



One Big Family

2020 ANNUAL REPORT

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On our front cover:
Stephen and Lucy Savage are the last of the original group of tenants of Yumba-Meta Housing Association. This means Stephen and Lucy have been Yumba-Meta tenants for 47 years!

On our back cover:
Mrs Margaret Gertz is a tenant of the Ernest & Maud Hoolihan Elders Village. Surrounded by natural forest, the village is a prime example of how Aboriginal and Torres Strait Islander housing facilities benefit from community-based planning at a grass-roots level.

Who We Are

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. People.

Our Vision

Achieving sustainable communities through access to housing and support services.

Our Strategic Priorities

- Housing**
Identifying needs and delivering affordable and appropriate housing with support and advocacy
- Support Services**
Identifying and providing assistance within a holistic framework
- Leading Sector Change**
Sustainable growth through innovation
- Collaboration and Partnership**
Engaging with partners to achieve our purpose
- Empowering**
Strengthening community relationships



We Are All Weeburra Thulgarri

(One Big Family)

Yumba-Meta Limited (YML), previously Yumba-Meta Housing Association Limited (YMHAL), is a not-for-profit organisation established in 1973.

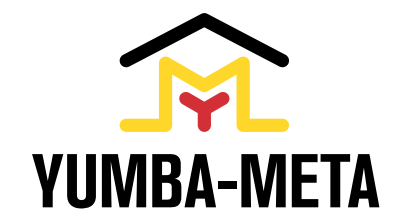
Yumba-Meta provides long-term, medium-term and short-term secure and affordable accommodation and services to disadvantaged people, particularly Aboriginal and Torres Strait Islander people. Not just providing social housing assistance to those with the greatest needs, YML provides a safe place for people to take control of their own lives and break the cycle of homelessness for good.

When it comes to advocating for the community's most disadvantaged groups, Yumba-Meta has achieved and surpassed some impressive milestones since their humble beginnings in 1973, when they purchased eight homes with the sole purpose of providing housing for Townsville's Aboriginal and Torres Strait Islander families who were struggling to access housing in the private market.

Ernie Hoolihan is the founder and current board member of the organisation. He believes that Indigenous people have the right to equality of housing. When the organisation purchased houses throughout Townsville, it broke down barriers and enabled Indigenous and non-Indigenous people to live together.

Now managing in excess of 193 tenancies, YML is leading the sustainable housing agenda in the region, not only by providing long, medium and short-term accommodation that is secure, affordable and culturally appropriate, but by gaining the respect and trust of the people most in need of the support and services they provide.

Yumba-Meta over the last 47 years has grown from managing eight houses to a dynamic multi-functioning organisation now managing 193 tenancies, 13 tenancies under the Employment & Education program, 40 tenancies under the Dale Parker Place supported accommodation program, the Breaking the Cycle program, Flora House Women's Shelter, The Reverend Charles Harris Diversionary Centre (50 Beds) and developing their own housing estate; Hillside Gardens with 40 lots.



2020 Awards & Recognition

2020 Townsville City Council Male Senior of the Year
For his selfless contributions to the community, Dr Ernest Hoolihan OAM was recognised with the Seniors Awards after a judging panel highlighted his work around Townsville as having a significant positive affect.

The panel stated that Dr Hoolihan has been pivotal in improving conditions for First Nations people for over half a century. As a public servant, Dr Hoolihan worked with government agencies to develop programs and services that would support the First Nations community. Later, Dr Hoolihan went on to establish Yumba-Meta Limited with his late wife, and assisted in the creation of the Aboriginal Cultural Centre and the Townsville Aboriginal and Islanders Health Services (TAIHS).

At 87, Ernie Hoolihan continues to make significant contributions to the advancement of human wellbeing in the community. Throughout his life, Ernie has acted with the humility and tenacity of the quiet achiever that his labours attest. This Award recognises his outstanding service to the Townsville and North Queensland community.

Timeline

The partnerships Yumba-Meta has formed over the years have been instrumental in developing the scope of services the organisation provides today.

1973

Establishment of Yumba-Meta Housing Association Limited.
2 staff members

1974

Purchase of the first 8 homes.

1975

Increased housing stock to 33 between 1975 to 1995.

1996

Completed construction of 5 one bedroom senior units in Garbutt.

1997

Increased housing stock from 33 to 45 properties.

2000

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

2001

Purchased 6 acres of land at Innes Estate Deeragun to develop an Elders Village.

2004

Yumba-Meta Housing Association to be the first Indigenous Housing organisation in Australia to be fully accredited under the Queensland Community Housing Standards and Accreditation Council.

2005

Entered into formal partnership with Australian Red Cross to manage the Homeless Early Intervention.

2006

Funded to manage the Queensland Indigenous Alcohol Diversion Program.

2008

Awarded management of the Reverend Charles Harris Diversionary Centre and Flora House Women's Shelter.

2009

Purchase of 26 acres of land at Thorn Street Mount Louisa to facilitate pathways for Indigenous home ownership.

2010

Received funding from the Nation Building Economic Stimulus Capital Grants program to construct new dwellings. Three dwellings were demolished and replaced with multiple dwellings on each site resulting in 3 tenancies increasing to 7 tenancies.

2011

Dale Parker Place medium-term supported accommodation with 25 places for single men and women.

2012

Completed construction of the Ernest & Maud Hoolihan Elders 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

Official opening of the Ernest & Maud Hoolihan Elders Village of 16 x two bedroom detached homes, by the Queensland Minister for Housing and Public Works.

2014

Received 5 additional properties under Emergency Rental Assistance Program (ERAP) taking properties under ERAP to 13.

2015

YMHAL Celebrates 40 years of service to the local community, granted registration under NRSCH as a Tier 2 Provider making YMHAL the first and only Tier 2 Indigenous Housing Provider in Queensland.

Won the Australasian Housing Institute National Award for Service Innovation for the Ernest & Maud Hoolihan Elders Village.

Purchased an additional 25 acres of land in Thorn Street to create a development of 41 home sites.

2016

Received operational works approval from Townsville City Council for the Thorn Street Project.

2017

Completed Hillside Gardens and went to open market for sales.

2018

Purchased Community Facility at 25 Acheron Avenue Cranbrook

Registered as an approved provider for Specialist disability accommodation (SDA)

2019

Received Development Approval for 1145 Riverway Drive Project.

Received \$2.89M Commonwealth Government towards capital construction of the patient transitional facility at 1145 Riverway Drive Rasmussen.

Entered into a partnership with the Ted Noff's Foundation to facilitate youth engagement in Townsville.

Awarded Winner of the Australasian Housing Institute Queensland State award for Professional Excellence in Social Housing.

Received funding from Queensland State Government for Townsville Family Violence Support Service.

National winner of the Australasian Housing Institute Award for Professional Excellence in Social Housing.

Yumba-Meta Ltd CEO, Dushy Thangiah - 2019 Telstra Australian Business Women's Award for Purpose & Social Enterprise.

Opened Townsville's first Specialist Disability Accommodation (SDA) home at Hillside Gardens.

2020

Purchased two properties (1151 & 1155 Riverway Drive Rasmussen) expanding the scope for development at Upper Ross.

May 2020 commenced construction of the patient transitional accommodation.

Commenced delivery of the Townsville Family Violence Support Service.



CHAIRPERSON'S REPORT 2019-2020

Dr. Ernest Michael Hoolihan OAM

On behalf of the Board of Directors of Yumba-Meta Limited, I am pleased to present the Annual Report for 2020. I wish to express my heartfelt appreciation to the management team for their commitment and dedication, which enables YML to provide effective services to our community.

2020 has indeed been an unprecedented year which brought about new challenges to all business and people alike. Staff, clients, and stakeholders have had to adapt to new ways of working with YML. The Board is pleased with the changes and the way they were rolled out, and the team very quickly adapted to the new world of business.

I am happy to advise that YML was one of the very few services that continued to operate 24 hours during the COVID-19 shut down period. We were able to achieve this due to the dedication and commitment of some of our staff.

YML also achieved another challenging milestone by completing construction of the first SDA (Specialist Disability Accommodation) in Townsville, which was formally opened by Arron Harper (MP - Thuringowa). The property has received full certification and is now fully tenanted.

After ten years of working with various levels of Government, construction of the Patient Transitional Accommodation Facility at 1145 Riverway Drive Rasmussen commenced in May 2020. We are hoping to have the building completed by February 2021.

Many years of lobbying came to fruition when YML received funding for a new family violence prevention program. The Townsville Family Violence Support Service is a culturally appropriate trauma-informed program that will meet the needs of the local Aboriginal and Torres Strait Islander community.

Land sales at Hillside Gardens improved significantly, and we hope to have this project completed by financial year-end.

YML also made a significant investment in acquiring property for future programs of YML.

The Board continues its commitment to improved Governance through training and development. And we continue to maintain our Tier Two status with the National Regulatory System for Community Housing and maintain accreditation under the Human Service Quality framework.

On behalf of the Board, I assure our members, stakeholders, clients and staff that YML will continue to strive to deliver quality and appropriate services to our local community. And pledge our commitment to grow the organisation to meet some of the most pressing needs of our community.

ARTIST: EDWARD SUMMERS





CEO'S REPORT 2019-2020

Dushy Thangiah

Once again it is with much pleasure that I present the 2020 Annual report for Yumba-Meta Limited. This year has been an unprecedented year that came with unique challenges for the world. Like every other business, YML had to rethink the way we managed our facilities and how we build resilience to face future challenges. Ensuring COVID safe strategies were implemented, we continued to stay positive and focus on how best we could manage these new challenges.

The human spirit is at its best or worse when faced with challenges; it was at its best at YML. To work with such a dedicated team who brought out their best to ensure YML took on the challenge and came out positive, I am truly honoured. Today here we are - stronger and more resilient, more than ever before.

YML had its fair share of challenges in the past couple of years. The significant impact of the 2019 floods continued by the COVID-19 pandemic in 2020.

The important thing is that all our clients, staff and the Townsville community in general, has been safer than most other places in this country and I am very grateful for that.

We continue to manage 66 properties with 140 tenancies under the Long-term Social Housing Program and 52 properties with 53 tenancies under the Transitional Accommodation Program. Support programs at Reverend Charles Harris Diversionary Centre, Dale Parker Place, Breaking the Cycle and Flora House continue to operate effectively.

2019 October, we commenced the Townsville Family Violence Support Service, where the perpetrators of violence are supported to stop the use of violence and victims supported to reduce the impact of violence. The program had 417 referrals from October 2019 to June 2020. Through this program, we hope to help the Aboriginal and Torres Strait Islander community in Townsville to address domestic and family violence issues that have been an ongoing challenge for over 20 years.

Hillside Gardens, YML's first land development project continues to sell land in the open market. By June 2020, YML sold 22 of the 38 blocks. We anticipate this project to be entirely sold out by December 2020.

Dale Parker Place supported accommodation at 107 Bowen Road Rosslea was impacted by the 2019 floods and is currently undergoing renovation works. We expect these works to be completed by October 2020. The renovation caused disruptions to services and the way we operate on-site.

The ongoing demand for Dale Parker Place confirms the need for more supported accommodation options in Townsville. This model could support more vulnerable members of our community who struggle to sustain a tenancy without the appropriate support.

During March 2019 YML successfully secured a grant of \$2.89mn through the Commonwealth Governments Building Better Regions Grants Program. This grant will assist with the construction of the Patient Transitional Accommodation.

The 40+ bed Patient Transitional Accommodation facility will accommodate and support Aboriginal and Torres Strait Islander people who travel to Townsville from remote communities to access the Townsville University Hospital and other health services.

Expected to be completed by January 2021 construction commenced on 11th May 2020. YML Board and Management are continuing to work with various levels of Government to secure operational funding for this project.

During the 2020 Financial year, YML made a significant investment in land purchase at Rasmussen.

The Upper Ross, with a minimal number of services operating, is poorly serviced. YML proposes to build affordable housing and provide appropriate support services on one central location to assist the whole Upper Ross community. YML is proposing to submit a master plan to the Townsville City Council by October 2020.

I wish to take this opportunity to thank the Board Members for their vision and commitment to YML and the support they provide to the leadership team. I sincerely thank the senior management team whose dedication and commitment ensures YML achieves its vision and goals.

I am very grateful to all our frontline staff who work tirelessly with a passion for ensuring our organisation serves our community to the best of its ability. Finally, I thank all of our consultants, contractors and service providers for their professionalism and commitment to YML, their services enable us to deliver high-quality services to our community.

YML will continue to work towards its commitment to improving services. Particularly in the areas of early education, meaningful engagement of our young people, support for patients travelling from remote communities to access health services and support people with high physical needs with specialist housing.

YML will continue to identify and endeavour to fill service gaps to meet the changing needs of our community and continue to be a strong voice for our community. We will ensure services are place-based, culturally appropriate and sustainable. YML will continue to strive towards closing the gap of disparity between Indigenous and Non-Indigenous Australians.

Board of Directors

The Yumba-Meta Limited Board is focused on the organisation's quality improvement, sustainability, and sound financial and governance practices.

Yumba-Meta Limited is governed and lead by its Board of Directors in accordance with its company constitution and other appropriate laws and regulations.

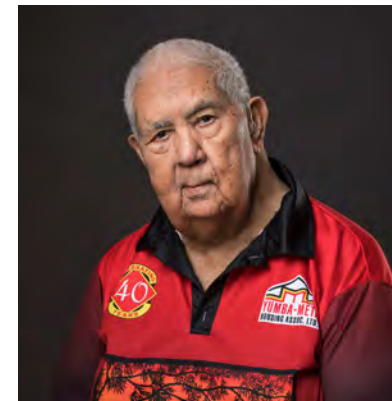
The Board has an oversight role in setting strategic direction for Yumba-Meta Limited and monitoring execution appropriately in meeting these objectives.

Yumba-Meta Limited currently has seven positions for Board of Directors who bring diverse range of expertise to this role.

Directors and management are committed to ensuring sound governance principles are maintained and applied in governing Yumba-Meta Limited.



Janice Burns
Chairperson



Dr Ernest Hoolihan OAM
Deputy Chair



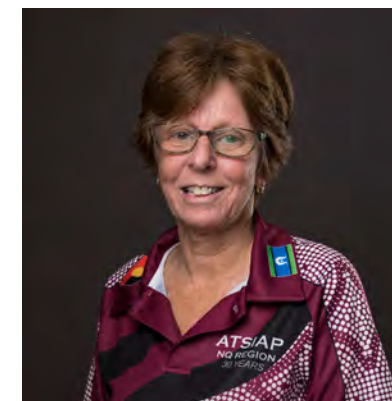
Dawn Charteris
Director



Helen Bushman
Director



Hon. Peter Lindsay OAM
Director



Michele Thompson
Director



Douglas Dunstan
Director

Executive Staff

Yumba-Meta Limited has a highly skilled dedicated management team that is passionate and enthusiastic about achieving positive outcomes for the local community and improving the lives of some of the most marginalised people in our community.



Dushy Thangiah
CEO



Karen Kite
Manager
Operations & Service Coordination



Changyi Liu
Manager
Finance



Anil Kaithakulath
Manager
Dale Parker Place



Stacey Ganter
Manager
Housing & Corporate Services



Roslyn Lively
Manager
Reverend Charles Harris Diversionary Centre



Brenda Lucas
Manager
Flora House Women's Shelter

Operations & Service Coordination

Following the outbreak of COVID-19 in early 2020, Yumba-Meta Limited implemented significant changes to practices and processes across all programs. The first months following the outbreak proved challenging for the organisation, as management developed safety plans for each facility and sourced sufficient cleaning products and personal protective equipment amid a worldwide shortage. Yumba-Meta's focus during this time was to ensure staff were able to continue providing face to face service delivery to their clients in a culturally appropriate and safe way.

To ensure the best protection was provided to both staff and clients, Yumba-Meta worked closely with the Townsville Public Health Unit. A review of practices and safety measures, including social distancing and cleaning measures, was undertaken at the Reverend Charles Harris Diversionary Centre to ensure the program met state and federal government COVID-19 restrictions. Only two minor recommendations were suggested in the review report and were actioned across all programs.

Sneeze guards were installed in all facilities, rosters were reviewed to adhere to social distancing guidelines, and culturally appropriate training was provided to staff and clients. The training focused on the importance of social distancing and hygiene practices (e.g. hand washing, etc) to ensure the more vulnerable people understood how to protect themselves. Culturally appropriate posters were placed in key locations throughout all the facilities and main office.

Reverend Charles Harris Diversionary Centre and Flora House Women's Shelter also required a reduction in bed numbers. Fortunately, many regular users of the diversionary centre had returned to family or community at the beginning of the outbreak following the advice of Yumba-Meta staff and others.

A recent COVID-19 staff survey identified over 98% satisfaction and confidence in the measures put in place since March 2020. Yumba-Meta staff have kept a positive attitude during this time to ensure clients feel safe, secure and welcome.

Karen Kite
Operations & Service Coordination Manager

Finance

Yumba-Meta Limited achieved another outstanding year financially for the 2019-20 financial year, recording a surplus of \$1,326,368. Following a comprehensive revaluation, Yumba-Meta's assets recorded a \$917,075 gain over the 12 months to June 2020. This brings Yumba-Meta's total equity to \$28,963,204 at June 2020.

In 2019-20, Yumba-Meta invested \$2.6 million into long-term assets, including acquiring two adjacent properties to 1145 Riverway Drive in Upper Ross which was purchased early 2017. The acquisition of lots 1151 and 1155 Riverway Drive will allow Yumba-Meta to develop a number of capital projects at the site over a long-term period.

The first project to be delivered at this site will be Yumba-Meta's \$5.4 million Multi-Functional Patient Transitional Facility, which received funding commitment of \$2.89 million from the Australian Government's Building Better Regions Fund (BBRF). Yumba-Meta has contributed the land purchase and the balance of funds. During the 2019-20 financial year, Yumba-Meta received the first instalment of the BBRF contribution, of \$383,819.70, and commenced construction of the facility at 1145 Riverway Drive in May 2020. Construction is expected to be completed early 2021.

Also this year, Yumba-Meta participated in the Queensland Government's Solar for Rentals trial which ran March 2019 to June 2020. Through the trial's rebates, Yumba-Meta was able to install 52 properties with solar panels and significantly reduce tenants' energy costs.

In 2019-20, Yumba-Meta also received more than \$250,000 in unbudgeted funding. As a not-for-profit community housing organisation, Yumba-Meta funds are strategically invested in capital projects and social support programs to benefit the community.

Changyi Liu
Finance Manager

Long-term Housing Program

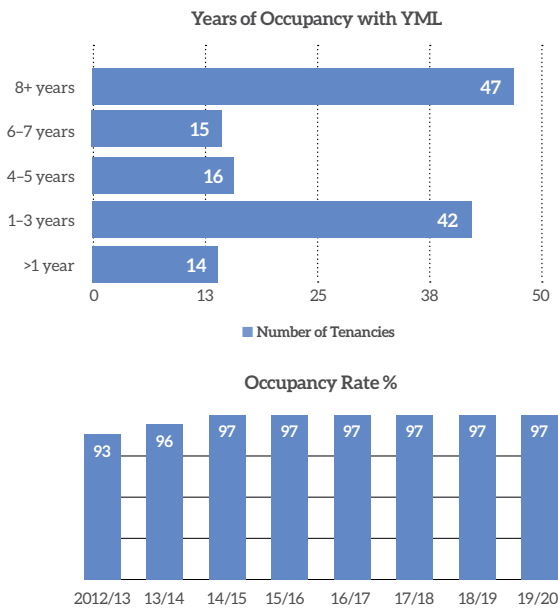
Yumba-Meta Limited's long-term housing program manages 142 tenancies across Townsville, with an additional 53 tenancies under transitional housing. It is through this program that Yumba-Meta ensures some of the most disadvantaged people in our community are able to access secure, appropriate and affordable housing. Through the 2019-20 financial year, Yumba-Meta continued to sustain a high occupancy rate of 97%.

Yumba-Meta offers more than just housing to tenants. During 2019-20, the program recruited a new position, Client Support Officer, to assist Yumba-Meta tenants to achieve greater stability by connecting tenants to internal and external support services.

Yumba-Meta was proud to successfully deliver solar panel systems to 52 properties throughout the financial year. This project has significantly helped tenants to manage increasing energy costs.

The 2019-20 financial year presented unexpected challenges with the COVID-19 global health crisis. Our biggest impact was the suspension of property inspections for six months. I am pleased to say the housing team navigated this situation with professionalism and care. The long-term housing program will continue to navigate through this crisis and strive to build on current and new tenancy relationships.

Stacey Ganter
Housing Manager



Reverend Charles Harris Diversionary Centre

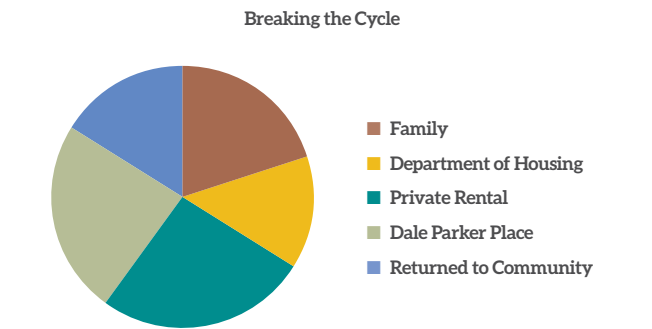
Yumba-Meta Limited has successfully managed the Reverend Charles Harris Diversionary Centre since 2008. The centre provides culturally appropriate support and assistance to Aboriginal and Torres Strait Islander people and others at risk of incarceration for public intoxication related offences. The centre is a sanctuary for people wanting to sober up and access food, a bed, basic first aid and shower and laundry facilities.

The centre incorporates the Breaking the Cycle program, through which case managers actively work with regular clients. Clients engaging with this program are supported to make positive lifestyle changes towards a healthy lifestyle. Case managers develop tailored plans for clients based on their goals. These can be goals such as navigating administration processes to obtain identification, or setting out a plan to guide them away from substance abuse homelessness.

The outbreak of Covid-19 in early 2020 significantly affected the client capacity of both programs. Due to social distancing, fewer clients could be accommodated at the Reverend Charles Harris Diversionary Centre's dormitory style accommodation and the number of beds available for the Breaking the Cycle program.

Management and case managers have actively worked with other services to support clients during this time, whilst ensuring the Centre continues to provide a quality service that meets the needs of the individual clients.

Roslyn Lively
Reverend Charles Harris Diversionary Centre Coordinator





ARTIST: DARREN MURPHY

Dale Parker Place

Dale Parker Place recorded average occupancy of 91%, a high result despite enduring fluctuating capacity. Property repairs continued at the 40-unit complex throughout the year, and beyond June 2020, following the Townsville major flood event of February 2019. The work is expected to be completed by late October 2020.

Most of the 40 Dale Parker Place tenants returned to the complex over the course of the 2019-20 year. Seven clients remained at two Yumba-Meta-owned temporary accommodation properties. This presented staff with the additional challenge of managing, transporting, supporting and servicing tenants at multiple locations.

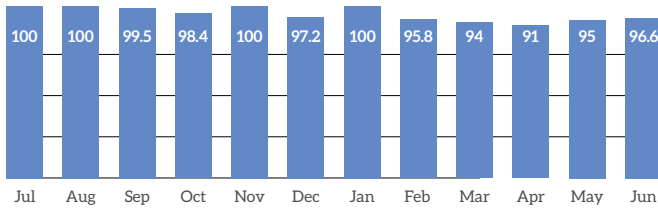
Due to high demand for Dale Parker Place accommodation support following the flood event and then 2020's COVID-19 situation, the program increased its capacity by accommodating six new clients at a nearby motel. At June 2020, 11 clients remained temporarily housed offsite, and 28 clients were residing at Dale Parker Place.

In 2019-20, Dale Parker Place partnered with Uncle Alfred's men's group to conduct weekly sessions onsite to engage and empower male clients in a culturally appropriate manner.

Many tenants recorded notable achievements in 2019-20, from securing employment to gaining qualifications and even saving to purchase a car. Throughout the challenges of the year, staff remained positive, clients were cooperative, and Dale Parker Place received zero complaints from neighbours at any of the clients' locations.

Anil Kaithakulath
Dale Parker Place Manager

Dale Parker Place Occupancy Rate %
July 2019 - June 2020



Flora House Women's Shelter

Flora House continued to provide a place of safety to all Indigenous and non-indigenous women and their children escaping domestic and family violence. During the 2019/20 financial year, Flora House supported up to 244 women and children.

Due to COVID-19, social distancing requirements came into effect in the last months of the 2019/20 financial year and impacted the number of women and children access to the shelter. The impact showed that the majority of women were stayed longer, between 60-90 days.

COVID-19 provided additional challenges to clients, as many service providers conducted appointments through telephone including Court appointments.

In those challenging moments, Yumba-Meta Ltd acknowledges the support and appreciation of Zephyr Foundation and Alannah & Madeline Foundation, which provides School Supplies and Buddy Bags to vulnerable children.

Staff at Flora House continued to provide ongoing support to clients, to help them feel safe and continue to empower women to make good choices that will help them break the cycle of violence.

Brenda Lucas
Flora House Manager



Townsville Family Violence Support Service

Yumba-Meta Limited (YML) launched the Townsville Family Violence Support Service in October 2019. The early-intervention program aims to break the cycle of domestic and family violence in Aboriginal and Torres Strait Islander families by working with men, women and children - both perpetrators and victims - to modify behaviour and educate clients on their available options, navigate the legal system and access appropriate support.

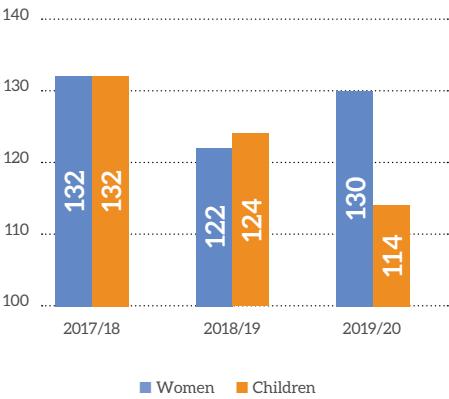
The service works through a referral system from Queensland Police Service, Community Corrections and other organisations working with domestic and family violence perpetrators. Uptake of this service following its launch exceeded targets.

Between October 2019 to June 2020, the service received 362 referrals, with a notable increase from December 2019 when the service was added to the Queensland Police referral database. From those referrals, 190 clients engaged in the program within that 10-month period. At the end of June 2020, the support service was actively working with 79 clients.

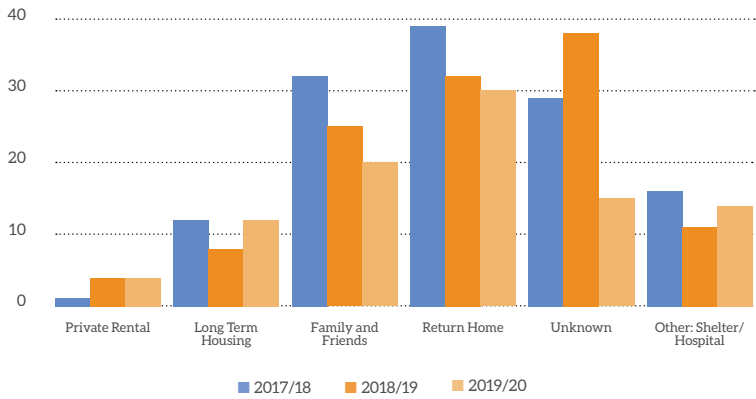
The service employs two case managers and one counsellor. Demand for the service is high, and increasing, and early results showing promising progress to family outcomes.

Brenda Lucas & Anil Kaithakulath
Townsville Family Violence Support Service Co-Managers

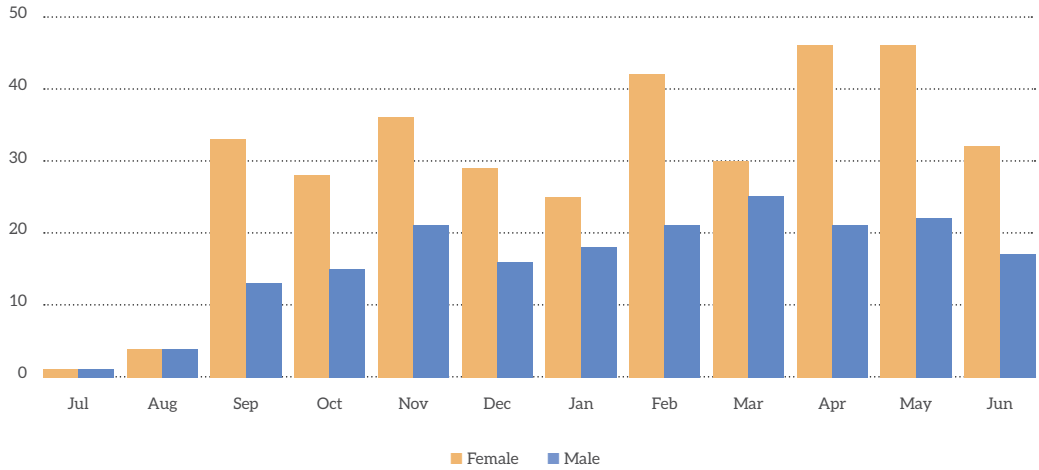
Flora House - Total Numbers of Clients



Flora House - Total Numbers of Clients - Exit Points



Referrals: October 2019 - September 2020





Programs

Dale Parker Place

Dale Parker Place occupancy has exceeded 95% at all times with a number of clients successfully transitioning into private or community housing.

Dale Parker Place accommodates and supports single males, single females and couples without children who are experiencing homelessness and are currently sleeping rough or who are chronically homeless, to plan towards attaining independent, sustainable housing and participating within the community.

The service provides a high level of individual case management to clients to support their transition to appropriate accommodation.

The facility is staffed 24 hours per day, 7 days a week.

In 2016 the building on 107 Bowen Road was demolished and was replaced by a new 40 x 1 bedroom units complex, which reopened in August 2017. The new facility increased capacity from 25 tenancies to 40 tenancies. This expansion of DPP gives a permanent long-term home to those who will never be able to sustain public or community housing.

The facility has proven popular with a waiting list now maintained for those people who wish to live at Dale Parker Place.

Dale Parker Place has also had a positive impact on Townsville's homeless population, as evidenced by reduced occupancy rates at the Reverend Charles Harris Diversionary Centre. Referrals to Dale Parker Place may be from a range of sources including self-referral, health Homelessness Outreach Team, The Diversionary Centre, Residential Rehabilitation Services, Case Coordination Group and other Homelessness Services.



Long-Term Housing Program

Through this program YML provides housing support to some of the most marginalised people in our community who are unable to access housing in the private market.

Yumba-Meta Limited manages 140 tenancies across Townsville under the long-term community housing program and 53 properties under the transitional housing program.

YML provides housing and support to those people who are experiencing vulnerability in some form and are deemed as having complex needs. Our service provides more than just a house. Our services aim to capacity build clients to sustain tenancies.

Properties are available for families or individuals requiring housing that is secure, appropriate and affordable and where their needs cannot be adequately met by other housing options.

Clients are assessed via a comprehensive intake process that helps understand the immediate and long-term needs of the clients. The assessment assists YML to determine the supports that the clients require to sustain the tenancy and improve their well-being.

Clients deemed as having immediate needs are connected to Intensive Case Management which connects them to the required services to receive the support that is necessary.

YML housing staff work closely with the clients informing them of their rights and responsibilities as tenants.



Solar panel project lightens the load.

More than 50 of North Queensland's most vulnerable families will collectively save over \$120,000 on energy bills every year after their landlord installed solar power at their homes.

Local community housing organisation Yumba-Meta Ltd (YML) teamed up with SuperGreen Solutions to utilise the Queensland Government's Solar for rentals trial rebate.

The organisation investing \$70,000 to install 6.6kw solar array (array means multiple panels together) and 5kw inverters on 52 properties across the Townsville region.

YML delivers housing and support services to vulnerable North Queenslanders with a focus on advocating for the Aboriginal and Torres Strait Islander (ATSI) community.

"We understand the difficulties our tenants are facing, particularly with rising energy costs," YML Finance Manager Changyi Liu said.

"Some of our tenants are the most disadvantaged and vulnerable members in the community, living on minimum household income with a large percentage of them either in payment arrangements with Ergon or in default due to rising electricity costs," he said.

"YML is also committed to green energy solutions and sustainable growth and had already started to install solar panels using our own cash reserves, but this was at a limited pace.

"The Government's Solar for rentals trial rebate has allowed us to rollout the commitment at full pace and help more of our tenants financially as well as do our bit for the environment." YML tenant Janelle Burns said the solar panels were already making a huge difference to her family, saving them over \$900 off their quarterly electricity bill. "It's really great, it's saving us so much money. It'll help take the pressure off covering the bills and the kids and I will be able to get out and about and do more activities together." SuperGreen Solutions assisted Yumba-Meta Limited to access the grant and carried out the installations between February and June this year, a challenge given the scale of the project, COVID-19 restrictions, and the vulnerability of some of the tenants.

SuperGreen Solutions Energy Management Advisor Brendan Cochrane said 35kw of solar array was installed as part of the project which will generate just under two Megawatts of clean energy per day and save around \$600 on the average quarterly electricity bill.



Reverend Charles Harris Diversionary Centre

The Reverend Charles Harris Diversionary Centre is a sobering up facility open 24 hours a day, 365 days of the year to provide alternatives to the Townsville Police Watch House for those who are at risk of incarceration, risk to themselves and or others due to public intoxication issues.

The centre is a 50-bed facility with 28 male beds and 22 female beds; however, due to the COVID-19 health crisis, social distancing requirements forced the centre to reduce the number of beds available from March and past June 2020. The popularity of the Diversionary Centre amongst Aboriginal and Torres Strait Islander people seeking sanctuary from substance abuse prompted the instigation of the Breaking the Cycle Program in 2010. Today, its proven success has been a great source of inspiration for Yumba-Meta to do more in this space.

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, it's an incentive for clients to become more involved with the programs offered.

All regular clients of RCHDC are encouraged to participate in the Breaking the Cycle Program, if successful they are transitioned to Dale Parker Place, community housing or private rental depending on the client's capacity to maintain a tenancy. The centre provides the clients with a safe place in which to sober up. Clients are offered the use of the shower and laundry facilities, are provided with a nutritionally balanced diet, encouraged to rest and are provided with basic first aid if necessary. Assistance is provided to those who are too intoxicated to meet their basic needs unaided.

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.

The centre works collaboratively with other services in the Townsville homelessness, public health, Centrelink and rehabilitation services to obtain the best possible outcome for the clients, many service visit the centre to engage with clients.

Breaking The Cycle

The Breaking the Cycle (BTC) program is managed at the Reverend Charles Harris Diversionary Centre.

This program provides accommodation and support to regular clients of Reverend Charles Harris Diversionary centre who express a desire to move away from a life of alcohol addiction. Through an intensive case management model, clients receive access to support and activities in a safe and caring environment enabling them to address some of the issues that lead to alcohol addiction.

Every client is individually case managed with case plans identifying individual needs to maximise positive outcomes.

ARTIST: PETER CUMMINS

Employment & Education Housing Program

Yumba-Meta Limited provides accommodation and a support base to people travelling from remote communities to access employment, education or training.

The program provides transitional housing for Indigenous people moving to the Townsville region from remote communities for educational, training or employment purposes.

Yumba-Meta Limited manages 13 properties through this program.

To be eligible for the program, an applicant must be:

- an Aboriginal or Torres Strait Islander person
- from a community considered as remote, or relocated from a community 2 years prior to applying
- either a secondary school student or 18 years or over

Able to provide evidence of:

- an offer of full time enrolment in an approved course or
- an offer of full time employment or ongoing training

The objectives of our Employment & Education Housing Program are to:

- provide affordable housing to Aboriginal and Torres Strait Islander people who need to take up employment, education or training in a regional centre.
- provide better links between housing and training, education and employment opportunities
- provide a family centred housing option to strengthen the sustainability of employment, education and training outcomes

The benefits of the YML Employment & Education Housing Program include:

- assisting people to improve their economic circumstances through long-term employment, education and training
- providing a pathway from transitional housing into private rental housing or home ownership
- enabling families to stay together where one or more household member needs to relocate for employment, education or training



SENIORS HOUSING

The Ernest & Maud Hoolihan Elders Village

Yumba-Meta Limited's commitment to provide senior housing in a retirement village style setting was realised when the Ernest & Maud Hoolihan Elders Village opened in 2012.

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 & 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.

The complex was officially opened by The Honourable Minister for Housing, Tim Mander, in 2012.

This project was YML'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 12 years passed between YML first purchasing the land in 2001 and commencement of construction in 2012.

Ernie and Maud received a great deal of respect for their hard work and contribution to the community and the village is one resounding success. It's a community of its own in a beautiful setting and it's been at full capacity most times since 2012.

The village is a perfect model showcasing community driven solutions which effectively and appropriately meets the physical, social and emotional well being of the community it serves.

During the 2018 financial year a commitment was made to install solar panels to reduce the impact of high electricity costs on the residents. With 50% already completed this program is expected to be completed by 2020.

Flora House Women's Shelter

Flora house is a safe place for women and children escaping domestic and family violence which provides 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 Alannah & Madeline Foundation provides the children with Buddy Bags, comprising a backpack filled with essential items such as a toothbrush, toothpaste, hairbrush, pillowcase, face washer, pyjamas, underwear and socks, a book, photo frame and a teddy bear to help them feel safe and cared for.

The Zephyr Foundation provides children with drink bottles, lunch boxes, school books, calculator, pens and other stationery items to help them feel 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.



Townsville Family Violence Support Service

Townsville Family Violence Support Service is a domestic and family violence support service assisting Aboriginal and Torres Strait Islander people experiencing and/or using violence. This service is trauma informed and delivered within a healing framework, prioritising victim safety and working to reduce perpetrator use of violence and abusive behaviour.

A careful distinction is required here: family violence occurs when one person in a family uses violence or abuse to control another person, while domestic violence occurs between romantic partners. The family violence perpetrator could be the victim's father or mother, aunt or uncle, niece or nephew, brother or sister, grandparent or cousin, son or daughter. Family violence is complex to understand, often entrenched through generations, and can be difficult for a victim to navigate.

Ultimately, the program's goal is to achieve best outcomes for families by keeping families safe. Best outcomes can mean many things - from working with offenders to proactively change entrenched behaviours, to supporting clients to access and understand protection orders, court support, counselling, case management, information or referrals. The issue of family violence is often ingrained within families across many generations, and this is where the early intervention piece is critical to the long-term solution. This program is unique in that it deals with both perpetrators and victims to attempt to break the cycle of family violence.

At the core of this service, is education. From YML's experience working with domestic and family violence victims, there is a misconception that a protection order is 'only a piece of paper'. At the same time, perpetrators sometimes don't understand the conditions of their court order to avoid violating the order. The Townsville Family Violence Support Service works closely with victims and perpetrators to understand court orders. At the end of the 2019-20 financial year, the service had commenced early trials of a 12-week Men's Behaviour Change Program led by an Indigenous Elder.

To respect Indigenous culture, the support service is co-managed by one female and one male manager, Brenda Lucas (Flora House Women's Shelter Manager) and Anil Kaithakulath (Dale Parker Place Manager), and employs two case managers, also one male and one female. The service also employs one counsellor to provide emotional support and guidance for those experiencing family violence, and is able to access use of a child counsellor via YML's Flora House Women's Shelter. The child counsellor is experienced in working with children who have experienced trauma. Both counsellors are familiar with the complex issue of family violence.

Demand for the Townsville Family Violence Support Service has so far exceeded expectation. Currently, there is no funding to expand this service.



Family Stories

OUR CLIENT'S STORIES

Charlie Gibson

Dale Parker Place Tenant

Coming to reside at Dale Parker Place two years ago was a turning point for Charlie Gibson. While completing a course in Ingham, travelling back and forth, and staying in the park, Charlie heard about Dale Parker Place through family members.

"Coming to Dale Parker Place gave me a heads up," says Charlie. "It was a big change for me. I've always wanted my own little ranch, my own space. Now I've got it, I've settled down."

Recently, Charlie has achieved his coxswain certification. "My next step is getting my own little business in fishing tourism, maybe here or on Palm. I want to get those young fellas on track, give them something to do to keep them busy, employ them and mentor them."

Charlie's other skills are in engineering, fabrication and welding, which he would like to teach. "There are so many aluminium boats over there [in Palm]. I'd like to teach the kids how to weld, keep their hands busy, focused."

Ultimately though, Charlie says he would love to be a Ranger and protect the fishing green zones around Palm Island.

"Yumba-Meta really put me in my place. If it wasn't for them, I'd be a parkie. I wouldn't have got this far, I wouldn't be on my way to starting this business."





OUR CLIENT'S STORIES

Jerry Reuben

Dale Parker Place Tenant

In early February 2019, Townsville experienced an extreme weather event that dumped sustained and heavy monsoonal rain on the region and flooded many of the city's riverside suburbs. Some suburbs were inaccessible for days, and many residents had to be evacuated or rescued from their homes. This deluge left particular suburbs inundated, and even inaccessible for days. More than 3300 homes were damaged, and close to 1500 rendered uninhabitable, including Jerry Reuben's Hermit Park unit that he shares with his partner of 18 years, Katie.

"Once the water started to rise, we prepared as best we could, picked up anything we could," shares Jerry. "We saved most of our belongings, clothing and stuff, but lost our furniture and white goods."

Jerry and Katie were placed into a make-shift shelter at Ignatius Park College, where they stayed for one week. They then moved to another shelter at Heatley Secondary College, before Red Cross relocated the couple to a motel. After two weeks, Red Cross connected Jerry and Katie with Yumba-Meta. In late March 2019, Jerry and Katie moved into Dale Parker Place, where they remain tenants today.



"It's good at Dale Parker Place," says Jerry. "It's a self-contained studio apartment, with our own bathroom, washing machine, oven, stove, mattress, everything we need. It's a beautiful place too."

"We had employment before the floods, but then work slowed down," recalls Jerry. "Katie picked up work again, she's at Coles now and has been there a while. As for myself, I was at Copper refinery, then when coronavirus came they let nine people go. Because my employer could confirm I had stable accommodation here at Dale Parker Place, I got new work at a recycling group out at Bohle."

While the commute from Rosslea to Bohle would be difficult without a car (Jerry and Katie's car seized up after the floods), the Dale Parker Place staff offer tenants transport. "While we save to buy a new vehicle, I can still get to work and other appointments like medical, Centrelink and even to the shops, because I can't push the trolley home!"

The staff also organise regular activities, such as arts and crafts, fishing and barbeques and day trips around North Queensland. "They take us everywhere, everyone gets involved. We all come together, like a family," says Jerry. "It's good to be active."

For Jerry and Katie, Dale Parker Place has helped them get back on their feet. "After our place was washed out, we could have been couch surfing or homeless, but they pulled us in and helped us get set up. We are still replacing things we lost in the floods, like computers, but we're in a good place right now."

OUR CLIENT'S STORIES

Robert Leon

Ernest & Maud Hoolihan Elders Village Tenant

After a long career working in the mining sector, both underground and as a boilermaker, in Mount Isa and Townsville, Robert Leon now lives a much slower-paced lifestyle in his retirement. Today, his days are filled with visits to friends and neighbours, fishing trips and watching the football.

'Home' for Robert is Yumba-Meta's Ernest & Maud Hoolihan Elders Village, where he has lived for the past eight years since the village first opened in 2012. In fact, Robert was the third tenant to move into the 16-unit complex, and today he is the village's longest residing tenant.

What's kept Robert content in his unit for so long is the convenience. "The shops and the doctor are within walking distance, and I walk to the shops every day," tells Robert. "The [Yumba-Meta housing] staff are good to deal with, and prompt in fixing things. All the maintenance is done for you. As soon as I say there's something wrong, they are onto it. My hot water broke down just a couple of weeks ago, and they sent an electrician out the same day."

In 2018, the Elders Village was one of the first Yumba-Meta-owned housing developments to receive solar panels, which Robert says has drastically reduced his electricity bills. "My bills used to be \$150 per quarter," shares Robert, who estimates his energy bills now total just \$50-60 per year. "Now I'm always in credit; I've never been in the red, I'm always in the black. I bought a small air conditioner, and had it running in summer, all the time, and my highest bill was about \$41. It's cheap as. We've all got solar panels on out here now, which helps everyone out because we don't have to worry about big power bills."

It's the peace and quiet that Robert says he enjoys most about his home. "It's very quiet out here. It feels safe and private, and we've had not one break in," says Robert. "I get along with everyone out here, they're all good people," he adds of his fellow villagers. "We have had a few barbeques with the neighbours. We look out for each other. Loneliness is a killer; it's good to get together."





OUR CLIENT'S STORIES

Talaifo Ioane

Flora House Tenant

Having arrived in Townsville to live at Flora House on Christmas Day, 2019, Talaifo Ioane says she and her three young children are probably Flora House's longest current tenants.

Talaifo, or 'Tala', originally hails from New Zealand but has spent almost 15 years in Australia. While living in Sydney with her ex-partner and their children, now aged 5, 6 and 7, Tala sought help to escape domestic violence.

"DV Connect moved us from Sydney to Townsville, and brought us to Flora House. I was experiencing domestic violence from my partner, my children's father," shares Tala.

"This is my first time in a women's refuge. For me, personally, I feel like the case workers and staff here at Flora House have provided me the support I really needed. The staff here are absolutely lovely, I really do mean that. They have organised meetings around empowering women, training us women to go back out into the real world, reminding us that we can handle it out there on our own – we are capable. It's helped me re-build my confidence, and I truly appreciate the staff for that reason."

Before having children, Tala worked in finance. Now, with her three children all at school, and settled in to their new city, Tala is eager to return to work again. "My short-term goals are 1) returning to work, 2) returning to normality, and 3) just being happy, all of us in our new environment. My children have adjusted well to the transition, to their school, they've made friends, and love it up here."

In their new city, Tala says she and her children enjoy going to the beach, Riverway, and for walks, as well as trips to the shops and just playing at home with each other and their toys. Tala says having their own unit and space for the children to play, and homeschool, was a lifesaver during the Covid-19 shutdown.

"Longer term, we will definitely be staying here in Townsville, in our own home. I don't ever see myself returning to the situation we left. He can live his own life. I'm happy to live my own."

OUR CLIENT'S STORIES

Sharon Henderson

Long-Term Housing Program Tenant

In 2011, during Cyclone Yasi, Sharon Henderson's home burned down. The devastating fire left Sharon and her seven children homeless and in desperate need of rental accommodation.

"It was not a good time for me," recalls Sharon. "Their father was not there, we had lost our home, and lost everything. I took my children with me down to Queensland Housing and begged for a home but they didn't have anything. I sat there from 8.30am when it opened and stayed until the afternoon. Eventually, I was referred on and learned about Yumba-Meta."

Sharon and her family were given emergency accommodation. In 2013, Sharon moved her family to their current home in Kirwan, close to her children's school. "I fell in love with the house immediately. It had a brand-new electric stove, a patio at the back, a bus stop at the front and it's eight doors down to Woolworths."

While the single-level three-bedroom home seemed 'small' for a family of eight people, Sharon says it was perfect. "Our culture is to share, so the size wasn't an issue at all. It has been a great home for us. Joshua has multiple disabilities and I, myself, have spinal issues and high blood pressure, so I prayed for a single-level home on the ground, with a patio and access to a bus stop. This home was everything I prayed for," she says.

"Yumba-Meta has been so good to us. They treat me with respect, I feel like we are part of their community," shares Sharon.

Now, in 2020, four of her children have left the nest, with the two eldest working in Brisbane and two others living locally. Only Sharon's youngest three children remain living at home with her, Azaria aged 23, Margaret, 20, and 13-year-old Joshua.

"Joshua and I want to be here for the long-term. With Joshy's disabilities, he struggles with change," shares Sharon. "This is our home. I'm so grateful."



Staff Stories



OUR STAFF'S STORIES

Roslyn Lively

Coordinator, Reverend
Charles Harris Diversionary
Centre

As Coordinator for the Reverend Charles Harris Diversionary Centre, Roslyn Lively manages 50 beds and the more than 20 staff who keep the sobering up facility running 24/7, 365 days a year.

"At the centre, we give our clients a good healthy meal, a clean bed, washing facilities and the assurance that anyone playing up will be removed by police," says Roslyn. "We need this to be a safe, healthy place to come, where everybody is treated with respect and there's no judgement."

"Our statistics tell us it's working," continues Roslyn. "We have clients that come regularly, and they've been regular since before I started in 2012. It's working for them because they keep coming."

"Sometimes clients just want to come in and spend a couple days off the grog. There's nothing we can do about them going again, but knowing they had a few days off the grog is still an achievement."

Roslyn joined the centre eight years ago, initially applying for a bus driver position, but instead accepting a position as an on-call, casual Support Care Worker. After six months, Roslyn took a Case Manager position for the Breaking The Cycle program, then progressed to Senior Case Manager, then in 2018 was appointed her current Coordinator position. "I think Karen [Yumba-Meta's Operations and Service Coordination Manager Karen Kite] saw something in me, she can just pick people, you know," says Roslyn. "I get on with everyone - the clients and the staff, which is important. The nature of our clients is that they don't have a lot in life."

"Working with the people we do, you have to be cut out for this kind of work," she adds. "You either work here a short time or a long time, there's no in between."

Roslyn's career history is as diverse as the clients she welcomes daily at the diversionary centre. Her mother was a proud Gunggandji woman from Yarrabah in Far North Queensland, while Roslyn herself grew up in Richmond, in outback Queensland. There, she worked at the local library, before moving to Townsville and working for a mining company, then with indigenous youth from rural and remote Queensland who moved to Townsville for study.

"I really enjoy my job today," says Roslyn. "I enjoy the people; the clients, the team I work with. I'm just glad that Karen saw something in me."



OUR STAFF'S STORIES

Catherine Zaro

Support Worker

Catherine Zaro has always been drawn to roles in which she can care for people. A Murray Island woman, born and raised in Townsville, Catherine worked in childcare prior to joining Yumba-Meta as a Support Worker in 2012.

“My role is helping women escape from domestic violence,” explains Catherine. “Helping put them into safe accommodation, help them with DVO orders against perpetrators, and making sure they feel safe where they are. I then sit down and do a case plan with them, help them apply for housing, provide transport to find rental properties.”

It’s delicate work, and quite involved. It’s also hands-on work, which Catherine loves. “Being a Torres Strait woman, an indigenous woman, helping my people is important to me,” she says.

“I’ve always wanted to help others. Growing up, we took care of my grandfather’s brothers; they couldn’t do a lot of things on their own,” recalls Catherine.

We all need support at different times in our lives, whether that’s as a child at a daycare centre, an older relative whose body has tired, or a mother and her children escaping domestic violence and figuring out a new world of independence.

“People will choose their path on their own, but I am here on the side, to help, guide and hold their hand, if they want me to,” says Catherine.

“What brings joy to me in this job, is when my ladies come to me and tell me they’ve got their own home, which they don’t share with what they’ve been through. With that house, they are starting again, on a fresh new journey. My greatest joy is seeing the happiness that comes from their independence.”

Catherine says there is a clear, shared purpose of all those working at Yumba-Meta which drives the organisation forward in the same direction.

“Yumba-Meta as a workplace is like a big family. If one goes down, not just one picks you up - everybody will pick you up,” says Catherine. “You will climb that ladder at work, but it’s the managers that are the ladders, they are the ones lifting you up, lifting me up.”



OUR STAFF'S STORIES

Abdulrahman Kamara

Concierge, Dale Parker Place

Known amongst his colleagues as a hard worker, Abdulrahman Kamara, or ‘Abdul’, is the go-to-guy when it comes to supporting the health and wellbeing of the tenants at Dale Parker Place.

Abdul’s job as Concierge is essentially a bridging role between tenants and their case workers. He is available, on site at Dale Parker Place, to assist with tenant wellbeing, whether that’s monitoring their safety, making sure they are ready to attend important appointments, communicating with their case managers and really anything that helps to improve their life skills and living styles. The role is the same as a Support Worker, but with a different title.

“My job is to help,” explains Abdul, who has worked at Yumba-Meta since 2011. “We are dealing with people, some are addicted to alcohol and drugs, so at times they come home when they can’t even walk. I am there to help them to their rooms, pick up food for them, clean their rooms, whatever they need at that time.”

Meeting people at a really tough time in their life, Abdul knows the importance of just having someone nearby to give a hand or lend an ear. “Some of our tenants come to us in a bad shape, and then when they leave they are in a good shape. That’s good to see.”

His manager describes Abdul as hard working, highly reliable, and someone who never says no, who doesn’t wait for jobs to come to him, he looks for things to do.

“We are like family at Yumba-Meta, I feel at home here. I feel good coming to work. The bosses are nice and easy to talk to, I feel comfortable discussing anything with my boss. Yumba-Meta is a good place to work. I’m so grateful.”



OUR STAFF'S STORIES

Susan Mosby

Care Worker, Reverend
Charles Harris Diversionary
Centre

From her very first job, before she even finished high school, Susan Mosby seemed destined for a career helping people. “I did my primary school at home, on Murray Island in Torres Strait, then went to Herberton in the Tablelands for high school,” recalls Susan. “I finished my Year 10, and was supposed to go back to Herberton for my Year 11, but they ran short of teacher aides [at Torres Strait],” she remembers. “I started as a teacher aide, and gradually I took over the classes!”

Three years later, she went to Mackay to visit her sister and they both decided to move to Townsville. In 1977, Susan married her husband Norman Mosby at St James Cathedral, and over time they welcomed their daughter Dorothy and son Norman Jr. Throughout her life, Susan has explored various careers, but returned to her roots, helping people.

“I started out as a bus driver for the diversionary centre in 2003, before it was Yumba-Meta’s, back when it was run by the department,” says Susan, who, a few years later applied for a Care Worker position.

As a Care Worker, Susan supports those at the centre with housekeeping duties, such as making beds, doing laundry, even cooking on weekends. “I look after the homeless, and help them if they have a problem. They are human beings just as we all are, and they can take the straight road or the side road. I don’t talk harshly, I talk nicely. If they come to the centre drunk and talk rubbish, I don’t take notice. I’m just there to help.”

Susan says she enjoyed the change of leadership when Yumba-Meta was awarded management of the centre in 2008. “Yumba-Meta gives us training on different things, which we didn’t get before. From things like heavy lifting, to keeping your boundaries.

“I’ve had my ups and downs, but I love working there,” says Susan. “It’s only my age telling me I have to give it up soon!”

Away from work, Susan enjoys spending time with her many grandchildren, playing bingo and walking near Ross River Dam. “When you look at water, it just makes your mind relax.” This must be why Susan is missing ‘home’ and plans to return to her native Murray Island in the Torres Strait for the first time since 1991. “I miss it very much.”



OUR STAFF'S STORIES

Jacqui Page

Housing Officer

Originally from Ingham, Jacqui Page’s family experienced tragedy when her 20-year-old son Gregory sadly passed in 2009. Two weeks after Jacqui buried her son, her husband was diagnosed with a type of throat cancer and his health deteriorated rapidly.

“I cared for my husband through three years until he passed,” recalls Jacqui, who relocated to Townsville in 2010 for her husband’s cancer treatment. “He was actually the one who said to me: ‘You should be a nurse’.” Jacqui took her husband’s advice, and in 2014, while studying Nursing, she took a casual position at Yumba-Meta as a Support Worker at women’s refuge Flora House.

“Within my own relationship there had been domestic violence,” shares Jacqui. “My husband was a banana farmhand, but when Cyclone Larry came through in 2006, he cut himself with a cane knife and got a drop foot and couldn’t work, so he became the one at home with the kids while I worked. That changed him, for the better. He walked in my shoes. When he got the cancer, he thought it was karma, but I reminded him he’d changed his life around years before, and it was just bad luck.

“Working at Flora House, I could relate to the women experiencing domestic violence. It helped me in my work,” says Jacqui. “When you’re going through that [DV], you start making excuses and justify it in your head. It takes a lot for a woman to walk away, especially when they’ve got kids.”

Eventually, Jacqui’s studies required her to travel, so, faced with a crossroad, she chose full-time work with Yumba-Meta. In 2016, management encouraged her to apply for a position as Housing Officer.

“Back then, I didn’t know anything about managing property as a housing officer,” admits Jacqui. “My role is looking after tenants and properties. I had to learn the RTA, the privacy and confidentiality acts, our own YML policies and procedures, and how that all comes together so we can do our job.

“You underestimate yourself and what you can do, but I did it,” says Jacqui. “This is what Yumba-Meta has given me - I’m getting emotional - I love getting out of bed to come to work because I learn every day.”

Does Jacqui have any regrets leaving her Nursing studies?
“None at all!”



Projects



LONG-TERM HOUSING PROJECTS

Hillside Gardens Residential Estate

House and land sales in Townsville were very low for the year, particularly following February's floods and the arrival of the Covid-19 Pandemic. Consequently sales in Yumba-Meta's residential development Hillside Gardens were seriously reduced with only seven blocks sold in the financial year.

Even though sales numbers were reduced, many buyers worked with their local builder to create their dream home resulting in Hillside Gardens being recognised as one of the best places to live in our city.

No longer a vacant residential land development, Hillside Gardens has been transformed into a village of modern new homes and a community of neighbours who enjoy living in a peaceful oasis whilst being in the centre of everything.



Hillside Gardens

Residential Estate



LONG-TERM HOUSING PROJECTS

Walter & Trish Paterno

Hillside Gardens Residents

For Townsville couple Walter and Trish Paterno, living at Yumba-Meta's property development Hillside Gardens is their own little piece of paradise, nestled at the foothills of Mt Louisa and fronting native trees and bushland.

Walter, who works in the soil game, and Trish, a registered nurse and midwife at a local GP clinic, moved to Hillside Gardens in March 2018, after discovering the Yumba-Meta property development around mid-2017 and going through the build process. With only one of their three sons still living at home, the couple wanted to downsize but still have a home big enough for the whole family when the boys came to visit.

"Our previous home was bigger, with a bigger garden and took a lot of work to maintain," recalls Trish. "We looked at some display homes, found the home we liked, and came across Hillside Gardens by chance one day, driving past a sign that said 'land for sale'. We just loved the location."

Walter agrees. "For me, I knew I wanted land higher up and with good drainage. I didn't expect to find somewhere that offered us that, and more. Once we found the estate, we actually had to race to secure the land."

Walter and Trish moved to Townsville in 1999, and have lived in various suburbs over the past 20 years. They both agree their Hillside Gardens home's location is something special.

"It's a beautiful area, a fantastic development," says Walter. "I put that down to Yumba-Meta. I've contacted them previously when I've had questions or issues, and they are very professional in their response and their care for this place. As a property owner, I find that really reassuring."

The Paternos built with Martin Locke Homes, a local builder who has delivered many homes within Hillside Gardens including the Yumba-Meta-owned specialist disability accommodation (SDA) and a duplex for seniors.

"It's quiet, and very serene here, which I love. You look out the front and it's very Australian - I like that," shares Trish, whose front-door echoes the natural surrounds with its laser-cut screen featuring gum leaves. "I do love the wildlife too; the frogs, the kangaroos, the kookaburras - it's just the slithery things I need to get used to! We had a tree snake visit our patio recently, it was harmless, but I got a snake catcher to come get it anyway!"



PARTNERSHIP & COLLABORATION PROJECT

Multi-functional Patient Transitional Accommodation Facility

Yumba-Meta aims to lead the way in improving indigenous health, with the construction of a \$5.1m Multi-functional Patient Transitional Accommodation Facility. The facility will act as a bridge between patients from remote communities requiring medical treatments and the health system in Townsville.

After efforts to understand how people come to engage in public intoxication and homelessness in parks revealed that many first came to Townsville for medical appointments, Yumba-Meta set out in 2009 to establish a facility to support patients and prevent homelessness.

In 2020, that project was finally being realised, when civil works commenced in May 2020 with completion scheduled for February 2021. The Federal Government contributed \$2.89m towards the \$5.1m construction, with Yumba-Meta Limited contributing the balance, a significant investment of funds for a community organisation.

The Townsville Hospital and Health Service University Hospital services a significant area throughout North Queensland, including many remote communities. Yumba-Meta CEO Dushy Thangiah reveals that when patients are referred to Townsville, many arrive, unable to speak English and with no understanding of the health system.

The Multi-functional Patient Transitional Accommodation will aim to bridge the gap between the patient and the health system, to ensure the patient understands the information at hand to make their own decisions. The facility will include 18 male beds, 12 female beds and three self-contained units for families. Yumba-Meta is currently seeking \$1.5m operational funding.

Specialist Disability Accommodation Construction (SDA)

Yumba-Meta Limited is committed to providing quality appropriate homes to young people living with a physical disability.

Two years in development, Yumba-Meta has delivered Townsville's first-ever newly built and NDIA-accredited Specialist Disability Accommodation (SDA). The two-unit duplex features wide doorways, wide hallways, adjustable-height kitchen benchtops with accessibility underneath for wheelchairs, and other SDA specifications to meet the needs of those living with high physical disability.

In the later part of 2017 YML committed to become a registered SDA provider and to meet the housing needs of young people living with a physical disability. During January 2018 YML became a registered SDA provider.

YML staff invested two years in gaining insight into this new sector learning and gathering information by attending many conferences, seminars and meetings with people in the SDA sector.

In 2018 YML began working with Martin Locke the owner operator of Martin Locke homes. Martin Locke has and continues his commitment to see SDA properties in Townsville eventuate.

A client who was willing to be part of our journey was invited to be part of the design concept and was involved through to design completion. Finally on 12th of March 2019 construction began on the duplex.

YML is hopeful that this project will open avenues for others to confidently enter into the SDA market providing much needed accommodation for those people who have been waiting for a long time to have access to appropriate housing.



Financial Statements

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME For the year ended 30 June 2020

| | 2020 | 2019 | 2018 |
|---|------------------|------------------|------------------|
| Revenue | | | |
| Rental Income | 1,773,268 | 1,791,150 | 1,664,294 |
| Grant | 6,940,962 | 5,628,663 | 5,585,039 |
| Sales - Hillside Gardens | 921,364 | 157,273 | 1,386,364 |
| Other | 132,879 | 132,952 | 68,990 |
| Total Income | 9,768,473 | 7,710,038 | 8,704,687 |
| Cost of Goods Sold | (783,218) | (131,276) | (1,376,761) |
| Gross Profit | 8,985,255 | 7,578,762 | 7,327,927 |
| Expenditure | | | |
| Depreciation | 435,103 | 419,552 | 442,880 |
| Employee Benefits | 4,615,267 | 4,401,392 | 4,093,053 |
| Insurance | 360,147 | 312,235 | 312,024 |
| Repair & Maintenance | 269,897 | 93,071 | 165,419 |
| Rates | 486,481 | 679,026 | 497,705 |
| Other | 1,491,992 | 1,186,484 | 1,126,881 |
| Total Expenditure | 7,658,887 | 7,091,760 | 6,637,963 |
| Total Surplus/(deficit) for the year | 1,326,368 | 487,002 | 689,964 |

STATEMENT OF FINANCIAL POSITION As at 30 June 2020

| | 2020 | 2019 | 2018 |
|--------------------------|-------------------|-------------------|-------------------|
| Current Assets | 4,553,010 | 5,117,317 | 5,281,380 |
| Non-current Assets | 26,092,138 | 23,021,404 | 21,843,775 |
| Total Assets | 30,645,148 | 28,138,721 | 27,125,156 |
| Current Liabilities | 1,232,070 | 985,417 | 717,916 |
| Non-current Liabilities | 449,874 | 433,543 | 174,482 |
| Total Liabilities | 1,681,944 | 1,418,960 | 892,397 |
| Net Assets | 28,963,204 | 26,719,761 | 26,232,758 |
| Equity | 28,963,204 | 26,719,761 | 26,232,758 |

Financial Statements

STATEMENT OF CASH FLOWS For the year ended 30 June 2020

| | 2020 | 2019 | 2018 |
|--|--------------------|--------------------|--------------------|
| Cash flows from operating activities | | | |
| Cash receipts from customers | 9,532,379 | 7,645,356 | 7,640,440 |
| Cash paid to suppliers and employees | (6,597,755) | (6,787,120) | (4,694,619) |
| Cash generated from operations | 2,934,624 | 858,236 | 2,945,822 |
| Interest received | 28,195 | 25,574 | 20,552 |
| Finance costs | (18,404) | (17,791) | (7,949) |
| Net cash from operating activities | 2,944,415 | 866,019 | 2,958,426 |
| Cash flows from investing activities | | | |
| Purchase of property, plant and equipment | (2,647,709) | (1,687,296) | (2,087,760) |
| Proceeds from sale of equipment | 20,000 | 149,587 | - |
| Net cash used in investing activities | (2,627,709) | (1,537,709) | (2,087,760) |
| Cash flows from financing activities | | | |
| Proceeds from long-term borrowings | (355,842) | 599,626 | - |
| Payment of long-term borrowings | - | - | (23,891) |
| Net cash used in financing activities | (355,842) | 599,626 | (23,891) |
| Net increase/(decrease) in cash and cash equivalents | (39,136) | (72,064) | 846,775 |
| Cash and cash equivalents at beginning of period | 2,050,029 | 2,122,093 | 1,275,320 |
| Cash and cash equivalents at end of period | 2,010,893 | 2,050,029 | 2,122,095 |

As always, our sincere thanks go to our Board and Staff whose dedication and commitment to their roles within Yumba-Meta Limited 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
 Coast to Country Housing
 Department of Child Safety, Youth and Women
 Department of Environment and Heritage Protection
 Department of Housing and Public Works
 Department of Industry, Innovation and Science
 Department of National Parks, Sport and Racing
 DV Connect
 Feros Care
 Holy Spirit Catholic Primary School
 Martin Locke Homes
 Mr Angelo Licciardello (Consultant)
 Mr Greg Barry (SDA Services)
 Mr Rodger Dunstan (Jessups)
 Murri Watch - Community Patrol
 Nicky Faulks (Ray White Kirwan)
 North Queensland Domestic Violence Resource Centre
 Queensland Health
 Queensland Police Service
 Rosel Sherwood
 RSL Women's Auxiliary

RSM Audit Partnership
 Sera's Women Shelter
 Supergreen Solutions
 The Alannah and Madeline Foundation
 The Womens Centre
 Townsville Aboriginal and Islanders Health Services
 Townsville City Council - Mayor's Christmas Tree Appeal
 Triga Solutions
 Upper Ross Community Voice
 Wilson Ryan Grose Lawyers
 Wulguru Health & Wellbeing
 Zephyr Foundation
 Zonta Townsville Metro Club
 And consultants, contractors and individuals who have helped us through the year.

We are very proud that the original artwork presented in this Annual Report was created by our YML clients:

Page 09 **Edward Summers**
 Pages 18-19 and 20-21 **Darren Murphy**
 Pages 22-23 **Oralie Baira**
 Page 31 **Peter Cummins**



yumba-meta.com.au



YUMBA-META

2/565 Ross River Road Kirwan
Townsville Queensland Australia
P.O. Box 429 Aitkenvale QLD 4814
07 4723 5611
reception@yumba-meta.com.au
yumba-meta.com.au