

# Annual Report 2022-2023



Painting of Young Train Station  
Donated to YCAC by a local  
artist



# 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.

## 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

To support all women, men, young people and families to feel safe, and connected and have the opportunity and environment to thrive and achieve their chosen goals.

## 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 contracted area.
- Prevention and early intervention in supporting tenancies at risk and education and awareness of domestic and family violence.

## 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 our organisation.
- **CONNECTION:** We build connections with self, with one another and with the community to build a supportive and engaged community.

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Communities & Justice



Vinnies  
good works

DOMESTIC  
VIOLENCE  
N-S-W



Homelessness NSW





# Agenda

- ▶ Welcome/ Open:
- ▶ Apologies
- ▶ Minutes of 2022 Annual General Meeting
- ▶ Business Arising from previous years minutes
- ▶ Presidents Report: Jane Pattinson – Lisa Luff
- ▶ Managers Report: Joanne Farley
- ▶ Caseworkers Report: Elisha Ryan
- ▶ 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 2023/2024

# ANNUAL GENERAL MEETING Minutes 2022

Tuesday 25 October 2022, 6.00PM

Young Services Club

**PRESENT:** Kerri Palmer (current YCAC Coordinator), Kerrie Coulter (current YCAC President), Kylie Bailey (current YCAC committee member), Kevin Cloake (current YCAC treasurer), Jane Pattinson (current YCAC vice president), Lisa Luff (current YCAC committee member), Danielle Hudson (YCAC committee member), Natalie Schiller (current YCAC committee member), Penny Pestano (new potential member), Josie Johnson (YADMA, Young and District Multicultural Association), Monica Jackson (YCAC staff member), Allyce Curry (YCAC staff member), Pieke Soedjai (YCAC Volunteer), Hannah Bolger (new member), Faith Northcott (new member), Leanne Kenny (YCAC committee member)

**MEETING OPENED:** 6.05PM

**OPENING OF MEETING/ Welcome to attendees- Chair Kerri Coulter**

**APOLOGIES:** Anna Hayes (MHR Committee), Naomi Peters (Hilltops Hub) Alison Foreman (Hilltops Councillor), Gwen Gunning (YCAC staff) Denise Slavin (YCAC committee member), Tami Stewart (Community Member) Sally Spackman (new member), Karen Tobin (TRFS), Joanne Farley (YCAC staff member), Samantha Smyth (YCAC committee member), Margaret Roles (Young Mayor), Sarah Karaitiani (current YCAC committee member)

Item	Moved By	Seconded By	Outcome
Apologies	Monica Jackson	Kerri Palmer	Accepted

Acknowledgement of Country read by Kerrie Coulter

**MINUTES OF PREVIOUS ANNUAL GENERAL MEETING:**

Item	Moved By	Seconded By	Outcome
Previous Minutes	Jane Pattison	Lisa Luff	Accepted

## PRESIDENT'S REPORT

Read by Kerrie Coulter

Item	Moved By	Seconded By	Outcome
Presidents Report	Kevin Cloake	Leanne Kenny	Accepted

## COORDINATORS REPORT

Read by Kerri Palmer

Item	Moved By	Seconded By	Outcome
Coordinator's Report	Kylie Bailey	Allyce Curry	Accepted

## CASEWORKERS REPORT

Read by Monica Jackson and Allyce Curry

Item	Moved By	Seconded By	Outcome
Caseworkers Report	Natalie Schiller	Kevin Cloake	Accepted

## TREASURERS REPORT

Read by Kevin Cloake

Item	Moved By	Seconded By	Outcome
Treasurers Report	Leanne Kenny	Monica Jackson	Accepted

## VACATING POSITIONS & ELECTIONS OF OFFICE BEARERS

Public Officer, Kevin Cloake, asked that all Office Bearers vacate their seats. It was then announced the committee dissolved for this year's elections.

## ELECTION OF INCOMING COMMITTEE

Position	Nominee	Nominated by	Seconded by	Outcome
Co- President	Jane Pattinson	Danielle Hudson	Lisa Luff	Unopposed

Nomination accepted by Jane Pattison as a shared role with Lisa Luff- All for, Nil against

Nomination accepted by Lisa as a shared role with Jane Pattison- All for, Nil against				
Vice President	No nominees			
No nominations received for Vice President- Kevin Cloake (public officer) declared the role as a casual vacancy until such time as the role can be fulfilled				
Secretary	Penny Pestano	Kerri Palmer	Natalie Schiller	Unopposed
Nomination accepted by Penny- All for, Nil against				
Treasurer	Kevin Cloake	Kerri Palmer	Kerrie Coulter	Unopposed
Nomination accepted by Kevin- All for, Nil against				

### COMMITTEE MEMBERS

Position	Nominee	Nominated by	Seconded by	Outcome
General Committee	Samantha Smyth	Danielle Hudson	Jane Pattinson	Accepted
	Sally Spackman	Lisa Luff	Kerri Palmer	Accepted
	Faith Northcott	Jane Pattinson	Danielle Hudson	Accepted
	Danielle Hudson	Jane Pattinson	Lisa Luff	Accepted
	Kylie Bailey	Kevin Cloake	Kerri Palmer	Accepted
	Hannah Bolger	Danielle Hudson	Jane Pattinson	Accepted
	Sarah Karaitiana	Danielle Hudson	Jane Pattison	Accepted
	Natalie Schiller	Jane Pattinson	Lisa Luff	Accepted
	Leanne Kenny	Lisa Luff	Jane Pattinson	Accepted

### GENERAL BUSINESS

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

Item	Moved By	Seconded By	Outcome
Signing of Annual Report by President and Treasurer	Kerri Palmer	Allyce Curry	Accepted



# Young Crisis Accommodation Inc

YCAC Management  
Committee

YCAC  
Manager

Caseworkers

Administration  
Staff

Volunteers

# Staff and Management Committee 2023

## Management Committee

- ▶ President – Jane Pattinson/ Lisa Luff
- ▶ Vice President – Denise Slavin
- ▶ Treasurer – Kevin Cloake
- ▶ Secretary – Penny Pestano (16/05/23)
- ▶ Public Officer – Kevin Cloake
- ▶ Member – Hannah Bolger
- ▶ Member – Samantha Smyth
- ▶ Member – Sarah Karaitiana
- ▶ Member – Kylie Bailey
- ▶ Member – Danielle Hudson (25/01/23)
- ▶ Member – Leanne Kenny
- ▶ Member – Natalie Schiller
- ▶ Member - Faith Norcott
- ▶ Member – Sally Spackman (13/07/23)

## YCAC Staff

- ▶ Manager – Kerri Palmer
- ▶ Acting Manager - Joanne Farley
- ▶ Team Leader – Monica Jackson
- ▶ Caseworker – Gwen Gunning
- ▶ Caseworker – Allyce Curry
- ▶ Case Worker- Elisha Ryan
- ▶ Book Keeper - Shelby Inwood
- ▶ Volunteer - Pieke Soedjai

# PRESIDENT'S REPORT

## Annual General Meeting 2023

Welcome to YCAC committee members, YCAC staff and guests to the 2023 AGM of the Young Crisis Accommodation Centre.

2022 - 23 has been another milestone year. We must begin this report by thanking all of the dedicated staff and volunteers of YCAC. Without their energy and ability to continue turning up there would not be a service available in our region for those most in need. You all continue to support everyone who walks through the door. You all make a real difference.

Thank you, and congratulations to our manager Kerri Palmer. Kerri has gone above and beyond in readying YCAC for ASES (Australian Service Excellence Standards) accreditation, whilst managing the centre and supervising the staff. We would also like to congratulate Kerri on the birth of her baby boy. YCAC looks forward to Kerri's return at the completion of her maternity leave.

We would also like to thank Jo Farley for competently stepping temporarily into the Managers role. This has been a seamless transition in what has been an incredibly challenging year.

We would like to welcome Elisha Ryan to the YCAC family. Elisha commenced employment 3 days per week in March this year. Elisha has become a valued member of the YCAC team.

Thank you to Monica Jackson who has stepped into Jo's role (2IC) whilst Kerri is on maternity leave. Monica is our only full time employee, and currently travels once a week to service Temora. She works out of the Temora Community Centre.

Allyce Curry and Gwen Gunning continue to work as part time case workers. Thank you both for all that you do. It does not go unnoticed. You are valued members of the YCAC team.

This year saw YCAC engage an external paid supervisor for the centre manager. This continues to work well with Genevieve Affleck contracted to this position.

YCAC has been tirelessly working toward ASES accreditation this year. We were fortunate to engage the external assistance of Jennie Piaud, her input has been invaluable. We must thank and commend the entire YCAC volunteer committee and staff for their efforts with the ASES undertaking. It has been rigorous and everyone has done their bit. Thank you.

Fundraising has again been a focus of the YCAC committee this year. Our major fundraising and awareness raising event was a ladies luncheon held in conjunction with the screening of the Australian movie 'Some Happy Day'. This movie focuses on domestic violence and homelessness. This event was held during Women's Week in March 2023, and we were once again grateful to receive a grant from the Minister For Women to assist with our expenses.

Another very successful quiz night was hosted by YCAC at the Young Services Club. Thank you to all involved, and to the community who turned up to enjoy the evening. In excess of \$10891 was raised.

Two very successful cake/slice drives were held for Young businesses recently. As well as making much needed funds these events created awareness of YCAC and the services it offers. Members of our committee and friends of our committee have manned the raffles at the local S and C Club, volunteered at the local rugby union grandfinal, and sold raffle tickets at market days. Thank you everyone. It takes a group effort to keep YCAC going.

Our relationship continues with the generous support of the Mostyn Foundation, who donated \$15000 to YCAC this year.

We thank the Hilltops Council and Young S and C Club for their continued generous support of YCAC. This support allows YCAC to work widely in all of our communities.

The YCAC website has been updated this year by Jo Farley. Thank you Jo. The website contains crucial links for our communities and keeps the general public informed of our services and events. It also has a very important donation button, and we are seeing members of the community starting to use this for regular support of YCAC.

YCAC is the chair of the Young Domestic and Family Violence Reference Group. This group held a walk from the Rivers building to Anderson Park during August. It culminated with a family fun day at the Farmers Markets. This event was run in conjunction with The Hub, Rose Anne McGregor and our local Police.

Lastly we would like to thank the communities of Boorowa, Cootamundra, Harden, Temora and Young. Thank you for your consistent support and donations, particularly during these testing economic times. We need you and we are here for you.

Finally, we must acknowledge our sister charity Margaret House. Congratulations on your very successful 'Building Hope Ball'. We continue to work together, and our efforts are making a real difference to those most vulnerable.

Thank you so much for the opportunity to be at the helm of YCAC for the past year. It has been both humbling and rewarding.

Lisa Luff and Jane Pattinson

# YCAC Manager's Report

## 10<sup>th</sup> October 2023

**Welcome everyone and thank you for attending the YCAC AGM.**

My name is Joanne Farley and I have been the acting Manager since June 2023. I would like to acknowledge that Kerri Palmer was the Manager of YCAC for the majority of the 2022/2023 financial year before starting maternity leave and I would like to thank her for all the hard work she did during that time.

The 2022/2023 financial year has been a challenging and rewarding year for YCAC. There was yet another increase in client presentations to our service for support with housing and domestic and family violence support. 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, mental health illnesses, drug and alcohol dependency but mostly the absolute lack of affordable community and private housing have contributed to this increased need. However, despite the housing crisis, YCAC were still able to achieve some great outcomes for clients.

The private rental market has been pushed into an almost unaffordable option for many of the clients we are supporting, with the high demand still seeing 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 also been limited with wait times of up to 5-10 years in 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 2-5 years for the offer of a property.



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YCAC are incredibly grateful to have access to the 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.

In addition to the Margaret House Refuge, YCAC have access to:

- a 2-bedroom property that Margaret house head lease to YCAC
- A 4-bedroom property owned by the Baptist Church which they head lease to YCAC
- A 3-bedroomhouse that local community member and YCAC supporter Frances Calvert has allowed YCAC to head lease
- YCAC were able to source an additional crisis housing option in January 2023 which is a property head leased to YCAC through LJ hooker. This is a 2-bedroom unit that is housing a small family.

## **SERVICE DELIVERY**

With 349 individuals being supported in the 2021-2022 financial year we did not think we could cope with higher numbers

but with the housing crisis not easing and housing outcomes becoming harder to achieve we saw this number increase to 392 in the last financial year.

Please bear in mind that YCAC are currently only funded to support 206 individuals each financial year, putting an incredibly large workload on all staff members.

The caseworkers report presented later this evening will go into further detail regarding the demographic of those who were supported.

YCAC are funded to support the following individuals:

### **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**

Total over all categories = 206

### **ASES**

Myself, the YCAC staff and management committee have been working hard in the last financial year towards achieving ASES (Australian Service Excellence Standards) accreditation. This achievement comes with hours of hard work 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 develop and implement a new set of policies. I would also like to thank Jennie Piaud who has assisted YCAC every step along the way.

## **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 money to support those in need. I would like to thank the fundraising sub-committee who have worked tirelessly to put together incredibly successful events, slice drives and grant applications.

In total for the 2022-2023 financial year YCAC received \$123 001 in donations and fundraising as well as lots of food hampers, essential items, furniture and various other goods. To say I am thankful does not feel like enough. With the rising of cost of living rising and the aftereffects of COVID impacting everyone, to have raised this amount is testament to just how generous members of this community are.

## **NETWORKING**

We have continued to build a good rapport with the Real Estates so we can assist our clients to save tenancies and in re-housing homeless clients. This was also a priority of the Homelessness Working Party which is a sub-group of the Hilltops Wellness Action Group (HWAG), of which Kerri or myself represent YCAC as a member 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.

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, Hilltops 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.

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 in the Hilltops region through the Love Bites Program which brings awareness to our young people about healthy relationships.

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

## **MARGARET HOUSE COMMITTEE**

Kerri or myself 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 continue to collaborate with Argyle and YCAC to head lease a property to a 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.

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.

## **DCJ 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 nowhere to go in crisis and also working together on housing applications that can lead to a quicker response in options for long term housing.

## **Management Committee**

I am grateful 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 Presidents Jane Pattinson and Lisa Luff and our Vice-President Denise Slavin who are taking a step back from these positions. 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 injected into YCAC.

## STAFF

Where do I start with the amazing team of staff. Kerri, Gwen, Monica, Allyce and Elisha, I enjoy working with all of you, each and every day. We are lucky to have such a supportive team, who look out for each other and make me look forward to getting to work. I could not and would not have stepped up into this role without your support.

Our organisation relies on the capability and passion of it's 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 your commitment to YCAC and always being available to help us and answer our questions.

Pieke, thank you for volunteering your time to assist with cleaning and any other jobs asked of you.

Joanne Farley

Acting Manager



# Caseworkers Report

## YCAC 2022/23 Impact & Community Benefit

### Our Mission

To provide homeless and near homeless individuals and families with individualised, supportive services and tailored housing solutions with a goal of obtaining, and sustaining affordable housing.

### 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.

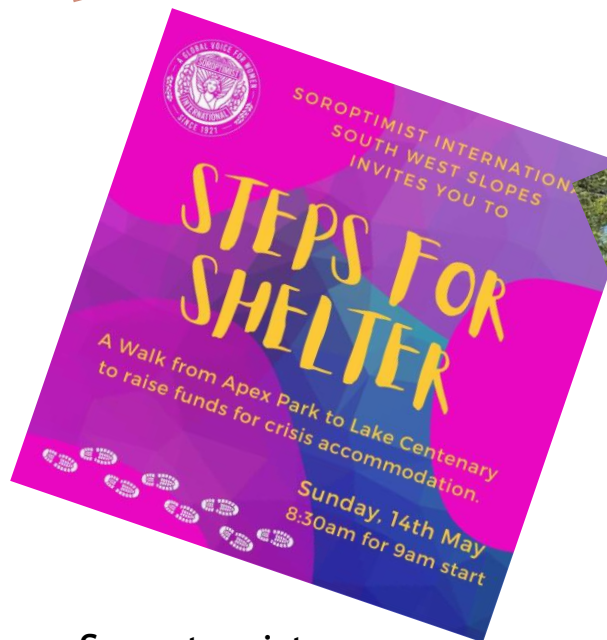
# Having a presence within the community

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
- ▶ Young High - Community Hub Joint Case Management
- ▶ 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
- ▶ Bunnings family event nights



GEM day at Young North with Young High School and Rapid Relief Team



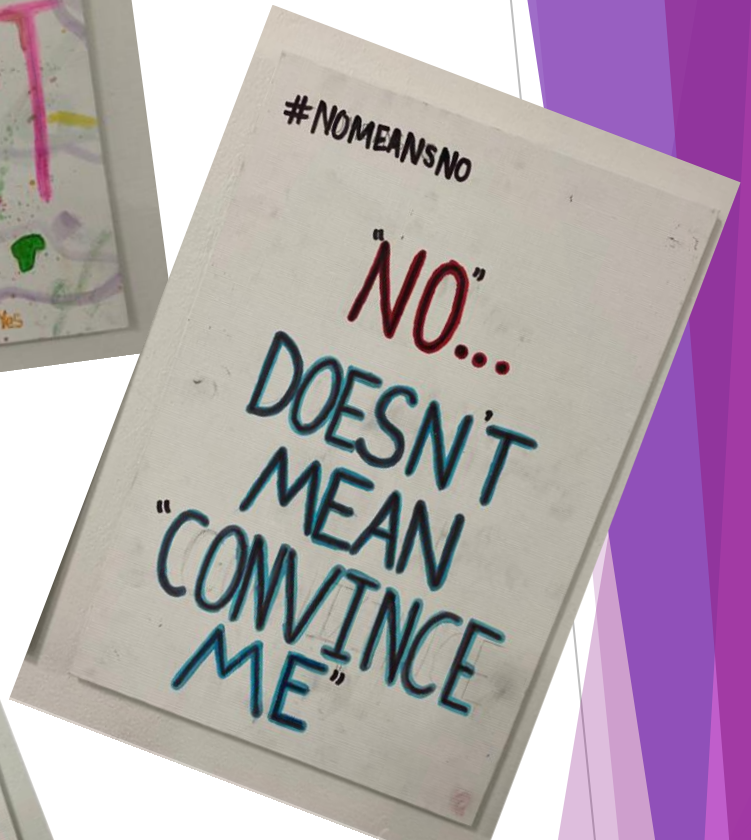
Soroptimists International SWS 'Steps for Shelter' walk in Temora



The Old Brick Pub markets



# Student Artwork from Love Bites



# Financial Year Impact 2022/2023

392 Individuals were supported this financial year

46.2% were female and 53.8% male

Total client mix: 222 Adults & 170 Children (under 18)

158 Domestic & Family Violence as main reason for presenting

125 Accessing support for short term or emergency accommodation due to lack of other options

106 Sleeping rough or in non-conventional accommodation

137 Has diagnosed mental health conditions

12 Clients where English is not their main language

42 individuals accessed YCAC accommodation for a total of 4128 nights

Through advocacy and awareness campaigns YCAC has collected \$95,428 in donations, which goes directly to clients needs

7 families accessed the Margaret House refuge for an average of 389 nights

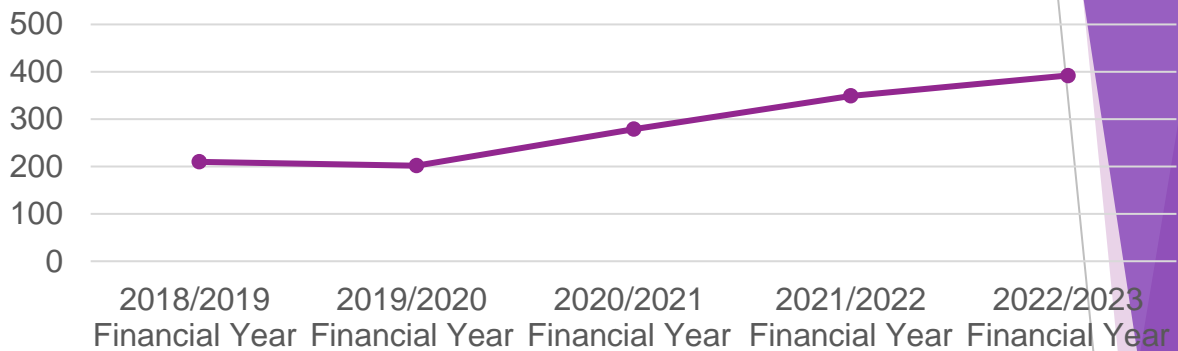
# Young Crisis Accommodation Statistics

392 supported clients

37940 Total number of Support Period days

103 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	37940
Total Number of Support Periods	415
Average length of support for closed support periods (days)	101
Average length of support for closed and ongoing support periods (days)	109

## Number of Distinct Clients by Indigenous Status

	Frequency	Percentage
Aboriginal but not Torres Strait Islander origin	102	26.0%
Torres Strait Islander but not Aboriginal origin	1	0.3%
Both Aboriginal and Torres Strait Islander	0	0.0%
Neither Aboriginal or Torres Strait Islander	289	73.7%
<b>Total</b>	<b>392</b>	<b>100%</b>



# Stages of Assistance to Clients

## Crisis Support

- ▶ Provide refuge crisis accommodation to women and women with children fleeing domestic violence
- ▶ Access to immediate accommodation due to homelessness
- ▶ 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 to determine their Housing Affordability with budget support
- ▶ Assist with Real Estate applications and navigating Social Housing products

## Housing Support

- ▶ 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/without 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
- ▶ 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 PCYC Young, part of which includes an art session to gauge the information the young people have taken in from the day. Some of these artworks are then displayed in the YCAC office.

# Client Feedback

The staff are amazing :)

Helpful, professional, informative staff, and weekly follow-up. The staff made me feel safe and respected

Absolutely, they were gentle, and respectful.

Understanding, non-judgmental, and patient with me. The information and support they provided made me feel safe, heard and not alone

I felt validated at a very low point.

They were willing to help and support whenever needed

I would just like to say thank you to all the ladies who assisted me in my situation. I am so very grateful that they are available in my community.

# In Summary

The 2022-2023 financial year has yet again been another challenging year for all of us here at YCAC. We have seen our service numbers be the highest yet, supporting 392 Clients in the community. YCAC are seeing the effects of Inflation and rising cost of living is having on clients gaining housing, sustaining housing and with the cost of everyday living. Entering the private rental market is still very difficult for most of our clients, due to affordability and limited private rentals in our local and surrounding area's. Community Housing (Argyle in our local area) and Department of Community and Justice (DCJ) Housing have reported that social housing properties are experiencing very little turnover and have stated that housing wait list times for new housing applications can be a 5-to-10 year wait.

Through the 2022-2023 financial year YCAC have secured one Head Lease property with allocated funds. We housed a Single mum in this property who was unable to secure a tenancy due to no rental history, YCAC have provided a steppingstone into the private rental market whilst building on skills of sustaining a tenancy with this client.

Our refuge accommodation (Margaret House, Tiny House, Gordon St and Nasmyth St) has been full throughout the 2022-2023 year with some clients having to stay longer than normal as they have not been able to find other accommodation. One family in crisis accommodation is attempting to relocate to Sydney with Caseworker's and other services collaboratively working together to find a long-term solution to this as the housing waiting list of 20-25 years on priority housing in most locations in Sydney, another single female fleeing Domestic violence and working collaborative with YCAC to get her financial situation better to bring affordability up for private rentals.

YCAC have been busy working with and supporting clients in referring them to other services for further supports such as, Mental Health, Financial Counselling, Drug and Alcohol Counselling, DV Counselling, Wellway's, Flourish, and at times other Youth refuges for accommodation if they are under the age of 18yrs.

YCAC have faced many challenges but with that comes positive outcomes for many too. One positive outcome was a young lady, just 21 years of age, who gained custody of her two younger siblings who were removed from their mother's care. They were living in her father's home overcrowded when she gained custody of the siblings.

At 21 she was working & studying Nursing whilst actively trying to find long term accommodation and not receiving any financial support for her siblings. YCAC supported her with Centrelink and linked her in with other local services and supported her with rental applications and DCJ housing application. We were able to successfully advocate for this client to be placed on priority housing which then led to them being offered an Argyle property gaining long term tenancy for this family and completing her nursing course. With regular check ins with her, the family is doing well and settling into their new home together. YCAC was able to complete an EMA application (funding stream) to get the client's house set up with furniture, white goods, and all essential items to establish a tenancy.

This positive outcome is one of many from throughout the year and one which demonstrates the importance of our service and the impact that these supports can have on an individual's overall wellbeing and the role we play setting clients up for success and building peoples skillsets to maintain tenancies.

YCAC caseworkers are wanting to thank the community of Young, our partners in the service industry and our clients for a challenging but rewarding 2022-2023 financial year.

# TREASURERS REPORT

I am pleased to again present my Treasurer's report for the year ending 30 June 2023.

The financial statements have been audited by Custom Accounting 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 like to highlight a few items of particular note

Bank accounts and term deposits balances as of June 30 totalled \$367,636.00

Funding from St Vincent de Paul Society NSW as follows:

Core Funding                    \$284,137.82

DVRE                                \$ 76,000.00

Headlease Funding    \$ 18,181.82

EMA Brokerage            \$ 21,290.41

YCAC Brokerage            \$ 15,588.73

NSW Government        \$ 14,850.00 (staff travel to Cootamundra)

Fundraising                    \$ 27,573.26

Donations                      \$ 95,428.28



# TREASURERS REPORT

There was no major capital spending during the year again.

We have had funding guaranteed by St Vincent de Paul Society NSW for a further 2 years at the current funding level.

Again, I would like to thank all YCAC staff and supporters for their ongoing efforts, dedication and commitment.

As always, I'd 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

**Audited Financial  
Statements can be  
found  
at the back of your  
booklet, or digital  
copies  
can be provided  
upon request.**

# YCAC SPONSOR LIST FY 22/23

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.

- ▶ Seventh Day Adventists Church
- ▶ Meg Simmons
- ▶ TESS Clothing boutique
- ▶ Mrs Summerfield
- ▶ Nell
- ▶ Gail Smith
- ▶ Caterina Turcarrelli
- ▶ Simple.
- ▶ Joyce Baker
- ▶ Jenny & Chris
- ▶ Carmel Hardcastle
- ▶ 2YYY
- ▶ NRG Fitness Centre
- ▶ Stroud Homes
- ▶ Bunnings
- ▶ Argyle Housing
- ▶ Slate Young
- ▶ Windridge Farms
- ▶ Young High School
- ▶ Soroptimist SWS
- ▶ Mary Dodd
- ▶ Caroline Dowling
- ▶ Humanitix
- ▶ Pymble Ladies College
- ▶ Milvale CWA
- ▶ Seadome
- ▶ Young Services Club
- ▶ Sallie-Anne McClelland (Apron Project)
- ▶ Trudy Morgan
- ▶ Helen
- ▶ J & J Pattinson
- ▶ Big W Young staff
- ▶ Aileen Peters
- ▶ Susan Hardy
- ▶ Old Brick Pub
- ▶ Hendy HR Consulting
- ▶ ROCCY FM donation
- ▶ The Roundabout Bakery
- ▶ Rapid Relief Team
- ▶ Naked Cakes by Morgan

- ▶ Tara Barrett
- ▶ Susan McGregor
- ▶ Ladies Lunch Guests
- ▶ Womens Week Grant
- ▶ Joy Webster
- ▶ ML McIntosh
- ▶ Mercy Care Centre
- ▶ Poppa's Fudge Factory
- ▶ Sue Carruthers
- ▶ Maree Myhill
- ▶ Wilma Robertson
- ▶ Nicola Shoard
- ▶ Kelly Holland- Koolpari Enterprises
- ▶ Hilltops Council
- ▶ The Young Lions Club
- ▶ ANZ Bank
- ▶ Kim Seaman
- ▶ Girl Guides
- ▶ Anne Corcoran
- ▶ Mercy Associates
- ▶ Regional NSW Stronger communities grant
- ▶ Barb McRae
- ▶ Red Hatters
- ▶ MJ and JM De Reeper
- ▶ MA Steel
- ▶ Lego fundraiser from cherry festival
- ▶ Mostyn Foundation
- ▶ Graincorp- Milvale
- ▶ Seedtech
- ▶ St Johns Anglican Church
- ▶ Pat & Nigel Willet
- ▶ Bron Dixon
- ▶ Commercial Hotel
- ▶ Graincorp and Trivia +

And all those who wished to remain anonymous

# Thank You

Thank you for  
attending  
YCAC's AGM for  
2023.

We appreciate you  
taking the time to join  
us this evening

From YCAC  
Committee and Staff