



ANNUAL REPORT | 2017-18

**ACHIEVING SUSTAINABLE
COMMUNITIES THROUGH
ACCESS TO HOUSING
AND SUPPORT SERVICES**

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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 Values

Quality. Connection. Leadership. Respect.

Our Vision

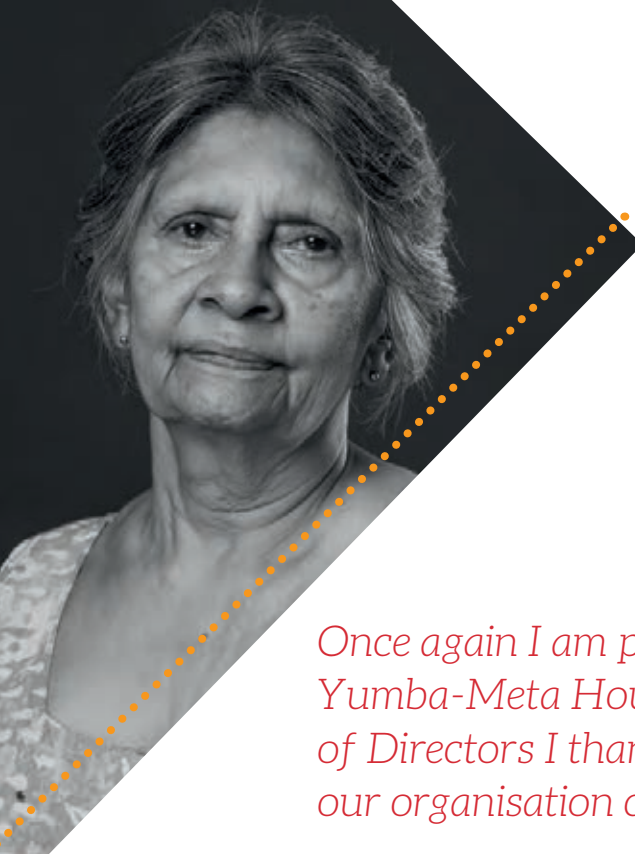
Achieving sustainable communities through access to housing and support services.

Our Strategic Priorities

- 1. *Housing and Supporting Services*
Delivery of affordable and appropriate housing with support and advocacy.
- 2. *NDIS Services*
Identifying and meeting the needs of people who require support.
- 3. *Sustainable Growth*
Delivering our activities efficiently and effectively.
- 4. *Collaboration and Partnership Opportunities*
Identifying to support our missional activities.
- 5. *Empowering*
Providing opportunities for the people we serve.



Reports.



CHAIRPERSON'S REPORT 2017-2018

Janice Burns

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

We as a Board continue our commitment to provide high quality service to clients, staff and the community. As the Chairperson I am proud and happy to report that YMHAL continues to grow and flourish due to the combined efforts of all staff.

Yumba-Meta still 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 also endorsed as an accredited provider under the Human Service Quality Frame (HSQF).

We continue to manage the Reverend Charles Harris Diversionary Centre where programs continue to engage clients during the day. The Women's Shelter and the Breaking the cycle Programs continues to operate successfully, and we are pleased that Flora House received a five years funding agreement for the first time. This gives assurance to staff regarding their jobs.

YMHAL continues to manage both the tenancy management and support for Dale Parker Place supported accommodation which now has 40 one-bedroom apartments. Dale Parker Place program was also awarded a five years funding agreement. The facility was officially opened by Ex-Councillor Dale Parker on 22nd June 2018. Occupancy continues to exceed 95% at all times.

Thirteen properties under the Employment and Education Accommodation Program continue to effectively assist people who are travelling from remote areas for education, training and employment. YMHAL's long term housing program continues with 195 tenancies.

Yumba-Meta's vision of property development became a reality with 40 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 it's kind in the country. Indigenous people will be encouraged to purchase these properties. We are pleased that two properties were purchased by Aboriginal and Torres Strait Islander people. YMHAL has sold 10 lots to the market to date.

Construction of a duplex was completed on one of the five blocks retained by YMHAL. Currently we are in the process of completing the design for a duplex under the Specialist Disability Accommodation Program, which will be our second build on the site.

The Board together with the management team aims to broaden our services to improve literacy and numeracy of young Aboriginal and Torres Strait Islander children, we see this as an important measure to minimise youth crime in the future. Better educational outcomes improves the child's chances of employment and economic participation as an adult. We see this as an important outcome for the future of our community.

Our Board strives to meet the highest Governance standards to ensure YMHAL continues to be recognised as one of the leading community organisations in Queensland. The use of the online portal for reporting and information sharing has improved efficiencies in how the board operates. On behalf of the Board I assure our members clients, staff and stakeholders that YMHAL will continue to strive to deliver quality and appropriate services and commits to grow and flourish into the future. Ongoing training for Directors will continue for identified deficiencies.



CEO'S REPORT 2017-2018

Dushy Thangiah

I proudly present the 2017-2018 Annual Report for Yumba-Meta Housing Association Ltd which continues to operate as an innovative, viable and strong organisation. The new strategic direction is innovative and most importantly flexible to meet community needs appropriately.

The Long-term Housing Program currently stands at 66 properties with 140 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.

'Hillside Gardens' YMHAL's first property development project was successfully completed within time and within budget during July 2017. Fifteen of the 38 blocks was sold during the financial year and we are elated that our first buyer was a young Indigenous man. Currently the site is buzzing with construction activity.

The new Dale Parker Facility at 107 Bowen Road has been fully operational since August 2017 and is currently at full capacity. This 40 one-bedroom facility with onsite support has had a very positive impact on our community and eased the pressure on the Townsville homelessness sector. YMHAL is working collaboratively with other support agencies in the sector to ensure effective and sustainable client outcomes.

During the year significant time and effort went into networking and exploring opportunities to construct specialist disability accommodation through the National Disability Insurance Agency (NDIA), the sector is fully aware of the demand for such housing however, the cost of construction and the lack of information around SDA funding is proving challenging for both the builders and the providers. The uncertainty around

allocation of SDA payments is having a negative impact on delivery of specialist disability accommodation. YMHAL is in the process of constructing a duplex at platinum level as our commitment to our community. Through these homes people with a disability will be able to live an independent quality life.

The Board and management team are working with professional consultants to develop a concept design for the land located at 1145 Riverway Drive Rasmussen which was purchased by YMHAL in January 2017. Currently we are in discussion with many Government and non-government agencies to ensure effective programs are implemented on the site.

YMHAL is also working with Government and non-Government agencies to implement an education program to improve educational outcomes for Aboriginal and Torres Strait Islander primary school children.

We continue to have a high focus on quality improvement to ensure viability and sustainable growth into the future. YMHAL continues as a tier two provider under the National Regulatory System for Community Housing (NRSCH) and an accredited provider under the Human Service Quality Framework (HSQF). YMHAL is committed to maintaining a highly professional service delivery in line with mainstream providers. As part of our commitment to quality improvement the Board appointed O'Connor and Marsden a highly reputed Internal audit specialist to conduct internal audits on all programs managed by YMHAL. These audits will commence during the next financial year.

The Board and senior management team are committed to the highest standards of Corporate Governance and transparency in decision making. Corporate training continued during the year to ensure the Board and management team are updated with the changes in legislation, business practices and the sector.

I wish to take this opportunity to thank the senior management team who share my enthusiasm and passion for the community. I thank all of our frontline staff members who work tirelessly under challenging circumstances at times to ensure our organisation serves our community to the best of our ability. I would also like to thank our consultants and our contractors sincerely for their valuable input and services provision which ensures YMHAL is able to deliver high quality professional services to our community.

We will continue our commitment to the new projects in the area of education and specialist housing for people with disability during the next year and continue working on our mission to improve services to the Upper Ross community.

Once again our promise to our community is that YMHAL will continue to identify the unmet needs in our community and will act as a strong voice for the needy to ensure these unmet needs are addressed effectively.

Board of Directors



Back Row L-R:
John Bearn, Dawn Charteris, Michele Thompson

Front Row L-R:
Helen Bushman, Ernest Hoolihan, Janice Burns, Douglas Dunstan

Executive Staff



Back Row L-R:
Anita Tapau, Anil Kaithakulath, Changyi Liu, Roslyn Lively

Front Row L-R:
Stacey Ganter, Dushy Thangiah, Karen Kite, Brenda Lucas

Executive Team Report 2017-2018



The Long-term Housing Program continues to deliver affordable housing to the most disadvantaged in Queensland in line with the standards set by the National Regulatory System for Community Housing.

The Housing Program deals with many aspects of Tenancy and Property Management which at times can be very challenging on a day to day basis. We now also tenancy manage the 40 one-bedroom units at Dale Parker Place (DPP) which is an increase from the previous year.

The Housing Program is consistently achieving over 96% occupancy and under 5% rental arrears.

YMHAL regained funding for Dale Parker Place, long term supported accommodation in July 2017. The Dale Parker Place program has changed from medium term supported accommodation to long term supported accommodation under the new agreement. It was very challenging to manage both male and female clients in the same facility when it started due to the diversity and alcohol consumption in the units. By making necessary changes to the tenancy agreements YMHAL has addressed these issues as much as possible. A team of dedicated case managers work with clients at Dale Parker Place to empower them to sustain their tenancy and achieve their personal goals in life.

YMHAL has been awarded the management for Dale Parker Place for a further five years from 2018.

Flora House Women's Shelter has successfully provided emergency accommodation and support to women experiencing domestic and family violence in the community since 2008. YMHAL has just been awarded the management of the shelter for a further five years. Thus, ensuring our committed support workers can continue to provide practical support and referrals to other services to enable the women to source safe and secure housing, and break free from a cycle of violence.

YMHAL continues to manage the Reverend Charles Harris Diversionary Centre and since early 2018 has successfully encouraged clients to stay at the Centre during the day. The aim being to limit the amount of time spent drinking in the parks and to reduce the amount of public intoxication convictions. The Breaking the Cycle case managers actively work with these clients; encouraging them to engage with the program to make positive lifestyle changes.

Breaking the Cycle Program client numbers have gradually increased over the last year. With the expansion of Dale Parker Place, many have managed to successfully transition into the long term supported accommodation. Through integrated case management other clients have been assisted in moving into private rentals with outreach support provided by other services. The program remains popular with clients who are just wanting a break from drinking.

It was another successful year for YMHAL resulting in an operating surplus and stringent budget controls. The finance team has worked hard during the year to bring cost savings in many areas and improved reporting efficiencies. I have worked closely with the Finance Audit and Risk Management sub-committee to ensure reports and information to the Board are provided at the required level. 2017 achieved a non-qualifying audit report a trend YMHAL is committed to continue. As our commitment to providing a transparent cost effective service there is a high focus on timely reporting to the required authorities.

During the 2018-19 financial year we are working towards increasing revenue streams and building potential private sector partnerships to ensure we are able to continue to meet the needs of people experiencing vulnerability.

Through YMHAL strategic plan the Board made a commitment to provide suitable housing for clients with extreme functional disability needs. With the introduction of Specialist Disability Accommodation (SDA) funded by the NDIA, YMHAL registered as an SDA provider in January 2017. The aim was to ensure clients with disabilities have access to housing solutions that best suit their situation. Many of our clients need strong advocacy to help guide and support them through a mind field of regulations and requirements. YMHAL is currently working with a number of families to ensure they receive an appropriate package under the NDIS which meets their current needs. YMHAL will continue to be a strong voice for the Aboriginal and Torres Strait Islander people who are experiencing extreme functional disability.

The senior management team and staff from the Reverend Charles Harris Diversionary Centre (RCHDC), the Breaking the Cycle (BTC) Program, Dale Parker Place (DPP), Flora House (FH) and Housing Program continue to work closely together to support the clients. Over the years a number of clients have transitioned through the programs and now successfully maintain their own tenancies due to this approach.

YMHAL success through 2018 has been attributed to the ongoing collective approach by the Board, Executive Team and staff within the organisation. This approach continues to ensure our clients have access to ongoing health, legal, counselling, emergency relief, manage addiction, employment and suitable housing across the Townsville region. YMHAL continues to be an innovative leader throughout the sector.

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

1996

JULY 1996

- 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

2006

JANUARY 2006

- 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

DECEMBER 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 20 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.

2018

- Construction of a 2 bedroom duplex at Hillside Gardens
- Concept design completed for 1145 Riverway Drive Rasmussen
- Purchased Duplex on 324 Pinnacle Drive Rasmussen
- Sold 10 blocks of land at Hillside Gardens

“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

Projects.

THE LONG-TERM HOUSING PROGRAM

Hillside Gardens.

The Long-term Housing Program continues to deliver affordable housing to the most disadvantaged in Queensland in line with the standards set by the National Regulatory System for Community Housing.

Yumba-Meta's very own property development program came about after identifying a need to provide their clients with more exit strategies to help them shift from community housing to affordable, secure and independent living in their very own homes.

"It's through this project we intend to fulfil our mission of 'homelessness to home ownership'," CEO Dushy Thangiah stated.

"We invested in 50 acres of land at Mt Louisa with the intention of subdividing and selling off a portion of blocks to help fund other programs, but mainly to encourage indigenous homeowners. The first two lots were bought by two young indigenous couples looking to start their lives together in their own homes. It's centrally located and such a lovely, niche estate. They love living there!"

Yumba-Meta partnered with local construction company Martin Locke Homes to build a two-bedroom duplex on the blocks retained for the sole

purpose of providing affordable and sustainable living opportunities for a wider range of tenancy options at Hillside Gardens, including specialist disability accommodation (SDA).

Mrs Thangiah said they're currently finalising their design plans for SDA with construction expected to start during late 2018.

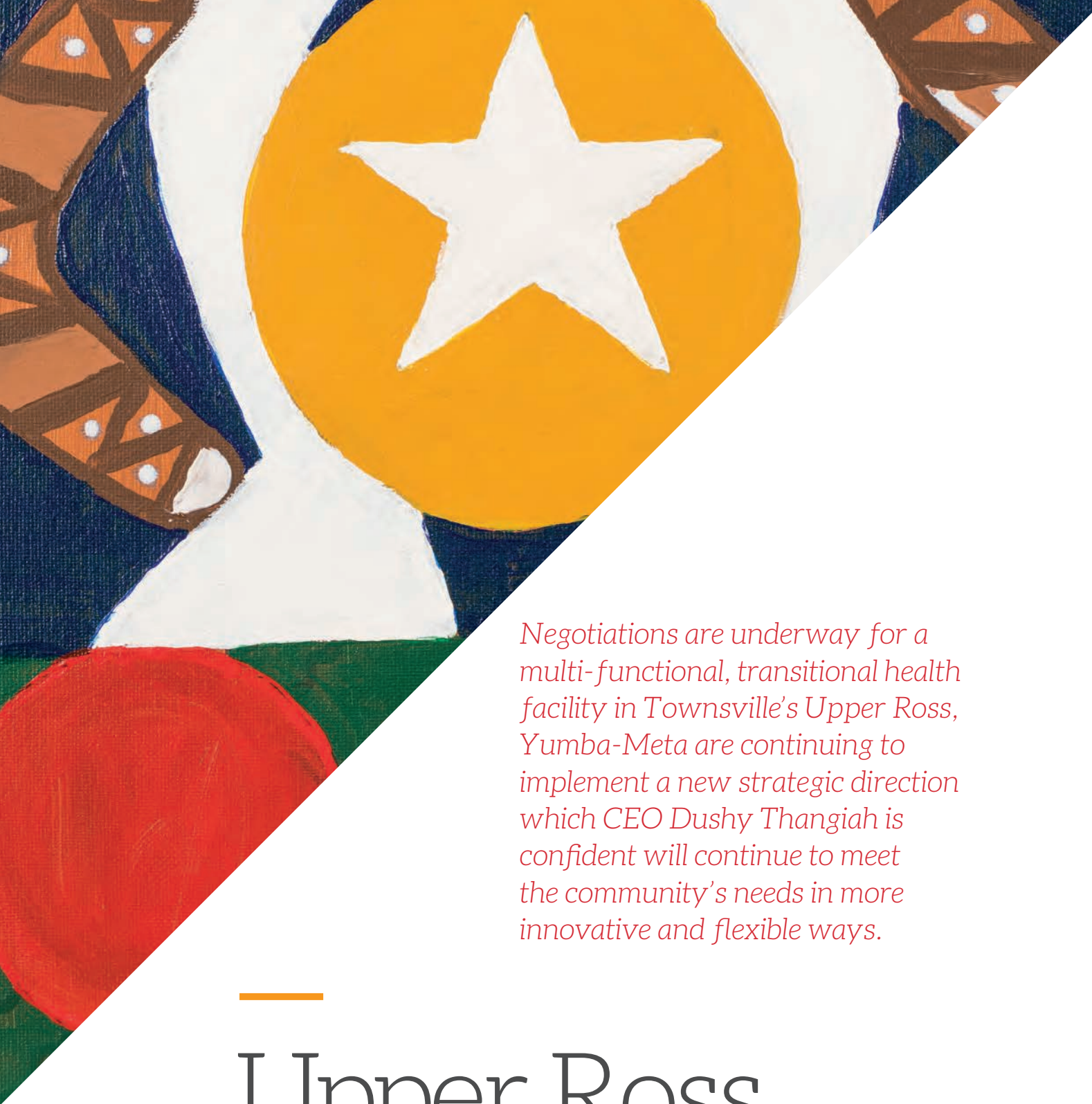
"The senior duplex includes solar hot water, easy maintenance and quality finishes as well as handrails and accessible toilets for more independent living," she said.

"We are now a registered provider of SDA and even though we've come up against many stumbling blocks with this project we've kept on going against the odds."

Ten blocks have already been sold at Hillside Gardens and we are hopeful that the remaining blocks will be sold in the next two years.



hillside
gardens



Negotiations are underway for a multi-functional, transitional health facility in Townsville's Upper Ross, Yumba-Meta are continuing to implement a new strategic direction which CEO Dushy Thangiah is confident will continue to meet the community's needs in more innovative and flexible ways.

Upper Ross Transitional Health Facility.



"We purchased the land that previously housed the Upper Ross Community Centre at Rasmussen at the beginning of 2017, with the purpose of developing services for the Townsville community, including some important services that are currently lacking in the Upper Ross area," Mrs Thangiah explained.

"A site concept plan has been developed and a Development application has been lodged with the Townsville City Council, the approval process could take more than six months. We'll then need to seek funding assistance as the projects we're proposing will be considered shovel ready projects."

Plans for the site include a commercial precinct, tutoring centre and patient accommodation facility for people travelling from

remote communities for medical treatment. Mrs Thangiah said the project is expected to be completed over a 5 year period.

"We've been working closely with various stakeholders to get the project future ready and achieve a positive outcome not just for the people of the Upper Ross and Townsville, but for those in remote communities who need to travel to Townsville for medical services," she said.

"It's a very exciting time for our staff and supporters to be able to witness the organisation not only achieve our vision of home ownership, but also branching out into other areas of need to help achieve sustainable communities by providing our clients with access to specialist health services close to home."





Housing Services.

HOUSING SERVICES

Community Housing

Yumba-Meta manages 192 tenancies across Townsville under the long term community housing program and 53 properties under the transitional housing program. Construction of a two-bedroom duplex at Hillside Gardens was completed in June 2018 with tenants occupying the properties by end June 2018.

The Housing Program ensures all tenants are given the opportunity to provide feedback regarding various aspects of our service. The result of 2017 surveys revealed that 96% of tenants were highly satisfied with the services of YMHAL. We have maintained occupancy levels at over 95% once again and rental arrears maintained under 5%.

YMHAL continues to work with the most disadvantaged people majority of who are identified as having complex needs and are unable to access housing in the open market. We provide a service that is more than just rental.

Clients are assessed via a comprehensive intake process which helps us understand the immediate and long term needs of the clients. This assists us identify the supports the clients need to sustain their tenancy and also take care of their well being.

Clients deemed as having an immediate need are connected to case management support which deals with their support needs. YMHAL housing staff spend a lot of time informing the tenants of their responsibilities and also their rights with regards to maintaining a tenancy.



HOUSING SERVICES

Community Housing



Construction of a two-bedroom duplex at Hillside Gardens was completed in June 2018 with tenants occupying the properties by end



HOUSING MANAGER

Brenda Lucas

Building relationships to achieve sustainable communities. That's the work ethos that Brenda Lucas abides by in her day-to-dealings as Yumba-Meta's Housing Manager.

The job of managing almost 200 tenancies is no small feat, even for someone who's career history includes a 22-year tenure as a Centrelink case manager.

"Coming to Yumba-Meta, I faced major challenges," Brenda began. "I thought I knew about housing having worked for the Department of Housing, Red Cross and for Centrelink but here, we do everything. From assets, to maintenance and handling complaints from our tenants and the community. It's been a real eye opener for me."

Born in Cloncurry as a descendant of the Mitakoodi people, Brenda left her home town to work on Hayman Island as her first port of call, before making Townsville her home in 1999.

With her maiden name of Kum-Sing resonating with many locals

as being of solid repute, Brenda became a well-recognised face in Townsville's human services community. She said her comprehensive background in social housing has been invaluable in her role at Yumba-Meta.

"People do recognise me and I'm very approachable and friendly which helps me to form good relationships with our clients," she explained.

"Our job is not about evicting people from their homes, it's about helping them to help themselves."

"I make sure they're on all the right payments they're eligible for and if they're not I can refer them to the right payment options like rent assistance. I've built relationships with our service providers so that we can ensure our services is friendly and professional and we're consistent with the advice we're giving our clients. Open communication is what it's all about and giving them the ability to make the right choices. We like to empower them to take responsibility and be accountable for their actions."

While Brenda has certainly achieved a lot over the past three years since joining the Yumba-Meta team, she looks forward to building more relationships in the coming year to further engage with tenants and really try and change the culture of social housing communities and the way they're perceived.

She said she'll be engaging regularly with onsite managers and local police with a view to opening lines of communication and helping people regain their independence.

"The people we support through Yumba-Meta have very high needs—mental health issues, addictions or could be youths who have never rented before or culturally diverse people who have language barriers," she explained.

"They need constant support and education to be able to understand what their rights are and their obligations as tenants and making them aware that there is a process we have to comply with. It really just comes down to communication and building relationships. It's so rewarding when I see people who I've met in previous jobs having trouble obtaining long-term housing and to see them sustaining their tenancies is great. Our job is not about evicting people from their homes, it's about helping them to help themselves."



CASE STUDY 1

Lisa Kidner

Less than a year ago, Lisa Kidner was sharing a single room lodging with her brother in Townsville's CBD. Today, she's enjoying life doing the things she likes most... fishing, cooking and spending time with her family in her own home.

Born on Palm Island, Ms Kidner moved to the mainland when she was 25 years old. Ten years later, she evokes memories about her first few years in Townsville living rough in the city's homeless hotspots.

"I spent a lot of time camping in Hanran Park and down the Strand, drinking and smoking too much, getting into fights in Dean Park and drinking under Victoria Bridge," Ms Kinder recalled.

"I've been good for a couple of years now but up until September 2017 I was living with my brother in Sturt Lodge in the city and sharing a room. Red Cross put me in touch with Yumba-Meta and now I've got a unit on Bowen Road in Rosslea."

Ms Kidner's immediate family also live in Townsville but she's very much enjoying her space and living her own life in her new home; spending time with her two sons Jack and Darryl who are also in Yumba-Meta housing as well as her nephews who live nearby and being able to help look after her brother who has epilepsy.

She said life is starting to change for her.

"Red Cross and the people at Yumba-Meta helped get me off the street and I really love it in my new home,"

"Red Cross and the people at Yumba-Meta helped get me off the street and I really love it in my new home," she said.

"They take us fishing every Friday and we also do arts and crafts, beadings and paintings. I have my own space and I can relax back and do my own things."

Making the transition to living in the Yumba-Meta community at Rosslea was easy for Ms Kidner, who enjoys the pace of life offered by the surroundings and the great service provided by the team. Apart from the occasional ruckus in the complex she said it's a great little community where she's even made some new friends.

"Being so close to the river is great 'cause I like my fishing too," Ms Kidner said.

"I usually catch a few Mangrove Jacks and cook them up for dinner. The services here are good. We all go in for meetings and they treat us very nice and take us where we want to go in the car to get groceries or go to Centrelink if we need to. And if we want to move in the future they'll help us apply for housing."



CASE STUDY 2

D. M.

An Indigenous male aged in his 40's was transferred from the Remote Community of Doomadgee for Renal Treatment (Dialysis) at The Townsville Hospital.

Prior to being housed in long term housing, tenant experienced homelessness and was sleeping rough on the streets resulting in deteriorated health and wellbeing. Due to his instability he was not meeting his ongoing appointments with the hospital.

By end of May 2013 he was successful in obtaining Long term Housing with YMHAL. During this time he experienced many challenges and ongoing issues around his health and tenancy. The Housing team understood his needs and connected him with appropriate wrap around supports and YMHAL staff worked tirelessly with him to ensure that he continues to sustain and maintain his tenancy. Support provided to him has seen great improvement in his health, less issues with his tenancy matters and his ongoing Renal Treatment being successfully met. The clients current situation with his improved health and sustaining tenancy is considered a great outcome for this particular client.



MEDIUM TERM SUPPORTED ACCOMMODATION

The Ernest and Maud Hoolihan Elders Village.



As the founder of Yumba-Meta, it was always one of Ernie Hoolihan's missions to achieve community housing for Townsville's aged Aboriginal and Torres Strait Islander residents.

In 2012, Ernie's years of work paid off and the Ernest and Maud Hoolihan Elders Village opened the doors of its 16 two-bedroom units to Aboriginal and Torres Strait Islander people over the age of 55 seeking independent living in a retirement village style complex.

Yumba-Meta CEO Dushy Thangiah said it took YMHAL nine years to see the project through to its completion.

"Rightfully so, Ernie was one of the first residents of the Elders Village but unfortunately his wife Maud had already passed away before it opened," she said.

"They both received a great deal of respect for their hard work and contribution to the community and the village is one resounding success. The village was named after the couple as the Ernest and Maud Hoolihan Village. It's a community of its own in a beautiful setting and it's been at full capacity most times since 2012."

Mrs Thangiah said they're looking forward to introducing solar panels to the homes over the next three years to help residents with the cost of their energy bills.



Programs.



Mentoring Programs – Future Youth.

“We want to be able to show outcomes in the form of NAPLAN results, so the schools have something positive to refer to. We want Yumba-Meta to be the central point for these families and work around all the issues that are preventing their children from attending and finishing school.”

It's Yumba-Meta's vision to provide all the necessary services required for society's most vulnerable sector to be able to not just survive the toughest period of their lives, but to thrive.

Yumba-Meta CEO Dushy Thangiah doesn't want to be just another organisation working in the youth space.

“The problem is there are so many agencies already working with young people and their families it becomes so confusing for the families and there's no consistency in the services they're receiving,” she explained.

“We want to be the one point of contact to work with all these agencies—the justice system, child safety, the health department etc—to help clients navigate this complex system and help primary school children, predominantly aged seven to eight and their families, on their individual journeys through high school and beyond.”

The Education and family wellbeing Program designed by YMHAL is aimed at helping primary school children at their most impressionable age to build confidence, self-worth and be proud of their culture through consistent mentoring and tutoring from responsible, reliable members of society.

Mrs Thangiah said it's about getting the children to want to stay in school and understand the importance of an education.

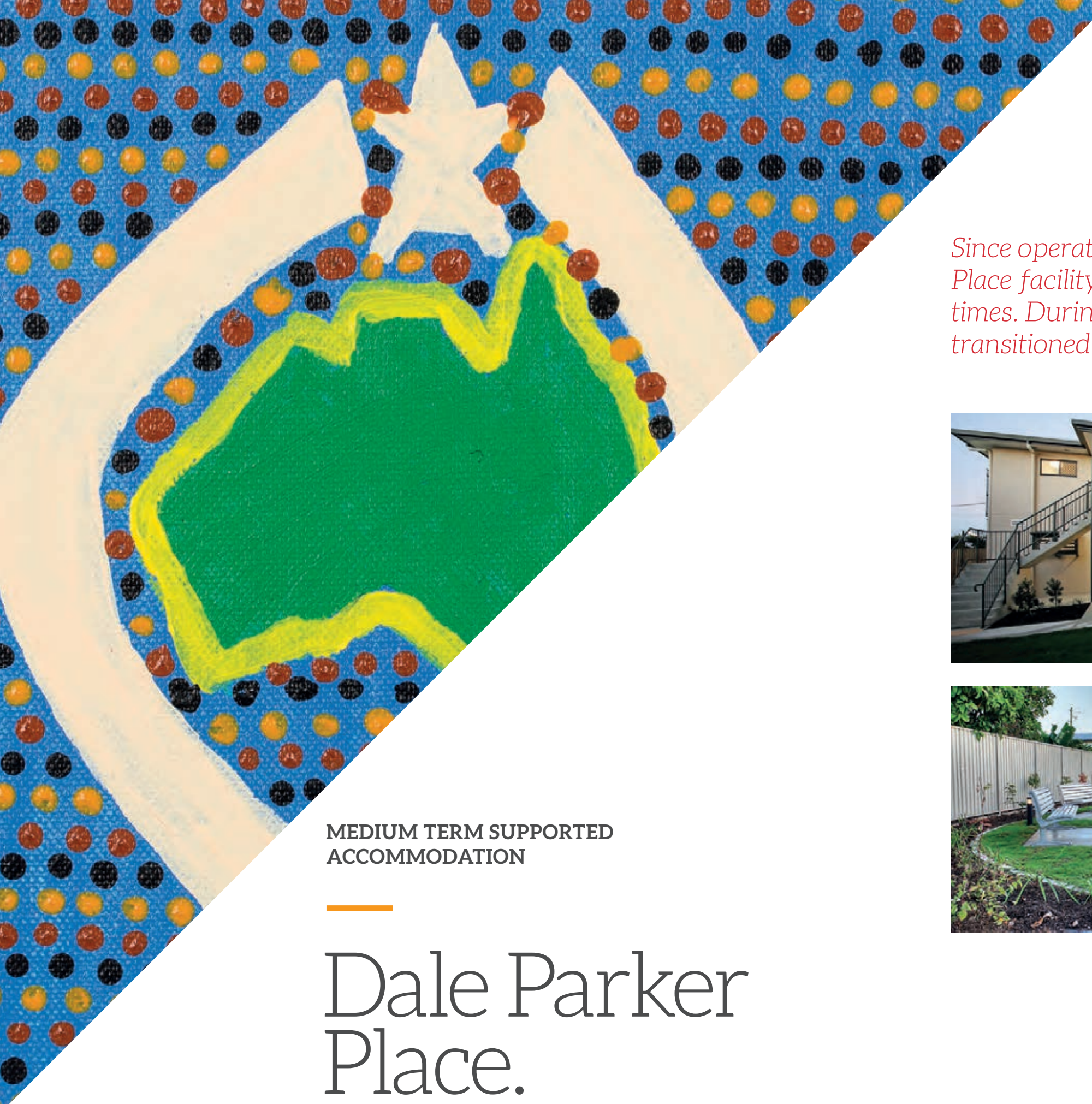
“Our projects will focus on growing school retention of Townsville's Aboriginal and Torres Strait Islander Children to a level not seen before, we aim to achieve more than 75% completing school with the required level of literacy and numeracy skills,” she stated.

“We work with the families as well, as the learning environment starts at home. At the moment, there is no one program that pulls all of these facets together, so no one other than the school that is ultimately responsible for the outcomes and whether or not the children are progressing.

“we will work closely with local state schools, government and non-government bodies to help families and the children. The current funded programs are very disjointed because everyone involved works as silos,” Mrs Thangiah explained.

“our vision is for Yumba-Meta to be the primary point of contact for the whole family and pull together services from other agencies so that our clients aren't telling their stories to so many different people. It's a violation of their privacy and becomes very confusing for them in what is such a complex service system.

“We want to be able to show outcomes in the form of NAPLAN results, so the schools have something positive to refer to. We want Yumba-Meta to be the central point for these families and work around all the issues that are preventing their children from attending and finishing school.”



Since operations commenced at the new Dale Parker Place facility occupancy has exceeded 95% at all times. During the year some clients have successfully transitioned into private housing or community housing.



MEDIUM TERM SUPPORTED
ACCOMMODATION

Dale Parker Place.



DALE PARKER PLACE MANAGER

Anil Kaithakulath

YMHAL successfully continues to manage the 40 one-bedroom unit complex. We are very pleased to have obtained a five year service agreement from 2018 onwards for the first time. We continue to support some of the most vulnerable people in our community with access to housing and case management support on site to empower them to improve their lives from a life of substance abuse.

The new facility accommodates single men, single females and couples without children as opposed to the previous model where males and female were in two separate facilities. Bringing them together in one facility had its challenges, through experience and time we have put in place strategies to effectively manage these challenges. A dedicated position was created for a senior client support officer who is responsible for the inhouse client management. The case management team provide intensive collaborative case management to all residents at the premises. >

Dale Parker Place continues have a positive impact on the homelessness sector in Townsville with many clients unable to access appropriate housing now being housed through this program. The new agreement deems most of the tenancies to be long term as opposed to the previous model which was considered as medium term supported housing. This provides certainty to those clients who wish to stay at Dale Parker Place for a long period of time. Tenants who experienced difficulty in managing tenancies due do their visitors are able to successfully maintain their tenancies due to Dale Parker Place being a gated community.

Case Managers support clients with access to services such as medical, budgeting, family connection, relationship management, building self esteem, healthy living, drug and alcohol services, employment services and NDIS.

This Year DPP partnered with Uncle Alfred's men's group and session are conducted at the premises once a week to engage and empower the males in a culturally appropriate manner, art classes and fishing activities continues as part of the social well being program.

Since operations commenced at the new facility occupancy has exceeded 95% at all times. During the year some clients have successfully transitioned into private housing or community housing.

CASE MANAGER

Lillian Burke



"I like doing what I do. It's such a supportive place to work and I can give back to community. It's a good feeling to see people achieve and climb the ladder."

While many people struggle to ever find their career niche, Lillian Burke can honestly say becoming a Yumba-Meta Case Manager is one of the best opportunities that's come her way. Now in her sixth year with the organisation it's become more than just a job for Lillian, who is able to relate to her clients at Dale Parker Place on a very personal level.

"There was a time in my life I had no support; I had to pick myself up out of the gutter and put myself to work," Lillian explained. "As Case Manager, I make sure I can do for my clients what they can't do for themselves and empower them to be able to sustain their tenancies and move back into the community."

Lillian can attest that there is much more to her role than just administering paperwork for the 40 clients she and her colleagues manage at Dale Parker Place. As well as ensuring they're on track with taking medications, getting them to and from their scheduled medical or Centrelink appointments on time and generally being a day-to-day advocate for them out in the wider community, Lillian said the main challenges she faces are always the same.

"Education is key for our [ATSI] people and a lot of the time it's left to us to teach them the basics like house rules and what alcohol does to your body," she said.

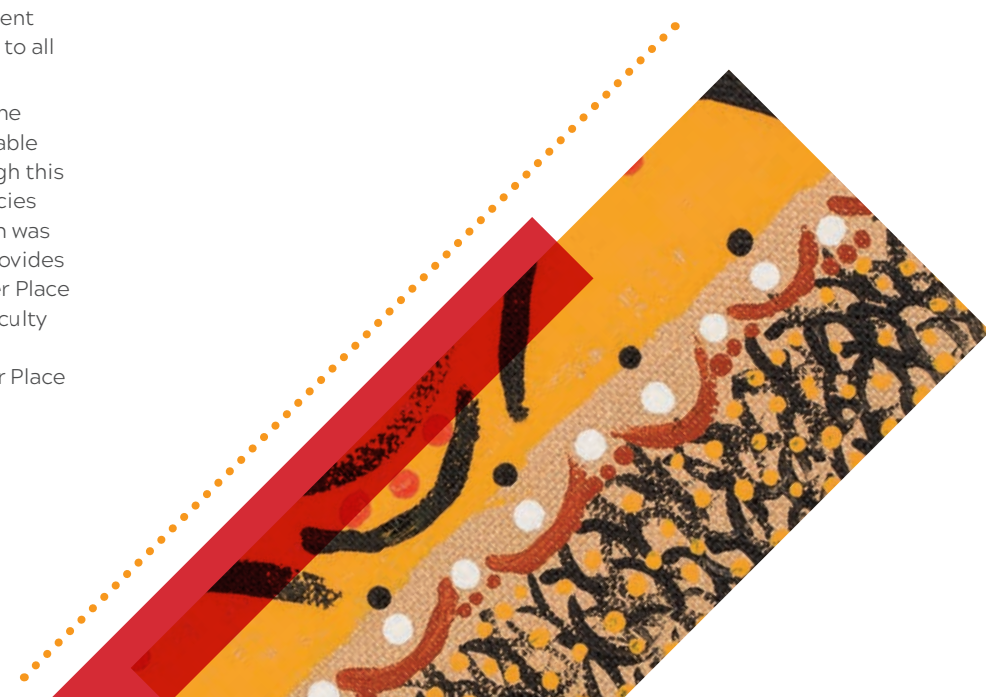
"But I let them know that it's never too late and they can make a difference if they give it a go. It helps that I know the people I work with and I feel like I can be role model to them. My parents weren't around when I was growing up and I had no role model but still managed to do something with my life and so can they."

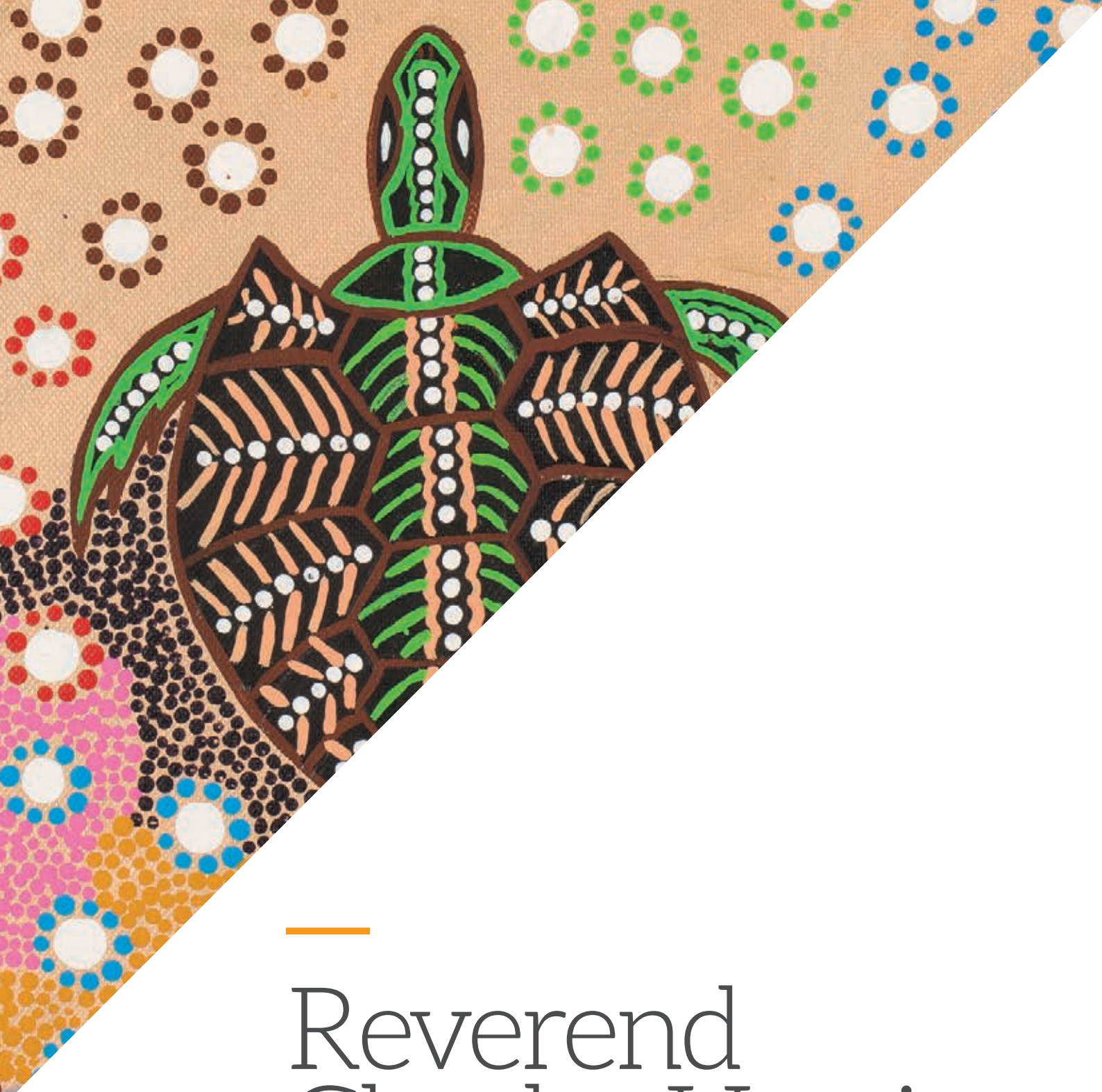
After leaving school at 15, Lillian realised that returning to her community on Palm Island wasn't going to be the final chapter in her story, so she went to TAFE to attain her Year 12 equivalent and then enrolled to study law at James Cook University. With no financial stability at the time, Lillian was forced to abandon her studies and take on a number of odd jobs to support her six children as a single mother.

In 2011, she applied for a support role at Yumba-Meta. Instead, was offered a position as a Case Manager and hasn't looked back, now looking forward to going back to university this year and obtaining her Bachelor of Social Work.

"Dushey saw potential in me back then when I didn't see it myself," she stated.

"I like doing what I do. It's such a supportive place to work and I can give back to community. It's a good feeling to see people achieve and climb the ladder. I feel good about what I want to do. God put people in my path to take care of me. Without God, and these people, I wouldn't be who I am today."





Reverend Charles Harris Diversionary Centre.

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.

The popularity of the Diversionary Centre amongst Aboriginal and Torres Strait Islander people seeking sanctuary from substance abuse prompted the instigation of Breaking the Cycle Program eight years ago. Today, its proven success has been a great source of inspiration for Yumba-Meta CEO Dushy Thangiah to do more in this space.

“Breaking the Cycle has really exceeded its required numbers this year consistently exceeding the allocated 10 space throughout the year” she said.

“Karen Kite runs the program and she together with the two case managers has been very effective in promoting the program herself with the regular users of the Diversionary Centre and engaging with clients at the right time to get them to want to become active participants.”

As well as offering a safe and familiar place for clients to sober up for the night, the well-respected staff at the centre provide more reasons than just a bed and a healthy meal to stay on or return to the facility. By allowing them to stay on in the centre for an elongated period, Mrs Thangiah said it’s an incentive for clients to become more involved with the programs they offer.

“They don’t have to engage in Breaking the Cycle but it’s certainly encouraged, with the prospect of them being able to move into Dale Parker Place once they’ve finished the program or we can help connect them to the private rental market.”

BREAKING THE CYCLE CASE STUDY

CW has been a regular client of YMHAL since the organisation took over management of the Diversionary Centre since 2008. In 2010 she entered the Breaking the Cycle program and engaged in the program for a short period of time before returning to her life in the parks.

This pattern of behaviour was repeated over the years until 2018 when she engaged more actively with the case managers.

Her health had deteriorated over the years forcing her to reconsider her lifestyle.

CW, with the assistance of the case managers set herself three goals; to quit smoking and drinking, to obtain her birth certificate and to obtain her own place.

CW struggled to persevere with her goals and on number of occasions disappeared from the program. Each time she came back the case managers worked with her again, with the end result that all three goals have been met.

CW has now successfully transitioned into Dale Parker Place and is maintaining her tenancy.



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's Flora House is looking to improve its day-to-day dealings with families affected by domestic and family violence. With a five-year funding agreement secured for this shelter for both indigenous and non-indigenous women and their children seeking a safe haven from family and domestic violence, Yumba-Meta CEO Dushy Thangiah is looking forward to streamlining the services.

"Furthermore, we'd like to resource an outreach service to work with the perpetrators of domestic violence instead of only providing respite and support for the women and children. That way, we can provide them with the tools to work together and potentially stay together as a family unit."

CASE STUDY 1

Annie

A 60-year-old woman requested the assistance of police to find her and her adult son safe accommodation. She stated that her husband had abused herself and her son for the last 25 years. The woman was referred and accepted into the Shelter, and the contact details for the Men's Helpline provided for her son.

On arrival to the Shelter, the client was provided with clothes and food and a crisis payment application was submitted for review. The crisis application was approved and Centrelink deposited funds into her account to assist her with food and other needs.

Once at the Shelter, the client informed staff that the son had also been abusing her over a period of time. Staff was able to assist in submitting a DV Order application and the client attended court and received a no contact DV order for five years against her husband and son.

During the first two weeks of clients stay at Flora House, staff assisted the client in viewing and applying for multiple private rental properties. Unfortunately, the client was not successful in her applications. It also became apparent to both the client and staff during this time that she would need ongoing support to manage her daily activities.

Shelter staff contacted several retirement villages, and was successful in securing her a fully furnished unit with meals, and daily support provided.

CASE STUDY 2

Cathy

A single mother, along with her two children, were involved in an incident where their lives were put at risk during an attack by her ex-partner. The client and both her children were hospitalised for treatment for two nights following the incident. The attending Queensland Police Detectives began working with the client immediately to ensure their safety upon being released from hospital, and to gather evidence to enable an arrest and subsequent prosecution of the perpetrator to occur.

DV Connect referred the client and children to the Shelter. The referral was accepted immediately, and the client and her children were transported to the Shelter. The woman was assisted in applying for a Centrelink crisis payment, and emergency supplies of food and clothing provided for both her and the children.

After a week in which to give the family a chance to mentally and physically recover, staff approached the client and explained that it would be best to have some normality for the children and enroll them into the local school. The client and children were extremely frightened at first, due to the perpetrator having not yet been apprehended by the police. Strategies were put in place and the children were able to safely attend school. The Shelter supplied the children with uniforms, backpacks and stationery.

Counselling was arranged through The Women's Centre for the mother, and assistance provided in successfully submitting a Victims of Crime claim. Queensland Police assisted in supporting the client to fast track her housing application to enable her to return to her home.

The client has now returned to her family and support networks and is now in her new property and plans of gaining employment and remaining drug free". The perpetrator is serving a long sentence in a correctional facility.



MANAGER - FINANCE

Changyi Liu

Since taking on the role as Yumba-Meta's Financial Accountant three years ago, Changyi Liu's career perspective has taken on a whole new meaning.

"In my previous jobs, money always came first and everything came with a price tag," he stated.

"Working here, you see things you don't see in everyday life. Yumba-Meta provides support to vulnerable people in the community with everything from general support to long term housing. You can't really put a price on that."

A qualified Chartered Accountant with 10 years' experience in the profession Changyi, originally from China, moved to Townsville from Singapore in 2005 and finished his master's degree at James Cook University, after which he took up a position with one of the north's largest accounting firms. His first encounter with Yumba-Meta was as a client of the firm and after forging a professional relationship with the organisation and its staff, he joined the executive team in 2015.

Although very different to being a chartered accountant in the corporate world, Changyi has so far enjoyed the challenge and 'steep learning curve'.

"Accounting is only a very small part of my job," he explained.

"As well as overseeing the finance function of the organisation, like day to day operations and payrolls, my role is to understand the business its processes and try to improve efficiency without someone having to make sacrifices. Any decision we make, we need funding to back it up and it's my job to try and make that possible for everyone."

While he doesn't directly engage with Yumba-Meta's clients, Changyi's job satisfaction comes from hearing about the amazing work his colleagues do on the ground; helping people progress from a state of homelessness to sustaining their own long-term accommodation. He said his main agenda for the year ahead involves establishing sustainable revenue streams so that they can continue their integral work in the community.

"Yumba-Meta has been a quiet achiever in Townsville over the last 40 years and locals in the business network don't know much about us," Changyi said.

"Our three-year plan involves trying to establish other means of funding streams including community partnerships and sponsorship rather than us solely depending on government grants, so that we can grow the organisation and give more back to the community."

Financial Statements.



Financial Statements

STATEMENT OF FINANCIAL POSITION As at 30 June 2018

	2018	2017	2016
Current Assets	5,281,380	4,829,815	5,695,153
Non-current Assets	21,843,775	23,177,941	21,672,458
Total Assets	27,125,156	28,007,756	27,367,611
Current Liabilities	717,916	703,287	816,897
Non-current Liabilities	174,482	198,724	207,913
Total Liabilities	892,397	902,011	1,024,810
Net Assets	26,232,758	27,105,745	26,342,801
Equity	26,232,758	27,105,745	26,342,801

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME For the year ended 30 June 2018

	2018	2017	2016	2015
Revenue				
Rental Income	1,664,294	1,411,719	1,422,314	1,413,863
Grand	5,585,039	6,217,996	6,616,055	6,422,020
Sales - Hillside Gardens	1,386,364	-	-	-
Other	68,990	80,562	51,275	105,937
Total Income	8,704,687	7,710,277	8,089,644	7,941,820
Cost of Goods Sold	(1,376,761)	-	-	-
Gross Profit	7,327,927	7,710,277	8,089,644	7,941,820
Expenditure				
Depreciation	442,880	426,808	396,976	406,757
Employee Benefits	4,093,053	4,442,699	4,391,249	4,053,183
Insurance	312,024	273,498	273,473	48,617
Repair & Maintenance	165,419	257,184	302,589	1,017,645
Rates	497,705	410,427	441,862	439,443
Other	1,126,881	1,136,717	1,384,736	1,535,457
Total Expenditure	6,637,963	6,947,333	7,190,885	7,501,102
Total Surplus/(deficit) for the year	689,964	762,944	898,759	440,718

Financial Statements

STATEMENT OF CASH FLOWS For the year ended 30 June 2018

	2018	2017	2016
Cash flows from operating activities			
Cash receipts from customers	7,640,440	7,633,817	8,039,473
Cash paid to suppliers and employees	(4,694,619)	(7,822,425)	(6,713,387)
Cash generated from operations	2,945,822	(188,608)	1,326,086
Interest received	20,552	49,400	95,636
Finance costs	(7,949)	(11,452)	(24,310)
Net cash from operating activities	2,958,426	(150,660)	1,397,412
Cash flows from investing activities			
Purchase of property, plant and equipment	(2,087,760)	(2,042,474)	(668,878)
Proceeds from sale of equipment	-	20,316	-
Net cash used in investing activities	(2,087,760)	(2,022,158)	(668,878)
Cash flows from financing activities			
Proceeds from long-term borrowings	0	35,086	92,214
Payment of long-term borrowings	(23,891)	(84,155)	(199,491)
Net cash used in financing activities	(23,891)	(49,069)	(107,277)
Net increase/(decrease) in cash and cash equivalents	846,775	(2,221,887)	621,257
Cash and cash equivalents at beginning of period	1,275,320	3,497,207	2,875,950
Cash and cash equivalents at end of period	2,122,095	1,275,320	3,497,207

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 very proud that all of the artwork presented in this Annual Report was created by our talented clients:

Front and Back Cover
Lillian Willis

Pages 4 and 5
Lillian Willis

Pages 14 and 15
Shane Robertson

Page 18
Oralie Baira

Pages 20 and 21
Peter Cummins

Page 27
Edward Summers

Page 28
Paul Conway

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Lynette Jane Norman

Pages 32 and 33
Oralie Baira

Pages 34 and 35
Lynette Jane Norman

Pages 38 and 39
Darren Murphy

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Leonard Noble

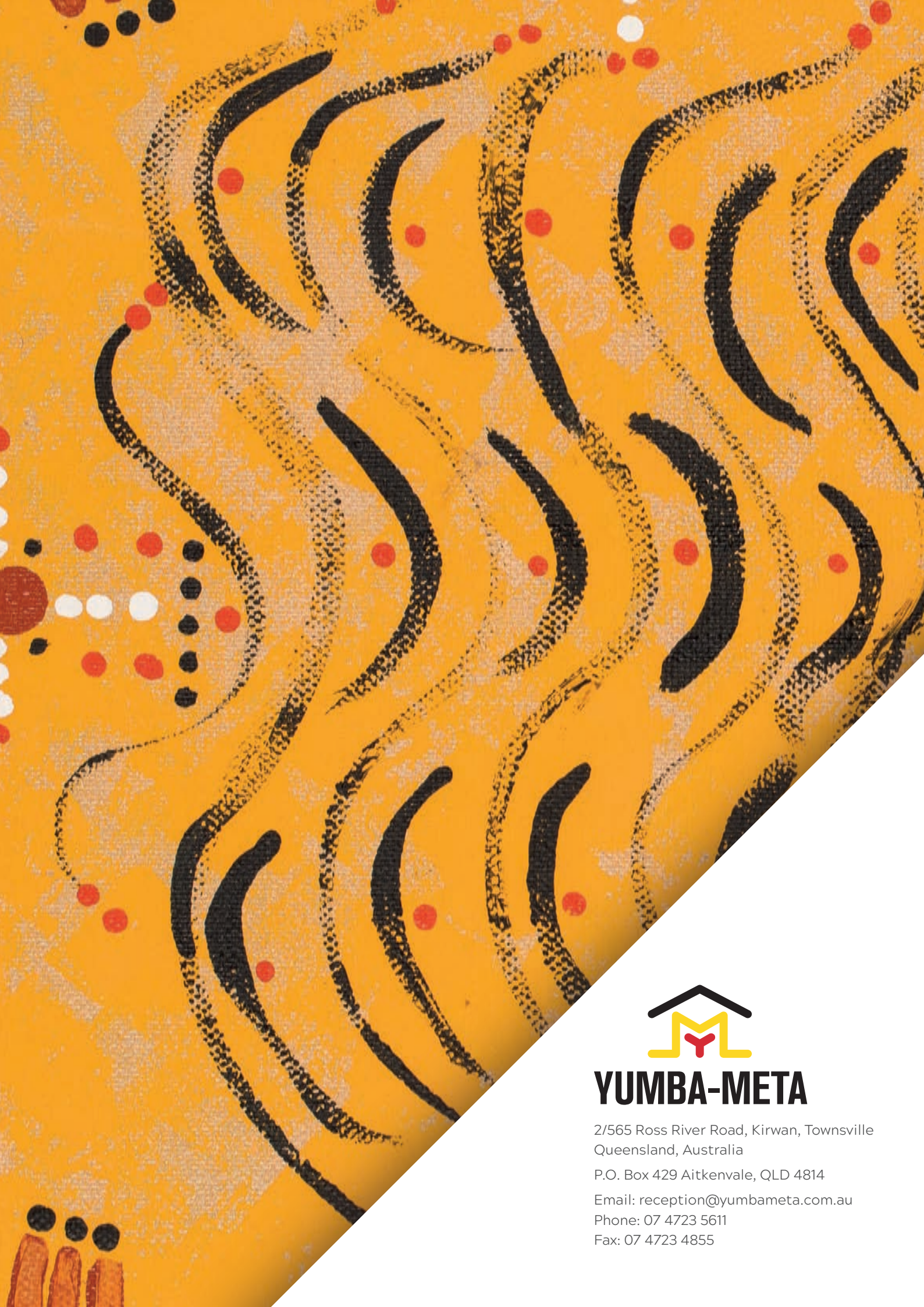
We are also very grateful for the generous support of these businesses, organisations and services:

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
Feros Care
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.



www.yumbameta.com.au



YUMBA-META

2/565 Ross River Road, Kirwan, Townsville
Queensland, Australia

P.O. Box 429 Aitkenvale, QLD 4814

Email: reception@yumbameta.com.au

Phone: 07 4723 5611

Fax: 07 4723 4855