




Annual Report 2021-2022



Painted for YCAC by Marnie Freeman – Wiradjuri - 2017

The Story: "This shows Young in the middle, with all of the main roads to our neighbouring towns."



Acknowledgment of Country

We acknowledge the Wiradjuri
and Ngunawal people as the
traditional owners of this land
that we come to you from today,
we pay our respects to the elders
past, present and emerging.

We extend our welcome to any
Aboriginal people joining us
today.



Crisis Accommodation Centre Inc



Contents

4

Agenda

5-7

Previous AGM Minutes 2020/2021

8

About us

9-10

Organisational Structure, Staff and Management Committee

11-13

President's Report

14-23

Co-ordinator's Report

24-36

Caseworker Report

37-38

Treasurer's Report

39

Financial Statements information

40-41

Acknowledgement of Sponsors



Communities & Justice



Vinnies
good works

DOMESTIC
VIOLENCE
NSW



Homelessness NSW



Agenda

- Welcome/ Open:
- Apologies
- Minutes of 2021 Annual General Meeting
- Business Arising from previous years minutes
- Presidents Report: Kerrie Coulter
- Coordinators Report: Kerri Palmer
- Caseworkers Report: Monica Jackson
- Treasurers Report: Kevin Cloake
- Vacating Positions & elections of office bearers
- Chair:
- Election of Incoming Committee
 - President
 - Vice President
 - Treasurer
 - Secretary
 - Public Officer
 - Committee Members
- New Committee Announced
- General Business:
 1. Australian Charities & Not-for-profits Commission- Move that President and Treasurer be authorised to sign the Annual Return. Second.
 2. Appointment of Accountant/Auditor for 2022/2023 – Open for tender

2020/2021 AGM Minutes

ANNUAL GENERAL MEETING

Tuesday 5 October 2021, 6.00PM

Via ZOOM

PRESENT: Anthony O'Reilly, Gwen Gunning, Kerri Palmer, Joanne Farley, Denise Slaven, Debbie Jenner, Jane Pattinson, Jenny Spring, Pieki Soedjai, Samantha Harris, Danielle Hudson, James Sheehan, Caitlin Sheehan, Leanne Kenny, Allyce Curry, Kevin Cloake, Kerrie Coulter, Natalie Schiller, Samantha Smyth, Lisa Luff

APOLOGIES: Anna Hayes, Belinda Hewitt, Sharon Spackman, Raewyn Small

Item	Moved By	Seconded By	Outcome
Apologies	James Sheehan	Joanne Farley	Accepted

MEETING OPENED: 6.05PM

OPENING OF MEETING

Acknowledgement of Country read by Anthony O'Reilly.

MINUTES OF PREVIOUS ANNUAL GENERAL MEETING:

Item	Moved By	Seconded By	Outcome
Previous Minutes	James Sheehan	Kerri Palmer	Accepted

PRESIDENT'S REPORT

Read by Joanne Sabidussi, President

Item	Moved By	Seconded By	Outcome
Presidents Report	Sarah Karaitiana	Gwen Gunning	Accepted

COORDINATORS REPORT

Read by Gwen Gunning

Item	Moved By	Seconded By	Outcome
Coordinator's Report	Jane Pattison	Danielle Hudson	Accepted

CASEWORKERS REPORT

Read by Kerri Palmer

Item	Moved By	Seconded By	Outcome
Caseworkers Report	Leanne Kenny	James Sheehan	Accepted

TREASURERS REPORT

Read by Debbie Jenner

Item	Moved By	Seconded By	Outcome
Treasurers Report	Jane Pattison	Gwen Gunning	Accepted

VACATING POSITIONS & ELECTIONS OF OFFICE BEARERS

Anthony O'Reilly stepped into the chair and asked that all Office Bearers vacate their seats. It was then announced the committee dissolved for this year's elections.

Position	Nominee	Nominated by	Seconded by	Outcome
President	Kerrie Coulter	Jane Pattinson	James Sheehan	Unopposed
Vice President	Jane Pattinson	Kerrie Coulter	James Sheehan	Unopposed
Treasurer	Kevin Clarke	Kerrie Coulter	James Sheehan	Unopposed
Secretary (temp)	Caitlin Sheehan	All present		Unopposed
Public Officer (temp)	James Sheehan	All Present		Unopposed
Publicity Officer	Lisa Luff	Jane Pattinson	Kerrie Coulter	Unopposed

COMMITTEE MEMBERS

Position	Nominee	Nominated by	Seconded by	Outcome
General Committee	Samantha Smyth	Jane Pattinson	Kerrie Coulter	Accepted
	Lisa Luff	Jane Pattinson	Kerrie Coulter	Accepted
	Danielle Hudson	Jane Pattinson	Kerri Coulter	Accepted
	Kylie Bailey	Kerri Coulter	Jane Pattinson	Accepted
	Denise Slaven			Accepted

GENERAL BUSINESS

Moved that President and Vice President be authorised to sign the Annual Report.

Item	Moved By	Seconded By	Outcome
Signing of Annual Report by President and Vice President	Anthony O'Reilly	Allyce Currey	Accepted
Appointment of Accountant/Auditor for 2021/2022 – HMA Twomey Patterson Harden	Gwen Gunning	Debbie Jenner	Accepted

MEETING CLOSED: 7.08PM

Service Profile

Young Crisis Accommodation Centre (YCAC) provides specialist homelessness support services to women, youth and families who are homeless or at risk of homelessness, and/or experiencing domestic violence. YCAC's service delivery framework is based on the Human Services Outcomes Framework Model (HSOF) focusing on outcomes across seven domains (safety, home, economic, health education and skills social and community and empowerment).

Young Crisis Accommodation Centre has a contractual agreement with the Eastern Murrumbidgee Network Homelessness Service and St Vincent De Paul. .

Mission Statement

It is the Young Crisis Accommodation Centre's Mission to endeavour to assist homeless people and those at risk of homelessness, including young people, women, men, individuals and families and crisis accommodation for women and women with children. YCAC hope to contribute to the development of a comprehensive framework of support and to ensure a safe and welcoming environment for our clients. We strive to make life changes to regain self-esteem and independence so clients and their children can live happily and safely within their chosen community.

Objectives

The objectives of YCAC are:

- To work collaboratively with clients to achieve long term sustainable outcomes through case management
- To provide specialist services to people experiencing homelessness, domestic violence, and persons at risk.
- To effectively collaborate with other service providers to achieve maximum efficiency.
- To build alliances with housing providers and other organisations that support homeless individuals and families.
- To advocate for the needs of vulnerable people living in the North Eastern Murrumbidgee Area.

Practice Principles

YCAC operates within a strong transparent and accountable governance framework consistent with its constitution, Mission Statement, Code of Conduct, Policies and Procedures and Service Agreements. The staff and Board are committed to upholding and promoting the principles outlined below. These principles are embedded in our practice and our interactions with clients and the broader community.

- **RESPECT:** Is at the core of all our relationships with clients, colleagues, partners and the community
- **INTEGRITY:** We are open, honest, accountable and transparent in all we do.
- **OPPORTUNITY:** We create and nurture opportunities for growth and development with clients, colleagues and out organisation
- **CONNECTION:** We build connections with self, with one another and with the community to build a supportive and engaged community.

Organisational Structure

Young Crisis Accommodation Inc

YCAC Management
Committee

YCAC
Coordinator

Caseworkers

Administration
Staff

Volunteers

Staff and Management Committee 2021/2022

Staff

- Coordinator - Kerri Palmer
- Caseworker - Gwen Gunning
- Caseworker - Joanne Farley
- Caseworker – Allyce Curry
- Caseworker- Monica Jackson
- Book Keeper - Shelby Inwood
- Volunteer - Pieke Soedjai

Management Committee

- President – Kerrie Coulter
- Vice President Jane Pattinson
- Treasurer – Kevin Cloake
- Secretary – Sara Karaitiana
- Public Officer – Kevin Cloake
- Publicity Officer – Lisa Luff
- Member – Denise Slaven
- Member –Samantha Smyth
- Member – Kylie Bailey
- Member – Danielle Hudson
- Member – Leanne Kenny
- Member – Natalie Schiller

PRESIDENT'S REPORT

Annual General Meeting 2022

Welcome committee members and guests. Thankyou for coming to our AGM.

2021-2022 has been another massive year. As you will see and hear tonight, the staff have far outreached themselves yet again, and so much further! We have welcomed Kerri Palmer as our new, experienced and respected co-ordinator; new staff member Monica Jackson who is working full-time and part-time case workers Allyce Cloake, Jo Farley and Gwen Gunning. The committee are funding extra days to support their workload. To respect our staff and acknowledge their overwhelming roles, the committee has introduced a retreat day for staff utilising the expertise of committee member Danielle Hudson.

Our committee has also seen a vast change. Many long-term committee members have left yet were replaced with people who bring an array of experience with them. This has assisted greatly with administration, human resources and fundraising duties. I thank each and every one of you for your efforts.

The committee and staff work extremely hard to keep up with mandatory governance commitments throughout the year. We even provide funds to assist with the obligatory evaluation of the ASES (Australian Service Excellence Standards).

We continue to busily fundraise to manage the short falls of the government. The fundraising committee met regularly to hold a fantastic Women's Luncheon which raised much money and awareness. Thankyou to that hard working committee. We saw a shift from dinner dance due to COVID restrictions. We also enjoyed a popular trivia night at the Services Club. We a secured a number of grants. Thankyou to the Hilltops Council grant of \$2500 to help raise awareness across the area of Boorowa, Cootamundra, Harden, Temora and Young utilising radio and newspapers. The local Services Club donated \$5000 towards restocking the pantry due to increased need. Also, we have formed a bond with the Mostyn Foundation who donated \$12 500. Finally, a special note to the Ministry of Women for \$5000 this year.

We held a collaborative Strategic Plan meeting to design the Plan for 2022-2025. We follow this at meetings to guide our direction and decision making. We included the encouragement, awareness-raising and inclusion of towns covered by YCAC including Boorowa, Cootamundra, Harden-Murrumburrah and Temora.

As part of this, we have improved our website www.ycac.org.au. Thankyou to Telstra for funding and to Dean Kinleyside for designing, and Matthew from Extension Group, Wagga for optimising the website's coverage. We now have a platform with lots of information and a user friendly "Donate Here" section. I urge you to have a look and donate weekly for the cost of one cup of coffee a week!

I would like to thank Kerri and all the staff at YCAC and all the volunteers who help keep the day to day running of the centre and supporting clients in all their forms. They each continue to support every person who walks in the door, during or after hours.

I would like to thank the general community of Young and surrounds. Support and donations are continuing even though the cost of living has again increased. Locals are providing meals, food, regular donations through the website and by attending our fundraisers.

I also need to thank the Margaret House Committee for their continued support and I hope that we can look forward to many more years of friendship. We are attending each other's meetings and work hard to explain to people the difference between YCAC and Margaret House and our unique working bond.

I am looking forward to watching YCAC grow as a committee over the next years, albeit from a distance. I am only a phone call away and will of course be attending the fundraisers!

Thank you,
Kerrie Coulter, President, Young Crisis Accommodation
Centre

YCAC Coordinators Report 2022

25th October 2022

Welcome everyone and thank you for attending the YCAC AGM.

I'd like to recognise the traditional peoples of this continent whose land was stolen nearly 250 years ago, in particular I would like to acknowledge the Wiradjuri people as the traditional owners of the land on which we meet today, I extend this respect to all Aboriginal and Torres strait islander people present today. I pay my respects to the leaders and knowledge keepers past and present, I'm inspired by and acknowledge their strength and survival for over 60,000 years and that sovereignty was never seeded. Always was, always will be.

Good evening,

My name is Kerri Palmer, and I am the coordinator of YCAC and it is my pleasure to give the coordinators report for the very first time as I took on this role in November 2021. The 2021/2022 financial year has been a challenging but rewarding year for YCAC.

There was a large increase in client presentations to our service for support with housing, domestic and family violence support and many other concerns throughout the year. The current housing crisis has meant that many families and individuals have, sadly, been forced into homelessness. The rising cost of living, domestic and family violence, the impact and aftereffects of COVID-19, mental health illnesses, drug and alcohol dependency but mostly the absolute lack of affordable community and private housing have contributed to this increased need. YCAC worked hard to support those accessing services and despite there being a Housing crisis were still able to achieve some great outcomes for clients.

With 273 individuals being supported in the 2020-2021 financial year we honestly thought we could not cope with higher numbers but with the housing crisis not easing and the after effects of the COVID-19 pandemic still impacting so many we saw this number increase to 349 in the last financial year.

The caseworkers report presented later this evening will go into further detail regarding the demographic of those who were supported. Remembering all the time that whilst statistics are important each number represents a real person and real families that have bravely sought assistance during a very vulnerable time in their life.

The private rental market has been pushed into an almost unaffordable option for many of the clients we are supporting, with rental properties seeing a massive increase in weekly rent, properties that were once \$250 per week are now in the \$300 plus.

On top of the high cost of private rentals is the high need. Many families and individuals have moved into rural areas due to the pandemic. This high demand has seen 30-50 applicants per rental property which has driven out those on lower income or with little to no rental history.

The public and social housing options have been limited, as mentioned. YCAC have been told by local housing providers that wait times can be 5-10 years in the Young, Boorowa and Harden and Temora and 2-5 years in Cootamundra. YCAC worked with many clients to achieve priority status with Housing providers and have found that even on priority housing some clients can still expect to wait 1-2 years for the offer of a property.

Through collaboration, determination, and a will to support our communities most vulnerable people the team at YCAC were able to source additional crisis housing options and now have access to our original Margaret House Refuge which has 3 separate living options for clients. Allowing crisis accommodation for 2 families and 1 single female who are fleeing family and domestic violence.

Plus:

A property that Margaret house head lease through Argyle which YCAC have access to for their clients in need. This is a 2-bedroom unit that can house a small family.

Baptist Church House property which YCAC head lease and place families into crisis accommodation. The house is large with 3 bedrooms and can house a large family.

A house that a local community member and YCAC supporter has allowed YCAC to head lease. The house has 2 bedrooms and can house a family.

OVERVIEW OF SERVICE

YCAC is a Specialist Homeless Service (SHS) working under a contract with St Vincent's De Paul managing the contract. YCAC provide services to Boorowa, Harden, Cootamundra, Young and Temora and all communities in between. The Eastern Murrumbidgee Network services provide integrated SHS services and Homeless coordination services for Women, Men, Young people, and Families who are homeless or at risk of homelessness.

YCAC respond to a range of client groups including

- Clients subjected to domestic and / or family violence with refuge accommodation for women and children
- Aboriginal people
- Young people
- People with a disability
- People from culturally and linguistically diverse backgrounds
- LGBTQIA+ people
- Single men
- Single women
- Chronically homeless
- People with complex needs

Outcome framework

The SHS Outcomes Framework Guide has been developed to align with the NSW Human Services Outcomes Framework (HSOF). The HSOF allows agencies to better focus activities towards achieving client outcomes.

Focusing on outcomes across seven domains

Safety- All people are able to be safe

Home- All people are able to have a safe and affordable place to live

Health- All people are able to live a healthy life

- Economic- All people are able to contribute to, and benefit from, our economy
- Education and skills- All people are able to learn, contribute and achieve
- Social and Community- All people are able to participate and feel culturally and socially connected
- Empowerment- All people and communities are able to contribute to decision making that effects them and live fulfilling lives.

The HSOF provides a mechanism for monitoring and reporting progress on the outcomes of clients participating in government, and non-government programs across NSW. It also provides a way to understand and measure the extent to which the sector makes a long-term positive difference to people's lives.

SERVICE DELIVERY

Program objectives

Our service had an increase in funding in 2021 with an extra \$108,854.00 per financial year, this was the first increase since 2014.

With this we were given updated figures reflecting the number of clients for support of service delivery, which this financial year still stand at:

People experiencing homelessness

Young people Total =20

Women = 20

Families = 20.

People at risk of homelessness

Young people = 23

Men = 19

Women = 13

Families = 36

In total= 151

Domestic & family violence = 55

Australian Service Excellence Standards (ASES)

Myself, the YCAC staff and management committee have been working hard in the last financial year towards achieving ASES (Australian Service Excellence Standards). This achievement comes with hours of hard work, collecting evidence and ensuring that our service is working at the best possible standards to deliver a quality service to all clients. I thank the management committee and staff in their support and hours of work to ensure we are successful in achieving ASES.

DONATIONS

YCAC is forever grateful for the donations we receive from all the different groups and individuals that support our service with food, gift vouchers, toiletries, and financial aid to support those in need.

Cherry Queen entrant Rachel Smyth brought much needed fundraising and awareness to YCAC through her events. Joanne and Kerri from YCAC spoke at a Rachel's events which was a great opportunity to raise awareness in our community. Rachel raised a total of \$11983.43. Thank you so much to Rachel, we recognise and thank you for your hard work.

This year some members of the YCAC management committee branched off into a separate fundraising sub-committee. Kerrie Coulter, Jane Pattinson, Danielle Hudson, Leanne Kenny, Natalie Schiller and Lisa Luff. These amazing women worked tirelessly to put together and 2 incredibly successful events one being the trivia night and the other, the ladies' luncheon.

The trivia night was a fun event and a big thanks must go out to Leanne and Chris Kenny for the running of the night. All those in attendance were very giving to YCAC, which was fantastic and I am very thankful to all those who got involved.

The ladies luncheon for YCAC was a huge success and our guest speaker, Eloise from Tabboo was inspirational, this event allowed the opportunity for many women from a range of backgrounds and from all over not only our service area but NSW wide to come together and network and raise much needed funds and awareness for YCAC. The generosity from both the YCAC management committee and the guests on the day was enormous and for that I am incredibly grateful.

Beyond our major fundraising events were many other donations made from individuals, businesses, and community organisations, all of whom I wish I could name separately. We have a printout with the names of all those who gave so generously, and they will also be displayed at the end of our slideshow.

I would like to make special mention to a few of our donators who support YCAC yearlong and those are: Mary Dodd for your monthly donations, Natalie Schiller from Tess for the continued supply of beautiful new clothes for women in need, Kelvin Hornsey and the team at Rapid Relief for the continued supply of food buckets for the clients of YCAC and Frances Calvert, who at a time when we could not head lease a property through local real estates allowed YCAC to rent her property privately that would support a mother and her 5 children to remain safe.

A very big thank you also needs to go out to The Mostyn Foundation for their very generous donation of \$12,500 to YCAC.

In total for the 2021-2022 financial year YCAC received \$89,153.62 in donations as well as lots of food hampers, essential items, furniture and various other goods. To say I am thankful does not feel like enough. We have the most amazing and generous community and with the cost of living rising and the aftereffects of COVID impacting everyone, to have raised this amount is testament to just how charitable members of this community are.

NETWORKING

YCAC continue to network with lots of other services.

We have built a good rapport with the Real Estates so we can assist our clients easier through referrals to save tenancies and in re-housing homeless clients.

We play a lead role in the bi-monthly Young Domestic and Family Violence Reference Group and this is made up of other services within our service area. Police, The Young Community Hub, Health, Corrections, DCJ and WDVCS are all involved in this group. This year YCAC took the lead on a domestic and family violence awareness day that was incredibly successful and to capture the spirit of the day we were able to record the event. I will play the recording later for you all to see. This group received a legislative assembly hansard certificate from Minister Steph Cooke, recognising the work put in to bring this awareness to our community and for that I am incredibly proud.

We meet every second week for our Safety Action Meetings, which identifies those in our community who are most at risk due to domestic and family violence issues. This meeting includes Women Domestic Violence Court Advocacy Service, Police, Health, Education, Family & Community Services, Community Housing, DCJ's Housing, Corrections, and other NGO services.

We delivered intervention education programs to the local schools Young High and Harden Murrumburrah High through the Love Bites Program which brings awareness to our young people about healthy relationships.

We were invited to sit on the official table at this year's Young and District Multicultural Association (YADMA) and attended the diner in March this year where the president, Josie Johnson made special mention of the partnership YCAC hold with YADMA.

I am a member of the Hilltops Wellness Action Group (HWAG) and represent YCAC at their bi-monthly meetings. Many other services in the local area attend these meetings and collaborate on projects that focus on the wellbeing of those in our community. I am also a committee member of the Young Food Hall who play a vital role in providing affordable groceries to those on a lower income in this community.

We also work closely with other services like the Young Community Hub, Police, Young PCYC, Health, Salvo's, Vinnies, Schools, church groups, Flourish, Wellways, Young Community Mental Health and many others to ensure any vulnerable members of our community are well supported.

MARGARET HOUSE COMMITTEE

I attend most of Margaret House Refuges (MHR) monthly meetings as our partnership is of great importance and communicating with the committee ensures the best outcomes for our clients who require refuge accommodation. Margaret House refuge has been full most of the year, with only just enough time for cleaning before the next family in need move in.

MHR committee worked unbelievably hard to have the new prefab or "tiny home" placed into the back yard of the YCAC refuge and in April this year YCAC had use of this home and supported a homeless female into the property. MHR also divided the backyard so that each family has full privacy.

MHR also collaborated with Argyle and YCAC to head lease a property to a long-term homeless client that was being supported by YCAC and this arrangement has once again led to a positive outcome for a client who otherwise had nowhere to go.

On top of all this, MHR have offered to take on the expenses of the garden maintenance and cleaning of the refuge which is so generous and allows staff more time to casework with the high number of clients. They have also always been available to move furniture to assist with replacing items at the refuge and go well outside expectations by offering to assist with delivery of second hand furniture items to clients of YCAC.

Your work and generosity has not gone unnoticed, I am blown away by the commitment of the MHR committee and very thankful as are the many clients who access the refuge, your tireless work means that vulnerable women and children can feel safe and secure in a comfortable place while they work alongside YCAC caseworkers on their future plans. Thank you.

Baptist Church

YCAC are also very grateful for the house that the Baptist church has provided for those that are homeless or fleeing Domestic & Family Violence it has been occupied from the first day it was handed over in 2021 and we are very grateful to them for making this available to YCAC.

The house has had a total of 10 clients supported, 5 of those who were children, with crisis accommodation, a safe and warm place to stay that was otherwise not available.

Argyle Housing

YCAC would also like to say a big thank you to Argyle Housing for the use of the units in Gordon Street while they were available. The use of the units until April 2022 saw 9 homeless clients supported with temporary accommodation while they worked with YCAC caseworkers on more long-term housing options.

Without the 3 properties available to YCAC we would not have had anywhere for our clients in crisis to reside, except for local motels where clients would be shifted around all the time due to limited availability. These properties also gave them somewhere to cook and have more privacy.

DCJ (Department of Communities and Justice) Cootamundra and Wagga

Collaboration between YCAC staff and the staff at DCJ Cootamundra and Wagga is vital in providing temporary accommodation options at local hotel and motels to clients who have no where to go in crisis and also working together on housing applications that can lead to a quicker response in options for long term housing.

Head lease

With some unexpected additional funding received by YCAC, we were able to head lease a property through local community member, Frances Calvert. YCAC applied for many properties through local real estates but were unsuccessful in gaining a head lease which just further strengthens the idea of just how hard it is to get a private rental property.

Management Committee

I feel blessed to have such a strong committee who each bring their unique talent to the governing of YCAC. The commitment you show across all areas is greatly appreciated. The ongoing support you provide me and the staff is valued and without it YCAC would not be able to continue on.

I look forward to working with new and old committee members again next year and hold great respect for the entire committee who kindly give their time to YCAC, seeking positive outcomes for our communities most vulnerable.

I would like to say a big thank you to our current president Kerrie Coulter, who after 7 years is taking a step back from the committee. The time you have put in to making YCAC a well governed organisation and the efforts in fundraising have been phenomenal and your expertise will be sorely missed. YCAC wish you the best in your future endeavours and thank you profusely for the passion you brought to YCAC.

STAFF

Where do I start with my incredible, wonderful, supportive and passionate staff. Joanne, Allyce, Monica and Gwen, I have such respect for all of you and all that you do for YCAC. You each possess such a kind and compassionate nature which filters through to the work you do with our clients.

Our organisation relies on the capability, professionalism and passion of its caseworkers and YCAC are fortunate to have these women as the face of YCAC. Thank you does not seem enough but please know that your dedication is appreciated to no end.

Shelby, thank you for always being available and answering all of my questions, particularly in this first year of my learning in this role, you play such an important part in the success of YCAC, thank you.

Pieke as always thank you for your ongoing support and for volunteering your time to assist with cleaning and any other jobs asked of you as always. Your contributions are so appreciated.

I think I speak on behalf of the YCAC staff when I say that we feel privileged to do the work that we do. We get to see first hand how important YCAC is to this community based on the wonderful outcomes we witness and I look forward to later sharing with you all some of the feedback we have received from those we have supported. Anyone who gives their time and passion to YCAC should know that the impact it can have on someone in their time of need is immeasurable.

I'd like to end with this last statement-

Being a part of another's journey to recovery from trauma- to witness the ups and downs, heartbreak and joy and the realisations and reclaiming of one's voice and control over life- is a privilege. For all the challenges of working in the field of trauma I commend and respect all of the staff at YCAC.

Thank you all so much for supporting me through every part of my first year as coordinator with YCAC, I look forward to many more years to come.

Kerri Palmer

Coordinator

Caseworkers Report YCAC 2021/22 Impact & Community Benefit

Our Mission

To ensure women, men, young people and families are safe, secure and connected and have the opportunity and environment to thrive and achieve their chosen goals.

Our Objectives

Help people gain access to affordable housing
Utilise crisis accommodation as a short term program to triage, assess and stabilise families and individuals in crisis.

Utilise our case management and expand our prevention programs to help people live independently as soon as possible.

Build alliances with affordable housing providers and other organisations that serve homeless individuals and families.

Our Values

Treat all people with dignity and respect, always with the understanding that we are part of one community.

We are committed to innovation and best practice in our programs.

Having a presence within the community

Ensuring Staff are involved in a vast range of local partnerships, interagency groups & Case Management Committees

- ▶ Child and Family Interagency Young, Cootamundra & Temora
- ▶ Police and Community Networks
- ▶ YCAC Awareness Projects
- ▶ Naidoc Day
- ▶ Young High - Community Hub Joint Case Management
- ▶ Collaboration with the Young Food Hall
- ▶ School Consultations and AECG
- ▶ Collaboration with The Young and Temora Community Hub
- ▶ Collaboration with Young PCYC
- ▶ Council Community Planning HWAG
- ▶ Safety Action Meetings
- ▶ Community Welfare Group and Interagency
- ▶ Murrumbidgee Alliance – Primary Health Network
- ▶ Eastern Murrumbidgee Alliance – Homelessness
- ▶ Joint case management committees
- ▶ Everybody's Home Campaign
- ▶ Young Domestic Violence Reference Group, "Say No" posters and DV Awareness Walk



“Hilltops Says No” to raise awareness about Domestic and Family Violence with Business signage and our DV Walk

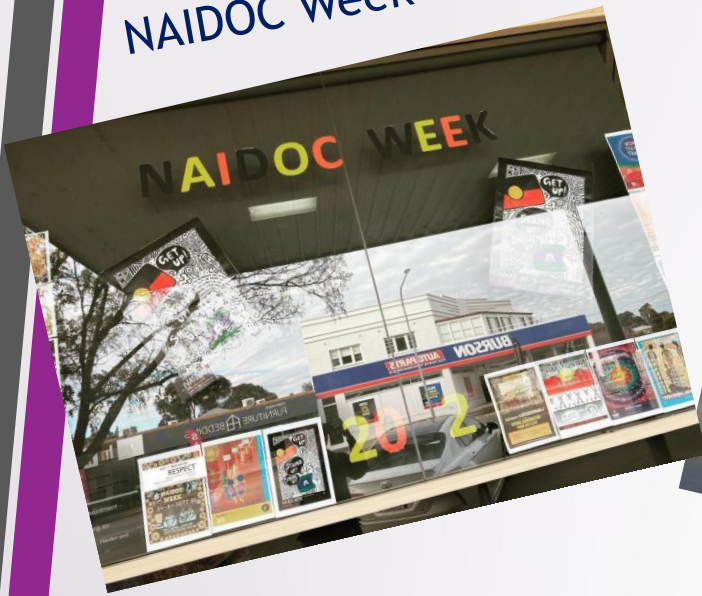


Family Fun day at Carrington Park



Young & District Multicultural Association Gala Dinner

NAIDOC Week



The Apron Project



Love Bites with
Harden-
Murrumburrah High
School and Karen
Clark from PCYC



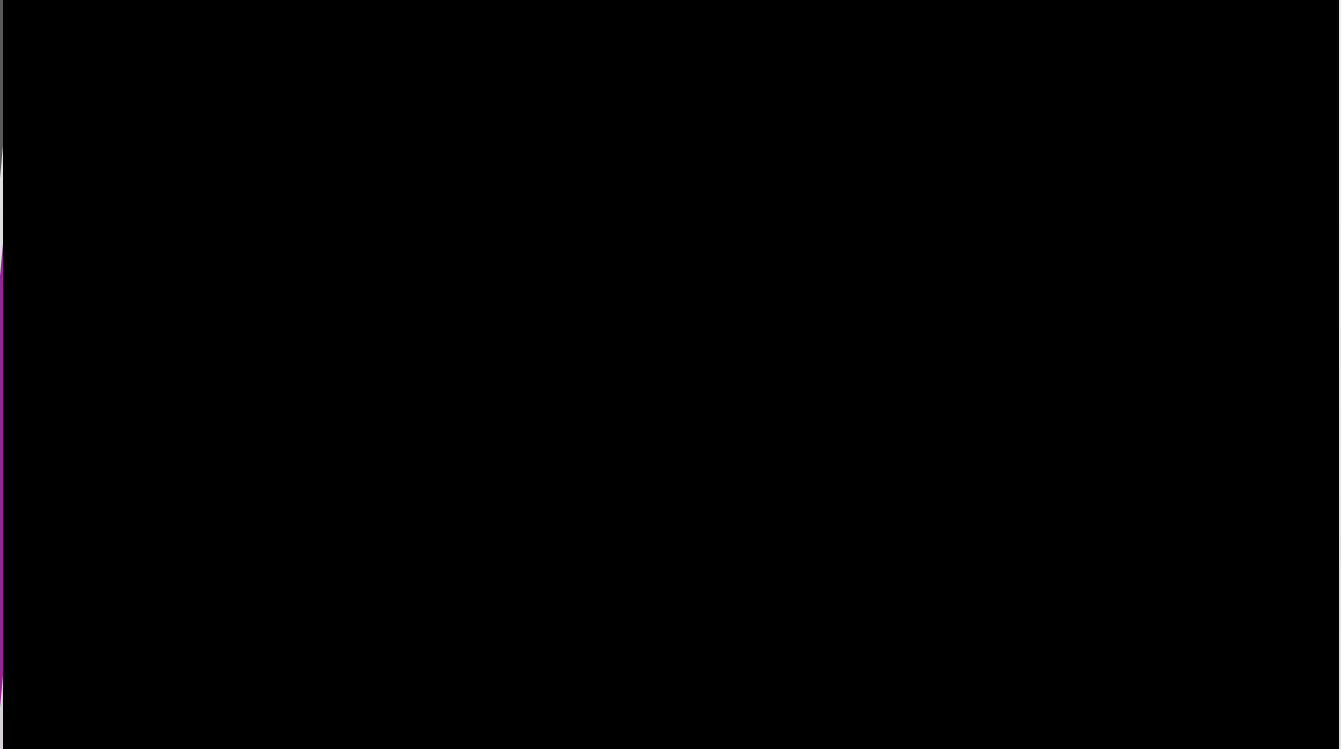
Ladies
Luncheon



Hilltops
Says
NO!!

Hilltops
Says
NO!!

“Hilltops Says No!!!” Domestic Violence Walk



Hilltops Says
NO!!

Hilltops
Says NO!!

Hilltops Says
NO!!

Hilltops
Says NO!!

Hilltops
Says NO!!

Financial Year Impact 2021/2022

349 Individuals were supported this financial year

61% were Women, 38.7% Men & 0.3% were non-binary

Total client mix was 194 Adults 155 Children

148 Domestic & Family Violence as main reason for presenting

296 accessing support for Short Term or Emergency Accommodation to due lack of other options

74 Sleeping rough or in unconventional accommodation

110 had diagnosed mental health conditions

8 Unaccompanied Youth 16-17 years

18 individuals accessed the Refuge for an average of 2598 nights

Through advocacy and awareness campaigns YCAC collected in \$89,153.62 in donations, which goes directly to clients needs.

69 individuals were supported by YCAC into crisis or temporary accommodation, with a total number of nights being 5068

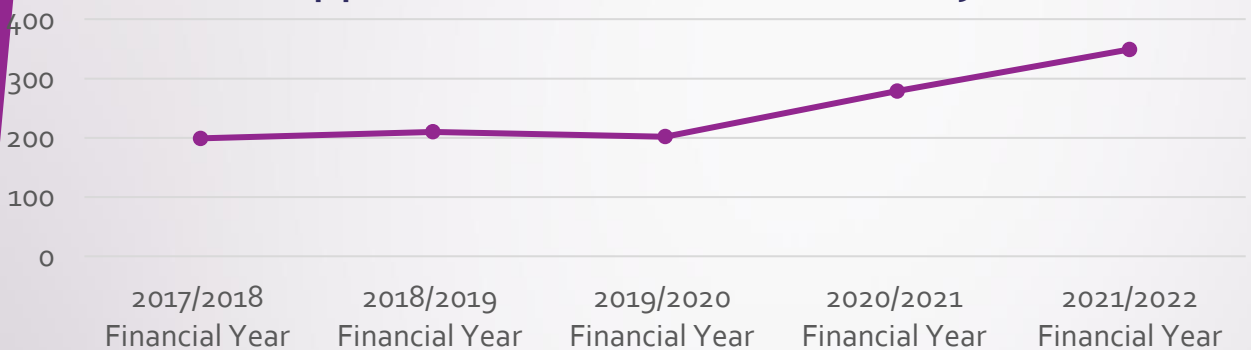
Young Crisis Accommodation Statistics

349 Support
Periods

31927 Total
number of
Support
Period days

101 identified as
Aboriginal Or
Torres Strait
Islander or both

Supported Individuals over the years



Number of Support Period days and Average Length of Support

Total Number of Support Period Days	31927
Total Number of Support Periods	373
Average length of support for closed support periods (days)	109.6
Average length of support for closed and ongoing support periods (days)	106.8

Number of Distinct Clients by Indigenous Status

	Frequency	Percentage
Aboriginal but not Torres Strait Islander origin	99	28.4%
Torres Strait Islander but not Aboriginal origin	0	0.0%
Both Aboriginal and Torres Strait Islander	2	0.6%
Neither Aboriginal or Torres Strait Islander	248	71.1%
Total	349	100%

Stages of Housing Support to Clients

- Access to immediate accommodation assistance through Housing NSW with Link2Home
- Utilise YCAC Brokerage for immediate needs i.e Medication, Food and personal hygiene products.
- Assist to obtain ID
- Access immediate support for Medical, Mental Health, Income Support or Legal Support
- Support clients determine their Housing Affordability with budget support
- Assist with Real Estate application and navigating Social Housing products
- Referral to further support including Vinnie's Welfare, Financial Counselling Family support officers using holistic approach to case management
- Assisting clients to complete Housing applications and accessing Bonds and Advance Rent Payments
- Assisting clients to access household items
- Living skills development – budgeting cooking, cleaning and property maintenance
- Assisting to navigate maintaining a tenancy – Paying Rent and developing a relationship with Real Estate/Social Housing Provider
- Assisting to understand process of paying their bills – electricity, phones, water, gas
- Assisting families from escalating into child protection system, including providing access to Parenting Programs

Domestic Violence Support

Support

- Provide Refuge Crisis Accommodation to Women with children fleeing Domestic Violence.
- Access to supports and resources using a holistic approach to case management including: DV Counselling, Family Support Officer, Vinnies Welfare, Victims Services Claims.
- Establishing a safety plan, assisting with purchase of security cameras, locks changed.
- Referral for legal support, Assistance through housing for Start Safely subsidy

Prevention

- Staff completed multiple DFV courses through MTS Training online
- Posters created by staff proved to be effective in the DV awareness campaign
- DV Awareness walk a great success with significant number of attendants
- Staff completed Love Bites training which promotes prevention of DFV
- Staff facilitated the Love Bites Program at Young High and at Murrumburrah High School along with the PCYCYoung

Client Feedback

"I was well looked after and felt supported"

"Very polite and professional, went above and beyond in providing assistance and support."

"felt support and care and that I wasn't alone because the ladies always had my back"

"The staff are amazing :)"

"Staff are lovely and highly professional, and genuinely seemed to care."

"if it wasn't for YCAC and the beautiful lady's that work there my kids and I wouldn't be where we are now I couldn't thank them enough."

In Summary

- The 2021-2022 financial year has yet again been another challenging year for all of us here at YCAC. We have seen our service double the numbers and the highest yet supported in the community. YCAC are still seeing the affects from the COVID-19 pandemic on the clients with either getting housing, sustaining housing and or in the cost of living. The private rental market is still a very difficult market for most of our clients. Community Housing and Department of Community and Justice (DCJ) Housing still don't have the turnover of properties like they did in the past. The wait times for Community and DCJ housing can still be a long process.
- YCAC had the use of Argyle's Gordon St bedsit units until the end of April 2022. This was a great opportunity for short term housing for several YCAC clients. YCAC where able to house 11 in total in the time that we had the units.
- Through the 2021-2022 financial year YCAC had to find a property to be able to Head Lease with funding they had been given. Case Workers attended many viewings for a head lease property. Case Workers found it very challenging and overwhelming with the amount of people who were attending the viewings to rent these properties and could only image how our clients would be feeling with trying to gain a rental.

- It has been a busy year in all the refuge accommodation (Margaret House, Tiny House, Gordon St and Nasmyth St). All the refuge accommodation has been full throughout the 2021-2022 year, with some clients having to stay longer than normal as they have not been able to find other accommodation. One family had spoke to a CW about relocating to another area in Sydney. CW contacted the Housing office in Sydney and was told the wait list for the area the family wanted had a waiting list of 20-25years on priority housing.
- YCAC have been busy working with and supporting clients in referring them to other service for further supports such as, Mental Health, Financial Counselling, Drug and Alcohol Counselling, DV Counselling, Wellways, Flourish, and at times other Youth refuges for accommodation if they are under the age of 18yrs.
- Despite all challenges YCAC have had some positive outcomes and would just like to share one. We had a client come into YCAC who was homeless, had mental health issues, and not being able to access any type of Housing supports. This included Link2Home (Temporary Accommodation) to Housing not wanting to accept a Housing application due to a large amount of debt. The client was not in the position to apply for rentals. The client also had sight issues and had seen specialist in Wagga .

The client was having trouble with getting approved for the Disability pension and was expected to look for 20 jobs a fortnight. YCAC supported this client to find medium term accommodation, but this broke down due to mental health and not feeling safe.

The client returned to Young and was sleeping on the streets in minus weather conditions and one time washed out of the tent from all the rain, the Police picked the client up dripping wet. The client was linked with external services for extra support which YCAC saw improvements in the client's mental health.

YCAC still had the barrier of not being able to access Housing through DCJ or Argyle which YCAC spoke to both Housing providers in our area but had no luck with any answers which left us with no outcome until Kerri (Coordinator) thought we need to do more for this client and called the CEO of Argyle. Kerri was able to get the debt wiped and was told to do an application for Housing. The client was in days approved for a property. YCAC completed an EMA application to get the client's unit set up and new glasses. The client has also been approved finally for the Disability Pension.

Joanne, Monica, Gwen & Allyce

TREASURERS REPORT

2021 / 2022

I am pleased to present my Treasurer's report for the year ending 30 June 2022.

The financial statements have been audited by Twomeys Chartered Accountants in accordance with the appropriate Australian Accounting Standards.

Please refer to the audited financial statements, which can be found at the back of your booklets, for specific income and expenditure items.

I would just like to highlight a few items of particular note.


Bank accounts and term deposits balances as at June 30 totalled \$400,903.47.

Donations amounted to \$89,153.62 compared with \$9,535.31 the previous financial year which is a huge increase.

Core funding from St Vincent de Paul Society NSW was \$29,2272.00 and \$80,000.00 of Domestic Violence specific funding.

YCAC were also granted an additional, one off payment of \$40,000 from Saint Vincent De Paul Society for a head lease property for women and children fleeing domestic and family violence which was a welcome and needed addition to YCAC's income.

There was no major capital spending during the year.



We have continued our focus on being a strong and sustainable organisation and the generous and recurring support of our donors is fundamental to what we do.


We continue to work closely with other organisations to achieve the best outcomes for our clients.

I would like to thank all YCAC staff and supporters for their ongoing efforts, dedication and commitment especially during the difficult times created by the Covid-19 pandemic.

I'd also like to thank my fellow board members for their generosity of time ensuring the continued growth and success of our valuable organisation.

Kevin Cloake

Treasurer



Financials can be found
at the back of your
booklet or digital copies
can be provided
upon request

YCAC SPONSOR LIST FY 21/22

We would like to thank all of the wonderful businesses, organisations and individuals who provided donations over the last 12 months whether it be food, vouchers or financial donations. Their contributions are greatly appreciated.

- J & J Buckley
- Judges Pharmacy
- KP Carmody
- Powderly's Pumping
- Stephanie Jane Hunter
- Blantyre Farms
- The Joinery Store
- Maurice Webb
- Yarran Agriculture
- Amcal Chemist
- Kirkwood Pathology
- DH & JM McFarlane
- Margie Westmacott
- Young Glass
- Bridget O'Conner
- Jillian Murray
- Paypal Giving Fund Australia
- Sharron Richens
- MJ & JM De Reeper
- Chris Wright
- Nigel and Pat Willett
- Wilma
- Sumane
- Catholic Development
- Mostyn Foundation
- Pensioner and Supperannuants
- Community Corrections
- Trivia Night
- J Pattinson
- Imogen Roles
- Tester Porter
- Bronwyn Dixon
- Barb Hislop
- Monica Beville
- Mrs Cockburn
- NRG Fitness
- Robert Everdell
- DCF

- Mary Dodd
- Young Services Club
- Lime and Soda
- Peg Elliot
- Katia Pearsall
- Tahlia Robertson
- Donna Sulway
- Elizabeth Phillips
- Ladies Luncheon Fundraiser
- Michelle Cusack
- DCJ –Minister Taylor Funding
- Caroline Dowling
- Leanne Kenny
- The Young Farmers Market
- Try Booking
- Barbara McRae
- St Johns Church
- Carmel Hardcastle
- Nicola Shoard
- Young Cinema
- Margaret House
- Kim Mackenzie
- Rotary Club Young
- Rachel Smyth – Cherry Queen
- Connelly’s Office National
- Betty Stanton
- Young Bowling Club Ladies
- Brenna Patterson
- Felicity Snodgrass
- Young Public School Year 2
- Kim & Aaron Seaman
- Liz Wright & boys
- Anna & Steve
- 2YYY
- New Life Community Church
- Community Corrections
- Burrangong Meat Processors
- Lisa Hennock
- Midget Smith
- Mike
- Tabboo Period Products
- Kerrie Shea
- Di & Ross Crampton
- Mary Baumann-Casson
- MA Steel
- Natalie Downey
- Lions Club Young
- Young Hire Service

**Thank you for
attending
YCAC's AGM for
2022**

**We appreciate
you taking the
time to join us
this evening
From YCAC
Committee and
Staff**