



*Celebrating
40 Years*

Annual Report 2013/2014

Providing accessible Quality Housing and Support Services for disadvantaged groups, in particular Aboriginal and Torres Strait Islander people of the North Queensland Region for over 40 years.

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Yumba-Meta Housing Association Ltd

Who is YMHAL and what do we do?

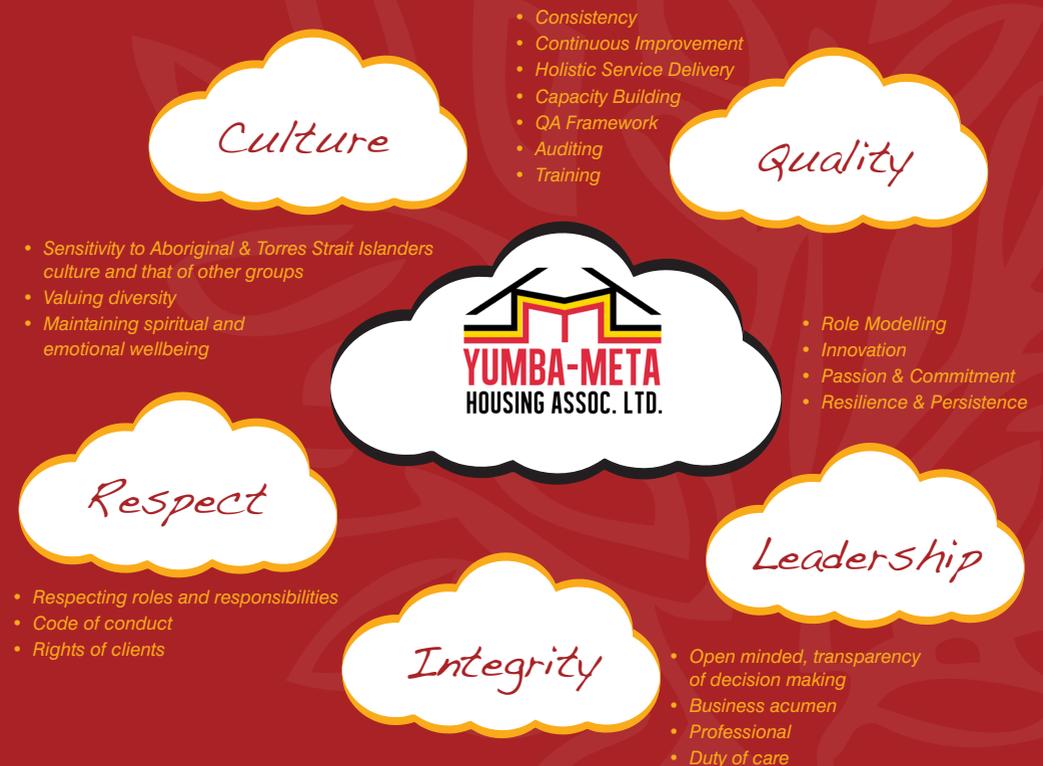
Yumba-Meta Housing Association Ltd (YMHAL) is a not for profit organisation that was established in 1973. It provides long-term, medium term and short term secure, affordable and culturally appropriate accommodation and housing related support services to disadvantaged people of the Townsville region.

Mission

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.

Vision And Values

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



Celebrating 40 years of Yumba-Meta Housing

Yumba-Meta - a home for Aboriginal and Torres Strait Islander people in Townsville

"I love my home. I love my home [Yumba-Meta] have given us. I really do. My kids do.

Before I got my home -- because I didn't know where to go, what to do, I was so desperate. [...] Happiest day was when I got the keys to move into my home with my kids. That was a beautiful moment I'll never forget." - Tanya Sailor, Yumba-Meta tenant.

Yumba-Meta Housing Association Ltd. (YMHAL) was established in 1973 by a group of Aboriginal and Torres Strait Islander people in Townsville. Aggravated by institutional discrimination and widespread racism among real estate agents and homeowners, Aboriginal and Torres Strait Islander people in the Townsville area were struggling to secure appropriate places of living in the city. Propelled by the need to provide sustainable housing solutions for local Aboriginal and Torres Strait Islander residents, Yumba-Meta's founders overcame practical obstacles, and with persistence and devotion – and a little bit of luck – their dream for a community controlled, Indigenous housing association was transformed into reality.

From a small grassroots organisation of two employees managing eight houses in 1974, YMHAL grew into one of Townsville's leading housing & homelessness association, managing 146 properties and five programs throughout Townsville. With over 80 employees in 2014, YMHAL caters to people from various backgrounds whose needs range from overnight shelter to medium and long-term housing. YMHAL does more than provide hundreds of people with a place to live – it is a community of people committed to helping and supporting each other. Remarkably, despite being a large organisation with professional protocols amidst strict government regulations, YMHAL remains rooted in its community. The story of Yumba-Meta is not only about the provision of houses. Rather, it is about the making of homes.

Ernest Hoolihan, one of the founders and former presidents of YMHAL did not have a complete vision or plan when the organisation was established. Neither he nor others involved had devised a strategy for a forty-year program. He was not sure where this adventure would lead, but he knew there was a real need for affordable housing and identified an opportunity to fulfil it.

Aboriginal and Torres Strait Islander people have endured dispossession and displacement for generations. Home ownership may help to mitigate such negative experiences. Most Aboriginal and Torres Strait Islander people do not own their homes but rather rent privately, via public housing or comm.house community housing. YMHAL believes home ownership is an avenue for economic and social empowerment and a means to break intergenerational cycles of poverty and hardship common among Aboriginal and Torres Strait Islander people.

Transitioning people 'from homelessness to home ownership,' is Yumba-Meta's vision and the aim of its most ambitious project to date. In 2009, YMHAL purchased 26 acres of land in Mount Louisa upon which 22 houses are to be constructed. Upon completion, Aboriginal and Torres Strait Islander people will be invited to purchase affordable housing from YMHAL. While there are manifold challenges and pitfalls in leading such a project, there is also great promise in creating a housing complex planned and jointly owned by Aboriginal and Torres Strait Islander people. It is yet to be determined what shape this project will take, who will participate in the planning, what community mechanisms will emerge and what impact the new neighbourhood will have on the community and the indigenous residents. One thing, however, is clear; this incredible and unique project is a stepping stone in the advancement and empowerment of Aboriginal and Torres Strait Islander people in the city of Townsville. This project will also cement YMHAL as one of the leaders of the housing agenda and will ensure YMHAL will continue to deliver innovative and culturally appropriate housing and support services to disadvantaged people of the North Queensland region in the years to come.

*Excerpt from 'Celebrating 40 years of Yumba-Meta Housing' Booklet.
Available for purchase at the YMHAL Office.*

Presidents Report

I am very proud to be a part of Yumba Meta Housing Association.

I am looking forward to continuing to contribute to the future and delivery of our vision, mission values and achievement of our future objectives.

I am very honoured to provide my very first President's Report to members. I am particularly pleased to be doing so in the year which marks an important milestone in Yumba-Meta Housing Association's history. This year we are celebrating our 40th year of housing and accommodation support services to the Townsville community.

The fact that we are able to celebrate 40 years is due to the foresight of our Elders, founding board members and those in our community who back in 1973 joined up to support the establishment of a housing service provider organisation for the Townsville Aboriginal and Torres Strait Islander community. On behalf of the current board of Directors, I would like to acknowledge the hard work and valuable contribution of the Elders and previous Directors who contributed to

the strong governance of the organisation over the history of Yumba-Meta, and the Management and Staff who delivered quality accommodation services for our community over the years. From 8 houses back in 1973 to 146 houses and in 2013, without all of these people Yumba-Meta wouldn't be what it is today.



We have grown into an organisation that provides long-term, medium term and short term secure, affordable and culturally appropriate accommodation and support services to disadvantaged people of the Townsville region.

In recent years, YMHAL has had significant growth in both service provision and assets securing government funding for several large projects. In addition to the 148 long term housing properties we manage currently, YMHAL delivers accommodation support services through:

- * The Reverend Charles Harris Diversionary Centre,
- * Flora House Women's Shelter
- * Employment Related Accommodation Program for those visiting Townsville from rural and remote areas seeking temporary accommodation whilst undergoing training or study, and
- * Dale Parker Place provides temporary supported accommodation for Aboriginal and Torres Strait Islander adults who are experiencing chronic homelessness, sleeping rough or living in improvised dwelling and who are also engaging in public intoxication. This program currently accommodates 20 males at Bowen Road, and 5 Female clients in a facility in Cranbrook.

Complimenting these programs is Yumba-Meta Housing Association's Breaking the Cycle program (10 places) which assists clients with alcohol and drug addiction issues. Since commencement in October 2011, Dale Parker Place has received 128 referrals, accommodated 92 clients and successfully transitioned 16 clients into long term, permanent housing, all of whom are currently maintaining their housing tenancy in 2014.

2013 - 2014 Review

Over the last year the productive, skillful and efficient work of Yumba-Meta Housing's staff, the Management Team and the hard work of our Board has delivered another year of a strong financial management and the delivery of quality services and accountability to our clients and government contracts. This is evidence of Yumba-Meta delivering on our mission, values and objectives and upholding our vision to lead and provide quality housing and support services and to facilitate pathways from homelessness to home ownership.

Some of the year's notable events include:

1. Submission of our application for Tier 2 Registration under the National Regulatory System for Community Housing (NRSCH).
2. The establishment of a Finance, Risk and Audit Committee which will provide greater scrutiny and strategy to ensure our organisation's ongoing strong and sustainable financial position.
3. Governance workshops to arm and skill our Board in fulfilling our fiduciary duty under the Corporations Act and strengthening and improving our organisation's governance.
4. A workshop and learning exchange from visiting scholars Professor Oren Yiftachel, Ben-Gurion University of the Negev in Israel and Dr Libby Porter, University of Melbourne provided their insights into urban planning with a strong message about Indigenous peoples reclaiming and asserting their place in urban spaces. Our workshop marked the commencement of planning for YMHAL's innovative homeownership project at Thorne St, Mount Louisa.

Throughout the year YMHAL has introduced robust Governance measures, upgraded and enhanced our administrative systems and managed risks by introducing sensible and achievable strategies. Our submission to the National Regulatory System for Community Housing reflects all of this hard work.

As the President of Yumba Meta Housing I would like to thank and congratulate my fellow directors for their co-operation and contribution to the decision making and to projects undertaken. At the same time I would particularly like to recognise, our out-going President Dr Ernie Hoolihan for his leadership and guidance in the previous years and

thank Uncle Ernie for continued involvement on our Board. I would also like to recognise and thank our CEO Mrs Dushy Thangiah for her assertiveness and close co-operation with me and the board, as well express my appreciate for the Management team and staff for their hard work, fulfilment of their duties and achievement of their assigned targets.

I am very proud to be a part of Yumba Meta Housing Association. I am looking forward to continuing to contribute to the future and delivery of our vision, mission values and achievement of our future objectives.

Janine Gertz,
President of Yumba-Meta Housing Association Ltd



Name	Position	Experience & Qualifications
Janine Gertz	Chairperson	Cert IV Workplace Training & Assessment Senior Advisor- Indigenous Employment JCU
Eva Kennedy	Vice President	Justice of the Peace O.A.M Bachelor of Arts Indigenous Liason Officer Aust. Red Cross
Dawn Charteris	Secretary	Senior Mental Health Worker – Queensland Health
Jenine Godwin-Thompson	Treasurer	Master Social Policy Researcher
Michele Southwell	Director	Teacher Aide
Donah Bobbert	Director	Cert 3&4 Community Services Aged Care Worker - Twin City Aged Care
Garry Chamberlain	Director	Diploma Emergency Services (Policing) Officer Queensland Police Service
Helen Bushman	Director	Coordinator - Echlin St Specialist Homelessness Service
Janice Burns	Director	Retired Public Servant
Dr Ernest Hoolihan	Director	Retired Public Servant Justice of the Peace Honourary Doctorate OAM

2013-2014 Board Meeting Attendance

Name	Eligible to Attend	Total Attended
Ernest Hoolihan	12	12
Eva Kennedy	12	12
Michelle Southwell	12	11
Janine Godwin-Thompson	12	12
Donah Bobbert	12	8
Dawn Charteris	12	12
Gary Chamberlain	12	7
Helen Bushman	12	9
Janine Gertz	12	12
Jan Burns	12	10

Financial Report

Income and Expenditure Statement

Income	2014	2013	2012
Rental Income LTCHP	1251460	1090840	988179
Rental Income - Other	212812	204807	101757
Grant Income	5613387	6654482	8129382
Other Income	87375	977579	801347
Total Income	7165034	8927648	10020665
Expenditure			
Administration	648762	666947	369123
Property Costs	1225386	1142049	875101
Organisational Costs	737396	933120	761131
Client Costs	191772	166972	162740
Staffing Costs	3802531	3702300	3073462
Total	6605847	6611388	5241557
Surplus from operation	559187	2316260	4779108
Balance Sheet As At 30 June			
Assets			
Current Assets	3774526	2942991	1435661
Non- Current Assets	22444330	22621330	22014458
Total Assets	26188856	25564321	23450119
Liabilities			
Current Liabilities	999919	879579	888418
Non- Current Liabilities	185614	240666	158687
Total Liabilities	1185533	1120185	1047105
Net Assets	25003323	24444136	22043014
Equity			
Asset Revaluation			
Surplus	11087274	11087274	11087274
Reserves	5308697	5308697	5308697
Retained Earnings	8607352	8048165	6007043
Total Equity	25003323	24444136	22403014

CEO Report

“Yumba-Meta Housing Association continues to be seen as a leader and innovator in the provision of housing and housing support to disadvantaged people.”

I am pleased to present the Yumba-Meta Housing Association Ltd 2013-2014 Annual Report.

During this year we have experienced significant changes to Social housing policy. As the first step towards adapting to the changing environment, YMHAL opted to be registered under the National Regulatory System for Community Housing. Although this was a very challenging process, we are very pleased to announce that the final registration as a Tier 2 provider is now being considered for approval. Registration will mean that YMHAL has stringent rules that it must adhere to for continued registration into the future.

During the year we also actively commenced work on the Thorn Street Home Ownership project and two internationally recognised Professors visited the site and provided advice and their support to the Board. Stage one of this project is expected to be completed by the end of 2015. This project will ensure Yumba-Meta Housing meets its commitment to improve home ownership options for Indigenous families – enabling Yumba-Meta’s vision to facilitate pathways from homelessness to home ownership to become a reality.

YMHAL continues to maintain a housing portfolio of 146 long term properties, and continues to provide support through the Reverend Charles Harris Diversionary Centre, Dale Parker Place, Breaking the Cycle Program, Flora House Women’s shelter and the Tenancy Support service.

YMHAL has a net asset base of \$25mn, and is financially strong. We continue our commitment to the provision of quality services with a very high focus on continued quality improvement.

In closing, I would like to thank each and every one who has contributed to a successful 2013-2014 year, the Board and most importantly, our hardworking staff. Every day, staff at Yumba-Meta Housing Association Ltd, work tirelessly to assist people with housing and support needs, and ensure statutory and regulatory obligations are met to ensure our organisation effectively meets our purpose and vision. The commitment of the Board and staff enables YMHAL to

have a strong and positive impact on the housing and homelessness sector in Townsville.

Dushy Thangiah - CEO,
Yumba-Meta Housing
Association Ltd



Management Reports

Dale Parker Place - Medium Term Accommodation

Staff from Dale Parker Place (DPP) and the Tenancy Support Service (TSS) have continued to work innovatively with the tenants. TSS case management moved on site to Dale Parker Place to deliver time effective service.

The move has also enabled management to respond to events instantly and the staff of both programs have benefited from closer & better working relationships. Since commencement in October 2011, Dale Parker Place has received 128 referrals, accommodated 92 clients and successfully transitioned 16 clients into long term, permanent housing. DPP clients (male & female) have enjoyed access to new programs; men's group, health & well being classes, women's groups and social inclusions activities that have included competitions, a Ross River cruise and a road trip to Mungalla station for a traditional Aboriginal feast.

Reverend Charles Harris Diversionary Centre

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

The Centre provides clients with a safe place in which to sober up overnight. In addition, the Centre incorporates The Breaking the Cycle (BTC) program; providing regular clients with alcohol issues, access to support and activities in a safe and caring environment. All clients are provided with intensive case management with the opportunities to address any health issues or other needs they may have through additional support provided by external agencies. The Breaking the Cycle Program has had 175 participants since its commencement in December 2010. 65% of the clients exited the program into secure places varying from supported accommodation, returning back to community, rehabilitation services and into private and public housing.

Client numbers remain consistently high for both the Diversionary Centre and BTC. However, transitioning clients into stable accommodation remains a challenge; Dale Parker Place may not always be an option for all clients and sourcing suitable and affordable private rental can be a

challenge. Nevertheless, through the innovative approach of staff and the willingness of clients to engage, this challenge may be overcome.

Long Term Housing

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

KPI	2014	2013	2012
Service Delivery			
Number of Properties	146	146	142
Number of Tenancies	176	158	173

Flora House - Women's Shelter

Flora House provides safe, secure accommodation and support to women and their children escaping domestic and family violence. Flora House works with women to achieve their goals around safety, health & emotional concerns, legal issues, and their children's wellbeing to move forward into stable, safe accommodation and a future without violence. During the 2013-2014 financial year 106 women and 109 children were accommodated and supported at Flora House. Flora House assisted more than 50% of the clients to gain their own independent accommodation.

The work we do at Flora House is complicated by the lack of affordable rental properties in the Townsville area however we continue to strive towards assisting clients into sustainable housing.

Ernest & Maud Hoolihan Village Opening

Capitalising on its previous accomplishments, in 2001 Yumba-Meta purchased six acres of land at Innes Estate to develop a seniors' village. With great persistence, Yumba-Meta managed to recruit \$4 million towards establishing the village.

This was Yumba-Meta's opportunity to create something new – an entire community designed for, and with, Aboriginal and Torres Strait Islander people, based on the principles of portfolio realignment

Nearly ten years passed between the time Yumba-Meta bought the land in 2001 and the time it was able to begin construction in 2010. The Ernest and Maud Hoolihan Village finally opened in August 2012. Gated and surrounded by natural forest, the village has 16 two-bedroom cottages, each with its own patio, front and backyard and a single carport. A weekly bus is provided by Yumba-Meta to ensure the tenants are able to attend their medical appointments and other outings.

To qualify as a tenant, one must be over the age of 55 – an age limit that was set in accordance with the life expectancy among Aboriginal and Torres Strait Islander people in Australia. Living in a community of Indigenous elders in a relaxed and beautiful environment makes tenants feel sheltered and socially comfortable and enhances their overall wellbeing.

Ernest Maud Hoolihan Village is a perfect model showcasing successful planning based on community input & one that effectively meets the physical, emotional and social well being of a particular target group.



Ernest and Maud Hoolihan Village Grand Opening Celebration
September 2013.



Celebrating 40 Years

Our sincere thanks go to our Board and Staff whose dedication and commitment to their roles within Yumba-Meta Housing Association enables the organisation to continue to develop and deliver essential services to the community.

Respect

Inclusion

Quality

Integrity

Leadership

Culture

Yumba- Meta Housing Association

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