

ANNUAL REPORT | 2016-17

Achieving sustainable  
communities through  
access to housing and  
support services.

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**COVER ART: DARREN MURPHY**

Darren was raised on Palm Island and now lives in Townsville. He has attended the Art programs at the Reverend Charles Harris Diversiory Centre and Dale Parker Place for the past nine years. He enjoys painting because he finds it relaxes him, keeps his mind off drinking, he's good at it and he can give the paintings to his children, which makes him proud. "It means I've done something good in my life".

## Our Purpose

To provide and lead the housing agenda in North Queensland and advocate towards stronger, more sustainable policies and programs for disadvantaged groups, in particular Aboriginal and Torres Strait Islander People.

## Our Vision

- To be the leader in the provision of accessible, quality housing and support services.
- To encourage pathways to home ownership.

## Our Strategic Priorities

- 1. Sustainable Growth**  
Build the capacity and sustainability of the organisation to continue to provide increased housing and support services.
- 2. Leadership and Recognition**  
Enhance the organisations reputation in the sector and community to ensure YMHAL is recognised as a leader in housing advocacy and service delivery in the region.
- 3. Driving Organisational Capacity**  
Shaping an organisational culture focused on continuous improvement and best practice.
- 4. Encourage Service Innovation**  
Develop innovative service delivery that is responsive to the needs of our community.





# Reports.



**ARTIST: NORETTA POMPEY**

Raised on Palm Island, Noretta has been painting and beading for the past decade. Noretta says; "Painting and beading makes me feel good - better than drinking. It keeps my mind off things. I like to give them to my family or paint them for when I get my own place and put them up on the wall."

*"People really think that we have a very, very difficult job. Yes, it can be difficult but it's also really rewarding because you are actually educating people and teaching them things that they've never been taught before. It's about working together and learning from each other. You and I wouldn't know things if we hadn't been taught."* DUSHY THANGIAH





## CHAIRPERSON'S REPORT 2017

# Janice Burns

*Once again I am pleased to present the Annual Report for Yumba-Meta Housing Association Ltd (YMHAL). On behalf of the Board of Directors I thank the staff who have worked hard to ensure our organisation continues to succeed and meet its obligations.*

We as a Board continue our commitment to provide good service to clients, staff and the community. As the chairperson I am proud and happy to report that YMHAL continues to grow and flourish mainly due to the excellent management of our CEO Mrs Dushy Thangiah.

Yumba-Meta continues to be the only indigenous housing provider in Queensland to be registered as a Tier 2 provider under the National Regulatory System for Community Housing (NRSCH). A lot of hard work has gone into achieving this milestone. YMHAL was endorsed as an accredited provider under the Human Service Quality Frame (HSQF) during this year.

We continue to manage the Reverend Charles Harris Diversionary Centre under the management of Jason Benn. Programs continue to engage clients during the day. The Women's Shelter and the Breaking the Cycle program, under the management of Mrs Karen Kite, continue to operate successfully.

YMHAL was successful in gaining both tenancy and support for Dale Parker Place supported accommodation, which now has 40 one-bedroom apartments. Thirteen properties under the Employment Related Accommodation Program continue to effectively assist people who are travelling from remote areas for education, training and employment.

Yumba-Meta's vision of property development became a reality with 41 blocks completed and ready for

construction. 'Hillside Gardens' is now selling land in the open market. This project is fully funded by YMHAL and will be the first of its kind in the country. Indigenous people will be encouraged to purchase these properties.

Specialist Disability Accommodation built on some sites and other sites are being sold on the open market. Any profit made on sales will be invested into projects that will be utilised to meet community needs.

We as a Board strive to meet the highest governance standards to ensure YMHAL continues to be recognised as one of the best community organisations in Queensland. With the view to enhancing governance processes and the NRSCH recommendation the Board decided to create two new positions with Skilled Directors. The two directors came on board in September and October respectively. Since their appointment the organisation has certainly seen high quality decision-making and been informed of how to make sound decisions. My fellow Board members can vouch for the learnings that we have gained since the new directors came on board. YMHAL uses an online portal for reporting and information sharing. This has had a very positive impact on the confidence of Board members.

On behalf of the Board we assure our members, clients, staff and stakeholders that YMHAL will always strive to deliver a high quality of service and continue to grow and flourish.



## CEO ANNUAL REPORT 2016-2017

# Dushy Thangiah

*I present the Annual Report for 2016-2017 with great pride. YMHAL achieved some ambitious long-term goals that were set for the organisation during this year. Most importantly, these goals were achieved without compromising the financial position. YMHAL continues to operate as a viable, strong organisation. The new strategic direction ensures community needs are met in an innovative and flexible way.*

The Long-term Housing Program currently stands at 66 properties with 138 tenancies and transitional accommodation at 52 properties with 53 tenancies. Support programs at Reverend Charles Harris Diversionary Centre, Dale Parker Place, Breaking the Cycle and Flora House continue to operate effectively.

It was very humbling to finally complete our very own property development program 'Hillside Gardens'; a housing estate with 41 blocks of land. It has been a

very exciting time for the staff and our supporters to witness the organisation achieving our vision of 'Home Ownership'. YMHAL also purchased the block of land that previously housed the Upper Ross Community Centre at Rasmussen. Some exciting and innovative projects are planned for this space.

YMHAL was successful in winning the tender to manage Dale Parker Place. The new facility at 107 Bowen Road has been fully operational since August 2017. We strongly emphasise our commitment to quality improvement to ensure viability and sustainable growth into the future. YMHAL received endorsement as a Tier 2 provider under the National Regulatory System for Community Housing (NRSCH) and also received approval from the Human Service Quality Framework (HSQF) as an accredited provider.

The Board of Directors committed to an improved governance strategy. As part of the strategy two Skilled Directors were appointed to the Board during the year. This has seen a significant change in management and governance processes. An online portal for board reporting and information sharing was introduced and has immensely improved efficiency. Most importantly all Board members have welcomed the change enthusiastically.

I wish to take this opportunity to thank each and every staff member of Yumba-Meta who work tirelessly under challenging circumstances to help the organisation serve our community to the best of our ability. Our promise to the community is that YMHAL will continue to identify the gaps in service delivery and advocate to fill these gaps on behalf of the most vulnerable people in our community.



# Board of Directors



*Back Row L-R*  
Dawn Charteris, Douglas Dunstan, Dushy Thangiah (CEO), John Bearn

*Front Row L- R*  
Michelle Thompson, Janice Burns, Ernest Hoolihan, Helen Bushman



## Executive Staff

*Back Row L-R*  
Anil Kaithakulath, Inniss Haines, Chintha Perera, Changyi Liu, Karen Kite, Dushy Thangiah, Brenda Lucas, Richard Humphreys, Shane Anderson

*Front Row L- R*  
Jason Benn, Charles Cloudy, Lilian Burke, Jacqui Page, Richard Kawane, Anita Tapau



# Executive Team Report 2016-2017

*YMHAL continues to be in a strong financial position and our commitment to quality improvement, continued viability and sustainable growth for future years remains a priority. Throughout all Yumba-Meta programs, 2016-2017 were challenging and rewarding for the management team of YMHAL.*



Our Long-term Housing Program continues to deliver quality housing to the most disadvantaged in Queensland in line with the standards set by the National Regulatory System for Community Housing. There has been a strong focus on, and a reduction in, arrears and vacancy rates. The Employment and Education Housing (EEH) program has been expanded and YMHAL now manages 13 properties in the Townsville region.

A consistent and collaborative approach has ensured the continuation of quality client service. Staff and management from Dale Parker Place (DPP), the Tenancy Support Services (TSS), the Reverend Charles Harris Diversionary Centre (RCHDC) and the Breaking the Cycle (BTC) program continue to work closely together to support clients.

The biggest challenge for YMHAL programs to overcome was the relocation of Dale Parker Place. The program was required to operate from three different sites while the existing facility was transformed from a 20-bed facility into a 40 one-bedroom unit complex. YMHAL managed to successfully review and amend its service delivery practices to the conditions of the new facilities and additional mobile supports.

The Tenancy Support Service played a very important role during this period; supporting clients throughout the changes to their accommodation and lives and, most importantly, assisting those who were ready to move into long-term accommodation. YMHAL successfully won the tender for the new 40-bedded facility at 107 Bowen Road. Flora House provides emergency accommodation and support to women escaping domestic and family violence in the community. A high majority of single women, and women and their children, accessing Flora House have successfully sourced safe and secure long-term housing with the assistance of the support workers this year.

Client numbers remained consistent in the Breaking the Cycle program. However, transitioning clients into stable accommodation remained an ongoing challenge; with the changes to Dale Parker Place and sourcing alternate suitable and affordable private rental difficult. Nevertheless, through the continuing innovative approach of staff and the willingness of clients to engage this challenge is being met.

YMHAL continues to manage the Diversionary Centre and has commenced looking at further innovative ways to engage clients during the day. Through the positive attitude of the staff and support of the organisation, we are sure any future challenges will be overcome; ensuring the Centre moves from strength to strength.

The collaborative approach by the management team and other services within the sector ensure the ongoing health, legal assistance, counselling, emergency relief, addiction, employment and housing needs of the most disadvantaged in the Townsville community continue to be addressed.



# Timeline.

**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

**1994**

JULY 1994

- Completed construction of 5x1 bedroom senior units in Garbutt

**1997**

JANUARY 1997

- Increased housing stock to 45 properties

**2000**

JANUARY 2000

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

**2001**

JANUARY 2001

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

**2003**

JANUARY 2003

- Completed construction of office complex at 565 Ross River Road Kirwan

**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

**2005**

JULY 2005

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

**2007**

JANUARY 2007

- Funded to manage the Queensland Indigenous Alcohol Diversion Program
- 8 staff members

**2008**

JULY 2008

- Awarded management of the Reverend Charles Harris Diversionary Centre
- Awarded management of Flora House - Aboriginal Women's Shelter for women and children escaping domestic and family violence
- 36 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
- Awarded management of the Breaking the cycle program
- Granted funding under the National Building Economic Stimulus Capital program to re develop three existing properties to increase density by 7
- 45 staff members

**2011**

JANUARY 2011

- Awarded management of Dale Parker Place medium term accommodation programs with 25 places
- 20 beds for males and 5 beds for females
- 65 staff members

**2012**

JULY 2012

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

**2013**

JULY 2013

- Official opening of Innes Estate - Ernest and Maud Hoolihan Village by the Queensland State Minister for Housing and Homelessness
- 16x2 bedroom detached homes

**2014**

- Received 5 additional properties under ERAP taking the total number of properties under ERAP to 13

**2015**

JANUARY 2015

- Granted Registration under NRSCH as a tier 2 provider, YMHAL being the first and only tier 2 Indigenous housing provider in Queensland
- Purchased an additional 25 acres of land in Thorn Street to create a development of 41 Blocks of land
- YMHAL had a Gala Dinner to celebrate 40 years of services to the local community
- Won the 2015 National award for service innovation presented by The Australasian Housing Institute

**2016**

- Operational work approval from council for Thorn Street

**2017**

- The Thorn Street development is branded Hillside Gardens. Civil works are completed and land sales begin
- Housing stock increased to 152 properties
- Dale Parker Place is expanded from 25 to 40 one-bedroom units, creating capacity to service long-term tenants who require ongoing site-supervision.
- YMHAL is accredited under the Human Service Quality Framework (HSQF)
- Purchased former Upper Ross Community Centre at 1145 Riverway Drive, Rasmussen. Plans for the development of the property are currently under review.

*"A lot of them want a safe place and a lot of them want to control their addictions. The desire is always there."* DUSHY THANGIAH



# Housing Services.



**ARTIST: EDWARD SUMMERS**  
**'CARETAKERS'**

"I'd do the art workshop every Wednesday afternoon, go for a walk and go to Uncle Alfred's Men's Group. We talked about what it's like to change and not get into strife with the law."



# Community Housing

*With the purchase of a duplex in 2016-17, Yumba-Meta now owns and manages 152 properties across Townsville. The properties are managed under the Long Term Community Housing Program, which delivers long-term social housing assistance to people with the greatest need; and the Employment Related Accommodation Program (ERAP) for indigenous people required to relocate to Townsville for Employment, Education or Training.*

Yumba-Meta works closely with the Queensland Department of Housing and Public Works (DOHPW) to match clients with the best available property for their individual needs, and is well-positioned to make recommendations based on the organisation's cultural intelligence.

Yumba-Meta's CEO Dushy Thangiah said there are some occasional battles with the DOHPW as Yumba-Meta seeks to place clients in the most suitable property for them.

"We sort of advise the Department... Because we have that cultural experience, and we have staff who are indigenous, we know what goes on in the community so we tell them this is not going to work. And if we even feel that there are too many males in a complex and we don't want to put a female in, we do have battles with the Department; they don't easily take no for an answer but for us it's all about the safety of the client and the long-term success of the client," Mrs Thangiah said.

"I keep on saying people are not numbers and I strongly disagree in ticking boxes. For some people it'll take 10 attempts, for other people two attempts or one attempt and they'll be good, but I think we should be there for them."

This people-centric approach to tenancy management makes Yumba-Meta's tenancy turn-over rate considerably lower than other organisations.

"We evict only as the last, last resort when we've tried everything possible," Mrs Thangiah said.

"Most of the time when we evict, even then we put [our clients] in a transitional house or we send them to Reverend Charles or we send them to another service. We do something, we try everything not to put them back into homelessness."







## CASE STUDY 1

# Jedda and Alex's Story

*When Jedda and Alex Schwartz decided to move to Townsville from Mt Isa in 1995, they were taking a big risk. Alex was earning a good wage in the mining industry and they didn't have a house to move into.*

"There were a lot of things happening in Mt Isa at that time and we didn't like that environment for our children," Mrs Schwartz said.

"We had a daughter (Jillian) in her early teens and we didn't want her heading in the wrong direction."

And so the family (Jedda, Alex, 16-year-old Jillian, 10-year-old Stephanie and their little brother Alexander Jnr) made the move to Jedda's brother's house in Townsville.

"We needn't have worried," Mrs Schwartz said.

"My brother told us to put our name down for housing with Yumba-Meta, who he was with, and within a few months we had our own place."

*"We appreciate everything Yumba-Meta have done for us and we think of them more as friends than our landlord."*

The Schwartz family have been so happy with the community housing service provided by Yumba-Meta that they've been renting with them for close to 25 years.

"Our longest rental was a four-bedroom house in Rasmussen we had for 20 years," Mrs Schwartz said.

"Yumba-Meta knew it would be perfect for our family so they called us when it became available. As well as the low rent, we had the peace of mind that we could keep the house as long as we wanted. Not like with private rental, when you have to keep moving when the house is sold."

The house was only a few years old and very modern, with high ceilings and a big front and back yard. When the children moved out of home, it was time for Jedda and Alex to find something smaller. Having been diagnosed with bone cancer, and finding it difficult to walk, Jedda also needed a home that was disability friendly.

YMHAL found the couple a two-bedroom apartment in Aitkenvale that ticked all the boxes.

"They actually did the shower up for us and put in rails," Mr Schwartz said.

"We want to continue renting with Yumba-Meta for the rest of our lives."

The spare bedroom for relatives to visit is also a bonus and, yes, the move from Mt Isa to Townsville all those years ago worked out well.

"Jillian now works with Fire and Rescue Australia, taking the 000 calls," Mrs Schwartz said,

"Stephanie is a supervisor at Wulguru Child Care Centre and wants to study teaching and Alex is a concreter. It was a good move!"



## CASE STUDY 2

# Nathaniel and Elizabeth's Story

*To look at them now you'd never guess partners Elizabeth Barber and Nathaniel Walsh once called Dean Park home. Back then, life was tough, with drinking and violence an everyday reality.*

"We used to be the main two fighting," Ms Barber said.

"We'd have Domestic Violence Orders out on each other and wake up with bumps and bruises not remembering how we got them."

The pair used to live down on the river bank near the mangroves, cooking with a portable stove and relying on stop-gap meals from the nearby drop-in centre and Yumba-Meta's Reverend Charles Harris Diversionary Centre. It was there they heard about YMHAL's Breaking the Cycle program and went for it.

"I just got sick of getting up drunk and broke – not even having a shower. That wasn't a life," Mr Walsh said.

"There was a point where I had to say enough is enough – I've got to change."

With the help of case workers who were there to listen to their needs, connect them with medical and counselling services and assist with transport to appointments, Elizabeth and Nathaniel were supported in their desire for change. They had food in their belly, a bed to sleep on and a roof over their head while they waited for more permanent housing at Dale Parker Place when they finished their programs. Meanwhile, the art therapy and beading workshops offered as part of the program, as well as fishing trips with their case managers and other clients, provided healthy diversions from drinking.

"My first artwork had kangaroos, porcupines and fresh water turtles on a big canvas," Mr Walsh said.

"Everybody wanted that one but we won't part with it because it was Lizzie's 30th birthday present."

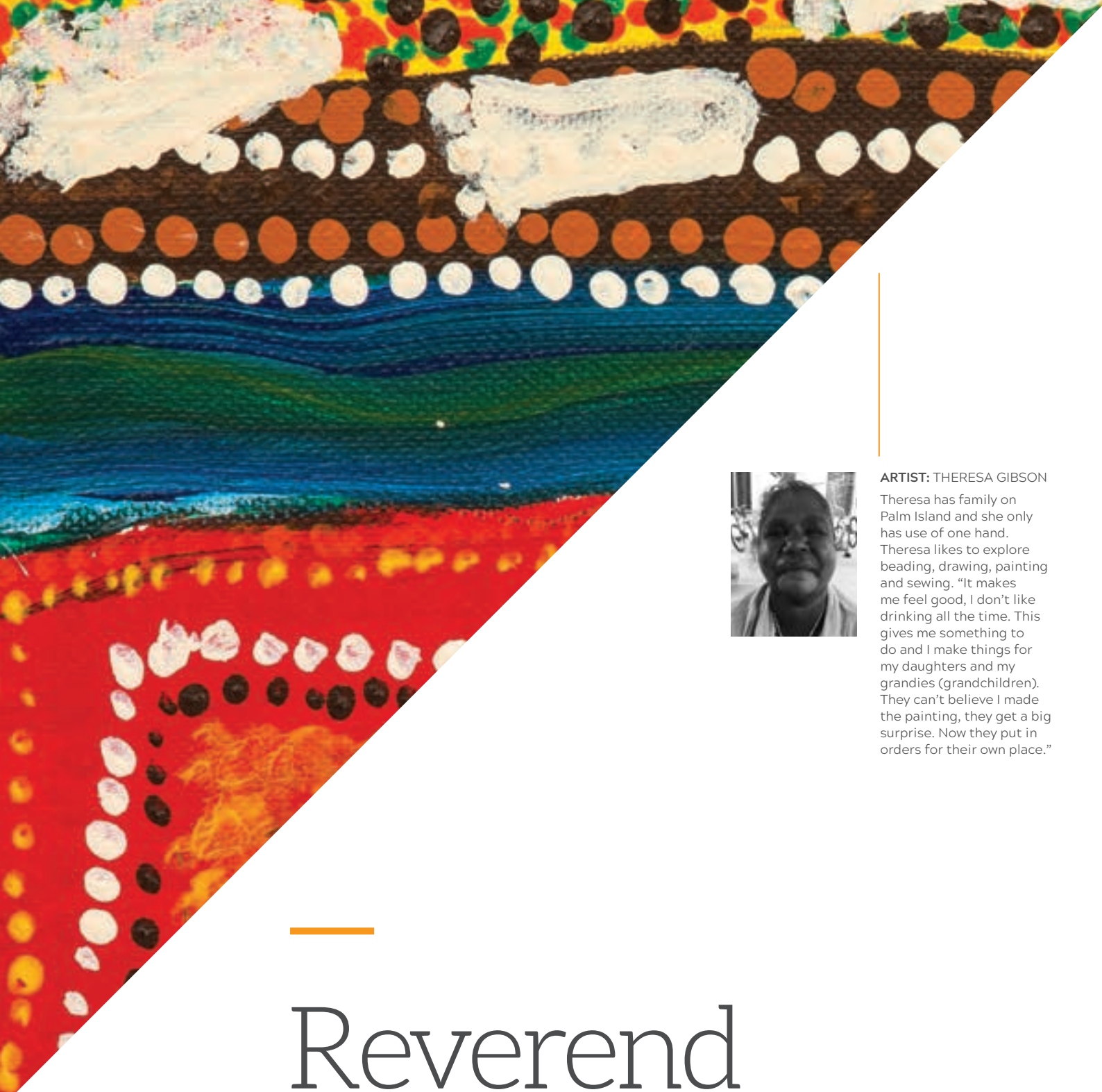
For Elizabeth, beading proved therapeutic and a self-esteem booster as she was asked to make earring, necklace and bracelet sets for admirers of her work.

After completing their programs, Elizabeth and Nathaniel were both offered residences at Dale Parker Place. In 2012 they moved into their own apartment in Belgian Gardens through YMHAL's community housing service.

*"We're starting to get the things we never had when we were drinking."*

"We've got ourselves a big flat-screen TV and a laptop. A lot of things you dream of when you imagine having a home."





# Reverend Charles Harris Diversionary Centre.



ARTIST: THERESA GIBSON

Theresa has family on Palm Island and she only has use of one hand. Theresa likes to explore beading, drawing, painting and sewing. "It makes me feel good, I don't like drinking all the time. This gives me something to do and I make things for my daughters and my grandies (grandchildren). They can't believe I made the painting, they get a big surprise. Now they put in orders for their own place."

*The Reverend Charles Harris Diversionary Centre provides mainly Aboriginal and Torres Strait Islander people with a safe, welcoming and culturally appropriate alternative to the Townsville Police Watch House for those at risk of incarceration for public intoxication-related offences.*

Along with a safe place to sober up, clients are offered a bed for the night, access to shower and laundry facilities, first aid if necessary and a nutritious meal.

The Diversionary Centre is popular among Yumba-Meta's clients, with many reporting to the Centre every day. The high rate of self-reporting prompted Yumba-Meta to introduce the Breaking the Cycle program in 2010 to help service those clients who were making a choice to change their own lifestyles.

"I think it's a safe place and it's a familiar place for them," said Ms Thangiah, Yumba-Meta's CEO.

"There are staff there who they have known for years; they talk to them. Quite a number of them come back every day, so there has to be a reason they come back. We give them a healthy meal and now what we are doing is we allow them to stay in [rather than return to the park], and if they don't want to engage in any programs that's okay. We just say if you want to stay in that's okay, you stay in.

"So they just sleep around, then they'll watch TV, then they'll do art... Then after about three or four days if they have stayed in we'll say okay, do you want to join the Breaking the Cycle program? You know what it is not to drink during the day now and you're just feeling much better now. And then they have started the program."

Since Yumba-Meta took over the Dale Parker Centre in 2011, pressure on the Diversionary Centre has been somewhat eased, with occupancy rates dropping from a minimum 90 per cent to 75 per cent. However, the Diversionary Centre itself has also increased its capacity nearly two-fold in that time, growing from 30 to 50 beds in 2010.

The Centre is also facing new challenges as hard drug use, specifically ice, continues to impact some of its clients. Yumba-Meta has been seeking funding for a mental health worker to help ease the burden of hard drug use and mental health concerns, but this need has not yet been met.







## MEDIUM TERM SUPPORTED ACCOMMODATION

# Dale Parker Place.



### ARTIST: JANAYA BARNES

Janaya has lived on Palm Island and Mt Isa and currently lives in Townsville. She likes to explore new ways of being creative. She beads, paints, draws and has begun to do artworks such as the one displayed. This piece took Janaya weeks from conception to completion. She is a self proclaimed perfectionist when it comes to her artwork. Janaya gave this piece to the Reverend Charles Harris Diversionary Centre and it has pride of place in the main office. She also knows it will be safe there.

*For Yumba-Meta, the highlight of 2016-17 was the addition of 40 new single-bedroom units to Dale Parker Place in August, which greatly increased the facility's capacity from 25 to 40 places.*

Yumba-Meta successfully lobbied the Queensland Government to take control of Dale Parker Place (DPP) in 2011, after recognising a need for a bridging program between sleeping rough and attaining and sustaining independent housing. The program focuses on capacity building by teaching its clients how to live independently.

Yumba-Meta CEO Dushy Thangiah said DPP provides an important next step for those who have completed Yumba-Meta's Breaking the Cycle program.

"From [Breaking the Cycle] a lot of [Yumba-Meta's clients] have actually felt so good that they were going into public housing or community housing. But in that program we really don't teach them how to maintain a tenancy or anything like that, so they go and then they fail because that's a big step for someone who has never maintained a tenancy," said Ms Thangiah.

Until the recent expansion, DPP gave Yumba-Meta up to 18 months to teach people the responsibility of maintaining a tenancy in a supportive, site-supervised environment before moving onto long-term housing, however it became apparent that some people would never be able to progress beyond the need for that supervision.

"For most of them their issue is only visitors - they can manage everything else, but they can't control their visitors." Ms Thangiah said.



"Sometimes they'll move into a property and within two weeks they're evicted because they have all these people there."

This year's expansion of DPP will give a permanent long-term home to those clients who will never be able to sustain public housing.

Thirty-four of the 40 new units have already been filled and Yumba-Meta is now maintaining a waiting list for clients who would like a place at DPP.

The considerable community resistance Yumba-Meta faced when it took over DPP in 2011 has largely been diffused, as proven by the letters of support provided by 11 neighbouring residents when Yumba-Meta successfully re-tendered for the management of DPP this year.

DPP has also had a positive impact on Townsville's homeless population, as evidenced by reduced occupancy rates at the Reverend Charles Harris Diversionary Centre.



## CASE STUDY 1

# Edward Summers

*After growing up on Palm Island, Edward Summers moved to Townsville in the 70s, where he attended Town High. After graduating he moved to Tully – cutting bananas and melons. By the time he returned to Townsville, his mother was getting older and he didn't want to intrude on her by moving in.*

"I went in the park with my mates because I was alone when I got back to Townsville," Mr Summers said.

"I had my mum but I didn't want to be too much of a nuisance for her because she was getting on in age. My brothers and sisters were already men and women, so we should be looking after ourselves, you know?"

As a result of drinking with his mates, Edward found himself in and out of jail for drinking-related violence. When he came out on parole, he knew that if his regular blood and urine tests proved positive, he would soon be back behind bars.

At Dale Parker Place, Edward found the support he needed to turn his life around.

"I wanted to show people that if I could do it, they could do it," Mr Summers said.

"I'd do the art workshop every Wednesday afternoon, go for a walk and go to Uncle Alfred's Mens Group. We talked about what it's like to change and not get into strife with the law."

Edward's last offence was in 2010 and he has two more years left on parole.

"I think about it all the time – my old ways," Mr Summers said.

"I've been tempted lots of times by mates in town. 'Come and have a drink with us' they say, but if I have one drink I will go all the way and end up where I started – maybe even worse."

With the help of his YMHAL case worker, Edward has reconnected with his teenage daughter, who lives with her mother in Cherbourg, inland from Gympie.

"I speak to her on the phone," Mr Summers said.

"I haven't met her yet – I only saw her when she was a baby – but I sent her a photo and she and her mum might come for a visit."

Edward, now 61, lived at Dale Parker Place for a year before moving into a private residence with YMHAL's community housing program.

"I like to sit on my verandah and look out at Castle Hill," Edward says.

"I've got good neighbours and it's nice and quiet. I'm grateful to be where I am now."

*"Yumba-Meta put a roof over my head and gave me some direction."*

## CASE STUDY 2

# Clinton Ketchup

*Clinton Ketchup will never forget the day he got out of jail – 1 September 2015. After five years inside, he was determined to change his life.*

"When I was young I thought it was fun going in and out of jail but as I got older I started thinking about finding another way," Mr Ketchup said.

"After I got out of jail I went into a rehabilitation program on Palm Island and found a men's group (Uncle Alfred's) where I could talk to other brothers like me."

On weekends, Clinton would also visit YMHAL's Dale Parker Place.

"I used to visit the old Dale Parker Place on Bowen Road because I had a couple of brothers in there from Palm," Mr Ketchup said.

"I tried to encourage them to come to Uncle Alfred's with me (Uncle Alfred did a bus pick-up from Dale Parker every Tuesday night)."

As Clinton's graduation date from his rehab program drew close, he knew he needed to find a new place to stay. So when he saw Charles, a case manager from Dale Parker Place, at Uncle Alfred's one night he went up and introduced himself.

"I said 'Hey brother you, don't you work at Dale Parker? I want to know if I can get in there because I graduate soon and I've got nowhere to stay.' Charles was happy to try and help so I gave him the number for the rehab," Mr Ketchup said.

"Two days later. Bang. I got the call for Dale Parker. I had a house!"

Clinton was at Dale Parker Place for 11 months in a one-bedroom, ground floor unit. Charles was his case worker, helping him work towards his goals and taking him to his parole check-ins.

*"Being at Dale Parker helped me get back on my feet after rehab."*

"It gave me the breathing space I needed."

When Clinton was ready for more independence, YMHAL helped him find a new place with its community housing arm.

"Now I have a bike and ride to PCYC and work out on the gym equipment," Mr Ketchup said.

"I also like going to Joyful Noise at CitiLife Church out at Hervey Range Road past Kalynda Chase. I'll get on the microphone and have a sing!"

Clinton also enjoys riding around Condon, Wulguru, Kirwan and The Strand and now, when people see him, they remark on how well he looks.

"They see a change in me because when I was in the park I could hardly walk," Mr Ketchup said.

"I just needed someone to give me a bit of help."





## DALE PARKER PLACE COORDINATOR

# Anil Kaithakulath

*Born in India, Anil Kaithakulath moved to Townsville with his wife Theresa Joseph when she took up a nursing position at the Townsville Hospital. With a background in hospitality, Anil decided to take a different direction when he arrived in Australia, initially working for Life Without Barriers before accepting a role as a support worker at YMHAL in 2012.*

“I feel very content to work in this industry – it’s so much more rewarding,” Mr Kaithakulath said.

“I feel more connection with people, which makes me happy as a person.”

Anil started with Yumba-Meta as a support worker at Dale Parker Place. After a year-and-a-half there was an opportunity to become a case worker and, with the support of his colleagues, Anil went for it.

*“The positive energy I get from helping clients improve their lives is so satisfying”.*

“The support from the organisation also keeps me motivated. We all look after each other and everyone’s contribution is valued.”

After two fulfilling years as a case manager, Anil was promoted to manager of Dale Parker Place and YMHAL’s Tenancy Support Service.

Mr Kaithakulath said his parents and grandparents set a good example for him growing up.

“There was a tribal community who lived near us (close to the forest) in Kerala,” Mr Kaithakulath said. “My grandparents and parents used to feed them and give them clothes because they were in a vulnerable position – it’s something I remember from a young age.”

Mr Kaithakulath said that the continuation of service YMHAL offers is a major strength of the organisation: “Our clients start with the homelessness shelter (diversionary centre at Bohle), where we offer more help with the Breaking the Cycle program.

“They then come to us at Dale Parker Place – a 40-unit complex where we have single men, women and now couples living. They can stay as long as they want in supported accommodation or we can assist with finding community housing or private rental.

“I’ve seen people who came from living in the park without having any other motivations come to us and address their issues, develop living skills and go on to have a sense of self and a future,” Mr Kaithakulath said.

“To see good things happening for a person who never had those opportunities is very rewarding. I’m proud to play a part in that.”

## WOMEN’S SHELTER

# Flora House.

ARTIST: LYNETTE WILSON

Lynette likes to be able to display her paintings about ‘country’ and her ‘culture’ so others get a “good feeling from looking at them”. Lynette says it stops her thinking too much about other things and stops her thinking she could be drinking in the park. “I’m doing something that is good”.



*Flora House is a shelter offering indigenous and non-indigenous women and their children escaping domestic and family violence crisis accommodation in a home-like environment. The facility has 11 rooms, and a strong focus on helping the children who stay there to find some normalcy as their mother gets the assistance she needs.*

Yumba-Meta works closely with the local State Schools to return children who've been living with domestic or family violence to regular schooling. The Zephyr Foundation provides these children with Buddy Bags, comprising of blankets, drink bottles, lunch boxes and stationery to help them feel safe, cared for, and enthusiastic about education. Often, Yumba-Meta staff will drop-off and pick-up children from school, to give their mother time to attend appointments with the courthouse, the police, and any other services she may require.

As Townsville's only shelter that provides accommodation for family violence, Flora House's services are in high demand and severely under-funded.

"It's the most difficult program for us to run," said Yumba-Meta's CEO Dushy Thangiah.

## CASE STUDY 1

### Alice

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Alice\* is a 30-year-old Aboriginal mother of three who was referred to Flora House by DV Connect after she escaped from a domestic violence situation. Unfortunately, she had been evicted from her own rental property due to the behaviour of her ex-partner.

Flora House staff assisted Alice to obtain a Centrelink crisis payment and arranged transport to attend her medical and legal appointments. After assessing her safety needs and determining that she was at high risk of further domestic violence since her partner and his family lived in Townsville, Flora House successfully referred Alice to a shelter outside of the Townsville area. Alice and her children stayed at Flora House for 15 days.

## CASE STUDY 2

### Sally

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DV Connect referred 45-year-old Sally\* to Flora House after she escaped from a domestic violence situation. Sally had been a victim of domestic violence for nearly 20 years.

Flora House assisted Sally with applying for Centrelink payments for herself and her child who was attending boarding school. Sally wished to remain in Townsville and was supported by Flora House staff in registering with the Department of Housing. On completion of her housing application she was able to apply for community housing.

A two-bedroom unit was successfully obtained. Sally then applied for a No Interest Loan, which enabled her to buy a new fridge. Flora House also provided Sally with a starter kit comprising of donated kitchen items and bed linen which was transported to her new property. Just before she left Flora House, a member of the local community rang to donate household furniture.

Sally gratefully accepted the offer of the furniture and arranged for a family member to collect the items for her and transport them to her unit. Sally stayed at Flora House for a total of 22 days.

\*Names and identifying details have been changed to protect the privacy of individuals.





## FLORA HOUSE COORDINATOR

# Anita Tapau

*Joining YMHAL as a support worker for Dale Parker Place in 2011, Anita Tapau went on to become a case manager and is now the coordinator for Yumba-Meta's women's shelter, Flora House.*

"I like everything about this job," Ms Tapau said.

"Yes it's a challenge because I work with women affected by domestic violence but I care about them and want to help them. Some of them put up big walls because they've been hurt, so it's my job to get over them."

Flora House can take eight women – three single ladies and five ladies with children. The shelter has three single rooms and four family rooms, which can cater for up to three or four children, depending on their ages. Meanwhile, a downstairs family unit with three bedrooms has the capacity to take six or more children.

"People come to the service through DV Connect," Ms Tapau said.

"Some clients just want to have a break from their partner, revive themselves and go back home. Others are ready to move on. Either way, we are here to help."

As well as providing shelter and a friendly shoulder to lean on, Anita and her team of four support workers outline a case plan for the ladies. For those with children, they make sure the kids are taken to school while they help their mum find housing.

"We can connect them with private rental if they don't want to wait for public housing and we also refer them to the Women's Centre, which has a counsellor," Ms Tapau said.

"There's a staff member at the shelter 24/7, so the women always have someone to talk to."

Some ladies come in with only the clothes they are wearing, so Anita and her team help them access a crisis payment, connect them with the St Vincent de Paul Society for clothing and ADRA community pantry for food boxes and fresh vegetables.

"The shelter is for everyone – not just Indigenous ladies," Ms Tapau said.

"It's for all ladies in crisis because of domestic violence.

*"I have no doubt we are saving lives with the shelter."*

Flora House also works closely with the North Queensland Domestic Violence Resource Centre, who can assist with legal issues.

"If it's identified that Townsville is too much of a risk for them because the perpetrator is here, we'll look at referring them to other shelters as well," Ms Tapau said.

"I love Yumba-Meta because I've achieved a lot here and have been able to help people change their lives."

# Financial Statements.

## ARTIST: LEE WATSON

Lee Watson was raised on Palm Island. She likes to paint "pictures for her daughter". Although her daughter is not in her care, Lee wants to give them to her one day, so she knows that her Mum "can paint".



# Financial Statements

## STATEMENT OF FINANCIAL POSITION As at June 2016

	2017	2016	2015
Current Assets	4,829,815	5,695,153	4,053,183
Non-current Assets	23,177,941	21,672,458	22,405,776
<b>Total Assets</b>	<b>28,007,756</b>	<b>27,367,611</b>	<b>26,458,959</b>
Current Liabilities	703,287	816,897	830,117
Non-current Liabilities	198,724	207,913	184,800
<b>Total Liabilities</b>	<b>902,011</b>	<b>1,024,810</b>	<b>1,014,917</b>
<b>NET ASSETS</b>	<b>27,105,745</b>	<b>26,342,801</b>	<b>25,444,042</b>
<b>EQUITY</b>	<b>27,105,745</b>	<b>26,342,801</b>	<b>25,444,042</b>

## STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME For the year ended 30 June 2017

	2017	2016	2015
<b>Revenue</b>			
Rental Income	1,411,719	1,422,314	1,413,863
Grand	6,217,996	6,616,055	6,422,020
Other	80,562	51,275	105,937
<b>Total Revenue</b>	<b>7,710,277</b>	<b>8,089,644</b>	<b>7,941,820</b>
<b>Expenditure</b>			
Depreciation	426,808	396,976	406,757
Employee Benefits	4,442,699	4,391,249	4,053,183
Insurance	273,498	273,473	48,617
Repair & Maintenance	257,184	302,589	1,017,645
Rates	410,427	441,862	439,443
Other	1,136,717	1,384,736	1,535,457
<b>Total Expenditure</b>	<b>6,947,333</b>	<b>7,190,885</b>	<b>7,501,102</b>
<b>TOTAL SURPLUS</b>	<b>762,944</b>	<b>898,759</b>	<b>440,718</b>



# Financial Statements

## STATEMENT OF CASH FLOWS For the year ended 30 June 2017

	2017	2016	2015
<b>Cash flows from operating activities</b>			
Cash receipts from customers	7,633,817	8,039,473	7,945,858
Cash paid to suppliers and employees	(7,822,425)	(6,713,387)	(7,128,484)
Cash generated from operations	(188,608)	1,326,086	817,374
Interest received	49,400	95,636	101,004
Finance costs	(11,452)	(24,310)	(33,466)
<b>Net cash from operating activities</b>	<b>(150,660)</b>	<b>1,397,412</b>	<b>884,912</b>
<b>Cash flows from investing activities</b>			
Purchase of property, plant and equipment	20,316	(668,878)	(1,537,268)
Proceeds from sale of equipment	(2,042,474)	-	38,182
<b>Net cash used in investing activities</b>	<b>(2,022,158)</b>	<b>(668,878)</b>	<b>(1,499,086)</b>
<b>Cash flows from financing activities</b>			
Proceeds from long-term borrowings	35,086	92,214	127,507
Payment of long-term borrowings	(84,155)	(199,491)	(128,559)
<b>Net cash used in financing activities</b>	<b>(49,069)</b>	<b>(107,277)</b>	<b>(1,052)</b>
Net increase/(decrease) in cash and cash equivalents	(2,221,887)	621,257	(615,226)
Cash and cash equivalents at beginning of period	3,497,207	2,875,950	3,491,176
<b>Cash and cash equivalents at end of period</b>	<b>1,275,320</b>	<b>3,497,207</b>	<b>2,875,950</b>

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 deliver and develop essential services to the community.

We are also very grateful for the generous support of these businesses, organisations and services:

Anglicare  
 Australia CEO Challenge  
 Australian Business Lawyers  
 Australian Red Cross  
 Bevan & Griffin Solicitors  
 Centrelink  
 Department of Communities, Child Safety and Disability Services  
 Department of Environment and Heritage Protection  
 Department of Housing and Public Works  
 Department of National Parks, Sport and Racing  
 DV Connect  
 Holy Spirit Catholic Primary School  
 L J Hooker Annandale  
 Murri Watch - Community Patrol  
 North Queensland Domestic Violence Resource Centre  
 Queensland Health  
 Queensland Police Service  
 Sera's Women Shelter  
 The Alannah and Madeline Foundation  
 The Womens Centre  
 Townsville Aboriginal and Islanders Health Services  
 Wilson Ryan Grose Lawyers  
 Wulguru Health & Wellbeing  
 Zepher Foundation

And consultants, contractors and individuals who have helped us through the year



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