



YUMBA-META
HOUSING ASSOC. LTD.

Annual Report 2014-2015

Providing accessible *Quality Housing* and
Support Services for disadvantaged groups,
in particular Aboriginal and Torres Strait Islander people of the
North Queensland Region

From Homelessness to
HOME OWNERSHIP



Yumba-Meta Housing Association Ltd

Who is YMHAL and what do we do?

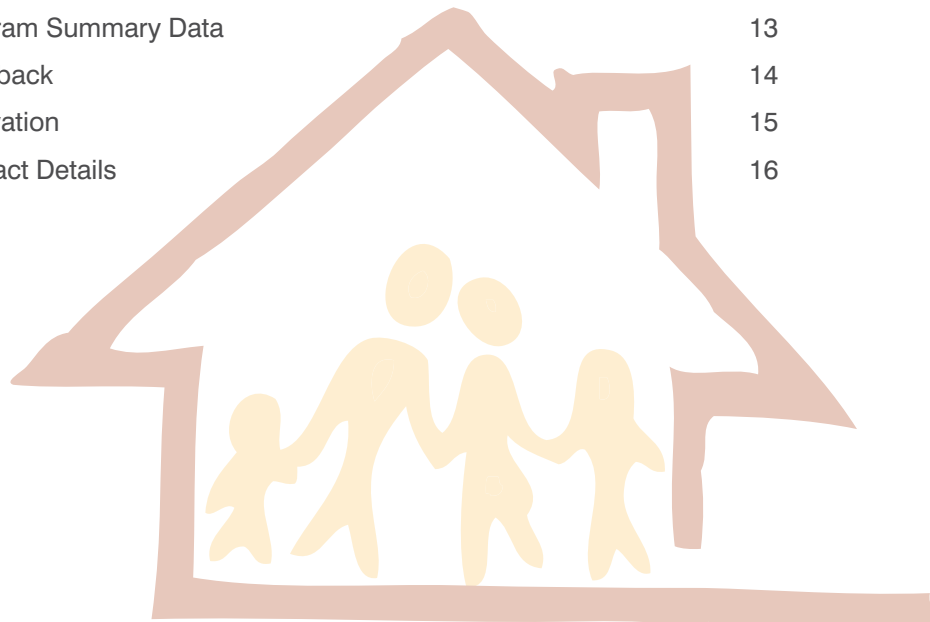
Yumba-Meta Housing Association Ltd (YMHAL) is a not for profit organisation that was established in 1973. It provides long-term, medium term and short term secure, affordable and culturally appropriate accommodation and support services to disadvantaged people.

Mission

To lead the Housing Agenda in North Queensland towards stringer more sustainable policies, programs, services and practices for disadvantaged groups in particular Aboriginal and Torres Strait Islander people.

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Vision And Values

To be the leader in the provision of quality housing and support services



Our Services



Community Housing

YMHAL currently owns and manages 146 properties under the Long Term Community Housing Program. This program delivers long term social housing through and integrated policy framework and complements government managed long term housing assistance. Yumba-Meta Housing Association provides an accessible, high quality service that is directed to those people in the greatest need within community.

YMHAL also manages the Employment Related Accommodation Program (ERAP), offering accommodation to Indigenous clients who need to move from rural or remote communities to Townsville for Employment or Training purposes. Tenants must stay in employment or training in order to continue to be eligible for accommodation through this program.

Flora House

Flora House is a women's shelter for women and their children escaping domestic and family violence. Flora House provides safe, secure, crisis accommodation in a home-like environment.

The primary aim of Flora House is to provide safe refuge to women & their children. We offer a supportive environment that promotes mutual respect and tolerance where all women and their children can feel safe and comfortable.

The tenancy support service provides intensive support to tenants in Dale Parker Place. Through a case management approach this service assists

Home Ownership Program

YMHAL recognises that home ownership is an avenue for economic and social empowerment and as a means to break intergenerational cycles of poverty amongst Aboriginal and Islander people.

In 2009 YMHAL purchased 26 acres of land in Mount Louisa with approval for 36 blocks granted. This year YMHAL purchased an adjoining 25 acres to make the development 38 blocks in total. YMHAL is currently in the development approval process with the local council.

Tenancy Support Service

tenants move towards stable long term housing and achieve client centred goals.

The TSS also provides support to community housing tenants whose tenancies are at risk and aims to put them on a sustainable path.

The TSS use trained case managers and culturally appropriate support frameworks.

Reverend Charles Harris Diversionsary Centre

The Reverend Charles Harris Diversionsary Centre provides safety, support and assistance to Aboriginal and Torres Strait Islander people by offering a culturally appropriate, caring, non-judgmental service for those at risk of incarceration for public intoxication related offences.

The Diversionsary Centre is open 24 hours a day, 365 days of the year to provide alternative accommodation to the Townsville Police Watch House. The Centre provides the clients with a safe place in which to sober up. Clients are offered the use of the shower and laundry facilities, are provided with a nutritionally balanced diet, encouraged to rest and are provided with basic first aid if necessary.

Clients are closely monitored, and support and guidance offered where needed, to ensure their physical and psychological wellbeing whilst staying at the Centre.

Breaking the Cycle

The Breaking the Cycle (BTC) program is managed at the Centre. The aim of the program is to provide alcohol dependent clients, or clients who abuse alcohol, and attend the Centre on a regular basis, access to support and activities in a safe and caring environment that will give the client opportunities to address any health issues or other needs they may have. Clients accessing the program are case managed; with individual case management plans identifying the various individual needs to maximize positive outcomes.

Dale Parker Place

Dale Parker Place accommodates and supports men and women who are sleeping rough, engaging in public intoxication or who are chronically homeless to plan towards attaining independent, sustainable housing and participating within the community.

The primary goal of the service is to support clients to achieve long-term lifestyle changes that respond to housing needs, and health and other support needs exacerbated by alcohol and other substance dependencies. This service will have a focus on supporting Indigenous people and culturally appropriate policy, procedures and practice will be used to ensure positive outcomes for clients.



Milestones & Growth



1973

July 1973
Establishment of Yumba-Meta Housing Association Ltd - 2 staff members

1974

January 1974
Purchase of the first 8 homes

1975

January 1975
Increased housing stock to 33 between 1975 to 1995

1996

July 1996
Completed construction of 5x1 bedroom senior units in Garbutt

1997

January 1996
Increased housing stock to 45 properties

2000

January 2000
Completed first Management Manual funded under Department of Housing Best Practice Program

2008

July 2008
Awarded management of the Reverend Charles Harris Diversionary Centre. Staff 30

Awarded management of Flora House - Aboriginal Women's Shelter for women and children escaping domestic and family violence

2007

January 2007
Funded to manage the Queensland Indigenous Alcohol Diversion Program. Staff 8

2005

January 2005
Entered into formal partnership with Australian Red Cross to manage the Homeless Early Intervention Program. 6 staff members.

2004

July 2004
Yumba-Meta Housing Association to be the first Indigenous Housing organisation in Australia to be fully accredited under the National Standards for Community Housing.

2003

January 2003
Completed construction of office complex at 565 Ross River Road Kirwan

2001

January 2001
Purchased 6 acres of Land at Innes Estate to develop seniors complex 3 staff members

2009

July 2009
Purchase of 26 acres of land at Thorn Street Mount Louisa to target Indigenous home ownership.

2010

January 2010
2010 Expansion of the Diversionary centre- bed numbers increased from 30 to 50. Staff 45

Awarded management of the Breaking the cycle program.

Granted funding under the Nation Building Economic Stimulus Capital program to re develop three existing properties to increase density by 7

2011

January 2011
Awarded management of the Breaking the cycle program. Granted funding under the Nation Building Economic Stimulus Capital program to re develop three existing properties to increase density by 7

2011 Awarded management of the Dale Parker Place Medium Term Accommodation Program. Staff 65

2012

July 2012
Completed construction of Ernest and Maud Hoolihan village Granted Management of 8 properties. To support Indigenous people travelling from remote communities to access education, training and employment. Housing stock increased to 142 properties.

2013

January 2013
Official opening of Innes Estate - Ernest and Maud Hoolihan Village.

2015

January 2015
Registered as a Tier 2 Provider NRSCH. Purchased an additional 25 acres of land, Thorn St Project. Development of new strategic plan. Revised and adopted new constitution. 40th Anniversary Celebrations Service agreements for Flora House and RCHDC extended to 2018.

Presidents Report

Yumba-Meta Housing Association continues to service a significant need within the community and this Annual Report allows us to reflect on the great work that has been achieved by the board of Directors, the CEO Dushy Thangiah and the Staff.

YMHAL continues to grow. Of course none of this progression can be done without responsible and balanced economic management. Being in a sound financial position is a plus for the organisation. YMHAL is committed to the use of funds in the most efficient and effective way so as to enable the organisation to assist as many people experiencing disadvantage and hardship.

Negotiations are still continuing with the Townsville City Council in relation to Thorn Street, Mount Louisa for the "Home Ownership Program". Once approval is received from the Council it is envisaged that tenders will be called for a builder. It is our intention to gain



employment for our young Aboriginal and Torres Strait Islander people in the construction of these properties. Out of the 38 allotments some properties will be offered to Aboriginal and Torres Strait Islander people to purchase and the remaining properties will be offered for rental at market rates.

YMHAL recently employed a Company Secretary for 12 months. Furthermore the organisation, through our Indigenous Advancement Strategy program will be seeking to employ a Trainee Manager for 18 months. This person will need to have an appropriate university qualification and be trained in the operations of the management of the company.

The 40 year celebration for Yumba-Meta Housing Association proved to be a great success. The organisers are to be thanked for arranging such a successful event. I would also like to thank Naama Thomas for producing the book on the "40 years of Yumba-Meta Housing Association".

I have been the president of the organisation for a short period of time upon the retirement of the previous president and founder of the company, Ernie Hoolihan who helped to guide the organisation for a significant number of very successful years.

I would like to thank the Board of Directors for their commitment and dedication in attending meetings and the many hours spent in preparation and workshops throughout the year.

It has been a great year for the organisation and next year we look to see the completion of one of the organisations greatest projects the Thorn Street Development.

- Eva Kennedy, President - Yumba-Meta Housing Association

Board of Directors

CEO Report

Name	Position	Experience & Qualifications
Eva Kennedy	President	Justice of the Peace O.A.M Bachelor of Arts Indigenous Liaison Officer Australian Red Cross
Dawn Charteris	Vice President	Senior Mental Health Worker – Queensland Health
Janice Burns	Treasurer	Retired Public Servant
Ernest Hoolihan	Director	O.A.M Justice of the Peace Retired Public Servant Honary Doctorate
Donah Lee Bobbert	Director	Cert IV Community Services Aged Care Worker
Michele Southwell	Director	Teacher Aide
Helen Bushman	Director	Coordinator – Echlin St Specialist Homelessness Services
Dr Jenine Godwin-Thompson	Director	PhD - University of Queensland Master in Social Policy Researcher
Janine Gertz	Director	Certificate IV - Workplace Training & Assessment Senior Advisor – Indigenous Employment JCU
Gary Chamberlain	Director	Diploma Emergency Services (Policing) Officer QLD Police Service

2014-2015 Board Meeting Attendance

Name	Eligible to Attend	Total Attended
Ernest Hoolihan	4	4
Eva Kennedy	11	11
Dawn Charteris	11	9
Janice Burns	11	10
Donah Lee Bobbert	11	6
Michele Southwell	11	10
Helen Bushman	11	11
Dr Jenine Godwin-Thompson	4	4
Janine Gertz	5	4
Gary Chamberlain	9	3

I am pleased to present the annual report for 2014-2015. Yumba-Meta Housing continues to be an innovative organisation for our clients and for the Townsville community.

During this year we continued to experience changes to social housing delivery. A very intensive process was undertaken to achieve registration and we are very pleased to be registered as the only indigenous housing provider in Queensland to achieve tier 2 registration. Our organisation is also one of eight providers to have achieved a tier 2 registration in Queensland. Being registered means, our Board members management and all staff must ensure we follow the rules stringently to ensure continued registration. The process enables our organisation to be eligible for future funding.

Thorn Street Home ownership project has been our primary focus in the past year and the organisation was successful in purchasing an additional twenty five acres of land to increase housing density from 22 to 38 blocks of land. Sod turning on the property took place on 9th December 2014 presided by the former Minister of Local Government David Crissafulli. Currently we are negotiating development approval with Townsville city council and are very hopeful of commencing work in 2016.

YMHAL continues management of Reverend Charles Harris Diversionary Centre, Dale Parker Place, Flora house women's shelter and Breaking the cycle program. Our current long term housing portfolio is 133 units of accommodation and 13 properties allocated for the Employment related accommodation program.

Our financial position continues to be strong and we pledge our commitment to Quality systems and services to our community.

- Dushy Thangiah, Chief Executive Officer

Management Reports



Reverend Charles Harris Diversionary Centre

The Reverend Charles Harris Diversionary Centre provides safety, support and assistance to Aboriginal and Torres Strait Islander adults by offering a culturally appropriate, caring, non-judgmental service for those at risk of incarceration for public intoxication related offences. The Centre provides clients with a safe place in which to sober up overnight. In addition, the Centre incorporates The Breaking the Cycle (BTC) program; providing regular clients with alcohol issues, access to support and activities in a safe and caring environment. All clients are provided with intensive case management with the opportunities to address any health issues or other needs they may have through additional support provided by external agencies. The Breaking the Cycle Program has had 175 participants since its commencement in December 2010, 65% of the clients exited the program into secure places varying from supported accommodation, returning back to community, rehabilitation services and into private and public housing. Client numbers remain consistently high for both the Diversionary Centre and BTC. However, transitioning clients into stable accommodation remains a challenge; Dale Parker Place may not always be an option for all clients and sourcing suitable and affordable private rental can be a challenge. Nevertheless, through the innovative approach of staff and the willingness of clients to engage, this challenge may be overcome.

Long Term Housing

YMHAL is completing a major upgrade and refurbishment project for 40 long term properties ensuring that all our properties meet a high standard and our asset management program is in line with best practice. YMHAL is currently undertaking a comprehensive review of all tenancy & policy management systems; In line with our commitment towards continued quality improvement. Yumba-Meta continues its commitment to providing the best standards of housing and housing support services to the disadvantaged people of the Townsville region.

Year	2015	2014	2013
Number of Properties	146	146	146
No. of Tenancies	182	176	158

Dale Parker Place - Supported Accommodation

Staff from Dale Parker Place (DPP) and the Tenancy Support Service (TSS) have continued to work innovatively with clients. DPP accommodates up to and supports up to 20 men and 5 women who are sleeping rough and engaging in public intoxication or who are experiencing chronic homelessness. DPP has been almost fully occupied through the 2014/15 period. The biggest challenge for this year was to reduce to 12 Clients for the possible demolition of Dale Parker Place to make way for an expanded 40 bed facility. However due to the result of the State Election and changes to policy direction, the program is now continuing to effectively run in the original 20 bed accommodation facility and achieve significant outcomes such as transitioning in to stable long term housing for clients.

Tenancy Support Service

The Tenancy Support Service (TSS) provides the structured case management and support for clients of Dale Parker Place and Long term tenants if required. This year 211 clients received case management support. The TSS team achieved significant results with DPP tenants with twelve clients transitioning into stable long term housing and six clients exiting to live with family/partners. Furthermore, two clients exited to rehabilitation centres. The case managers also provide a Mobile Support Service to the community, targeting people experiencing chronic homelessness in public space and people at risk of losing their tenancies. The services commenced July 2015 resulting in the case managers providing basic assistance, advocacy, referrals and transport to 13 clients.

Flora House - Women's Shelter

Flora House provides safe, secure accommodation and support to women and their children escaping domestic and family violence. Flora House works with women to achieve their goals around safety, health & emotional concerns, legal issues, and their children's wellbeing to move forward into stable, safe accommodation and a future without violence. During the 2014-2015 financial year, Flora House accommodated and supported 137 women and 148 children. This is an almost 25% increase in client numbers compared to the previous financial year. Flora House assisted 56% of the clients to gain their own independent accommodation. Flora House continues to work with women to move towards futures without violence for themselves and their children.

Driving Quality Performance

YMHAL supports an organisational culture that responds to key quality and performance indicators benchmarked against industry standards. YMHAL sees quality improvement as an approach to organisational development that ensures people within the organisation are committed to improving service delivery.

As a result of our quality improvement focus, YMHAL achieved registration as a tier 2 provider under the National Regulatory Scheme for Community Housing. Australia's new National Regulatory System for Community Housing aims to ensure a well governed, well managed and viable national community housing sector that meets the housing needs of tenants and provides assurance for government and investors.

YMHAL was also the recipient of the Australasian Housing Institute Award for Professional Excellence in Housing 2015 – Queensland Leading Innovation Award for our Ernest and Maude Hoolihan Village.



Karen Kite, Corporate Services Manager & Alison Pfeiler, Quality Improvement Officer accepting the award.

Celebrating 40 Years

Yumba-Meta Housing Association celebrated 40 years of delivering quality housing services to disadvantaged people in the Townsville community in 2014, culminating with a gala event at Jupiter's Townsville.

The event celebrated the achievements of the organisation and the people past and present who made the vision and goals of the organisation a reality.

It was a night that celebrated Aboriginal and Torres Strait Islander culture with numerous local cultural performers and as MC, nationally acclaimed Indigenous comedian and performer the hilarious Mary G.

Over 300 people attended the Gala dinner and it was a grand celebration of Yumba-Meta Housing Association numerous achievements over the last 40 years.



Report Card

Year	2011	2012	2013	2014	2015
Equity	17,884,165	22,403,015	24,444,136	25,003,323	25,003,323
Total Revenue	5,270,297	9,266,697	7,995,797	7,165,034	7,941,820
Staff cost to Revenue Ratio	0.38	0.33	0.46	0.53	0.51
Current Ratio	0.88	1.62	3.35	3.80	4.88
Net Surplus/ (deficit)	1,837,100	4,518,849	2,041,120	559,187	440,718



Financial Report

Year	2012	2013	2014	2015
Revenue				
Rental Income - LTCHR	988,179	1,090,840	1,251,460	1,194,040
Rental Income - Other	101,757	204,807	212,812	219,823
Grant	8,129,382	6,637,631	5,613,387	6,422,020
Other	47,379	62,519	87,375	105,937
Total Revenue	9,266,697	7,995,797	7,165,034	7,941,820
Expenditure				
Depreciation	260,260	275,140	416,175	406,757
Employee Benefits	3,077,008	3,683,426	3,802,531	4,053,183
Insurance	72,134	164,451	48,653	48,617
Repairs and Maintenance	260,636	316,467	630,926	1,017,645
Rate	295,586	355,161	388,361	439,443
Other	782,224	1,160,032	1,319,201	1,535,457
Total Expenditure	4,747,848	5,954,677	6,605,847	7,501,102
Total Surplus/(deficit)	4,518,849	2,041,120	559,187	440,718
Current Assets	1,435,662	2,942,991	3,802,531	4,053,183
Non-Current Assets	22,014,459	22,621,330	22,386,325	22,405,776
Total Assets	23,450,121	25,564,321	26,188,856	26,458,959
Current Liabilities	888,419	879,519	999,919	830,117
Non-current Liabilities	158,687	240,666	185,614	184,800
Total Liabilities	1,047,106	1,120,185	1,185,533	1,014,917
Net Assets	22,403,015	24,444,136	25,003,323	25,444,042
Equity	22,403,015	24,444,136	25,003,323	25,444,042

Celebrating 40 Years

Our sincere thanks go to our Board and Staff whose dedication and commitment to their roles within Yumba-Meta Housing Association enables the organisation to continue to develop and deliver essential services to the community. Yumba-Meta also wishes to acknowledge the traditional owners of the land upon which we live and work – The Bindal and Wulgurukaba People.

Respect Inclusion Quality
Integrity Leadership Culture
Celebrating 40 Years

Yumba- Meta Housing Association

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