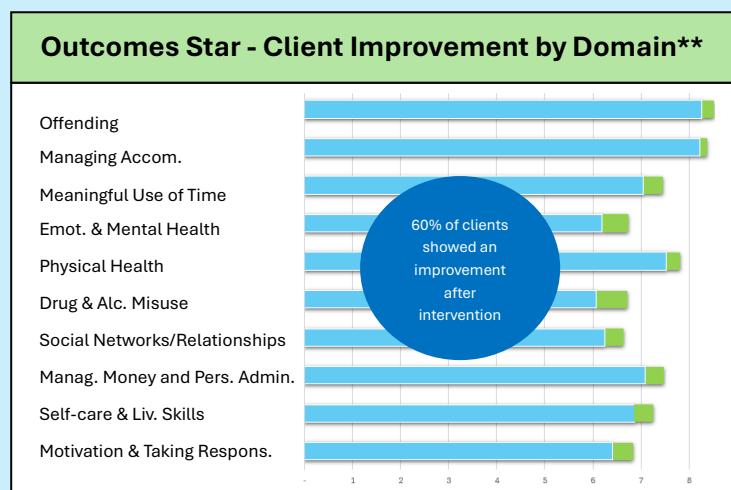
Non-binary Clients – 4*

 Indigenous Clients – 97*

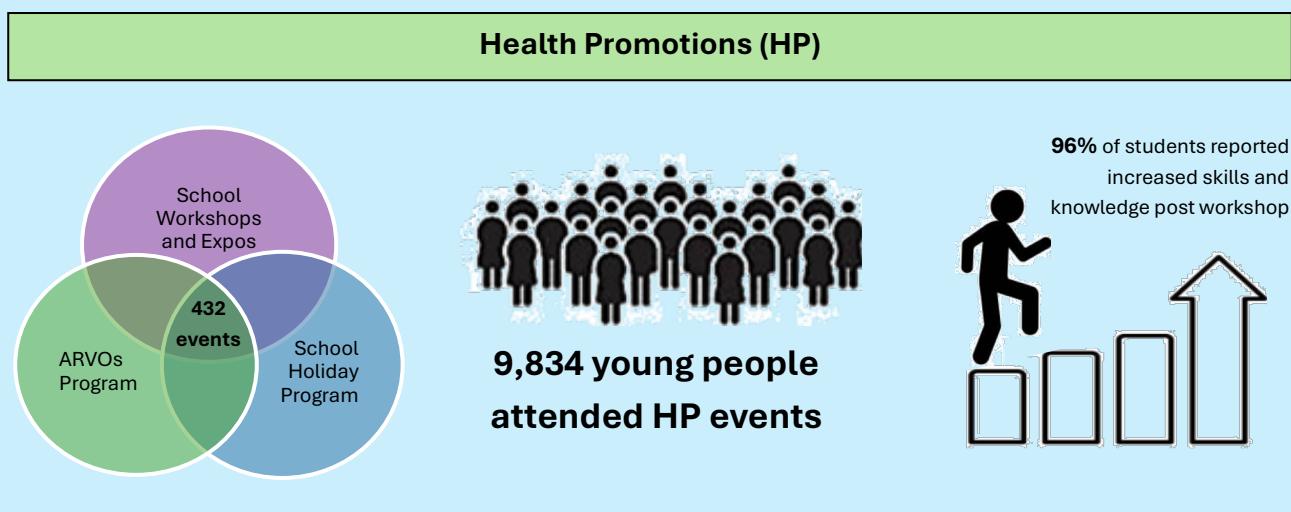
 CALD Clients – 16*


* Clients accessing ATODS support services

Staffing by FTE	Client Contact Hours	Case Work Hours	Travel
10.9	3,709	2,145	375



** Scores include clients still in their support period and include clients with complex mental health needs unable to access timely specialist services.



SPOTLIGHT ON CLIENT IMPACT 2024-25

Alcohol, Tobacco and Other Drugs Services (ATODS)

Emma is a woman from a rural location in NW Tasmania. Referred by the Aboriginal Legal Service, Emma first engaged with YFCC ATOD Services in July 2024, for counselling and case management support to reduce methamphetamine use. At this time, she was at high risk of serving a custodial sentence.

Emma was also experiencing homelessness, couch surfing at various friend's places. Emma's relationships with her mother and children were fragmented and she was entrenched in generational poverty and trauma. Emma had grown up in an environment where violence and substance use were normal, and these behaviours were now ingrained in her own adult life. This was filtering down into her children's lives who were now having their own legal, mental health, and substance use challenges.

The YFCC Worker spent time building rapport and developing trust. They presented Emma with options for supports within the community, and information for short- and long-term residential rehabilitation. Emma and her Worker spent significant time working on recovery related topics within counselling sessions and continue to do so.

Emma agreed to a short-term residential rehab admission to achieve ceasing usage, and the worker supported/established this treatment pathway and on Emma's residential admission, provided outreach on a weekly basis. Emma identified that long-term residential rehab would assist her in maintaining abstinence and strengthening her recovery.

Emma reached out to her mother and began to rebuild this relationship. Within a short period of time, she had regained trust and moved in with her mum, providing some stability. This also strengthened her capacity to enforce boundaries and distance herself from high risk/negative associations. Emma agreed to work with the Justice team at her local Aboriginal Support Service providing her with support to attend legal appointments and comply with mandates. The YFCC worker and justice team applied for financial assistance for residential rehab.

Emma completed a four-week admission at a short-term rehab facility. Upon discharge she returned to her mother's where she has been able to remain substance free. Her persistence and hard work was evident when attending court and she was granted a deferred sentence to continue working on her recovery and demonstrate positive change within the community.

Emma has not reoffended and has been accepted into long-term rehabilitation. She has been spending meaningful time with her younger children and is hopeful she can continue on this positive trajectory, breaking the cycle and be a positive role model for her children.

Client Feedback

"Service was great to have someone to talk to about issues with good empathy and understanding of issues. He lets me talk and is intelligent in his responses, reactive and I get a lot of value out of it. I have been satisfied from the start. It is good to have a free service, thanks for existing."

"Service has definitely helped me open up about things I was withdrawn from, it helped to expand my mindset and what I can do to manage and maintain my life outside of substance use. Everyone was lovely, all I come across, I definitely recommend the service to others."



Stakeholder Feedback

"The team at YFCC are passionate, caring and enthusiastic about their roles and how they support individuals, they all demonstrate the values of the organisation, deliver strong and meaningful outcomes for participants and it is always a pleasure to engage with staff from all levels of the organisation."

Employment Services Annual Report

Over 2024-25, Employment Services has continued to build on its excellent reputation as an effective and reliable support service in the employment sector, particularly in the youth space, but with increasing acknowledgement of our supports for specific cohorts of jobseekers such as migrants and those aged over 45 years.

This reputation for providing supports for jobseekers that enable them to achieve their employment, training and education goals, is recognised by our key funding bodies (Jobs Tasmania and the Tasmanian Community Fund) and even more importantly, by our key referral agencies – Workforce Australia and Disability Employment Services providers.

The Fit For Work Program model, providing wrap-around, holistic supports for young people, is a unique offer for young jobseekers across our region, and is highly valued by both our participants and referral agencies. The key to the success of the model is the additional holistic supports provided to young people for non-work-related issues such as mental health, homelessness and drug and alcohol issues.

Our Career Connector has been busy over 2024/25 supporting redundant workers from a growing number of business closures across the Coast. The Career Connector Service is highly valued by Jobs Tasmania as an effective support for targeted client cohorts – redundant workers, migrants and jobseekers aged over 45 years.

The North West Driver Mentor Program has also gone from strength to strength this year with over 100 new participant registrations, 1,268 driving sessions conducted and 28 young people achieving their P1 driving licence. One of our participants who recently gained her licence commented that

it was crazy the amount of freedom it gave her. No need to rely on others now for transport and she now has an “adult” life.

Our dedicated team of Youth Coaches, Driver Mentors and our Career Connector, have supported our participants to achieve 127 employment outcomes. This equates to 41% of Fit For Work participants and 84% of Career Connector participants gaining employment.

This year saw the introduction of our Learner Driver Program (LDP), funded through the CVGT Community Grants Program. LDP comprises of a paper-based version of the State Government’s online PlatesPlus program. Through the LDP, our Youth Coaches deliver a series of interactive workshops for people who struggle with the online format. Youth Coaches also take participants through a paper-based learners test at the end of the work shop series. The program is proving to be a great feeder into our NW Driver Mentor Program.

Graham Marshall
Employment Services Team Leader



SPOTLIGHT ON DATA 2024-25

Employment Services

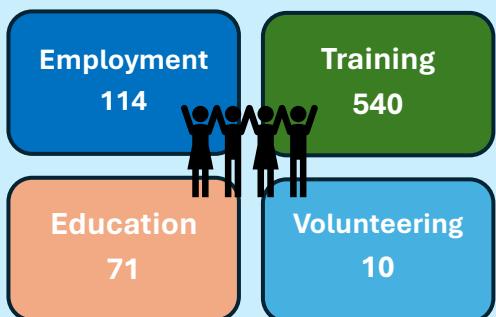
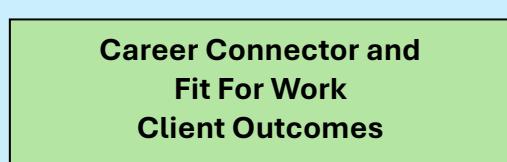
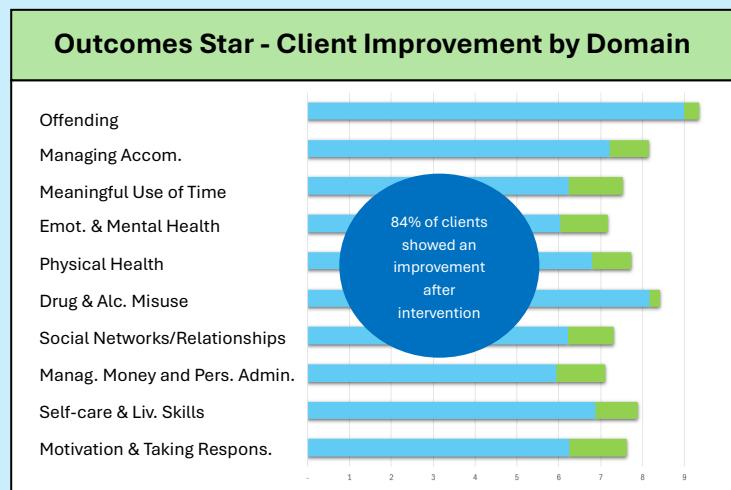
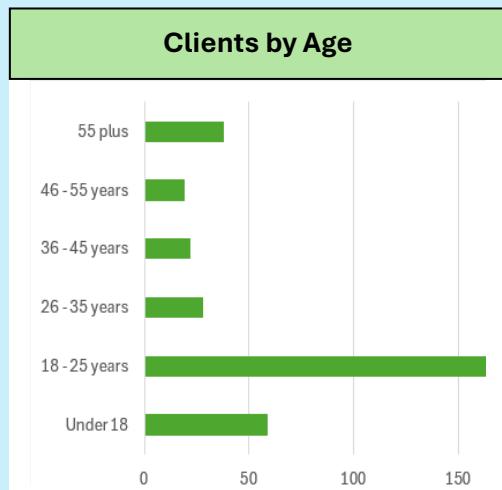
 Female Clients - 180
 Male Clients - 148



Non-binary Clients - 7
 Indigenous Clients - 56
 CALD Clients - 37



Staffing by FTE	Client Contact Hours	Case Work Hours	Travel
4.5	2,347	1,124	486



	Driving sessions delivered	1698
	Funded Driving School Lessons	157
	Employment Outcomes Generated	8

31 NWDMP participants gained their P1 Driving Licence

SPOTLIGHT ON CLIENT IMPACT 2024-25

Employment Services

Ben is 19 years old and was referred into Fit For Work (FFW) by Housing Choices in August 2024. Ben lives with his single parent and younger siblings.

With his only available identification document being an old student ID card, Ben was unable to access Centrelink payments and a whole range of other items and activities that were major barriers to him gaining employment and obtaining support payments – items and activities that most people in the community take for granted.

During Ben's 8 weeks in FFW he has been supported (including financial assistance) to obtain a copy of his birth certificate, a healthcare card, a tax file number and his Green Card is in the mail.

Possession of these identity documents has enabled Ben to obtain his own Medicare Card, open a bank account and apply for and secure a Youth Allowance payment via Centrelink.

Since his Centrelink payment has started, Ben has been linked with a local employment services provider, is attending weekly appointments between FFW and WFA, and has started volunteering at an animal rehabilitation centre.

His FFW Youth Coach assisted Ben to set up a budget for his new income and put a regular savings plan in place.

Ben also had issues with his eyesight and the FFW Youth Coach assisted him to apply for funding through the Spectacles Assistance Fund to pay for an appointment at Eyelines for an assessment and spectacles.

Ben was assisted to gain his Learner Driver's Licence through the Learner Licence Assistance Program. He was then referred to the YFCC NW Driver Mentor Program for assistance with paid driving lessons and access to a driver mentor to complete the mandatory 80 hours of supervised driving required for him to take his provisional licence test.

Stakeholder Feedback

"The Career Connector is professional, passionate and hardworking. Her Career Connector role is vital for the success of people in the multicultural sector. She is a trusted service provider, that we recommend almost daily, knowing she will care for clients professionally, with care and cultural sensitivity."

"I work across a number of roles and in most industries as well as in schools. I connect directly and indirectly with YFCC across these various projects. At all times YFCC is a delight to work with, organised, supportive, collaborative and enthusiastic - every single time!"

"All services that I work with through YFCC have been fantastic to coordinate with. The FFW Worker is the most proactive and supportive service provider worker that I have worked with"

Career Connector Service

Client Feedback

"The service was helpful, it gave me options, follow ups, everything was well executed, great support, made me follow up things up that I couldn't do on my own. Worker is so friendly and comprehensive, she went above and beyond, very informed, gave other supports, all-round spot-on program."

Fit For Work Client Feedback

"The program made me more independent and gave me skills to look for work, they do a good job, no complaints."

"Program definitely helped me to understand the workforce and just anything I needed to know."

"I found a job! Workers have been excellent, 10/10 definitely. We have done well, proud of the outcomes we got."

NW Driver Mentor Program

Client Feedback

What does getting your licence mean to you?

"As I don't live with my parents, I'm very isolated where I live so having my licence has given me more freedom. I am now independent to get to school and work. And I can go out and have fun like travel Tassie or go for a bush walk and not have to rely on others."

Emergency Relief Services Annual Report

The primary objective of the Emergency Relief Service (ERS) is 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 includes food, transport, clothing, part payment of utilities and assistance with specialist needs (e.g. education and health costs).

YFCC works with a number of partners to enable delivery of the program throughout the North West and West Coasts. These partner organisations act as collection points for a range of vouchers provided to clients and include The Child and Family Learning Centre in Queenstown, Rosebery Community House and Westcare Tasmania in Queenstown.

Further partnerships with the Child and Family Learning Centres in East Devonport, Ulverstone and Wynyard, facilitate the

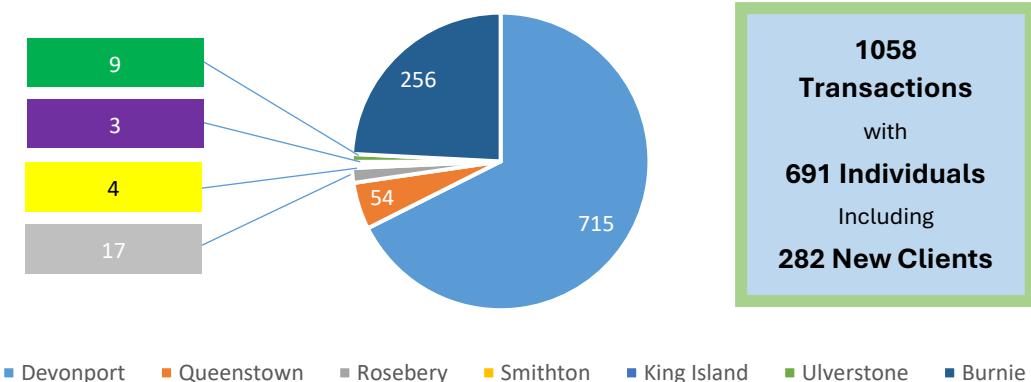
distribution of food packages to families in need.

Increased living costs continue to cause stress and hardships for many families and individuals across the region. Support for basic food items, fuel and utility bills remain the most common needs for ERS clients. This was particularly hard felt in the more remote regions such as the West Coast, where there is only one grocery chain servicing the region, resulted in grocery items, vegetables and meat, all continuing to increase in price.

The availability and easy access to health services such as dentists and mental health specialists, has also impacted ERS clients, with clients on the West Coast accessing the majority of fuel vouchers distributed, to enable them to travel for health services in Hobart, Launceston and on the North West Coast.

Graham Marshall
Operations Manager

Emergency Relief Service Transactions by LGA



Over \$146k was distributed across the NW / West SA4 Area by YFCC Emergency Relief Service.

Type of Supports Provided	Other Includes		
Food Vouchers	73%	Sleeping Bags	7
Fuel Vouchers	9%	Food Packages	28
Clothing Vouchers	10%	Mobile Phones	17
Other	8%	Winter Coats	3

"YFCC are a lifeline for the families we work with (on the West Coast). I believe that our partnership with YFCC is truly collaborative, and it illustrates how we can work together to support vulnerable communities."

2024 - 25 EVENTS

YOUTH, FAMILY AND COMMUNITY CONNECTIONS (YFCC)



2024 Inspiring Youth Awards



2024 - 25 EVENTS

YOUTH, FAMILY AND COMMUNITY CONNECTIONS (YFCC)



Official Opening of The Canopy



Families Week event - Burnie



Homelessness Week Event at Liprini



Jobs in the Hub Event on Employment in the Disability Sector

Clinical Supervision and Service Improvement Annual Report

Since commencing in March 2025, I have provided clinical supervision to all staff who meet the eligibility criteria. This currently includes 34 individuals across the organisation. Supervision is delivered through a combination of individual and group sessions on a 4–8-week cycle, including regular group supervision within the accommodation services team. As someone new to the organisation, I've focused on building rapport and meeting staff where they are at, taking time to understand the emerging needs across different programs and shaping my approach to be responsive, supportive, and relevant to the realities of their work.

In the service improvement space, I have been working on the following:

- The development of a client incident response infographic series, tailored to common incident themes across the service, to support consistent and confident incident responses across all programs.
- An ethical decision-making framework, in response to supervision insights, to

guide frontline staff through complex practice dilemmas. This tool is now available across programs for use as needed.

- Identified a need for greater consistency in client documentation and am currently developing a case note framework to support purposeful, professional, and program-aligned record keeping.
- Continue to lead key CSSI responsibilities, including chairing the Clinical Governance Committee, coordinating team day presenters, and supporting the delivery of leadership training days.

I have felt genuinely welcomed into the organisation, and it's been encouraging to see clinical supervision embraced as a valued and supportive offering by staff across the service.

Jacinta Corcoran
Clinical Supervision and Service Improvement Officer

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
- Tasmanian Child and Youth Safe Organisations Framework
- 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

Throughout the 2024–25 financial year, we maintained our focus on building financial resilience and enhancing our operational capabilities. While the broader environment remained challenging, we actively explored and pursued new avenues for growth within the sector.

While several alcohol and other drug service programs concluded during the year, we were pleased to commence new initiatives in accommodation and family support services. A notable highlight was the launch of the Youth2Independence accommodation facility in Burnie, which represents yet another significant step forward in supporting young people in our community.

Financial Performance and Stability

Despite ongoing economic pressures, YFCC has maintained a healthy financial position. Total revenue experienced a minor decline of 4.3%, primarily due to reduced grant funding. Nevertheless, we achieved a net surplus of \$74,000, equating to 1% of total revenue. While modest, this surplus reflects

our commitment to long-term financial sustainability and prudent fiscal management.

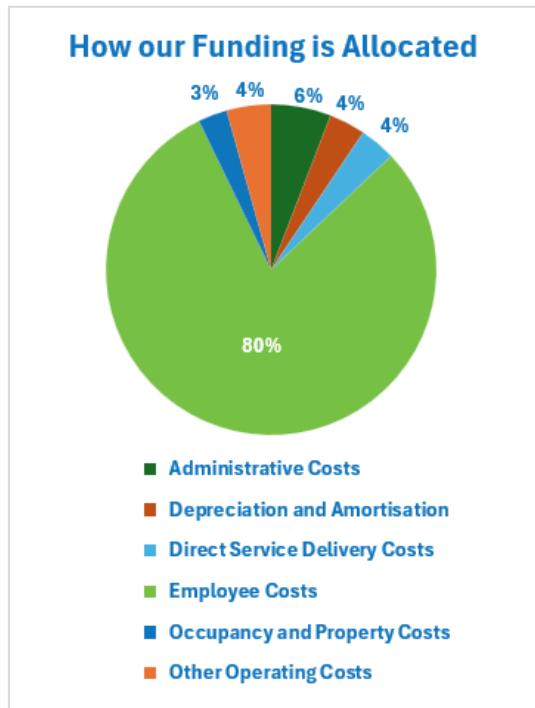
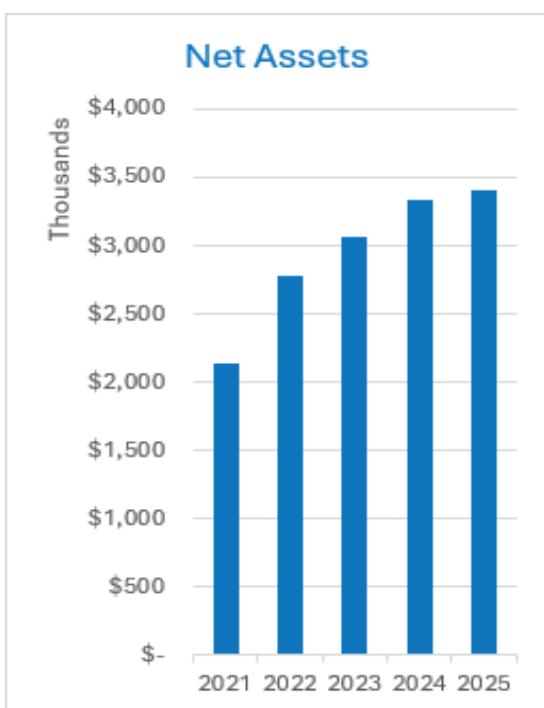
Looking Forward

Looking ahead to the 2026 financial year, we anticipate continued growth in our service delivery capacity. We have secured two new programs in the employment services sector and continue to actively pursue tender opportunities that align with our community-focused values.

Conclusion

As I reflect on the past year, I am confident that YFCC remains on solid ground to continue delivering on its mission, supporting vulnerable young people and families within our community. The strong foundations we have built, coupled with a clear strategic focus on sustainability and growth, ensure we are well-prepared to meet the challenges and opportunities that lie ahead.

John Dowling
Treasurer



OUR PARTNERS

YOUTH, FAMILY AND COMMUNITY CONNECTIONS (YFCC)

54 Reasons	CVGT Australia
Aboriginal Legal Services	CYMHS
Alcohol and Drug Foundation	Dale Elphinstone
Alcohol and Drug Service	Deloraine High School
Alcohol, Tobacco and Other Drugs Council of Tas.	Dept. of Children, Young People and Education (State)
Anglicare	Department of Employment and Workplace Relations
APM Australia	Department of Health (State)
Area Connect	Department of Health and Aged Care
Ashley Youth Detention Centre	Department of Industry, Science and Resources
Assist a Sister	Department of Justice (State)
Asuria	Department of Social Services
AtWork	Devonport Chaplaincy
Aurora	Devonport City Council
Australian Childhood Foundation	Devonport Community and Health Services Centre
Banjos Burnie	Devonport Community House
Baptcare	Devonport High School
Bernard Shaw	Don College
Big Picture School	Don Medical Clinic
Bloom Healthcare	Drop in Skate School
Blue Gum Child and Family Learning Centre	Drug Education Network
Brave Foundation	Early Childhood Intervention Service
Brooks High School	Early Years Learning Centre Burnie
Brumby Hill Aboriginal Corporation	East Devonport Child and Family Learning Centre
Bunnings Burnie	East Devonport Neighbourhood House
Burnie Child and Family Learning Centre	Engender Equality
Burnie City Council	EPIC Assist
Burnie Community House	Face Bar
Burnie High School	Family Planning Tasmania
Burnie Townhouse	Fly2Health
Burnie Works	Future Isle
Burnie Youth Council	Gateway Church
Carers Tasmania	Gibson Foundation
Casey Hiscutt MP	Girl Guides
CatholicCare	Glenhaven Family care
Centre for Excellence in Child and Family Welfare	Gran's Van
Centrelink	Harvey Norman
CHaPS	Havenview Primary School
Child Advocate Liaison: OOHC (North)	Headspace
Child Safety Services	Helen and Michael Burr
Choose Life Services	Hellyer College
Circular Head Aboriginal Corporation (CHAC)	Hillcrest Primary School
Circular Head Council	Homebase
City Mission Launceston	Homes Tasmania
Civic Contractor Federation	Housing Choices
Cornerstone Youth Services	Housing Connect
Coastal Driving School	Hungry Jacks South Launceston
Costa Group	Indie School Burnie
Coventry Pharmacy / John Dowling	Indie School Devonport
Creative Connections	International Cafe

OUR PARTNERS

YOUTH, FAMILY AND COMMUNITY CONNECTIONS (YFCC)

IPWU (Inpatient Withdrawal Unit)
JE Rogers Building
Jobs Tasmania
John Reid
Just Healthy Families Tasmania
Karinya Young Women's Shelter
KC Logistics Driving School
Keen Partners
Kentish Council
Kids Care Clinic
Kmart Burnie
Larapi Child and Family Learning Centre
Latrobe High School
Launceston City Council
Launceston General Hospital
Laurel House
Layla's Gifts (Laylah Griffiths)
Learn Safe
Libraries Tasmania
Link Resources
Loaves and Fishes
Malangenna Children's Centre
Marist Regional College
MAS National
Max Employment
Meadcon
Meander Valley Council
Mental Health Council of Tasmania
Mighty Skips
Mike Gaffney MLC
Mission Australia
Montello Primary School
Mountain Heights School
Multicap
Multicultural Employment Services Network
My Clinic Plus
My Driving School
My Pathway
MyState Devonport
National Joblink
NDIA
NDIS
NDS
Neveco Business IT Solutions
No 34 Aboriginal Services
No Interest Loan Scheme (NILS)
North West Support School
North-West Therapy Services
Nova Publishing
NW Community Legal Service
Oak Possibility
OzHarvest
Palliative Care Tasmania
Parklands High School
Pataway Collective
Penguin District School
Primary Health Tasmania
Pro 1 Driving Academy
Psychology Caffe
Queechy High School
Queenstown Child and Family Learning Centre
RACT
RAEN Tasmania
RANT Arts
Reading Cinema
Reclink Australia
Reece High School
Relationships Australia
Richmond Fellowship Tasmania
Robert Bentley Driver Training
Romaine Park Christian Centre
Romaine Park Primary School
Rosebery Community House
RTV
Rural Alive and Well
Rural Health
Safe Choices
Salvation Army
Sea FM
Searson Buck
Service Tasmania
Sexual Assault Support Service (SASS)
Share the Dignity
Sheffield School
Skills Tasmania
Skip to Tip Rubbish Removal
SleepSafe
Smithton High School
Speak Out Advocacy
Specsavers
Spencer Clinic Inpatient Unit
St Giles
St John First Aid
St Patricks College
St Vincents de Paul Society
St. Brendon Shaw College
Strong Families Safe Kids Advice and Referral Line
Study Centre Smithton

OUR PARTNERS

YOUTH, FAMILY AND COMMUNITY CONNECTIONS (YFCC)

Sylvia Berger
Synectic
T4 School Launceston, Burnie and Devonport
Tas Steel Solutions
TasCOSS
Tasmania Police
Tasmanian Aboriginal Centre
Tasmanian Autism Diagnostic Service
Tasmanian Building and Apprenticeship Scheme
Tasmanian Community Fund
Tasmanian Community Paediatric Service
Tasmanian Eating Disorder Service
Tasmanian Hospitality Association
Tasmanian Prison Services
TasNetworks
Tassie Mums
TasTAFE
Tech4Kids
The Link Youth Health Services
The Office of The Hon Roger Jaensch MP
The Salvation Army
The Smith Family
THS Occupational Therapy
THS Social Workers
THS Speech Pathology
TMEC
Trades Women Australia
Ulverstone High School
Ulverstone Neighbourhood House
UTAS
Vicki Carman Brown
Victoria Street Clinic
Warrawee Women's Shelter
Waterfront Apartments (Sue Howard)
Welcome Cultural Services
Wellways
West Coast Council
West North West Working
West Ulverstone Primary School
Westbury Health
Westcare Tasmania
Wilmot Primary School
Windsor Allied Health
Winter Charity Ball (UTAS)
WISE Employment
Women's Legal Service Tasmania
Woolworths Kings Meadows
Working It Out

Wynyard High School
Wynyard-Waratah Council
Yolla District School
Youth Futures
Youth Health North
Youth Justice
Youth Network of Tasmania (YNOT)
Zeehan Community House
Zephyr Education Inc



Helping Young Families – Partnership between YFCC and CatholicCare.



The Canopy – Partnership between YFCC and Burnie Works



Learner Driver Program – Partnership between YFCC and CVGT

OUR FUNDERS

YOUTH, FAMILY AND COMMUNITY CONNECTIONS (YFCC)



An Australian Government Initiative



Regional Alcohol and Drugs Service (RADS)
Community Alcohol and Drugs Support Service (CADSS)



Career Connector Service (CCS)
Fit For Work Program (FFW)



Youth Alcohol and Drugs Service (YADS),
Needle Syringe Program (NSP)
AOD Peer Worker Program



Helping Young Families
Program (HYF)



Building homes, creating communities.

YFCC Youth Accommodation Services



Integrated Family Support
Service (IFSS)



Powering a
Bright Future

ARVOs
Program



North West Driver Mentor Program
The Canopy (Middle Years Hub)



Australian Government
Department of Social Services

Emergency Relief Service
Services



Learner Driver
Program



ARVOs Program
Maintenance to
CASS Youth
Shelter equipment



The Hang Out – Deloraine Youth program



Local Drug Action Team Program



Youth Out and
About Program