YFCC
YOUTH, FAMILY & COMMUNITY CONNECTIONS

Annual Report

2025-26





Our Values

INTEGRITY

We do the right thing.

GROWTH

We learn, adapt and keep improving.

RESPECT

We value every person and every perspective.

COMPASSION

We care with empathy and kindness.

COLLABORATION

We achieve more together.

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President's Report

Sarah Steel

I continue to be impressed by the work of YFCC and inspired by the staff who deliver services across our community. Each team works diligently and efficiently towards its strategic objectives.

Our teams have continued to achieve excellent stakeholder engagement scores, even while undergoing the major upheaval of moving offices in Burnie. It was no small decision for the Board and senior staff to support the recommendation for a new office space. The new site represents a higher financial cost, and there was understandable concern about the impact a move could have on staff wellbeing.

However, the staff were absolutely right to recommend the new site. The move has been a great boost for both staff and clients, with the new building providing a higher-quality and more welcoming environment while remaining accessible.

Across the organisation, our teams have worked tirelessly to deliver services in accordance with their contracts.

The Accommodation Services team has continued working hard to provide safe and welcoming environments for clients. The team is also doing a great job maintaining relationships to ensure people eligible for YFCC's services are able to access them. We can see evidence of this in the growing number of people accessing the new Youth2Independence site in Burnie.

The Employment Services team expanded its geographic reach this year, with Fit For Work now available in Launceston. Unfortunately, this financial year will be the last in which we are able to offer the NW Driver Mentor Program. Every effort was made to find a way to continue the program. The reality of short funding cycles and increasingly limited funding is particularly difficult when an excellent program like this must close despite clear evidence that it makes a meaningful difference in our community.

The Family Support Services team continues to demonstrate strong client engagement and positive therapeutic outcomes. Again, I have been impressed by the maturity and dedication demonstrated by the team, which continued delivering services throughout staffing changes and periods of uncertainty.

The Alcohol, Tobacco and Other Drugs team can be found throughout our community, from providing individual support to educating classrooms of young people about the realities of vaping. Just this week, my own son was delighted to tell me he had attended a YFCC session at his school. After questioning him about what he had



> **YFCC is an organisation that makes a meaningful difference to all the lives it touches.**

learned, I was proud of the work YFCC is doing in classrooms and hopeful that we are providing young people with the information they need to make informed decisions.

The Board has sadly farewelled some excellent and dedicated members. We thank Peter Hollister, Sid Sidebottom and Chris Young for their service and recognise the significant contribution each has made to the governance of our organisation. In particular, Peter has served on the Board for more than 21 years. His contribution has been outstanding, and we cannot thank him enough for his extraordinary commitment and selflessness.

Their departure has also created an opportunity to welcome new people with different experiences, ideas and energy. We are delighted to welcome Mat Grining, Margot Ellis and Sheree Vertigan to the Board. In April, we spent a productive and enjoyable day together, and it was heartening to see our established and new members working together collegially and strategically.

Last year I wrote that it is "examples of people connecting, striving and thriving that keeps us motivated to volunteer to contribute to the organisation." This remains true.

YFCC is an organisation that makes a meaningful difference to all the lives it touches. Our clients benefit, but so too do our staff and Board members. We learn, grow and flourish as we work together towards a healthy community that values people.

As you read through this year's Annual Report, I encourage you not to think of the details simply as statistics and numbers. Think instead of the individuals, families and communities behind them. It is then that the data becomes so much more meaningful.

Directors – Sarah Steel (President), Jess Deans (Vice President), John Dowling (Treasurer), Sheree Vertigan (Public Officer), Melissa Blake, Ken Sherry, Dylan Lötter, Margot Ellis, Mat Grining (all Board Members)

Life Members – Ross Cameron, Lois Cowgill, John Groenewold, Peter Hollister, Betty Smith, Brian Smith, Elizabeth Singleton, David Kay, Michael Walsh, Nick Sherry, Richard Muir-Wilson



CEO's Report

Roslyn Atkinson

As CEO of YFCC, I am proud to reflect on another year of meaningful impact, growth and collaboration in support of children, young people, adults and our broader community.

At the heart of our work is a commitment to inclusivity, safety and respect. We provide services to children, young people and adults, and strive to create an environment where everyone feels welcomed, valued and supported. This includes Aboriginal and Torres Strait Islander peoples, LGBTQIA+SB communities, individuals from culturally and linguistically diverse backgrounds and those with lived experience.

We recognise the strength that diversity brings and are deeply committed to embedding cultural safety and trauma-informed practice across all aspects of our work. We aim to create spaces where people feel safe, heard and respected, where their identities are honoured, and where services are delivered with empathy, understanding and a focus on healing and empowerment. Our approach acknowledges the impacts of trauma and seeks to ensure our interactions, environments and supports foster trust, dignity and resilience.

I would like to acknowledge and thank our Board for its ongoing leadership, governance and commitment to our vision. Its guidance ensures we remain focused, accountable and forward-looking.

To our dedicated staff, thank you for your passion, professionalism and unwavering commitment to the children, young people, adults and families we support. The compassion, care and dedication you bring to every interaction make a real difference in people's lives, often in ways that cannot be measured but are deeply felt throughout our community.

I would also like to extend particular thanks to several members of our leadership team whose outstanding work continues to strengthen YFCC. Graham Marshall, our Operations Manager, and Sarah Moore, our Finance Manager, consistently go above and beyond in their roles, providing steady leadership, deep expertise and unwavering commitment to our mission.

I also acknowledge Shane Leonard, Damian Collins and Lisa Browne, our Team Leaders, whose dedication, professionalism and willingness to step up whenever needed have been instrumental in supporting staff and delivering high-quality services across our programs. Their contributions, often behind the scenes, make an important difference to the organisation and the communities we serve.

I extend my sincere gratitude to our partners and funders. Your support enables us to deliver innovative programs, expand our reach and



> **At the heart of our work is a commitment to inclusivity, safety and respect.**

respond to the evolving needs of our community. These partnerships are vital to our collective impact and strengthen our ability to deliver meaningful, inclusive support.

This year has been marked by several significant achievements.

The Inspiring Youth Awards once again highlighted the incredible resilience, talent and leadership of young people in our community. It was a powerful reminder of why our work matters.

We also celebrated the inaugural North West Youth Got Talent in Devonport, providing young people with a platform to showcase their talents and perform in front of family, friends and the broader community.

We were proud to celebrate the opening of Wurayni, marked by a special Homelessness Week lunch and Open Day. This milestone represents an important step forward in providing safe, supportive spaces for young people experiencing, or at risk of experiencing, homelessness.

Building on the success of our employment initiatives on the North West Coast, we were pleased to commence Fit For Work in Launceston, extending this valuable program to support even more young people to prepare for and secure sustainable education, training or employment opportunities.

On the North West Coast, we commenced Ignite Your Future, further strengthening our suite of youth education and employment programs. This initiative is already creating pathways for young people to build skills, confidence and opportunities for meaningful employment.

Another significant milestone was the relocation of our Alcohol and Other Drugs (AOD), Family and Employment Services, including the Arvos Program, to our new premises at 42 Marine Terrace, Burnie. This move has created a welcoming, purpose-fit environment that enhances our ability to deliver integrated support services and meet the growing needs of our community.

Finally, we undertook a comprehensive review and refresh of our values, engaging staff and Board members, with 90 per cent participation, to ensure as many voices as possible were heard. We received hundreds of insights about what matters most in how we work and support our community.

This input shaped a simpler, clearer and more meaningful set of organisational values that reflect who we are and who we aspire to be. Our new values, Integrity, Growth, Respect, Compassion and Collaboration, will be formally launched in the new calendar year, alongside ongoing work to embed them into everyday practice, leadership, recruitment and recognition across YFCC.

These achievements reflect not only the strength of our organisation, but also the collective effort of our staff, funders, partners and community.

As we look ahead, we remain committed to listening, adapting and continuing to advocate for and support children, young people, adults and families to thrive.

Thank you to everyone who has contributed to YFCC's work this year. Together, we are stronger.




INSPIRING YOUTH AWARDS
Darcy Apted
INSPIRING YOUTH AWARDS
Zoe Lee Slater
INSPIRING YOUTH AWARDS
Khatijah Johnson-Roberts
INSPIRING YOUTH AWARDS
Ace Orlando


YFCC
YOUTH, FAMILY & COMMUNITY CONNECTIONS
Youth Accommodation Services
Employment Services
Family Support Services
Alcohol and Drug Counselling
Health Promotion and Education
Youth Engagement Programs
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Who are our clients

Throughout 2025–26, YFCC continued to provide support, connection and opportunities to thousands of people across our community.

Across our accommodation, family support, alcohol and other drug, employment and other services, YFCC supported 1,576 formal clients and 2,654 informal clients, for a combined total of 4,230 clients.

Our reach extended even further through health promotion activities, with 321 events delivered to 10,116 participants during the year.

The people accessing YFCC services come from a diverse range of ages and backgrounds. Among our formal clients, 63 per cent were female, 36 per cent were male and 27 per cent identified as Aboriginal or Torres Strait Islander. More than four in ten formal clients were aged 25 or under.

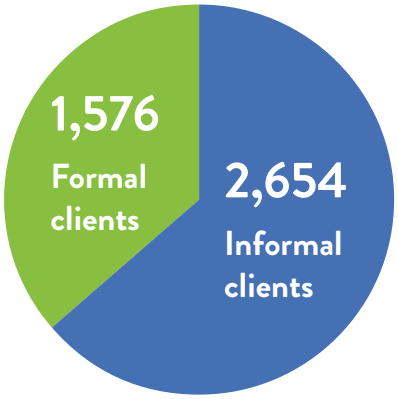
Importantly, our work is about more than the number of people we reach. Evaluation of our health promotion activities found 94 per cent of those evaluated gained skills and knowledge, demonstrating the positive impact these activities continue to have across our community.

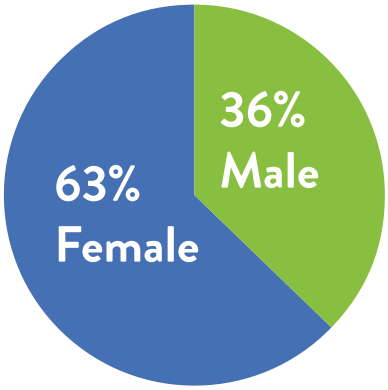
Together, these figures provide a snapshot of the breadth of YFCC's work and the thousands of people who connected with our services, programs and activities throughout 2025–26.

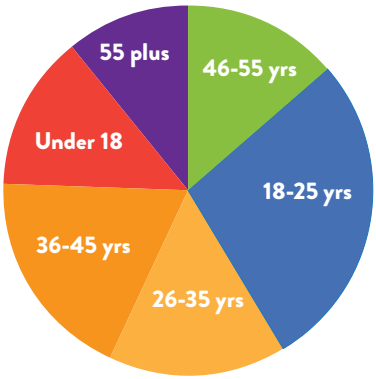


The breakdown









10,116
Health promotion participants

321
Health promotion events

94%
Gained skills and knowledge*

27%
Formal clients identified as Aboriginal or Torres Strait Islander

41%
Formal clients were aged 25 or under

*Of health promotion participants evaluated.

Formal client age breakdown

Under 18	218
18-25 yrs	446
26-35 yrs	250
36-45 yrs	298
46-55 yrs	214
55 plus	173



Family support services

Throughout 2025–26, YFCC's Family Support Services continued to provide early intervention and targeted support to strengthen the safety, wellbeing and resilience of children, young people and families across North West Tasmania.

Through evidence-based parenting programs, case management and strong cross-sector collaboration, families were supported to overcome complex challenges, build parenting confidence and improve outcomes for their children. Partnerships with schools, Aboriginal organisations, health services and community agencies helped ensure families could access coordinated, wraparound support close to where they live.

During the year, the Integrated Family Support Service (IFSS) and Helping Young Families (HYF) program supported 70 clients, delivering 919 hours of client contact and 1,166 hours of case work. Of these clients, 17 identified as Aboriginal or Torres Strait Islander.

The Canopy program also continued to provide valuable opportunities for families to connect, with 25 Canopy Days held throughout the year involving 128 parents, 220 children and 75 service providers.

Families reported improved parenting skills, stronger family relationships, increased confidence, enhanced financial and emotional wellbeing, and greater connection to community supports. Outcomes Star data demonstrated the impact of this support, with 76 per cent of IFSS clients and 100 per cent of HYF clients showing improvement following intervention.

A significant achievement during the year was the development of the Stronger Families Workshop Series, an early intervention initiative combining practical parenting education with opportunities for connection and peer support. Developed in response to community feedback, the series provides an accessible and welcoming environment where parents can build confidence, reduce isolation and connect with other families without the barriers sometimes associated with formal support services. Workshops commenced in July 2026.

Despite workforce transitions and increasingly complex family circumstances, the service remained responsive to community need, strengthened referral pathways and continued to deliver meaningful outcomes for families.

Looking ahead, renewed capacity within the Helping Young Families program, increasing referral demand and the launch of the Stronger Families Workshop Series position Family Support Services to continue expanding its impact. While future commissioning arrangements and funding reforms present ongoing challenges, YFCC remains committed to working collaboratively with government, alliance partners and the broader community to ensure families receive high-quality, accessible and evidence-informed support.

Our focus remains on strengthening families, building connected communities and creating opportunities for every child to thrive.

Case study

Supporting a family to find stability

A mother and her toddler began working with YFCC's Integrated Family Support Service (IFSS) to strengthen stability, rebuild confidence and increase their connection with the community.

During their time with the service, the family faced a significant housing crisis when the mother was asked to leave her property, placing them at immediate risk of homelessness.

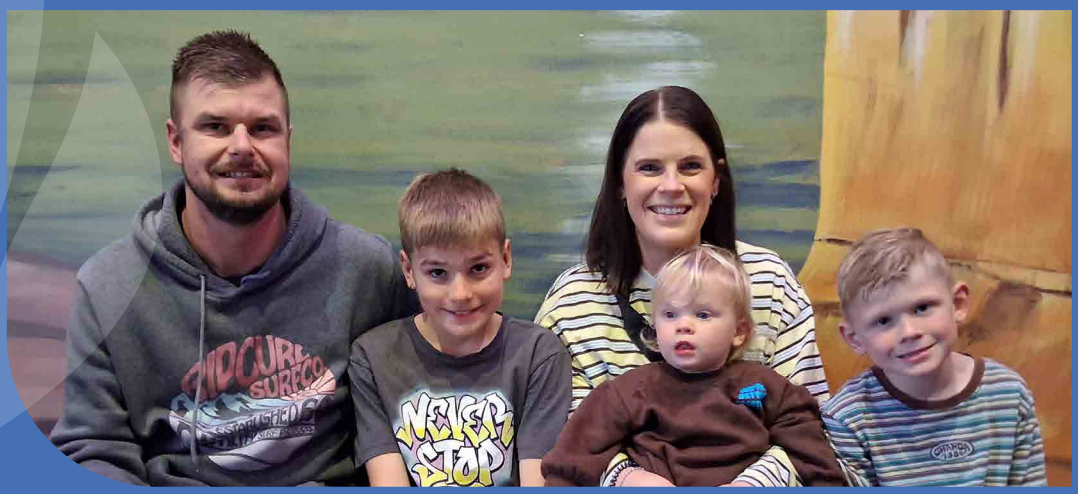
Her IFSS worker contacted the court and real estate agency to better understand the situation and explore possible solutions. With YFCC's support, the mother met with the real estate agent and explained the challenges she had been experiencing.

That conversation opened the door to a more collaborative approach and a new agreement was negotiated and lease signed, allowing the mother and her toddler to remain in their home.

YFCC continued to provide practical and emotional support as the family regained stability.

With the immediate threat of homelessness resolved, the mother reported significant improvements in her mental wellbeing, renewed connections with friends and her community and a readiness to focus again on her longer-term goals.

Her progress demonstrates the difference that timely advocacy, practical assistance and collaborative family support can make.



Spotlight on data

Family support services

Integrated Family Support Service (IFSS) & Helping Young Families (HYF)

70
Clients

17
identified as Aboriginal or Torres Strait Islander

919
hours of client contact

1,166
hours of case work

The Canopy Program

25
Canopy Days

128
parents

220
children

75
service providers





Accommodation services

YFCC's Accommodation Services experienced another busy year in 2025–26, with Wurayni completing its first full year of operation alongside the Crisis Accommodation Support Service (CASS), Transitional Accommodation Support Service (TASS) and Malana Youth at Risk Service.

Across the four programs, Youth Coaches supported 255 young people and provided 18,803 bed nights. Demand for crisis and transitional accommodation remained strong, while the needs of young people accessing services continued to become increasingly complex.

Throughout the year, YFCC worked closely with Homes Tasmania, Housing Connect and a range of community and specialist services to help young people move from homelessness and housing instability towards greater safety, stability and independence.

CASS supported 64 young people across the Liprini Burnie and Devonport sites, providing 3,774 bed nights. Importantly, 86 per cent of young people exited CASS securely housed, up from 76 per cent the previous year. Young people transitioned into a range of accommodation options, including other Specialist Homelessness Services, private rentals and YFCC's TASS program.

TASS supported 104 young people, including young parents, through accommodation and outreach support, providing 8,596 bed nights. The service continued to provide an important bridge between crisis accommodation and longer-term independence, helping young people develop the practical skills, knowledge and confidence needed to sustain a tenancy. Ninety-two per cent of young people showed improvement through the Outcomes Star, while all young people exiting TASS moved into safe and sustainable accommodation.

Malana Youth at Risk Service supported 49 young people, a significant increase from 31 the previous year, and provided 1,259 bed nights. The team continued to work closely with Headspace, Strong Families Safe Kids, local schools and other community services to address immediate risks, build stability and connect young people with the support they need to move forward safely.

The year also marked an important milestone for Wurayni – Youth2Independence, which completed its first full year of operation. The 26-bed facility welcomed 38 young people aged 16 to 24 and provided 5,174 bed nights. Occupancy grew steadily throughout the year, from 24 per cent in July to 85 per cent in June, reflecting the work of the Wurayni team to establish the service and progressively increase intake.

Across all four programs, Youth Coaching remained central to YFCC's approach. Providing a safe place to stay is only one part of supporting young people experiencing homelessness or housing instability. Youth Coaches work alongside young people to support their wellbeing, develop practical and tenancy skills, strengthen connections and create pathways towards education, employment and greater independence.

The outcomes achieved throughout 2025–26 reflect the dedication of YFCC's Youth Coaches and the strength of partnerships across the sector. Looking ahead, Accommodation Services will continue to strengthen pathways between programs and support young people to achieve safe, sustainable and independent futures.

Case study

Taking positive steps forward

When a 15-year-old client arrived at YFCC's Malana Youth at Risk Service, he was experiencing a range of complex challenges following a crisis at his grandmother's home.

The client had been diagnosed with ADHD and Autism Spectrum Disorder and had an active NDIS plan. He had also experienced difficulties managing his anger. Despite the circumstances that brought him to Malana, the client showed a willingness to engage with support and a genuine desire to find better ways of managing the challenges he faced.

Youth Coaches worked alongside the client and his existing support network to ensure he had access to services that met his needs. With encouragement and support, the client agreed to recommence medication for his ADHD, while Youth Coaches advocated for alternative NDIS support when he felt his existing arrangements were not working for him.

An important part of the client's progress was his growing awareness of how he managed his emotions. He voluntarily engaged with the Supporting Adolescent Boys Trial program, recognising that he wanted to develop healthier strategies for managing his anger.

Youth Coaches also supported the client to build his everyday living skills and navigate complex family relationships. During his time at Malana, he began developing positive connections within the Launceston community and reported improvements in his relationship with his mother.

By the end of the reporting period, the client remained at Malana and continued working towards his goals with the support of his Youth Coaches, NDIS and other community providers.

His engagement with therapeutic programs, growing awareness of his own needs and willingness to accept support represented meaningful progress towards a more stable and supported future.

Spotlight on data

Accommodation services

Youth Coaches supported





18,803
bed nights

CASS supported





3,774
bed nights

TASS supported





8,596
bed nights

Malana Youth at Risk Service supported





1,259
bed nights

Wurayni – Youth2Independence





5,174
bed nights



Alcohol, tobacco and other drugs services

YFCC's Alcohol, Tobacco and Other Drugs Services (ATODS) experienced another busy year in 2025–26 supporting a diverse range of clients, delivering prevention and health promotion programs for young people and strengthening partnerships with stakeholders across North West Tasmania.

A core part of the service is providing counselling and case management to people seeking to reduce or cease their substance use. During the year, ATODS supported 351 clients and delivered 3,181 hours of client contact and 1,772 hours of case work.

Demand for support continued to grow, resulting in a waitlist being introduced at several points throughout the year. The team worked hard to keep waiting times to a minimum, recognising that when someone makes the decision to seek support for substance use, there can be a limited window of opportunity to engage them.

Peer Workers continued to play an important role in supporting clients, particularly those who were hesitant about accessing services. Their work with individual clients, contribution to Resilience and Recovery group sessions and lived-experience insights helped ensure the service remained trauma-informed, client-centred and responsive to the needs of those seeking support.

Resilience and Recovery continued to thrive in Burnie and Smithton, providing additional support and connection for people at different stages of their recovery. The groups have been particularly valuable for people in the more advanced stages of recovery, helping participants remain accountable while providing opportunities to share their experiences and support others.

The ATODS Health Promotion team also continued to deliver highly sought-after programs and workshops for young people across North West Tasmania. During the year, the team delivered 96 weekly Arvos sessions, 19 school holiday program events and 206 school workshops and expos, reaching a total of 10,116 participants. Of students evaluated following workshops, 94 per cent reported increased skills and knowledge.

An important development during the year was the introduction of The Hangout in Deloraine. Modelled on YFCC's successful Arvos programs in Devonport and Burnie, The Hangout provided a safe and welcoming after-school space where young people could participate in activities, connect with their peers and engage with Youth Workers. The program has been warmly received by the local community, with between 25 and 30 young people attending each week.

The year also brought significant change for the ATODS team. In January, the Burnie team relocated to new premises alongside YFCC's Employment and Family Support teams. The new site provided improved counselling and meeting spaces for clients, as well as a more comfortable working environment for staff, and has been well received by clients, stakeholders and the broader YFCC team.

Despite staff changes and an uncertain funding environment, the team continued to deliver high-quality support throughout the year. YFCC will continue to advocate for secure and sustainable funding for alcohol, tobacco and other drug services while ensuring people seeking support can access compassionate, evidence-informed and person-centred care.

Case study

Building stability and looking to the future

A 13-year-old was referred to YFCC's Alcohol, Tobacco and Other Drugs Service by their school social worker following concerns about substance use, school attendance and other behavioural challenges.

At the time, the young person was living in a household where substance misuse was also present and identified peer influence, mental health challenges and family issues as factors contributing to their own substance use.

Through consistent engagement with YFCC, their motivation to make positive changes increased significantly. Using a strengths-based approach, their worker focused on the young person's resilience, insight and willingness to engage with support.

Family sessions were also held with the young person and their mother to explore strategies for managing impulsivity, reducing access to illicit substances and addressing substance misuse within the home. The family was connected with additional support services, while access to appropriate treatment for the young person's ADHD helped improve their focus and emotional regulation.

By the end of the reporting period, the young person had maintained three months of sobriety with one lapse, representing a significant milestone in their recovery. Their attendance at an alternative education school had become consistent and stable, and they were considering returning part-time to a mainstream school.

They had also become more involved in physical activities and were exploring opportunities for part-time employment, reflecting growing stability, motivation and optimism for the future.

Spotlight on data

Alcohol, tobacco and other drugs services

351
Clients

3,181
hours of client contact

1,772
hours of case work

ATODS Health Promotion Team

10,116
participants

96
weekly Arvo sessions

19
school holiday program events

206
school workshops and expos

94%
reported increased skills and knowledge





Employment services

YFCC's Employment Services experienced another busy and productive year in 2025–26, supporting 362 clients across its programs and generating 123 employment outcomes, alongside hundreds of training and education outcomes.

The year also saw the expansion of existing services and the introduction of new programs designed to help people overcome barriers and build pathways towards employment, education and training.

In late 2025, YFCC secured funding through the Department of Social Services to expand the Fit For Work program into Launceston. The program was enthusiastically received by local employment service providers, supported by strong recommendations from their North West counterparts who had seen the positive outcomes Fit For Work could achieve for young people.

Fit For Work also continued to support young people across the North West Coast into employment, training, education and volunteering opportunities. A targeted review of the program by Between Points found strong endorsement from young people, employers, employment service providers and government stakeholders. Young people described the program as safe, respectful, practical and life-changing, while employers valued its job matching, communication and practical support.

YFCC also secured funding through the Tasmanian Community Fund and Gibson Foundation to deliver the new Ignite Your Future program on the North West Coast. The program supported students in Grades 7 to 10 who were disengaged, or at risk of disengaging, from education to recognise their skills and strengths, explore career and life goals and understand the pathways available to achieve them.

YFCC partnered with Latrobe High School, Parklands High School and Ulverstone Secondary College to deliver Ignite Your Future. Early results were encouraging, with all participating students recording improved school attendance and teaching staff reporting that 90 per cent had become more engaged in the classroom.

The Career Connector Service continued to support its client cohorts throughout the year, with increased demand for assistance from redundant workers following a number of business closures across the North West Coast. Through tailored support, including access to funded training, 83 per cent of participants were able to re-enter the workforce.

The North West Driver Mentor Program also continued to make an important difference in the lives of young people, helping participants overcome one of the significant practical barriers to employment, education and independence. During 2025–26, 47 participants gained their driver's licence with 1,369 supervised driving sessions and 313 funded driving lessons delivered through the program.

Tasmanian Community Fund funding for the North West Driver Mentor Program concluded on 30 June 2026 and YFCC explored opportunities to secure ongoing funding for the program.

Across Employment Services, 88 per cent of clients assessed using the Outcomes Star showed improvement following intervention, reflecting the positive impact of tailored, practical support in helping people move towards their individual goals.

These achievements were made possible by YFCC's dedicated team of Youth Coaches, Driver Mentors and Career Connector, whose commitment throughout the year helped participants build skills, confidence and opportunities for their futures.

Case study

Building a pathway to a brighter future

Since 2021, a 22-year-old client had experienced significant challenges, including periods of homelessness, mental health concerns and alcohol and other drug issues. These circumstances created barriers to her stability, wellbeing and future employment opportunities.

Over several years, the client engaged with Fit For Work and other YFCC services that worked together to support her changing needs. As her housing became more stable, she was able to turn her attention towards her longer-term goals.

With support from her Fit For Work Youth Coach, the client accessed mental health services and began exploring career options that reflected her interests and strengths.

The client developed the goal of becoming a teacher and enrolled in a Certificate III in School Based Education Support through TasTAFE, providing a pathway towards employment as a Teacher's Aide and an important first step towards her longer-term ambition of becoming a qualified teacher.

Alongside her studies, the client maintained casual employment, building valuable workplace skills, confidence and financial independence.

Another significant milestone came in March 2026, when the client gained her driver's licence after completing the required supervised driving hours through YFCC's North West Driver Mentor Program. Having her licence provided greater independence and opened further opportunities for employment.

Perhaps most importantly, the client developed greater confidence and belief in her own abilities. From a period of instability and uncertainty, she progressed to studying, working and planning for a professional career.

The client's journey demonstrated the impact of sustained, person-centred support in helping young people build independence and create positive pathways for their future.

Spotlight on data

North West Driver Mentor Program
Career Connector Service
Ignite Your Future program
Fit For Work North West
Fit For Work Launceston

Employment services

362
Clients

123
employment outcomes

47
participants gained their driver's licence

83%
of Career Connector participants were supported to re-enter the workforce

90%
of student participants became more engaged in the classroom

1,369
supervised driving sessions

88%
moved forward in achieving their goals through support and coaching

313
funded driving lessons delivered through the program





Emergency relief

YFCC's Emergency Relief Service (ERS) continued to assist people experiencing financial crisis throughout 2025–26, offering immediate financial and material aid while connecting clients with services to help build longer-term financial resilience and capability.

In late 2025, YFCC secured a new funding contract for the service through to the end of 2030, providing greater certainty for the delivery of emergency relief across the communities YFCC serves.

Against a backdrop of rising living costs and increased fuel prices, demand for assistance remained strong. Food, fuel and utility bills were among the most common areas in which people needed support, with cost-of-living pressures particularly challenging for people living in more remote communities, including the West Coast.

During the year, YFCC provided emergency relief support to 565 individuals through 787 transactions, distributing more than $101,000 in assistance. Around 25 per cent of clients were new to YFCC's Emergency Relief Service.

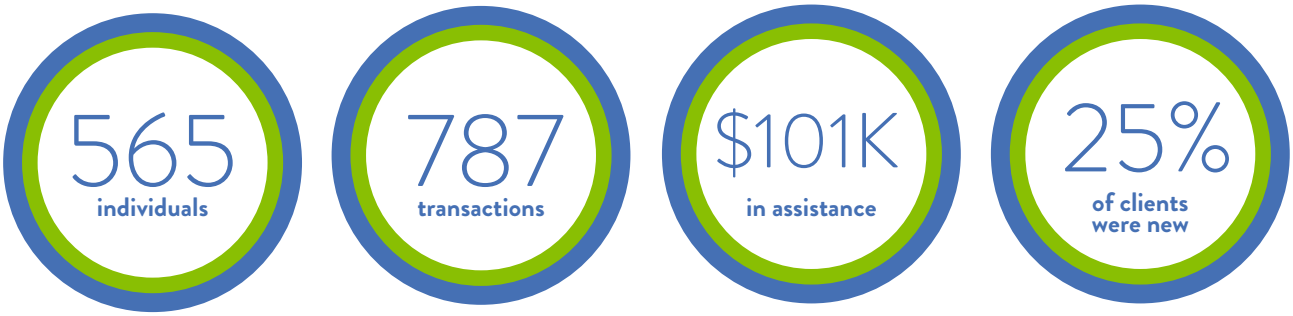
The circumstances of people accessing emergency relief also highlighted the increasing financial pressures facing the community. Some new clients were employed but experiencing homelessness or struggling to meet basic living costs despite being in work.

Partnerships continued to play an important role in ensuring support reached people when and where they needed it. YFCC worked with Child and Family Learning Centres in East Devonport, Queenstown, Ulverstone and Wynyard to distribute food packages to families in need, with Burnie set to join the initiative in 2026–27.

On the West Coast, partnerships with the local Child and Family Learning Centre, Rosebery Neighbourhood House and WestCare Tasmania enabled emergency relief vouchers to be held locally, providing people with more timely access to food and fuel assistance.

These partnerships, together with the compassionate and respectful support provided by YFCC's Emergency Relief workers, helped ensure people experiencing financial hardship could access practical assistance without judgement and with dignity.

YFCC provided emergency relief support





Clinical

Supervision and Service Improvement

YFCC remained committed to supporting high-quality, safe and effective practice throughout 2025–26 with clinical supervision, professional development and continuous service improvement playing an important role in supporting both staff and positive outcomes for clients.

Regular clinical supervision was available to all YFCC employees engaged in client practice, including counselling, case management, education and brief intervention. Clinical supervision provided staff with dedicated opportunities to critically reflect on their practice, strengthen their professional skills and manage the challenges associated with complex client work.

During the year, 50 employees across Alcohol, Tobacco and Other Drugs Services, Accommodation Services, Family Support Services and Employment Services accessed clinical supervision. This represented 100 per cent of eligible employees, with a total of 324 individual and group supervision contacts delivered.

Supervision focused on areas including critical reflection, ethical practice, professional frameworks and best practice, workload and time management, professional boundaries, practitioner wellbeing, resilience, career development and training.

YFCC's Clinical Governance Committee also continued to meet throughout the year, providing organisation-wide oversight of clinical services and quality improvement initiatives. The Committee brought together Team Leaders and practitioner representatives from across YFCC to consider areas including complex cases, emerging client trends, complaints and incidents, service environments, professional development and child-safe practices.

Quality and service improvement remained an ongoing priority. YFCC continued to strengthen its policy review and staff acknowledgement processes, monitor compliance with Tasmania's Child and Youth Safe Organisations Framework, improve incident reporting processes and expand opportunities for clients to provide feedback, including through web-based and translated resources.

Clinical expertise was also embedded across the organisation through support for new staff induction, consultation on complex clinical matters, collaboration with Team Leaders and professional development. Three Team Days were held during the year, with a particular focus on strengthening trauma-informed and trauma-responsive practice across YFCC.

YFCC's commitment to continuous improvement was recognised through its QIC Health and Community Service Standards Mid Cycle Assessment, which highlighted measurable progress across service innovation, governance renewal and workforce development, while noting that service delivery continued to be a key commitment of the organisation.



Treasurer's report

John Dowling

The 2025–26 financial year has been another significant year for YFCC, characterised by modest growth, increasing service demand and a continued focus on financial sustainability.

YFCC experienced strong revenue growth during the financial year, with total revenue increasing by 13.5 per cent, primarily due to the addition of the Fit For Work Launceston, Ignite Your Future and Youth2Independence programs.

Despite continued growth revenue, service demand and organisational activity, YFCC recorded a net deficit of $50,000, representing approximately 1 per cent of total revenue. This result reflects the increasing challenge faced by the community services sector, where funding levels and indexation are not keeping pace with rising operating costs, workforce expenses and service demand.

YFCC continued to invest in delivering high-quality services and meeting the needs of children, young people and families, with the Organisation contributing its own resources to bridge funding shortfalls and ensure critical programs remained accessible to the community.

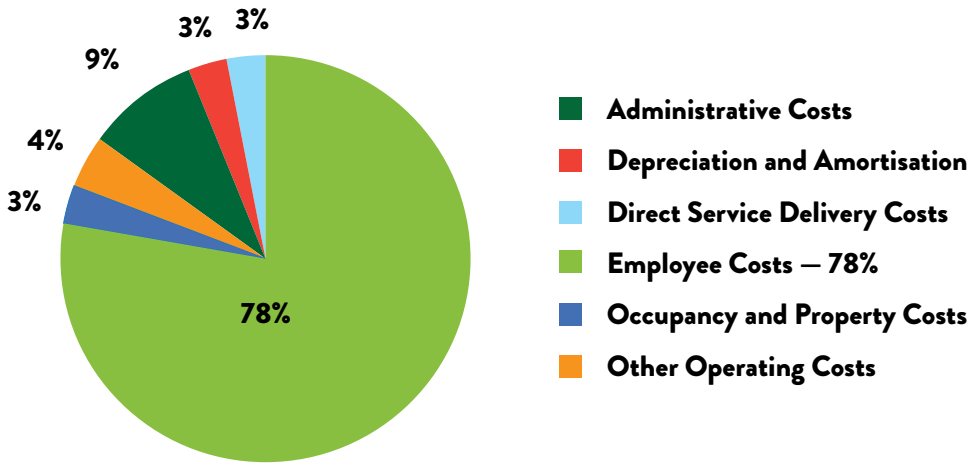
A key feature of the year has been the continued growth of YFCC's Accommodation and Employment Services, which have become a core area of service delivery. Across the array of services, the teams have achieved outstanding employment, education and training outcomes for clients. However, while these results demonstrate the significant value of these programs, longer-term funding for Employment Services remains uncertain.

The Board recognises that YFCC's financial strength exists to support its purpose of delivering stable, high-quality services to young people, families and communities. As such, the organisation maintains reserves that provide resilience and flexibility during periods of funding uncertainty, enabling critical programs to continue while YFCC advocates for funding arrangements that appropriately reflect the value and cost of service delivery. However, these arrangements are not viable long term. The Board considers the prudent use of reserves, where necessary, to be an investment in service continuity rather than a substitute for sustainable funding.

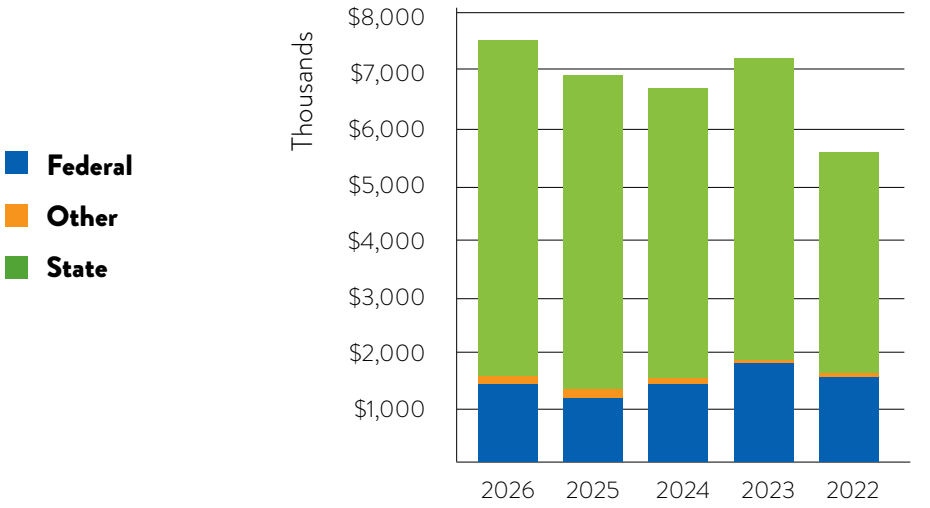
I would like to acknowledge the Management team and staff for their continued commitment to responsible financial management. Their ability to deliver strong outcomes for clients while operating within increasingly challenging financial parameters has been an important contributor to YFCC's overall financial position.

As Treasurer, I remain confident that YFCC is well governed, financially resilient and positioned to meet both the opportunities and challenges ahead. Our focus remains on ensuring the organisation can continue to deliver meaningful outcomes for the communities we serve for many years to come.

How our funding is allocated

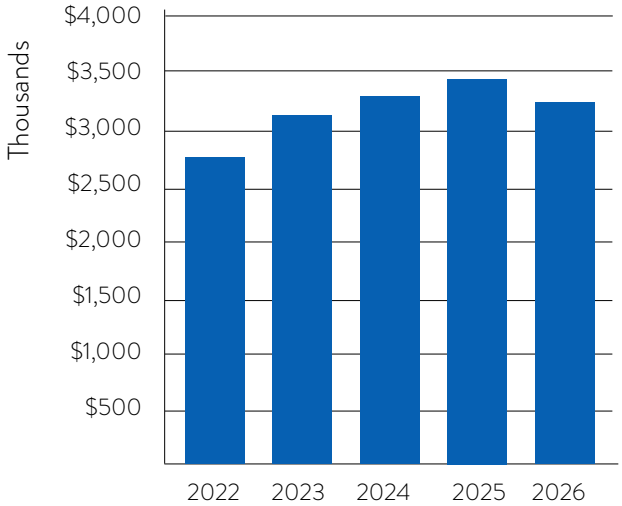


Funding by source



*Note: this chart does not include non-funding revenue

Net assets





Our partners

54 Reasons

AKG

Alcohol and Drug Foundation

Alcohol and Drug Service

Alcohol, Tobacco and Other Drugs Council of Tasmania

Anglicare

Anna Forrester

APM Australia

Area Connect

Ashley Youth Detention Centre

Asuria

AtWork

Aurora

Australian Childhood Foundation

Banjos Burnie

Baptist Care

Blue Gum Child and Family Learning Centre

Blue Gum Loans

Brave Foundation

Brumby Hill Aboriginal Corporation

Bunnings Burnie

Burnie Child and Family Learning Centre

Burnie City Council

Burnie Community House

Burnie High School

Burnie Works

Burnie Youth Council

CarersTasmania

Casey Hiscutt MP

CatholicCare

Centre for Excellence in Child and Family Welfare

Centrelink

CHaPS

Child Advocate Liaison: OOHC (North)

Child Safety Services

Choose Life Services

Circular Head Aboriginal Corporation (CHAC)

Circular Head Council

City Mission Launceston

Coastal Driving School

Coles Burnie

Cornerstone Youth Services

Costa Group

Coventry Pharmacy

CVGT Australia

CYMHS

Dale Elphinstone

Dan's Poultry

Deloraine High School

Department of Children, Young People and Education (State)

Department of Employment and Workplace Relations

Department of Health (State)

Department of Industry, Science and Resources

Department of Justice (State)

Department of Social Services

Devonport Chaplaincy

Devonport City Council

Devonport Community House

Devonport High School

Dominos Burnie

Don College

Don Medical Clinic

Drop in Skate School

Drug Education Network

Early Childhood Intervention Service

Early Years Learning Centre Burnie

East Devonport Child and Family Learning Centre

East Devonport Community House

Engender Equality

EPIC Assist

Family Planning Tasmania

Future Isle

Gateway Church

Gibson Foundation

Glenhaven Family care

Gran's Van

Hardings Group

Harvey Norman

Havenview Primary School

Headspace

Hellyer College

HomeBase

Homes Tasmania

Housing Choices

Housing Connect

Hub108 OpShop

Hungry Jacks Burnie

Indie School Burnie

Indie School Devonport

International Café

IPWU (Inpatient Withdrawal Unit)

Jeanette Manson

Jobs Tasmania

Joining the Dots

Karinya Young Women's Shelter

KC Logistics Driving School

Keen Partners

Kentish Council

Larapi Child and Family Learning Centre

Latrobe High School

Launceston City Council

Launceston General Hospital

Laurel House

Learn Safe

Libraries Tasmania

Life Without Barriers

Link Resources

Loaves and Fishes

Malangenna Children's Centre

Marist Regional College

MAS National

Meander Valley Council

Medicare Mental Health Centre - Devonport

Mental Health Council of Tasmania

Metro Cinema Burnie

Mighty Skips

Mike Gaffney MLC

Mission Australia

Montello Primary School

Mountain Heights School

Multicap

Multicultural Employment Services Network

My Driving School

My Pathway

MyState Devonport

National Joblink

NDIS

NEBHUB

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

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

RANT Arts

Rapid Relief Team

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

Sea FM

Searson Buck

Service Tasmania

Sexual Assault Support Service (SASS)

Share the Dignity

Sheffield District School

SINCS and BILKO

Skills Tasmania

Skip to Tip Rubbish Removal

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 Brendan Shaw College

Strong Families Safe Kids Advice and Referral Line

Study Centre Smithton

Sylvia Berger

Synectic

T4 School Launceston, Burnie and Devonport

Tasmanian Aboriginal Legal Services

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

Warrawee Women's Shelter

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

WISE Employment

Womens Legal Service Tasmania

Woolworths Kings Meadows

Working it Out

Working Together

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



Our funders

ADF Alcohol and Drug Foundation | Australian Government
Local Drug Action Team Program

BURNIE CITY COUNCIL

BURNIE WORKS

CatholicCare TAS

CROSSROADS CIVIL CONTRACTING

cvgt australia

DEVONPORT

Australian Government
Department of Social Services

Australian Government
Department of Employment and Workplace Relations

Tasmanian Government
Department of Premier and Cabinet

Homes Tasmania
Building homes, creating communities.

HOUSING CONNECT
CONNECTING YOU TO HOUSING AND SUPPORT

JOBS TASMANIA

MISSION AUSTRALIA

phn TASMANIA
An Australian Government Initiative

primary health TASMANIA

TASMANIAN COMMUNITY FUND
BREAKING BARRIERS, BUILDING FUTURES

Tasmanian Government

TasNetworks | Powering a Bright Future

WESTBURY HEALTH
Caring for life

West North West WORKING

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YFCC
YOUTH, FAMILY & COMMUNITY CONNECTIONS