



One Big Family

2021 ANNUAL REPORT

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Who We Are

Our Purpose

To lead the housing and homelessness agenda in North Queensland towards stronger policies and sustainable programs for vulnerable groups particularly First Nations 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, Elsie House Women's Shelter The Reverend Charles Harris Diversionary Centre (50 Beds) and developing their own housing estate; Hillside Gardens with 40 lots.



2021 Awards & Recognition

Excellence in Health Care

Townsville social services champion Mrs Dushy Thangiah has been honoured for her outstanding work in the housing and homelessness sector.

Mrs Thangiah was awarded the **AMA Queensland Excellence in Health Care Medal** for her significant contribution to promoting the link between healthcare and stable housing as CEO of the non-profit housing service Yumba-Meta Limited.

"Health, education and housing must go hand-in-hand to close the gap between Indigenous and non-Indigenous people," Mrs Thangiah said. "Many First Nations people are not comfortable going to hospital, so we need to deliver health services in a more culturally appropriate way."

Mrs Thangiah joined Yumba-Meta in 1995 and won the 2019 Telstra Australian Businesswomen's Award for Purpose and Social Enterprise.

For many years, she has been an active community volunteer and participated in numerous advisory groups and industry associations, particularly relating to housing, domestic violence and youth engagement.

Timeline

The partnerships Yumba-Meta Limited 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 the Employment Related Accommodation Program (ERAP) taking the total properties under this program 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 25 Acheron Avenue Cranbrook. (Community Facility)

YML became a Registered Specialist Disability Accommodation (SDA) Provider through NDIA.

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.

2021

Received Domestic and Family Violence funding from the Commonwealth Government (NIAA)

Hillside Gardens housing estate fully sold out

Elsie House women's shelter became fully operational.

Received funding through the Queensland Government Partnering for Growth Program to construct four duplexes which added eight new tenancies.

Completed construction of Karingal, the 40 bed Patient Transition Accommodation Facility on Riverway Drive.

CHAIRPERSON'S REPORT 2020-2021

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 2021. I wish to express my heartfelt appreciation to the management team for their commitment and dedication in the provision of services through our various programs, enabling YML to continue to grow and prosper.

The Hillside Gardens subdivision project is now completed. This development is a “game-changer” for the local Indigenous community. Aboriginal and Torres Strait Islander peoples face multiple barriers to homeownership, including inter-generational poverty resulting from dispossession, low income and insecure employment. The staged development of Hillside Gardens allowed YML to fund the subdivision progressively, and as blocks were sold to private buyers, these funds were used to finance the construction of the rental housing. Three young Indigenous families achieved homeownership. We have created a well-designed village-like atmosphere in an enviable location within easy reach of amenities.

The 40 bed Patient Transition Accommodation, Karingal, was completed in May 2021. This facility will support Aboriginal and Torres Strait Islander people travelling to Townsville

from remote and rural communities to access the Townsville University Hospital and Health Services. Onsite culturally appropriate case management and support will be provided. YML is striving to address issues that have a significant impact on the life expectancy of Aboriginal and Torres Strait Islander people living in remote communities in Queensland who do not have access to high-quality health and support services.

YML opened its second Women's Shelter, “Elsie House”, providing six additional new places for women and their children to escape domestic and family violence.

Our Board is very pleased that our CEO, Dushy Thangiah, was awarded the Australian Medical Association Queensland Excellence in Health Care Medal. Recognising the importance of linking healthcare providers with the housing sector and helping the most vulnerable Queenslanders access appropriate healthcare is fundamental to the whole community's wellbeing.

The Townsville Family Violence Support Service has exceeded expectations with a high level of client engagement.

Additional funding from the National Indigenous Australians Agency (NIAA) has enabled the expansion of YML's domestic and family violence services.

Yumba-Meta Limited achieved another outstanding year financially for 2020-21 with record-breaking revenue and maintaining a sound financial position. I acknowledge the dedication and commitment of our CFO, Changyi Liu.

The Board continues its commitment to improved Governance through training and development. We continue to maintain our Tier Two status with the National Regulatory System for Community Housing, maintain accreditation under the Human Service Quality framework and continue as an accredited Specialist Disability Accommodation Provider with NDIA.

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 continue to advocate for more appropriate and sustainable programs to meet some of the most pressing needs of our community.





Dushy Thangiah

2021 once again turned out to be a challenging year for Yumba-Meta Limited. The COVID-19 pandemic continued to challenge us in different ways. Resilience is getting us through these ongoing trialling times.

As always, our wonderful staff continue to work hard to support the community in the best possible way. I feel blessed to work with such a dedicated team of staff who work tirelessly every day to eliminate the inequalities that exist in our community. Here we are today, stronger and more resilient than ever before. YML has had its fair share of challenges in the past couple of years the 2019 floods followed by the COVID-19 pandemic in 2020, 2021 and continuing. The important thing is that all our clients, staff, and the Townsville community, in general, has been safer than most other places in Australia. We are ever so grateful for that.

YML completed the Hillside Gardens Project in February 2021, a historic event for our organisation. For a relatively moderate community organisation such as YML, to develop its own housing estate and complete the project in three and a half years from commencement was indeed a remarkable feat. YML set out to create an inclusive and vibrant mixed-tenure community that included homeowners, social housing, affordable housing, and disability housing and succeeded in fulfilling its mission. The estate supported several First Nations homeowners, fulfilling one of YML's priorities of Home Ownership for First Nations people.

We continue to manage properties through the Long-term social housing program transitional housing programs such as Dale Parker Place and Employment Education Housing and crisis accommodation programs at Flora House and Elsie House. YML manages the following Support programs Reverend Charles Harris Diversionary Centre, Dale Parker Place, Breaking the Cycle, Flora House, Elsie House, and the Townsville Family Violence Support Service. All these programs continue to operate to their maximum capacity.

YML is now a significant player in the Townsville Domestic and Family Violence sector due to several years of lobbying. Townsville has the highest number of DV breaches in Queensland and a large proportion of people involved in Domestic and Family Violence identifying as Aboriginal and or Torres Strait Islander. Until 2019 there was no Indigenous-specific lead DV agency in Townsville.

YML is now a recognised agency in the sector and is engaged in all DV specialist groups such as DVIRG, LLA, OWG and DOVETAIL. Our First Nations Representative can now be part of the decision-making team and provide the much-needed cultural focus to decisions made on behalf of First Nations clients.

YML implemented a Men's Behaviour Change Program facilitated by Uncle Alfred Smallwood, a respected Bindal elder. The Program has been operating for just over 12 months, with 35 Clients engaging in 187 sessions. YML also runs a weekly women's yarnning circle facilitated by an Indigenous elder.

In March 2019, YML successfully secured \$2.89mn through the Commonwealth Government Building Better Regions grants program to construct the Patient Transitional Accommodation (Karingal). A 40+ bed facility to accommodate and support Aboriginal and Torres Strait Islander people travelling to Townsville from remote communities to access the Townsville University Hospital and health services.

Construction commenced on 11th May 2020 and was completed in May 2021. YML Board and Management are continuing to work with various levels of Government to secure operational funding for this project. The Townsville University Hospital operates outreach clinics twice a week at the centre for patients in the Upper Ross area. Once again, it has taken over ten years of lobbying to get this vital service operating in Townsville, making health more accessible for vulnerable people who struggle to access appropriate services.

YML proposes to build more affordable housing and supported housing to assist the Upper Ross community and improve access to essential support services in the area. The Development Application to our proposed site is currently pending approval from the Townsville City Council. I take this opportunity to thank the Board Members and the Chairpersons of sub-committees for their vision and commitment to YML. Their continued support and leadership are vital for the ongoing growth of YML.

It is with great pride that I acknowledge the dedication and contribution of our Senior Management team. They go above and beyond to ensure YML achieves its goals and vision. Finally, I acknowledge all 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.

We continue our advocacy work towards improving and supporting early education, positive engagement of our young people, access to appropriate health, and appropriate housing for people with a high physical disability. We will endeavour to lobby for appropriate services to meet the changing needs of our community. Our promise to the Townsville community is to continue to be a strong voice for our community ensuring services are place-based, person-centred, culturally appropriate and sustainable.



Dr Ernest Hoolihan OAM
Chairperson



Dawn Charteris
Director



Max Lenoy
Director



Douglas Dunstan
Director



Hon. Peter Lindsay OAM
Director



Michele Thompson
Director



Muriel Bin Dol
Director

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.

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



Brenda Lucas
Manager Women's Shelters and
Co-Manager Townsville Family Violence
Support Service



Changyi Liu
Chief Finance Officer



Anil Kaithakulath
Manager Dale Parker Place, Breaking the
Cycle, Reverend Charles Harris Diversionary
Centre and Co-Manager Townsville Family
Violence Support Service



Vicki Miles
Manager Housing Services



Roslyn Lively
Co-Ordinator Reverend Charles Harris
Diversionary Centre



Karen Lusk
Executive Support



Services

Dale Parker Place

Dale Parker Place occupancy has exceeded 95% at all times, with several 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 chronically homeless to attain independent, sustainable housing and participate within the community.

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

DPP staff the facility 24 hours per day, seven days a week. In 2016 the building on 107 Bowen Road was demolished and replaced by a new 40 x 1 bedroom units complex, reopening 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 sustain public or community housing.

The facility has proven popular, with a waiting list now maintained for those who wish to live at Dale Parker Place. Dale Parker Place has also positively impacted 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, Homelessness Health Outreach Team, The Diversionary Centre, Residential Rehabilitation Services, Case Coordination Group and other Homelessness Services.



Manager's Report

Dale Parker Place maintained a high occupancy rate throughout the 2020-21 year. All property repairs caused by the 2019 Townsville flood event were completed November 2020, and all tenants who were living offsite returned to Dale Parker Place by December 2020. This has made managing, supporting, and transporting tenants easier.

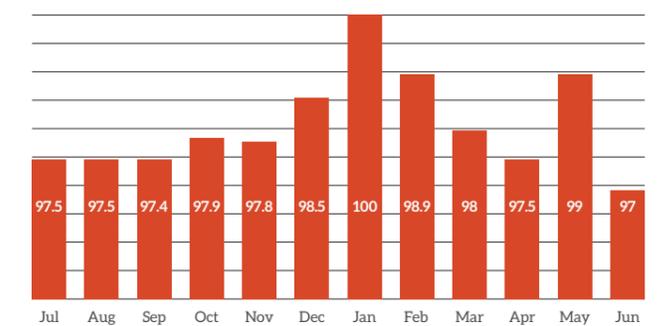
Dale Parker Place employed a part-time Indigenous counsellor from April 2021 to engage specifically with male clients. Case managers refer clients to the counsellor who works onsite in order to break down barriers accessing this service.

In 2020-21, Dale Parker Place started two new groups, a women's yarnning circle and a men's group, to give tenants the opportunity to openly share stories and continue on their healing journey in a culturally appropriate and single-gender environment. Indigenous elders lead each group, offering guidance to those who engage.

Case managers initiated a community garden project during the year, which began with one garden bed within the complex and has expanded to four garden beds. Tenants are involved in preparing the soil, planting seeds, watering, weeding and maintaining the gardens, which contain tomatoes, chillies, curry leaves, parsley, lentils, cucumber, corn and some banana types. This project gives tenants easy access to meaningful work. When they engage in helping to care for the community garden, tenants achieve a sense of accomplishment and can enjoy the fruits of their labour.

Anil Kaithakulath
Manager | Dale Parker Place

Dale Parker Place Occupancy Rate %
July 2020 - June 2021



Leslie Lawrence

Dale Parker Place Tenant



Leslie Lawrence has struggled with being in and out of homelessness since he was a teenager. Alternating between sleeping on the streets and at various friend's houses when he needed to wash his clothes, he managed to complete high school and even get a couple of jobs gardening and bricklaying.

But it was hard to sustain a healthy lifestyle without a regular roof over his head and Leslie found himself turning to crime just to survive. It was while sleeping in a park that Yumba-Meta found Leslie through its outreach program.

"They offered me the chance join the Breaking the Cycle program to get off drugs and alcohol and I thought 'this is my chance'," says Leslie.

"I was struggling with marijuana and alcohol addiction. I was trying to keep my head up high but it was real hard."

Leslie committed to the program at the Reverend Charles Harris Diversionary Centre and after successfully completing a six-month trial was offered a unit at Dale Parker Place. This Bowen Road 40-unit complex in Rosslea is staffed 24 hours a day, seven days a week to provide supported accommodation for clients in transition.

Leslie has now called Dale Parker Place home for two years and appreciates that the staff help "keep me on my toes".

"I don't want to move out because I get the support I need here," he says. "My case worker is even helping me reach out to my daughter."

Leslie's 12-year-old daughter is in foster care.

"With my case worker's help I've been writing letters to her through Child Safety Services and we were even able to meet at Queens Park," Leslie says. "I broke down in tears because I hadn't seen her for six years.."

Leslie's Yumba-Meta case worker has also been able to connect him with the National Disability Insurance Scheme (NDIS) and Victim Assist Queensland as he was attacked while sleeping in the park, resulting in an acquired brain injury.

"We've put in a case for compensation and, if it comes through, I'll give half to my daughter for college," Leslie says.

"The Child Safety Services lady said she's getting top grades."

Through his NDIS package, Leslie also gets to see a counsellor every fortnight and he's hoping he'll be able to have a joint session with his daughter soon.

"I've got a chance now and I'm just going to keep going," Leslie says. "No looking back."

Carlene Ball

Dale Parker Place Tenant



When Carlene Ball came to Yumba-Meta for help through Flora House, she had little confidence and few life skills. Her health was suffering, with epileptic fits a regular occurrence, and managing anxiety proving a real challenge. But now life is looking up for Carlene, who has maintained stable accommodation with support from Dale Parker Place case managers and staff since June 2020. Carlene's calendar is now full of empowering activities she looks forward to.

"I'm doing cooking every Monday, woodwork every Tuesday, Wednesday is arts and crafts, and on Fridays we go fishing and have a barbecue," Carlene says.

"At woodwork, I made a table and painted it with the Aboriginal flag. Now we're working on building the matching stools," Carlene says.

"With cooking, we're making stews and some desserts too - I like my chocolate or banana cake."

Carlene's woodwork and cooking classes are part of her National Disability Insurance Scheme (NDIS) package, which her Yumba-Meta case worker helped her apply for as Carlene is intellectually challenged and attended special school.

Carlene also had a lot of medication but didn't like using Webster-paks. Together with her doctor, her case management team was able to sort her medications into morning, lunch and evening categories and colour-code them so it was easier for Carlene to manage. This has allowed her to achieve continued control over her health challenges.

Carlene is also attending the Women's Yarning Circle weekly, which is helping ease both her anxiety and epilepsy, which is brought on by stress and other strong emotions.

"At the yarning circle we listen to each other's stories and I've made new friends," Carlene says.

"I came here because I was having difficulties with my family but I'm getting the help I need and I feel safe and happy to have my own space at Dale Parker Place."

Together with her case management team, Carlene is not only attending all of her doctors and NDIS meetings with the Assessment Referral Team (ART) but is also working towards future goals. These include getting her licence and attaining independent private accommodation with her partner once her NDIS package is finalised.

"I'm going to do something with my life," Carlene says.

OUR STAFF'S STORIES

Wilma Kemp

Dale Parker Place
Case Manager



Having worked in homelessness since 1999, Wilma Kemp has seen first-hand how the right help can turn people's lives around.

"What makes Yumba-Meta so successful is its holistic approach to healing with all the services working together," Wilma says.

"The diversionary centre, the safe house and the supported accommodation join forces to empower clients. We look at the overall picture with their health, financial and living circumstances."

As a teenager, Wilma looked up to her grandmother, who also had a passion for uplifting others.

"My grandmother was a big inspiration to me – she used to take a lot of people in but there was always order at her place," Wilma says.

Wilma started out working with foster children before joining a homeless organisation that mainly assisted men. She's been a case manager and a team leader and, at one workplace, even had the opportunity to develop policies and procedures around how to approach rough sleepers and chronic homeless people.

"I've learnt so much from everywhere I've worked, but I have to say that Yumba-Meta has the most coordinated approach I've ever seen," Wilma says.

"I feel privileged to be a part of that."

She's a mother of six (with three sons and three daughters), a grandmother of 10 and great-grandmother of one but Wilma says she has no plans of slowing down just yet.

"At 61 I'm still learning something every day. There's always a client with a new question and we'll work things out together."

Wilma started with Yumba-Meta at the Reverend Charles Harris Diversionary Centre in Bohle but is now a Case Manager at Dale Parker Place in Rosslea. A firm believer in the power of human connection, she starts her shifts by sitting down with clients for a yarn and cup of tea.

"Case management is about listening to your clients and working out their strengths to help them move towards their goals," Wilma says.

"It's about giving them the opportunity and safe space to change. Dale Parker Place is home for them – they're paying their rent and buying their own food, but they have us supporting them to maintain independent living.

"It's a long-term solution to chronic homelessness."

OUR STAFF'S STORIES

Walter Cassady

Dale Parker Place Concierge



Walter Cassady was retired when the opportunity to work at Dale Parker Place arose.

"Going down to The Strand and having a coffee was great – but not every day. I missed connecting with people," Walter says.

In his old working life, Walter was a civilian working for the Army as a storeman. In his new working life, Walter puts his management skills to use as a concierge. The job involves monitoring clients' safety by noting on-site/off-site times, reminding them about appointments, checking in with their caseworkers and chatting with them about staying on track.

"I can relate to clients because I struggled with alcohol addiction in the past myself," Walter says.

"Alcohol is a big problem. If you get angry, there's the temptation to have a drink. Frustrated... drink. Anxious... drink. It can seem easier to just go and get drunk and leave all your problems behind you. The catch with that is the problems are all still there when you sober up.

"Drinking was a big factor in the breakdown of my first marriage. Sometimes I share my story with residents to help them see that drinking isn't the solution."

As a father of six (three sons and three daughters), Walter has a protective side that extends to Dale Parker Place residents.

"You hope you help them, but they have to help themselves as well. And that is the strength of Yumba-Meta's approach," Walter says.

"We're helping people to help themselves."

Since joining Dale Parker Place in 2013, Walter has seen its accommodation offering increase from 25 tenancies to 40 as the old building was demolished to make way for a new purpose-built facility.

"Residents are also able to attend men's group or women's group to share their stories," Walter says.

"It's a chance to turn to each other rather than turn to the alcohol."

Long-Term Housing Program

Through this program, Yumba-Meta Limited provides housing support to some of the most marginalised people in the community who cannot access housing in the private market.

Yumba-Meta Limited manages 150 tenancies across Townsville under the Long-Term Community Housing Program and 53 tenancies under the Transitional Housing Program.

YML provides housing and support to those experiencing vulnerability in some form and deemed to have complex needs. YML services offer more than just a house. YML services aim to capacity build clients to sustain tenancies.

Properties are available for families or individuals requiring secure, appropriate and affordable housing and where other housing options cannot adequately meet their needs. YML assesses clients via a comprehensive intake process that helps understand their immediate and long-term needs.

The assessment assists YML in determining the supports that the clients require to sustain the tenancy and improve their well-being.

YML connects clients deemed as having immediate needs to Intensive Case Management, which connects them to the required services to receive the necessary support.

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



Manager's Report

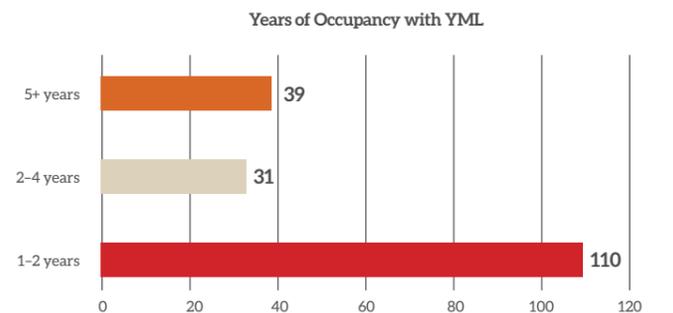
Yumba-Meta Limited's Long-term Housing Program manages 150 tenancies across Townsville, as well as 53 tenancies in the transitional housing program. The occupancy rate remained high at 97%, which has been consistent for the past five years.

Construction commenced on a multi-generational home which will be completed in July 2021, and four duplexes which will be completed in 2021 and 2022. The duplexes are being built on sites where previous properties were demolished. Funding for the duplexes was a 50-50 partnership between Yumba-Meta and the Department of Communities, Housing and Digital Economy's Partnering for Growth program.

I commenced the role of Housing Manager in January 2021. Yumba-Meta's housing team consists of four people - one manager, two housing officers and one client support officer.

During the 2020-21 financial year, the housing team faced some challenges. The first was because of restrictions placed on conducting property inspections due to COVID, however, the team navigated through just as they did the previous year. The second was a continued increase in demand for community housing, without an increase in supply. The third is the ongoing challenge of ensuring tenants with complex needs, including diagnosed and undiagnosed health or disabilities, are referred to support agencies and tenants engage with support at hand.

Vicki Miles
Manager | Long-term Housing Program



Achieving sustainable communities through access to housing and support services





SENIORS HOUSING

The Ernest & Maud Hoolihan Elders Village

The Ernest & Maud Hoolihan Elders Village continues to improve its offering as a retirement village-style accommodation for Aboriginal and Torres Strait Islanders residents aged 55 years and over.

The village comprises 16 two-bedroom units, surrounded by trees and nature, where residents enjoy a peaceful setting and quality, modern homes that are easy to upkeep.

In the 2018 financial year, Yumba-Meta commenced a significant solar project at the village, committing to install solar panels on all tenancies in order to reduce the impact of high electricity costs on tenants.

Yumba-Meta paid for the installation of solar panels on the first eight properties, which were installed in late 2019. The remaining eight properties received solar panels with funding support through the Queensland Government's Solar for Rentals Rebate. Installation of the final eight properties was completed in 2020.

The village is named after Dr Ernest Hoolihan OAM and his late wife Maud, who founded Yumba-Meta in 1973. Creating an elders village was a long-time goal for Ernie and Maud, so it made sense that this achievement was their namesake.

The estate is on six acres of land at Deeragun, which was purchased in 2001. It took 11 years to complete the Hoolihan's elders' village vision, and the village has maintained total capacity almost consistently since it was officially opened in 2012 by the Hon. Minister for Housing and Public Works, Tim Mander.

The village models community-driven solutions that effectively and appropriately meet the physical, social and emotional well-being of the community it serves.

Employment & Education Housing Program

Yumba-Meta Limited's Employment and Education Housing Program provides transitional accommodation and a support base to Indigenous peoples relocating from remote communities to the Townsville region for employment, education or training.

Under this program, Yumba-Meta manages 13 dedicated tenancies.

To be eligible to apply for this housing program, applicants must meet certain criteria. Firstly, they must be an Aboriginal or Torres Strait Islander person from a community considered as remote, or relocated from a community two years before applying. Secondly, they must be either a secondary school student or 18 years or over. Thirdly, they be 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 goal of the program is to assist tenants in improving their economic circumstances through long-term employment, education and training. By providing stable housing and local assistance, tenants are better supported to complete their education, training or employment.

This program also enables families to stay together where one or more household member needs to relocate for employment, education or training.

When a tenant has completed their education or training or is secure in employment and ready to take the next step, Yumba-Meta is able to provide a clear pathway from transitional housing into private rental housing or home ownership.



OUR STAFF'S STORIES

Anushka Tanna

Yumba-Meta
School-based Trainee



When Ryan Catholic College student Anushka Tanna first stepped into the Yumba-Meta office on Ross River Road in Townsville, she was nervous. Motivated by a desire to help others, she was keen to learn more about how Yumba-Meta helps the community, but this was a new environment.

"When I started work experience with Yumba-Meta in June of 2020, I had no idea what I was walking into – I just knew I wanted to help people. I soon realised it's a warm environment with a lot of support," Anushka says.

The admiration was mutual with Yumba-Meta management, so impressed by Anushka, offering her a school-based traineeship. Anushka now spends her Wednesdays working at Yumba-Meta, where she's learning more about the organisation's different areas.

"I've helped out at reception taking calls, and I've gone out with the staff to visit clients," Anushka says.

"I'm learning so much from hearing people talk about what they're going through and seeing them developing life skills."

Anushka is Indigenous on her father's side and shares Yumba-Meta's vision for empowering "my mob".

"I'm a Gooreng Gooreng woman (from Bundaberg) and also Fijian-Indian on my mother's side," she says.

"Being at Yumba-Meta has given me more clarity around what I want to do. Next year I'm going to university to study psychology. Yumba-Meta needs more Indigenous psychologists, and I could definitely see myself working here doing that one day.

"It's all about ensuring our people have what they need in order to flourish and move forward. There's real change happening here, and that's why I think Yumba-Meta is the place to be."

Already very politically and culturally involved in her community, Anushka is a member of the Indigenous Education Advisory Committee and the Thuringowa Youth Advisory Panel. Her contribution to her community was recently recognised at the Townsville Catholic Education Aboriginal and Torres Strait Islander Graduation Liturgy, where she was awarded the Bishop Michael Putney Year 12 Scholarship 2021 Student of the Year award.

"There were a lot of strong entries from students around North Queensland, so I was shocked and happy to receive the award," Anushka says.

"It came with a bursary that will help me with uni next year and was such a proud moment for my family. I was live-streaming to my grandmother and aunty, and they were crying they were so happy."

Taleta Ling

Ernest & Maud
Hoolihan Elders
Village Tenant



Taleta Ling, “but everyone calls me Toots”, has been living at Yumba-Meta’s purpose-built Elders Village in Deeragun since 2013 and loves being close to nature. Moving into the village from a relatively small, noisy unit near Stockland, she appreciates the roominess of her two-bedroom unit and the suburban peace and quiet.

The Elders Village, which was only a year old when Taleta moved in, has 16 two-bedroom units designed to suit over 55s. A passion project of two founding members of Yumba-Meta, Ernie and Maud Hoolihan, it was purpose-built to meet the physical, social and emotional wellbeing of the community it serves.

“I like being closer to nature and the wallabies that visit the Elders Village,” Taleta says.

“I cut up carrots and sweet potato for them. Some bring their joeys along and I can’t help getting all clucky.”

Taleta’s children – Justin who lives in Sydney and Renata who lives in Newcastle– also appreciate the space to stay over when they come to Townsville to visit their mother. And there’s the peace of mind of knowing that their mum is on a first-name basis with her neighbours, unlike so many of us in these modern times.

In 2018, the Elders Village was one of the first Yumba-Meta-owned housing developments to receive solar panels, which helps residents keep their electricity bills low. And residents benefit from a free bus service to access shopping and health appointments. This is particularly important for Taleta as she needs to attend hospital for dialysis three times a week.

In her youth Taleta worked for the Aboriginal Health Service for over a decade, taking patients to and from their appointments. Now things have come full circle and it’s her turn to receive some of the care she enjoyed giving others.

Residents of the Elders Village are visited regularly by Yumba-Meta support workers who are proactive in connecting the seniors with services they may need, such as My Aged Care.

“I know that Yumba-Meta is there to help us and I can ring up if anything happens.”

That’s especially important to Taleta, who not so long ago fell over and fractured her shoulder while shopping.

“I went to the chemist and she took one look at me and said ‘I’m going to ring an ambulance for you!’

“Yumba-Meta drove me home and my children took turns coming to stay as the doctor didn’t want me to be on my own. There’s plenty of room for them to settle in – they love it here too.”

Christina Prior

Long-term Housing
Program Resident



A well-known face around the Garbutt neighbourhood, Christina Prior, known as Chrissie, feels safe and part of the community in this suburb five kilometres from Townsville’s city heart.

“I’ve lived in Garbutt for most of my life, and I’m comfortable here,” Chrissie says.

“Our family home was in Garbutt, and so, when my husband passed from cancer, and I needed to downsize from a three-bedroom place, I was happy Yumba-Meta found me somewhere to live that was just up the road.”

The 78-year-old mother of five now lives in the Yumba-Meta Independent Living Units (YMILU) – a complex where she feels secure in her one-bedroom unit.

“After I lost my husband, I was looking for a place just for myself. I moved into YMILU in 2004 and have been here ever since,” Chrissie says.

“When I moved in, it was fully self-contained, so I more or less just needed the clothes on my back.”

Chrissie also appreciates that the unit has security screens throughout, and her male neighbours are protective of her.

“You could’ve broken into my old place with a hairpin,” Chrissie says. “It’s different when you have a husband around, but I didn’t feel safe there on my own.”

“With Yumba-Meta, I just had to put in an application and they found the unit quickly, which was good because I was ready to turn another page. With the children all grown up, I only had myself to look after.”

Chrissie has two sons and three daughters and initially moved to Townsville from Ingham because her eldest son needed special schooling.

“I was born and raised on Palm Island, but we moved to Ingham when I was 12,” Chrissie says.

“I went to school there, then got a job in a solicitor’s office and was married in 1963. It was 1977 when we moved here, so I’ve been living in Townsville for over 40 years now.”

Chrissie enjoys the freedom of “doing what I like when I like” that comes with living independently but appreciates the convenience of having Yumba-Meta on hand when needed.

“If an appliance breaks down, they attend to it quickly, which, along with the automatic rent transfer, makes my life easier.”

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, designed to support people at risk of harming themselves or others due to public intoxication.

The centre is an alternative to the Townsville Police Watch House. Clients are transported to and from the centre by private shuttle bus. The centre provides them with a safe and familiar place to sober up, a clean bed, healthy meal, hygiene and laundry facilities and basic first aid if necessary. Assistance is provided to those who are too intoxicated to meet their basic needs unaided.

The 50-bed facility consists of 28 male beds and 22 female beds.

In 2010, the Breaking the Cycle program was developed in response to the number of Aboriginal and Torres Strait Islander people regularly seeking sanctuary from substance abuse. Allowing clients to remain in the centre for an extended period gives them an incentive to become more involved with the programs offered.

All regular clients of Reverend Charles Harris Diversionary Centre are encouraged to participate in the Breaking the Cycle Program. If successful, they transition to Dale Parker Place, community housing or private rental depending on the client's capacity to maintain a tenancy.

The Breaking the Cycle program's proven success has been a great source of inspiration for Yumba-Meta to do more in this space.

The centre faces new and ongoing challenges such as hard drug use, specifically, ice, which continues to impact some clients.

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 services visit the centre to engage with clients.

Breaking The Cycle

The Breaking the Cycle 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 or substance 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.

Co-Ordinator's Report

Reverend Charles Harris Diversionary Centre provides a safe place for Aboriginal and Torres Strait Islander people at risk of harming themselves or others or of being taken into police custody as a result of public intoxication. The centre provides clients with access to a bed, hygiene and laundry facilities and a healthy meal.

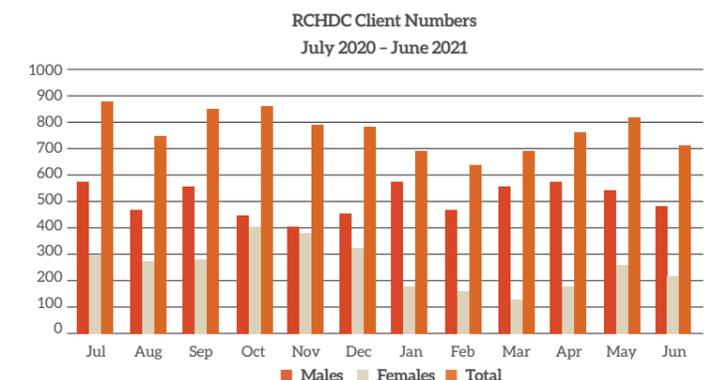
The centre opened in Townsville in 1997 and Yumba-Meta Limited has managed the centre since 2008. The centre employs nine full-time staff and seven casual staff.

COVID-19 continued its impact through the 2020-21 financial year with social distancing restrictions and health precautions requiring capacity reduction from its usual 50-bed maximum from March 2020. From July 2020, capacity was increased to 30 beds, then increased again in December 2020 to 34 beds. In May 2021, the centre resumed its full 50-bed capacity.

This affected the number of clients accommodated and supported. From July 2020 to June 2021, the centre supported 9221 clients (6150 males and 3071 females). This is down from 2019-20 when the centre operated at full capacity for nine months of the year and supported 11,275 clients.

The Breaking the Cycle program is available to clients wishing to make positive lifestyle changes. In 2020-21, case managers supported 204 clients through the Breaking the Cycle program. Through this, nine clients entered Dale Parker Place, 15 clients entered private rentals, two clients were housed outside of Townsville and another five clients departed the region.

Roslyn Lively
Coordinator | Reverend Charles Harris Diversionary Centre



Flora House & Elsie House Women's Shelters

Yumba-Meta Limited's two Women's Shelters, Flora House and Elsie House, are safe places for women and children escaping domestic and family violence.

These facilities provide a home-like environment with access to support services, such as a child counsellor, and case managers to help women understand the court and legal system, and more. Yumba-Meta also works closely with local State Schools to return children who've been living with domestic or family violence to regular schooling.

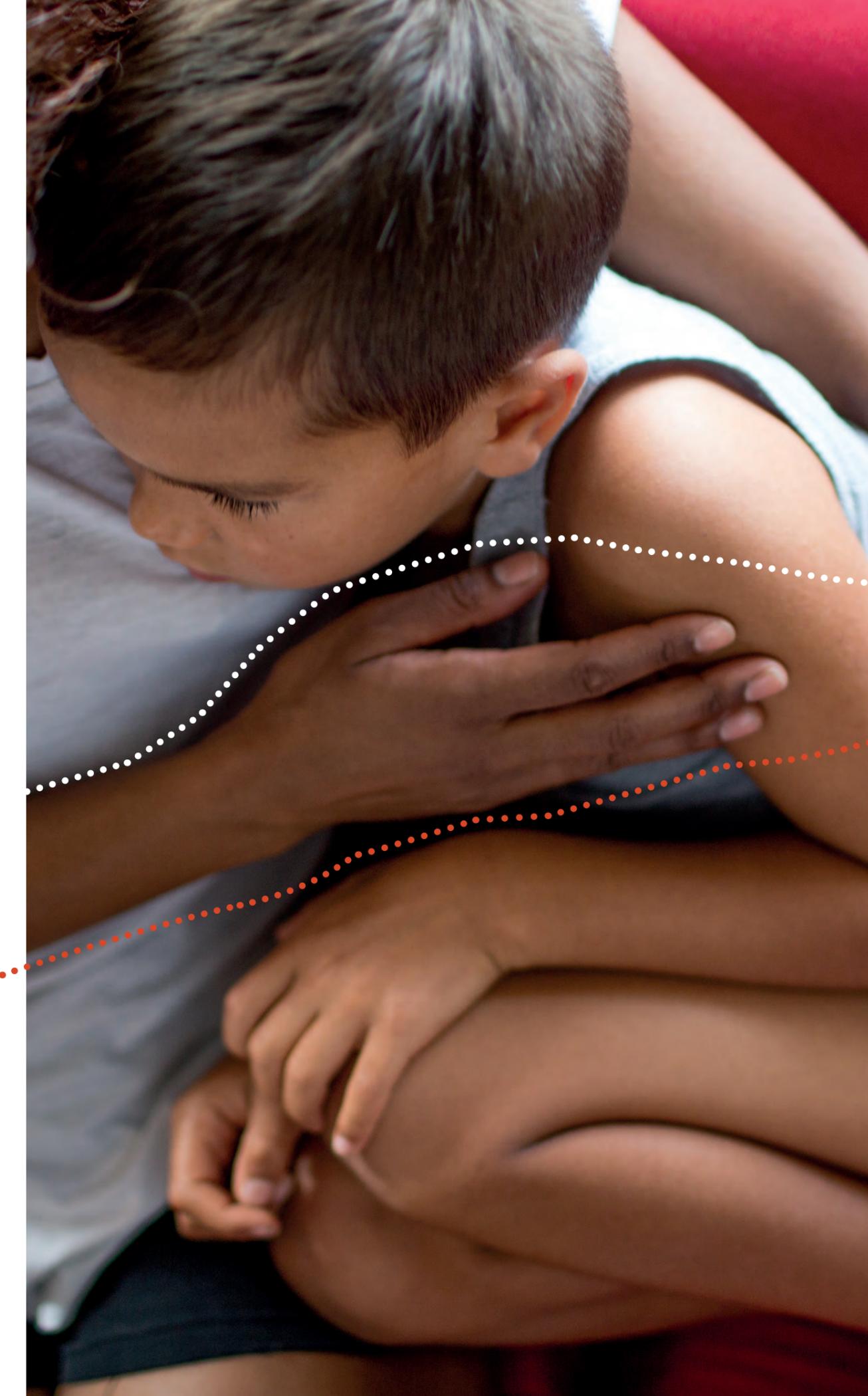
Yumba-Meta staff often drop off and pick up children from school to give their mother time to attend appointments with the courthouse, the police, and any other services she may require. In January 2021, both women's shelters launched group activities to support women and children in developing healthy routines and habits.

The Alannah & Madeline Foundation provides resident 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, calculators, pens and other stationery items to help them feel enthusiastic about education.

Flora House has seven rooms in shared accommodation, and one self-contained three-bedroom unit available to women and children escaping domestic and family violence. Flora House's services are in high demand and severely under-funded.

Elsie House has six rooms and opened in January 2021. It is Townsville's only shelter specifically for Aboriginal and Torres Strait Island women and children.



Manager's Report

With the opening of a second Yumba-Meta Limited women's shelter, Elsie House, in January 2021, the 2020-21 financial year has been a year of expansion to support more women and children escaping domestic violence.

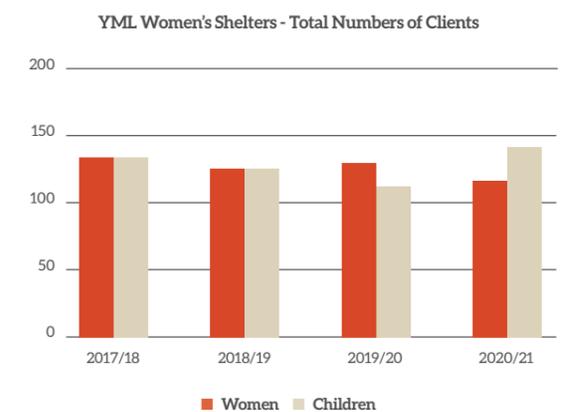
Elsie House is a six-bedroom house designed to support, specifically, Aboriginal and Torres Strait Islander women. The single-level dwelling allows women or children with disability or mobility issues to easily access the home. Over the five months January 25 to June 30 2021, Elsie House has supported 12 women and two children, each staying for 60-90 days which is deemed a long stay in a shelter.

Flora House is a larger house designed to support more women and children at any one time and is also open to all women and children seeking refuge, regardless of race. In 2020-21, Flora House supported 121 women and 145 children.

To accommodate the two properties and increased clientele, Yumba-Meta Limited's women's shelters employed additional staff in 2021, and increased its onsite counsellor service from two days per week to four. A child counsellor was employed in the previous financial year for two days per week, this service has also increased to four days per week.

In 2021, Yumba-Meta women's shelters introduced new activities at both Flora and Elsie Houses. Weekly yoga classes for women and daily homework classes for children from 3pm-4pm, which is showing promising results for the children.

Brenda Lucas
Manager | Flora House & Elsie House



OUR FRIEND'S STORIES

Elsie Thompson

Long-time Yumba-Meta Limited supporter



When choosing a name for Yumba-Meta Limited's second women's accommodation and support service, Yumba-Meta looked to one of its longest supporters, Elsie Thompson.

Elsie is an Aboriginal woman hailing from the Gu Gu Barden and Kudjala clans. Born in Charters Towers to parents Elsie and Frank Burdekin, Elsie was the eldest of five children. Educated at the Queensland State School, Elsie moved to Townsville in 1955 to begin a nursing career at Townsville General Hospital. While in Townsville, she met the man who would become her husband, Gerald Thompson.

Elsie and Gerald married in 1956 and had six children together: Jacqueline, Gerald, Frank, Leighton, Kelvin and Dallas. Gerald passed in '76, but his legacy with Elsie lives on through their 17 grandchildren and 18 great-grandchildren.

In the early 1970s, Elsie became involved with a small group of people, including her cousin Eva and her dear friend Maud, all led by Maud's husband, Ernie Hoolihan. This group, of course, was the early iteration of Yumba-Meta Limited.

Elsie had seen the poor conditions, bad service and discrimination her people had to contend with when applying for private rentals and trying to access better health services, and she found it heartbreaking. Ernie saw the need to establish a separate organisation designed to support Aboriginal and Torres Strait Islander people, and Elsie did all she could to support that vision. Many of the founding group had no transport in those early years, so Elsie would offer lifts to and from the meetings. After a long struggle, the group got both Townsville Aboriginal and Islander Health Service (TAIHS) and Yumba-Meta Housing Association (now Yumba-Meta Limited) registered and funded.

Today, Elsie continues to attend Yumba-Meta general meetings and annual general meetings as required.

"To see how many houses Yumba-Meta has now and has built, that people can rent without being abused through the application process, is really good," says Elsie.

Being part of Yumba-Meta has been a proud achievement for Elsie, and while she recognises there are still issues faced by Aboriginal and Torres Strait Islander people when accessing private rental and support services, she has confidence in the direction the organisation is heading.

Elsie's namesake, Elsie House, opened its doors in 2021, offering shelter and support to women and children seeking refuge from domestic and family violence. This is the second women's shelter under Yumba-Meta Limited's accommodation and support services.

"It's an honour to have this house named after me," says Elsie. "Women need to know there is a safe place to go."

Over the years, Elsie has thrown her support behind other organisations also close to her heart, including being a committee member for Kindergarten Headstart and a volunteer with the Australian Red Cross. A nurse, a mother, a volunteer, a committed community member, Elsie is drawn to roles of service. She believes that what you put in is what you get back.

"I class myself as a quiet achiever," shares Elsie. "I will stand up for what I believe in. I support and fight for better housing, health, education and employment for Australia's First Nation People."

OUR STAFF'S STORIES

Wilma Weatherall

Support Worker



Wilma started working at Flora House Women's Shelter in 2018. "At 57 years of age, unemployed and fast approaching retirement, I never dreamed I would ever get another job, let alone one in an area that I'm passionate about," Wilma says.

Wilma was in a toxic, violent relationship when she was younger and, with the support of women in the Townsville community, managed to overcome life's hurdles and take control of her life again.

Wilma became involved with a group of Indigenous women in the 1980s who were fighting for the rights of the most marginalised women in our community to show that they mattered.

"The group had to fight sexism and racism along the way - the discrimination was twofold," Wilma says.

"Comparing back then to where we are at today is truly amazing. It's night and day. To have a facility like Flora House, which is fully staffed and resourced, is special. With dedicated management and staff at Flora House, the protection and empowerment of women and children from domestic violence continues."

Wilma says her personal life experiences have been an asset in helping women and children through their journey with domestic violence.

"Being able to understand what clients are going through and possibly feeling makes me want to give them the support they need and a soft place to fall," Wilma says.

"I'm proud to work at Flora House and proud to be a part of the Yumba-Meta family. Yumba-Meta is visible in the community saying no to domestic violence and that is important to me as a woman, mother, grandmother, sister and aunt."

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 (Manager Women's Shelters) and Anil Kaithakulath (Manager Dale Parker Place, Breaking the Cycle and Reverend Charles Harris Diversionary Centre), 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.

Co-Managers' Report

The Townsville Family Violence Support Service continued its early-intervention work, aiming to break the cycle of domestic and family violence in Aboriginal and Torres Strait Islander families.

The service remained open throughout the year, accepting 177 female referrals and 95 male referrals over 12 months and supporting 71 active female clients and 74 active male clients in the program. Unfortunately, the service is experiencing ongoing issues in contacting referrals due to incomplete, incorrect or no contact details supplied. Still, uptake of this service continues to exceed targets.

The service employs two case managers; one female who works exclusively with women and one male who works exclusively with men. The case managers continue doing a good job with heavy workloads and high demand for support to both victims and perpetrators.

An Indigenous male counsellor has been employed part-time to work with male perpetrators and victims to educate, and support perpetrators to modify behaviour. A qualified female counsellor works with the more complex clients.

In September 2020, the service launched the Introduction to Men's Behaviour Change Program, a 12-week voluntary-participation course, delivered by an Indigenous elder. While the program is 12 weeks, attendees do not have to attend 12 consecutive weeks, so completion can take months. From September 2020 to June 2021, 36 clients participated in the program.

In May 2021, the service highlighted Domestic and Family Violence Prevention Month by partnering with Queensland Police Service for a barbeque luncheon.

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

Weeburra Thulgarri

Early tutoring and mentoring support program

Yumba-Meta Limited is committed to improving Indigenous children's physical, social, and emotional wellbeing, strengthening their connection to culture and building on resilience and coping skills.

In 2018, Yumba-Meta purchased 25 Acheron Avenue, Cranbrook, with the intent to establish a community centre and facilitate an early intervention tutoring and mentoring support program for Aboriginal and Torres Strait Islander children. Planning for this program has continued throughout the 2020-21 financial year, with the program set to launch July 2021.

The program targets Aboriginal and Torres Strait Islander children aged 7-8 years old (Year 2 at school), with the aim to improve students' school attendance, engagement in the classroom, literacy and numeracy skills, and overall confidence as learners. By building students' self-esteem and a sense of pride and belonging in a classroom environment, Yumba-Meta hopes to increase the chances of these students completing high school and possibly further education.

The program will be named Weeburra Thulgarri, meaning 'one big family'.

Rasmussen State School signed on to the program in April 2021, to commence twice-weekly two-hour sessions for 10 students from July 2021.

Students will travel to the community centre by the Yumba-Meta bus, supervised by a teacher's aide and Yumba-Meta staff. Once arrived, they will be served a healthy lunch before starting work. The program is centred on cultural and spiritual values, to support young children.

Yumba-Meta will continue working closely with Education Queensland and the Townsville Stronger Communities action group to deliver this program to more schools and students in the 2021-22 financial year.



Projects

Karingal

Patient transition accommodation facility

Karingal is Yumba-Meta Limited's patient transition accommodation facility, which is designed to provide short-term supported accommodation for Aboriginal and Torres Strait Islander peoples from remote and rural communities accessing Townsville Hospital and Health Services.

The facility was completed and officially opened by Philip Thompson MP on July 28, 2021. Construction took 14 months and cost more than \$5.75 million, with Federal Government contributing \$2.89 million and Yumba-Meta Limited contributing the balance plus the purchase of the land. This is a significant financial investment from a community organisation.

While construction is now complete, the facility still requires \$1.5 million operational funding in order to begin delivering vital health support services to the Indigenous community.

Karingal's purpose is to act as a bridge between Townsville's health system and patients from remote communities requiring medical treatments. The Townsville Hospital and Health Service University Hospital services a significant area throughout North Queensland, including many remote communities. When patients are referred to Townsville, many arrive, unable to speak English and with no understanding of the health system.

Yumba-Meta Limited provides culturally appropriate, trauma-informed case management support to assist clients in an unfamiliar urban environment. Referrals and support are provided to help patients regain functional independence and confidence sooner to avoid needing longer-term care and support.

The facility includes sixteen male beds, eight female beds and four self-contained units for families. Karingal also provides private consultant rooms for visiting health specialists and other agencies. The short-term accommodation is staffed 24/7, 365 days of the year.



Hillside Gardens Residential Estate

Hillside Gardens Residential Estate has proven a shining jewel in Yumba-Meta Limited's property development portfolio. The estate, located on 50 acres of land in the foothills of Mt Louisa, was designed to facilitate pathways to Indigenous home ownership.

The estate's 38 land lots were sold to 31 private buyers, with the remaining seven lots retained by Yumba-Meta Limited and added to the long-term housing program.

The last 15 lots sold during the 2020-21 financial year, with the final lot sold in February 2021. Land sales from Hillside Gardens totalled \$2.2 million.

Chairman and founder of Yumba-Meta, Dr Ernest Hoolihan OAM, said the development of Hillside Gardens was a "game-changer" for the local Indigenous community.

"Aboriginal and Torres Strait Islander peoples face multiple barriers to homeownership, including inter-generational poverty resulting from dispossession, low income and insecure employment," he said.

"The staged development of Hillside Gardens allowed us to fund the subdivision progressively—as we sold blocks to private buyers, these funds financed the construction of the rental housing and supported three young Indigenous families on their path to homeownership.

"We've been able to create a well-designed, village-like atmosphere in an enviable location within easy reach of amenities," said Dr Hoolihan.

Hillside Gardens is located just six kilometres from Willows Shopping Centre, is a short 13-minute drive to Townsville University Hospital, James Cook University and Lavarack Barracks, and is close to public and private schools.

"Apart from allowing new homeowners to enter the housing market at an affordable price, tenants in the community housing and specialist disability accommodation enjoy high-quality, independent housing in a mixed community where there is no distinction between tenants and homeowners."

Dr Hoolihan said the project addressed the inequities of Townsville's vulnerable communities.

"This development is a vision for what an equitable and reconciled Australia looks like," he said.

Hillside Gardens is now a vibrant estate of modern new homes, with the final homes currently under construction.



Specialist Disability Accommodation Construction (SDA)

Yumba-Meta Limited is committed to providing quality, appropriate homes to people living with physical disabilities.

In November 2019, after two years in development, Yumba-Meta delivered Townsville's first-ever newly built and NDIA-accredited Specialist Disability Accommodation (SDA).

Due to the success of this accommodation, and an ongoing community need for similar purpose-built tenancies, Yumba-Meta has committed to building more SDA tenancies in Townsville.

Two sites at Hillside Gardens, where the first SDA is located, have been secured. Construction will commence in the second half of 2021 and is expected to be completed in early 2022. Experienced SDA builder Martin Locke Homes has been engaged to build both properties.

These properties will offer different designs to the first SDA, which was one duplex of two two-bedroom homes. The new designs will include one duplex featuring one one-bedroom tenancy and one two-bedroom tenancy, and the other will be a three-bedroom, three-bathroom share home to accommodate two tenants and one 24/7 onsite support worker. This shared accommodation is classified as Onsite Overnight Accommodation (OOA) under NDIS.

The two new properties will feature 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 a high physical disability.

Yumba-Meta first committed to becoming a registered SDA provider in late 2017 and completed this process during January 2018.

It remains an ongoing challenge to connect available SDA properties with suitable tenants, as these properties require a referral through NDIS. Yumba-Meta continues advocating for those who require access to appropriate housing by educating NDIS case managers and relevant referral agencies.



Lochlan Kennedy Specialist Disability Accommodation



Being able to cook, clean and do the laundry are all things most of us take for granted. But for 27-year-old Lochlan Kennedy, who has been in a wheelchair since an accident at 14, they're impossible without accessibility modifications.

Although there is a provision for Specialist Disability Accommodation (SDA) in the National Disability Scheme (NDIS), meaning some building costs of SDA-approved housing are subsidised, you have to build the house before it can be approved. It's a risk deemed too great by many in Lochlan's position, which is where Yumba-Meta stepped in to help.

"Just completing the SDA paperwork took 10 months and was something I couldn't have done without Yumba-Meta's help," Lochlan says.

"At the time, my partner Sandra and I were living in my parents' converted garage because we couldn't find anything else accessible. We were very lucky and grateful we were able to do that, and love living with my family, but as you get older you want to take on more responsibility – especially with us getting married.

"So when Yumba-Meta came to me with this idea of the SDA housing I immediately wanted to be a part of it not only because it would improve my lifestyle but also because it's something that's so needed, especially here in North Queensland."

Lochlan and Sandra received the keys to their new Mount Louisa home on the day their son Lennox was born.

"The house has been fantastic – it's enabled me to share in the responsibilities of family life," Lochlan says.

"The planning that went into making sure it is accessible was a collaborative effort between myself, Yumba-Meta, Martin Locke (builder) and the SDA legislations that were in place.

"I just want to live a happy life with my family by my side. Yumba-Meta has helped me do that with an accessible home where I am safe and comfortable.

I'm so thankful I've been given this opportunity to be involved in such a ground-breaking and positive change in the disability housing sector."

Chief Finance Officer's Report

Yumba-Meta Limited delivered a strong financial performance for the 2020-21 year, setting new records for revenue, equity and comprehensive income.

Yumba-Meta Limited achieved \$15 million in revenue, the first time in its 48-year history that the organisation has exceeded \$10 million in revenue. Equity totalled \$33.3 million, which has steadily grown year-on-year and almost doubled over the past decade, from \$17.8 million in 2011.

Due to strategic planning and investments, Yumba-Meta Limited's assets continue to grow in value. The total value of property, plant and equipment increased from \$26 million to \$31 million during the financial year.

Total comprehensive income reached \$4.4 million. The last 15 lots at Yumba-Meta Limited's Hillside Gardens development sold during the 2020-21 financial year. Land sales from Hillside Gardens totalled \$2.2 million.

As a not-for-profit community housing organisation, all funds are strategically invested in capital projects and social support programs to benefit the community.

Yumba-Meta Limited continues working to secure operational funding for its \$5.75 million new Karingal development, completed in 2021. This multi-functional patient transitional facility is purpose-built and cannot open without operational funding.

At June 30, 2021, Yumba-Meta Limited has committed to seven residential constructions projects in 2021.

Changyi Liu
Chief Finance Officer

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME for the year ended 30 June 2021

	2021	2020	2019
Revenue			
Rental Income	1,820,453	1,773,268	1,791,150
Grant - Operational	7,095,081	6,306,535	5,628,663
Grant - Capital	3,508,866	634,427 -	
Sales - Hillside Gardens	2,395,171	921,364	157,273
Other	216,721	132,879	132,952
Total Income	15,036,292	9,768,473	7,710,038
Cost of Goods Sold	(1,916,474)	(783,218)	(131,276)
Gross Profit	13,119,818	8,985,255	7,578,762
Expenditure			
Depreciation	455,347	435,103	419,552
Employee Benefits	5,393,582	4,615,267	4,401,392
Insurance	412,390	360,147	312,235
Repair & Maintenance	324,895	269,897	93,071
Rates	562,500	486,481	679,026
Other	1,558,278	1,491,992	1,186,484
Total Expenditure	8,706,992	7,658,887	7,091,760
Total Surplus/(deficit) for the year	4,412,826	1,326,368	487,002

STATEMENT OF FINANCIAL POSITION as at 30 June 2021

	2021	2020	2019
Current Assets	3,933,092	4,553,010	5,117,317
Non-current Assets	31,125,882	26,092,138	23,021,404
Total Assets	35,058,974	30,645,148	28,138,721
Current Liabilities	1,273,015	1,232,070	985,417
Non-current Liabilities	409,929	449,874	433,543
Total Liabilities	1,682,944	1,681,944	1,418,960
Net Assets	33,376,030	28,963,204	26,719,761
Equity	33,376,030	28,963,204	26,719,761

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STATEMENT OF CASH FLOWS For the year ended 30 June 2021

	2021	2020	2019
Cash flows from operating activities			
Cash receipts from customers	16,591,965	9,532,379	7,645,356
Cash paid to suppliers and employees	(9,582,350)	(6,597,755)	(6,787,120)
Cash generated from operations	7,009,615	2,934,624	858,236
Interest received	15,360	28,195	25,574
Finance costs	(16,592)	(18,404)	(17,791)
Net cash from operating activities	7,008,383	2,944,415	866,019
Cash flows from investing activities			
Purchase of property, plant and equipment	(6,255,236)	(2,647,709)	(1,687,296)
Proceeds from sale of equipment	740,000	20,000	149,587
Net cash used in investing activities	(5,515,236)	(2,627,709)	(1,537,709)
Cash flows from financing activities			
Proceeds from long-term borrowings			(599,626)
Payment of long-term borrowings	(53,665)	(355,842)	
Net cash used in financing activities	(53,665)	(355,842)	599,626
Net increase/(decrease) in cash and cash equivalents	1,439,482	(39,136)	(72,064)
Cash and cash equivalents at beginning of period	2,010,893	2,050,029	2,122,093
Cash and cash equivalents at end of period	3,450,375	2,010,893	2,050,029

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
 Bunnings Warehouse
 Commonwealth Bank
 Department of Communities, Housing and Digital Economy
 Department of Housing and Public Works
 Department of Industry, Innovation and Science
 Department of Justice and Attorney-General
 DV Connect
 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
 Officeworks
 Queensland Health

Queensland Police Service
 Rosel Sherwood
 RSL Women's Auxiliary
 RSM Audit Partnership
 Ryan Catholic College
 Sera's Women Shelter
 StreetSmart Australia
 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
 Wilson Ryan Grose Lawyers
 Wulguru Health & Wellbeing
 Zephyr Foundation
 Zonta Club of Townsville Metro Inc.
 And consultants, contractors and individuals who have helped us through the year.



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

