

2022 Annual Report

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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 holistic support

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

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 203 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 49 years has grown from managing eight houses to a dynamic multi-functioning organisation now managing 203 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 developed their own housing estate; Hillside Gardens with 41 lots.

Awards & Recognition

2022

CEO Dushy Thangiah awarded Executive Excellence Winner of the Australasian Housing Institute (ahi) Brighter Future Awards 2022.

2021

YML First Runner-Up of the Australasian Housing Institute National Awards for Leading Housing Development for Hillside Gardens project.

Chairperson Dr Ernest Hoolihan awarded National NAIDOC Male Elder of the Year Award.

CEO Dushy Thangiah awarded the AMA Queensland Excellence in Health Care Medal.

CEO Dushy Thangiah Winner of the Australasian Housing Institute National Award for Executive Excellence.

2020

Chairperson Dr Ernest Hoolihan awarded Townsville City Council Senior of the Year

2019

YML Winner of the Australasian Housing Institute National Award for Professional Excellence in Social Housing for the Continuum Model.

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

CEO Dushy Thangiah awarded Winner of the Telstra Australian Businesswomen's Awards in the category of For Purpose and Social Enterprise.

2015

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

2014

Chairperson Dr Ernest Hoolihan awarded Medal of the Order of Australia

2009

Chairperson Dr Ernest Hoolihan awarded Honorary Doctor of Letters - James Cook University.

2006

Chairperson Dr Ernest Hoolihan awarded the Premier's award for Queensland Senior of the Year.

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

Between 1975 and 1995, housing stock increased from eight to 33.

1996

Completed construction of 5 one bedroom senior units in Garbutt.

1997

Housing stock increased 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 became the first Indigenous Community Housing organisation in Australia to be fully accredited under the National 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 seven homes.

Three existing properties were demolished to achieve this outcome.

Received 13 properties through the Nation Building Economic Stimulus Tenancy Management Program to manage 59 tenancies.

2011

Received Queensland Government funding to manage Dale Parker Place supported accommodation for 20 single men and five single females.

2012

Completed construction of 16 two-bedroom homes for seniors at the Ernest & Maud Hoolihan Elders Village at Deeragun.

Funded to manage eight properties through the Employment Related Accommodation Program.

YMHAL tenancies increased to 142.

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

YMHAL celebrated 40 years of service to the local community with a gala dinner event held at Jupiters.

Received additional funding to manage five more properties under the Employment Related Accommodation Program, taking the total properties under this program to 13.

2015

Awarded as a Tier 2 Provider with NRSCH (National Regulatory System for Community Housing). YMHAL was the first and only Tier 2 Indigenous Housing Provider in Queensland.

2016

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

2017

Hillside Gardens development project was completed (41 blocks). YMHAL went to the open market for the sale of the land.

2018

Purchased 25 Acheron Avenue Cranbrook. (Community Facility)
YML became a Registered Specialist Disability Accommodation (SDA) Provider through NDIA.

2019

Development approval was received for the Riverway Drive land development project.

Granted \$2.89 million Commonwealth funding towards the construction of the Patient Transition Accommodation at 1145 Riverway Drive Rasmussen.

Received Queensland Government funding for the Townsville Family Violence Support Service.

YML opened the first registered Specialist Disability Accommodation in Townsville in November.

2020

Commenced construction of the Patient Transition Accommodation facility in May 2020.

Townsville Family Violence Support Service fully operational.

2021

Received Australian Government (NIAA) funding for Domestic and Family Violence Services.

Received Queensland Government funding (Partnering for Growth Program) to construct four duplexes on YML sites, adding four new tenancies.

2022

Completed construction of Multi-Gen Home at Hillside Gardens.

Completed construction of a shared Specialist Disability Accommodation duplex increasing SDA participants to four people.

Purchased 202 Ross River Road Aitkenvale for YML head office.
Official opening of Karingal - Patient Transition Accommodation on 30 July.

Completed construction of four duplexes through the Partnering for Growth Stage 1 funding.

Received additional Queensland Government funding (Partnering for Growth Program) Stage 2 to construct four more duplexes on existing YML sites, resulting in eight new tenancies through this program.

Chairperson's Report

Dr. Ernest Michael Hoolihan OAM

On behalf of the Board of Directors of Yumba-Meta Limited (YML), I am pleased to present the Annual Report for 2022. I wish to express my heartfelt appreciation to the management team for their commitment and dedication to the provision of services through our various programs, enabling YML to continue to grow and prosper.

Renovation of the new corporate headquarters was undertaken during the year with the relocation of Corporate and Housing in August. This building, which Yumba-Meta Limited purchased in August 2021, will see the continued growth of the organisation well into the future.

YML completed the construction of Karingal Patient Transition Accommodation in July 2021 with an official opening held on 30 July 2021. We are working with all levels of government to secure operational funding to commence operations in the facility.

One Specialist Disability Accommodation was completed during the financial year supporting two clients with High Physical Support needs.

Under the Partnering for Growth program, four duplexes were completed for social housing tenants with eight families housed in these homes.

Yumba-Meta Limited achieved another outstanding year financially for 2021-22 and continues to maintain 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.



CEO's Report

Dushy Thangiah

It is with much pleasure that I present the 2022 Annual Report to members and stakeholders.

The impact of COVID-19 continued to challenge the world for a third consecutive year impacting Yumba-Meta Limited (YML) in multiple ways. YML had to be innovative and adapt to new ways of working, particularly in how we manage staffing shortages and accommodate clients in shared facilities. All YML staff were happy to work on-site, a remarkable feat when almost all community services across Australia were working remotely.

The YML management team and staff continued to work hard through challenging times to support the community in the best possible way. I am privileged to lead a dedicated team of staff who work tirelessly to eliminate the inequalities that exist in our community. The past years have certainly proven the resilience of the YML workforce, adapting to the changing environment and enabling the organisation to deliver services in an effective manner.

YML completed the construction of one multi-gen home, four duplexes, and one Specialist Disability Accommodation (shared home) during the year. These homes provided 11 secure tenancies to local families. YML is committed to increasing housing through a planned construction strategy over the next three years.

The housing crisis across Australia has highlighted the lack of investment in social and affordable housing over many years. Housing providers are hopeful that the nationwide attention to the housing shortage will bring in much-needed and long-overdue investment into the housing sector.

YML continues to manage several housing programs (Long-term Community Housing, Employment Education Accommodation, Senior Housing, and Supported Housing) and several support programs (Diversionary Centre, Breaking the Cycle, Dale Parker Place, Women's Shelters, Townsville Family Violence Support Service, and Early Education) which are operating at maximum capacity.

YML is a significant player in the domestic and family violence sector in Townsville providing much-needed cultural support to the sector.

Karingal Patient Transition Accommodation - is a 40-bed facility to accommodate and support Aboriginal and Torres Strait Islander people travelling from remote and rural communities for treatment at the Townsville University Hospital. Construction was completed in August 2021 and YML is currently working with various levels of government to secure operational funding to commence operations. The program aims to improve health outcomes for vulnerable First Nations people who struggle to access appropriate mainstream health services.

YML received Development Application approval to construct social housing at the YML Riverway Drive precinct. These new projects are aimed at improving access to housing in the Upper Ross area. Construction is expected to commence in early 2023.

Weeburra Thulgari - YML's Early Education and Mentoring Program has been successfully operating for a year. YML partnered with three State primary schools in Townsville to provide tutoring and mentoring support to young Indigenous children aged between seven and eight years. The program operates four days a week with two sessions per day. Each session supports up to 10 children with five tutors providing individualised support to each child.

Yumba-Meta Limited took out the First Runner-up award for the Leading Housing Development Project at the 2022 Australasian Housing Institute National Awards and I was humbled to be the National Winner 2022 for Executive Excellence. YML's business model is clearly leading the way in Australia.

During the year YML established **Housingwise Realty** - a not-for-profit real estate agency. Through this project, YML hopes to increase housing options for people who face discrimination and poor judgement in the private housing market.

I take this opportunity to thank the Board Members and the three Chairs of the board sub-committees for their commitment to YML. Their continued support and leadership have contributed significantly towards the ongoing growth of Yumba-Meta Limited.

I express my sincere appreciation to the YML senior management team. Through their dedication and commitment, they enable YML to achieve its goals and vision. Finally, I acknowledge and thank all our staff, consultants, contractors and service providers for their professionalism and commitment to YML which enables quality and timely services to our community.

We will continue our advocacy work to improve early education outcomes, positive engagement of our young people, access to appropriate health, access to appropriate housing for people with a disability and improved access to essential services to meet the changing needs of our community.

Our promise to the Townsville community is that we will continue to be a strong voice for our community ensuring services are place-based, person-centred, culturally appropriate and sustainable. We aim for our community to be a place where all members of our community could be equal participants in making Townsville a vibrant and thriving community.



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 led 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.



Dr. Ernest Michael Hoolihan OAM
Chairperson

Founding Father of Yumba-Meta Limited, Dr Ernest Hoolihan OAM (fondly known as 'Ernie') established the organisation in 1973 under the Whitlam Government.

In addition to Yumba-Meta Limited, Ernie's achievements are many, having helped establish the Townsville Aboriginal Cultural Centre, supporting Aboriginal inmates through the associated Legal Service for 30 plus years, addressing educational disadvantage with the Headstart Kindergarten program, ongoing work with the Seniors Safety Group of the Townsville Safe Communities Project, along with fund-raising for the local Leukaemia House.

Ernie also established Townsville Aboriginal and Islanders Health Services (TAIHS).

Though his community service and leadership positions over the years are immeasurable, his efforts are somewhat reflected in his rich collection of accolades, including being acknowledged; as a Queensland Senior Citizen of the Year, a Distinguished Past Student of Townsville Grammar, with an Honorary Doctorate, and, most stunningly of all, with a Medal of the Order of Australia on the Queen's Honours List.



Hon. Peter Lindsay OAM
Director

The Hon. Peter Lindsay OAM is an experienced Community Advocate, Chairperson and Committee Member who joined Yumba-Meta Limited's Board in 2020. To this role, Peter brings special insight into lawmaking and governance.

While politics has dominated his career, Peter actually started out working in television, progressing through engineering, production, news, editorial and executive roles, before switching gears and running his own electronics business for 25 years.

In 1985, Peter was elected as Councillor to the Townsville City Council which launched a five-term career to 1996 when he moved to Australian Parliament, as Federal Member for the electorate of Herbert. Peter held this position for five terms also, until 2010.

In 2007, Peter was appointed Parliamentary Secretary to the Minister for Defence, moving to Shadow Parliamentary Secretary until 2010. Throughout his parliamentary career, Peter represented Australia in Indonesia, Vietnam, Laos, Pakistan, Federated States of Micronesia, United Kingdom and the United States.

He has served as: Deputy Chancellor to the James Cook University Council; Chair of Guildford Coal; Foundation Chair of Global Voices; Member of the Defence Honours and Awards Appeals Tribunal; and Member of the Gambling Community Benefit Fund. He currently serves as a Director of the Constitutional Education Fund of Australia; Chair of James Cook University's Clinical Practice Building Trust; and Chair of Origin Net.

In 2016, Peter was awarded the Medal of the Order of Australia (OAM).



Muriel Bin Dol
Director

Muriel Bin Dol is a Zenadth Kes (Torres Strait Islander) woman, born on Thursday Island and with strong ties to Townsville where she has lived, predominantly, since 1988.

Muriel is a graduate of the Public Sector Management Program, via QUT School of Business, and brings 20 years' experience with government where she worked in various roles delivering services to people at risk of homelessness, managing compliance and quality assurance, and at the executive management level.

Well-known for her community service, Muriel has served on a number of volunteer committees, and has supported the Townsville NAIDOC committee and Mabo Day working groups. She is inspired by the example of her late mother Eileen Kable, who was a foundational staff member at Reverend Charles Harris Diversionary Centre from 1997 to 2008 before succumbing to illness.

In 2018, Muriel was the inaugural Guest Editor, for the Townsville Bulletin NAIDOC Week edition. During this time, she secured an ongoing commitment to publish a daily Acknowledgement of Country message.

Yumba-Meta Limited is Muriel's first Board appointment. She looks forward to working with the Board, and CEO to deliver continued access to quality housing and culturally safe support services.



Michele Thompson
Director

Michele Thompson, has been a Yumba-Meta Limited Board Director for some 17 years.

Aside from raising her five children, Michele guides and works with Aboriginal and Torres Strait Islander children on a daily basis at Wulguru State School as an Indigenous Teacher Aide, and more informally, as a Community Education Counsellor.



Greg Redington OAM
Company Secretary

Greg has been a Director of Coutts Redington Pty Ltd Chartered Accountants since 1994 with accounting experience going back to 1985. Whilst Football Queensland President, Greg received the Medal of the Order of Australia in 2017. Greg is a Member of the Finance Audit and Risk Committee of TAIHS Ltd, past-Chairman of the Board of Football Queensland Ltd, and past-President of Townsville Junior Soccer Association, NQ Football Inc, and Rotary Club of Thuringowa Central Inc.

Board of Directors



Dawn Charteris
Director

As a proud Aboriginal and Torres Strait Islander woman with cultural and spiritual ties to family in the Gulf, Torres Strait, Cape York and Townsville, along with being a YML board member for some 17 years, Dawn provides a crucial role in contributing to culturally responsive care for the YML organisation.

Dawn's trajectory in the public health arena began when she joined Queensland Health in 1991 as a Health Worker in Charters Towers, before moving in 1996 into Nutrition Promotion for up to 16 years with the Tropical Population Health Network in Townsville.

From there, Dawn took up a position as a Maternal Health Education Officer and Health Worker, with the Townsville Aboriginal and Islander Health Service (TAIHS), before moving into a Senior Mental Health Worker position with Queensland Health.

Dawn's depth of work history and strong commitment to professional development, including an Advanced Diploma of Indigenous Primary Health Care, has made her a valued member of the YML Board.



Max Lenoy
Director

Max Lenoy is a Jirrbal, Warungnu and Kuku-Yalanji man with ties to both Palm Island and Yarrabah.

Max has worked in Indigenous education since 1990 as a teacher, curriculum designer, manager and academic.

He graduated with a Bachelor of Education (Primary) from James Cook University. He completed an Education Masters at the Harvard University Graduate School of Education and the Sloan School of Management (MIT).

Max is the Executive Manager of the CSIRO Indigenous STEM Project and has previous governance experience with positions in educational and non-profit youth organisations.

He was a member of the Queensland Indigenous Arts Marketing & Export Agency (QIAMEA) Advisory Board (2007-2009), a Non-Executive Director of the Library Board, State Library of Queensland and Chair of the Indigenous Advisory Committee (2006-2014) and a Member of Queensland Government Aboriginal and Torres Strait Islander Advisory Committee (2008-2010).

Max has previously received a National Indigenous Staff Scholarship and a United Nations Indigenous Fellowship.



Doug Dunstan
Director

Recruited as a skill-based Director to Yumba-Meta's Board in 2016, Douglas brings over 30 years of board-level experience as a Non-Executive Director, Consultant and Senior Associate across diverse industries.

With expertise in internal/external audit, risk management, financial management and governance services across the not-for-profit, public and commercial sectors both within Australia and internationally, Doug's eminent skill-set has particularly informed and shaped the development of robust governance frameworks for YML.

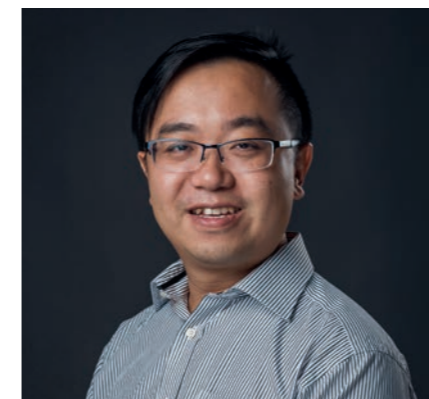
Amongst his illustrious history of board and executive successes, Doug has served as the National President PNG CPA and inaugural President of the PNG Branch of CPA Australia. He serves as a Queensland Divisional Councillor and North Queensland Branch Councillor for CPA Australia.

Apart from being a Committee Member of various Boards, Doug has also served Company Secretarial roles, in Financial Accounting roles as a CFO and in C Suite Management roles as a Governance Expert.

Doug is a Fellow of CPA Australia, the Governance Institute of Australia and the Institute of Managers and Leaders. He holds a BBus in Accounting and an MBA in International Business.

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.



Changyi Liu
Chief Finance Officer

Born in China, Changyi Liu moved from Singapore to Townsville in 2005 to study at James Cook University (JCU). He completed a Bachelor's Degree in Business, majoring in Human Resource Management, then gained his Master's Degree in Professional Accounting. Changyi is a member of the Australian Institute of Chartered Accountants. Changyi joined the executive team as Yumba-Meta Limited's Finance Manager in 2015 and is now YML's Chief Finance Officer. Changyi also completed a Cert IV in Real Estate Practice and a Diploma of Property Agency Management in 2021.



Dushy Thangiah
CEO

Dushy has worked at Yumba-Meta for over 28 years. Dushy qualified as a Management Accountant from the Chartered Institute of Management Accountants (London) completed a Graduate Certificate in Housing Management and Policy from Swinburn University in Melbourne in 2009 and a Graduate of the Australian Institute of Company Directors in 2015. Dushy is a Board member of Community Housing Industry Association Qld (CHIA) and on the NDIA national advisory panel. She received the 2019 Telstra Australian Businesswomen's Award for Purpose and Social Enterprise, 2021 AMAQ (Australian Medical Association Queensland) Excellence in Health Care Medal and the 2022 Australasian Housing Institute National Award for Executive Excellence.



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

Anil was born in India and worked in the Middle East and Ireland, before settling in Australia. Anil joined Yumba-Meta in 2012 as a support worker. His skills have propelled him from a Dale Parker Place Case Manager in 2014, to the Manager in 2016 and most recently also the Manager of Reverend Charles Harris Diversionary Centre and Co-Manager of Townsville Family Violence Support Service. Anil holds a Diploma in Hospitality Management and completed a Diploma in Leadership and Management last year.



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

Brenda is a proud Mitakoodi (Cloncurry) and Gngalidda (Far North Gulf Country) woman. Brenda had over 25 years Federal and State public service experience, before joining YML as Housing Manager in 2015. Brenda now manages our two women's shelters, Flora House and Elsie House and Co-manages the Townsville Family Violence Support Service.



Vicki Miles
Manager Housing Services

Vicki joined Yumba-Meta Limited as Housing Manager in January 2021, bringing her strong background in public sector housing from her 20-year career with the Department of Housing. From 2009, Vicki took a lead role in delivering the Townsville social housing component of the federal government's \$42 billion Nation Building Economic Stimulus Package. From 2016 to 2020, Vicki was housing representative on the Townsville Stronger Communities Action Group. Vicki completed a Cert IV in Real Estate Practice and a Diploma of Property Agency Management in 2022.

Our Family

"If I ever wanted to talk, they were there to listen. If I was having a good day I'd talk about good things, if I was having a bad day I'd talk about bad things. Some of the staff have been through similar circumstances, so they knew how I felt and were compassionate." **Malita Zammit**



Vassa Hunter

Long-term Housing Program Resident

Hobby gardener, qualified counsellor and devoted community member Vassa Hunter believes that with a little care and guidance we can get the best out of just about anything (or anyone).

Hailing from Palm Island originally, Vassa moved to Charters Towers with her six children in 1975. Vassa spent 27 years, working west as a field officer with the Aboriginal and Torres Strait Islander Legal Service, as an ATSIC rep for Charters Towers, Hughenden and Richmond, and even co-established a kindergarten and pre-school for Indigenous children. "We put a submission to government and opened the kindy in 1979," recalls Vassa. "It was very successful and still operates today."

It was Vassa's career with the legal service that eventually led her to Townsville, where she took a job with St Luke's (now Anglicare) working with the homeless. "I still had the same clients, just a different role," recalls Vassa. "Instead of representing them in the courts, I was helping them with social stuff."

In 2012, Vassa retired and focused on her volunteer work. Years before retirement, she'd co-founded a homeless support program at her church. In its early days, they'd fundraise and hire a bus to transport homeless elders to the church to enjoy music and a meal. "That's stopped now," says Vassa, "but we've started another program about two years ago called 'Golden Oldies'. We don't meet weekly, we meet once a month, and we can't fund the transport anymore, but we still have the music and everyone's welcome."

In mid-2017, Vassa became a tenant of Yumba-Meta, renting a two-bedroom unit with a courtyard garden in Aitkenvale where she lives with her granddaughter and carer Latoya.

At 75 years old, Vassa isn't able to give her garden, once her pride and joy, as much attention as she wants to, but she still manages to grow a few pumpkins, lemongrass and paw paws. "My garden is deteriorating, just like me!" jokes Vassa. Despite her health issues, Vassa still devotes time to her community. "I've retired now, but I will always be there to guide my people and give them advice."

Matthew Lucas

Hillside Gardens Resident

Hillside Gardens resident Matthew Lucas built his home with lifestyle in mind. With his partner Haylee Asplin, the first-time homeowners were the estate's first residents when they moved in just before Christmas in 2017.

"We chose Hillside Gardens for convenience, the location, the block sizes and price as well," says Matthew, an electrician. "I work on Bayswater Road, so it's about two minutes to get to work."

They say the early bird gets the worm, and in Matthew and Haylee's case, it was the early birds who got the pick of the blocks. "My mum works for Yumba-Meta and told me about some residential land coming up," shares Matthew. "I took a builder up there and looked at some blocks. We originally had my eye on another block, but the house design would have had to include steps which we didn't want."

"We settled on a different block which had really good access to reverse a boat up, so that was perfect. We were the first or second buyers to put a contract on a block of a land in there, and the first house to be built."

The couple's three-bedroom, single-level home, located at the end of a cul-de-sac, also includes a media room and a large garage, big enough to fit Matthew's boat. While the home has a front yard, there is minimal backyard which was intentional.

"It's low maintenance which is exactly what we wanted," says Matthew, who confesses he prefers to spend his weekend out boating or camping, rather than mowing a big lawn or giving hours to tending to a garden.

Since moving in, Matthew has seen the neighbourhood come to life as houses have been built and residents have settled in to the 50-acre estate located at the foothills of Mount Louisa. "The neighbours are nice, it's a pretty quiet area."



Nelson Donaldson

Long-term Housing Program Resident

Nelson Donaldson has been a tenant of Yumba-Meta for around a decade, after first being connected with the organisation through the Department of Housing.

'Home' for Nelson is a tidy little apartment within a small, gated complex, within the established and popular city-fringe suburb of South Townsville.

"I've rented the same unit here in South Townsville the whole time," says Nelson, who lives alone and says he's had no issues with the low-maintenance, one-bedroom, one-bathroom property over the 10 years.

"It's all pretty good here, I don't complain much, and I know Yumba-Meta is good at fixing any issues. They are good to deal with."

Born in Tennant Creek, Nelson came to Townsville to live with his aunt and uncle when he was just nine years old.

Now aged 31 years, the South Townsville lifestyle suits him. "It's good, it's nice and quiet most of the time and it's close to everything," he says.

"It's really close to the stadium which is great. It was handy when I went to the Cowboys versus Broncos game." It certainly made the walk home easy.

The former landscaper and meatworks worker enjoys a physical lifestyle, playing touch football and running for fun.

"I like anything to do with fitness," says Nelson.

"I go for a jog to the lookout at The Strand and back about twice a week, and run up Castle Hill some days."

"I really like living here."





Malita Zammit

Former Client Flora House

Domestic violence survivor Malita Zammit has spent 2022 regaining control of her life, with help from Yumba-Meta's women's shelter and housing services.

After an almost-30-year relationship, which Malita said had "some good years, some bad years," poisoned with physical and verbal abuse, an incident in late 2021 left her with severe headaches and ongoing neck pain. "I already had a bad neck, and he really focused on smashing it in. I was in a lot of pain, and knew I needed to go or he'd kill me."

With the help of a friend, Malita phoned a domestic violence helpline and was placed at Flora House. "I don't know anyone who's ever been to a shelter, so it was scary and overwhelming," shared Malita. "The staff made me feel so warm and welcome there, it wasn't scary after a few days."

"If I ever wanted to talk, they were there to listen. If I was having a good day I'd talk about good things, if I was having a bad day I'd talk about bad things. Some of the staff have been through similar circumstances, so they knew how I felt and were compassionate."

Malita stayed at the shelter from November to February, and is now focusing on improving her neck and is about to begin counselling to help her heal. She has settled into a new home through Yumba-Meta's housing services, with a garden that suits her green thumb. "I left behind a beautiful garden, I used to win awards for my gardens. I had to be prepared to leave everything."

Since leaving the shelter, Malita has focused on reconnecting with her son and daughter, and taking care of herself. "I'd lost all my friends, all my family, he isolated me from everyone. You don't realise it's happening, because he says it's your fault. But they've come back to me since I left him."

Malita now relishes the time she spends with her two granddaughters, aged two-years-old and just a few months old. "I'm really enjoying being a Nonna and being there for those little kids."

Kerryann Mudd

Client, Dale Parker Place

After being homeless for more than a decade, Kerryann Mudd is working to break the cycle and build a new life for herself with support from Yumba-Meta.

The Palm Island native was living homeless in Mareeba in 2021 when she returned to Palm Island for a funeral. After the funeral, she stayed in Townsville, couch surfing and sleeping in the park.

Kerryann has long battled with drinking but says the death of her son in 2021 was a turning point. "My eldest son hung himself, so after I buried him, I came back to Townsville and was still drinking, drinking, every day of the week," shares Kerryann, who spent time at Yumba-Meta's Reverend Charles Harris Diversionary Centre, where she discovered the Breaking the Cycle program. "I put myself on the program, and I'm glad I did. I'm glad to be off the streets."

Kerryann grew up in the foster home system. She left Palm Island around 1980 to move to Victoria and live with her mother and stepfather. In 1986, at 14 years old, Kerryann gave birth to her first child, a son. She returned to Palm Island two years later, leaving her two eldest children with her mother to raise. She had two more children, and due to alcohol use, her youngest two children were raised by family in Mareeba and Palm Island.

"After I had my children, I went tripping. I just been a drunk ever since until I came here," says Kerryann, who moved into her studio apartment at Dale Parker Place in March 2022.

"I'm doing really well here, I'm very proud of myself. I have a little roof over my head, somewhere I can call home, and I'm about to have my first Christmas here! Only wish my eldest son was here to see me."

For Kerryann, family is a big motivation. "Hopefully, I will stay here awhile, keep bettering myself, then get a transfer to the suburbs so my eldest grandson can come live with me."

"My goal is to get out there and face the world."





Gregory Charles

Former Employee, Reverend Charles Harris Diversionary Centre

Since retiring in July 2022 after 18 years working as a cook at Yumba-Meta's Reverend Charles Harris Diversionary Centre, Greg Charles is now been able to focus on his next career - family babysitter.

"I don't have any kids of my own, but I have lots of family," says Greg. "As soon as I retired, I was hit with babysitting requests," he laughs.

Born in Palm Island, Greg was the eldest of eight children. His family relocated to Boulia in outback Queensland when he was a child, where his mum and dad worked on sheep and cattle stations.

"We loved it there," recalls Greg. "As kids, we could work on the farm and make 60c a day, even as an eight-year-old. We'd save up and go to the movies or trek into town and buy bread."

When Greg was 14 years old, his family returned to Palm Island. "People were sweeping the streets for a few bob. My stepfather was working six or seven days a week, earning \$14, feeding eight kids, so we lived off rations. We didn't like that lifestyle, we wanted to be back out west."

"I decided to take control of my future and improve my education, so I went to Charters Towers, then Townsville's Heatley High School, then Mt Isa and got my first good job earning almost \$200 a week, which meant I could send money to my mum."

From there, Greg moved to Brisbane, then Sydney, where he spent seven or eight years, attended TAFE and joined a dance company. Eventually, north Queensland lured him back. After joining a dance company in Townsville, Greg worked as a trawler deckhand, then in catering at Palm Island's hospital. That catering job steered Greg down a new career path - hospitality. He worked in Townsville as a barman and as a cook, then around 2004, Greg joined Reverend Charles Harris Diversionary Centre, a few years before Yumba-Meta took over the centre's management.

"I enjoyed my time working for Yumba-Meta," says Greg. "I would see people I knew from community, and it was good when I'd hear they didn't need the centre anymore."



Kaylene Alberts

Concierge, Dale Parker Place

As a Concierge at Dale Parker Place, Kayleen Alberts is like a gate keeper for the complex, keeping track of all who enter and exit, making sure the front office and whole complex runs smoothly and everyone feels safe.

Kayleen has always worked in support worker roles, taking care of her community in some capacity. She started out working in early childcare in Charters Towers for 10 years, before moving to Townsville about 20 years ago.

"My dad had passed away, so mum moved from Charters Towers to Townsville," recalls Kayleen. "I was in a bad relationship and needed to leave, so I moved a few years after mum, bringing my two kids with me."

Still today, Kayleen is very close with her mum who was a student counsellor at high schools and university, and was awarded a doctorate for her community work in Townsville and Charters Towers. "My mum is my strength, and the person I go to for advice."

Once in Townsville, Kaylen worked for The Creche and Kindergarten Association (C&K) conducting playgroups in homes. "I decided it would be good to get a qualification, and studied Indigenous Community Management and Development at Curtin University in Perth," says Kayleen. "I went to Perth for two-week blocks, four or five times a year, for two years."

This year is Kayleen's tenth working for Yumba-Meta. "I started at Flora House, as a support worker, just casual hours. Then, after four months, I took a job at Dale Parker Place."

"Dale Parker Place is designed to assist tenants to live independently," says Kayleen. "To give someone a place to stay, is a great thing - it's an opportunity. To me, it's like a little community here, a safe place with protection and support."

In her spare time, Kayleen says her grandchildren, aged seven, 10-months and twins aged six are her light. "They live in Charters Towers but I see them as often as I can, and talk to them every day."

"Dale Parker Place is a great place to work, and it's very rewarding to see our tenants overcoming obstacles and achieving their goals."

Roslyn Smith

Support Worker at Flora House & Elsie House

As a support worker at Yumba-Meta's Women's Shelters, Flora House and Elsie House, Roslyn Smith spends her shifts helping women get back on track. "I'm there as a support to the ladies," says Roslyn. "They're going through a hard time. I've been through it too, back when I had young kids. I understand what they're experiencing."

For Roslyn, helping our people runs in her blood. Before joining the women's shelter team in early 2021, Roslyn was a support worker at Reverend Charles Harris Diversionary Centre for more than six years. "Reverend Charles was my uncle, my mother's brother," shares Roslyn. "Him and aunty used to take in people off the streets, to give them a feed, sleep and a bath. I'm very proud to be taking on uncle's work, helping our people."

Roslyn was first connected with Yumba-Meta decades ago as a tenant and single-mother seeking housing. "I never thought I would be working for Yumba-Meta all these years later," confesses Roslyn. "It's grown from a small office to a multi-faceted organisation helping our people in many different ways."

Before working for Yumba-Meta, Roslyn worked as a carer for the Elders at Shalom, when her daughter Tressa passed away. (Roslyn has four children - Jonathon, Darryl, Tressa and Alexia.) However, Roslyn was forced to leave her job to raise Tressa's two-year-old daughter, Tsharn. Thankfully, she was again able to find a unit for her and Tsharn through Yumba-Meta. Years later, Roslyn took in another granddaughter, Alexia's baby Sheyniece. Tsharn is now 21 years old and Sheyniece is 13 years old, and both share a close bond and live with Roslyn.

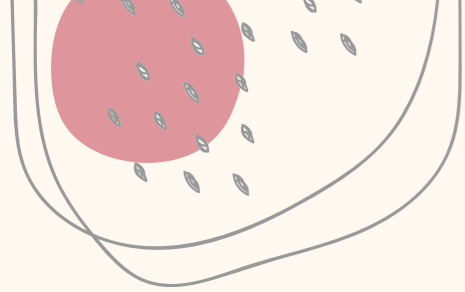
For Roslyn, family is her greatest inspiration. Growing up, her life wasn't what some would call 'normal', but it was always filled with family and love. "When I was a baby, my mum was going through a hard time, so Pop gave us - me and my five older siblings - to another family, the Saylor's. When mum was doing better, she took back my siblings, and I stayed with the Saylor's because I was a baby. I've got a big family, and I love them all - the Smiths and the Saylor's.

"I always felt connected to my people."



Services & Programs

"The YML management team and staff continued to work hard through challenging times to support the community in the best possible way. I am privileged to lead a dedicated team of staff who work tirelessly to eliminate the inequalities that exist in our community. The past years have certainly proven the resilience of the YML workforce, adapting to the changing environment and enabling the organisation to deliver services in an effective manner." **CEO Dushy Thangiah**



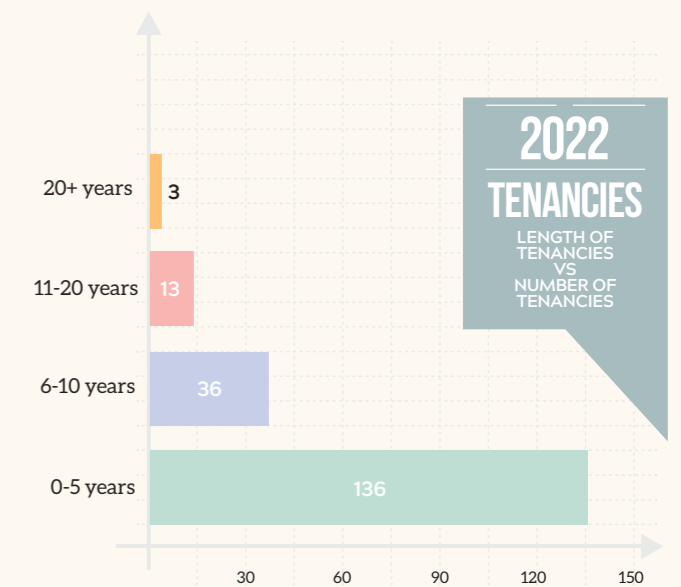
Housing Services

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

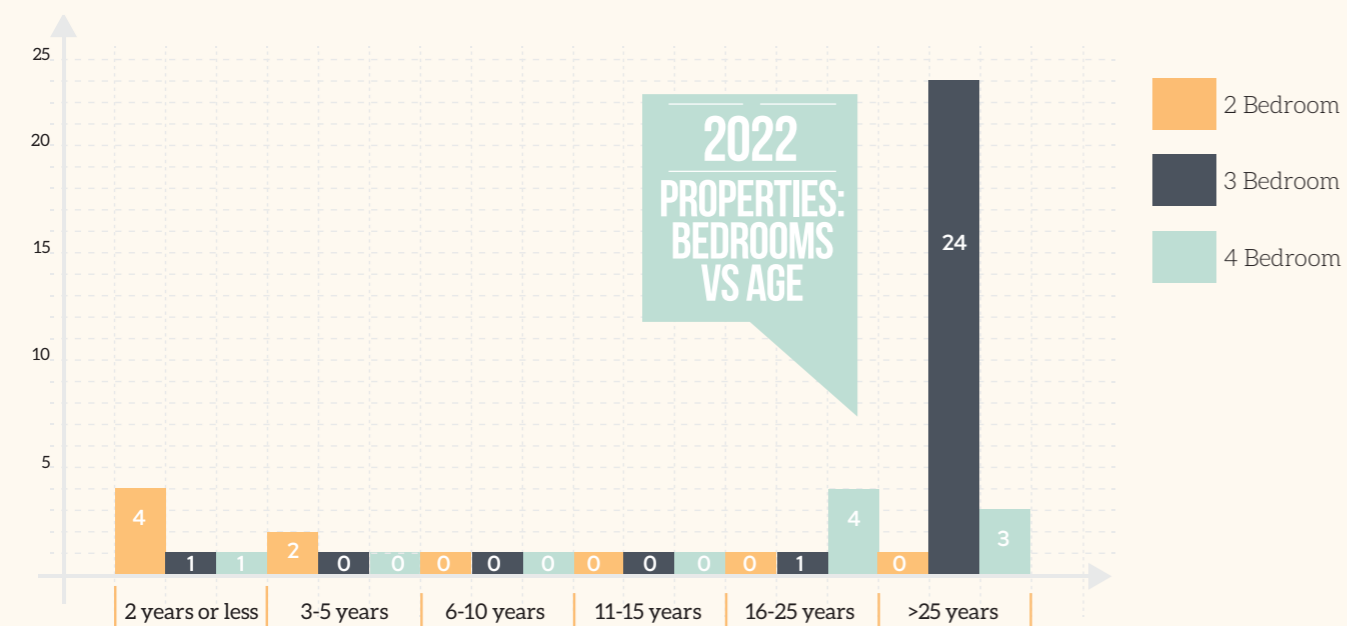
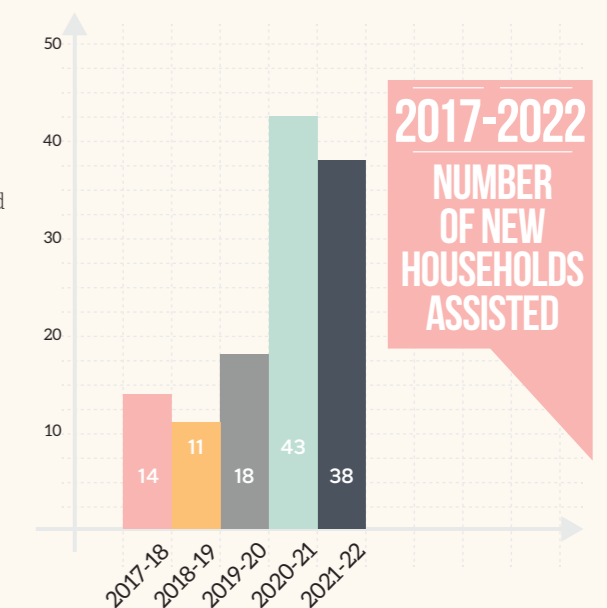
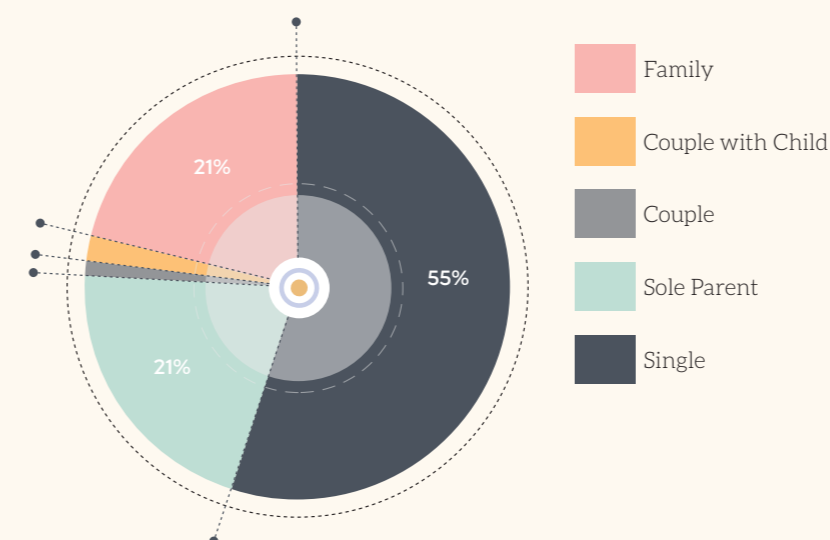
YML manages 150 tenancies across Townsville under the Long-Term Community Housing Program and 53 tenancies under the Transitional Housing Program.

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.

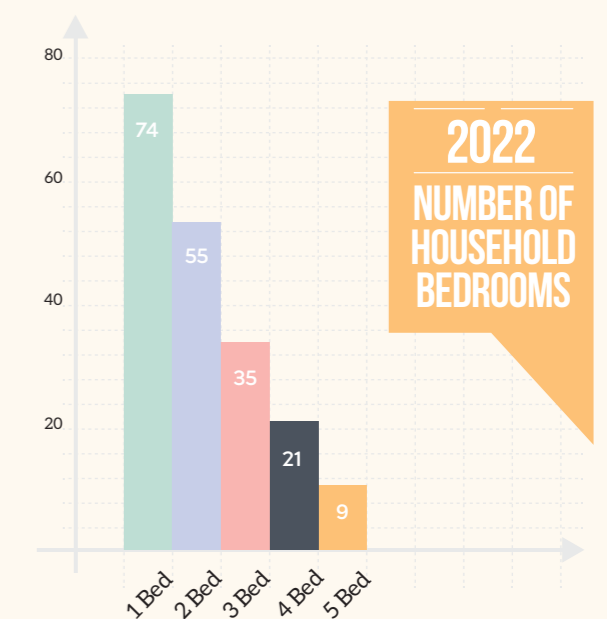
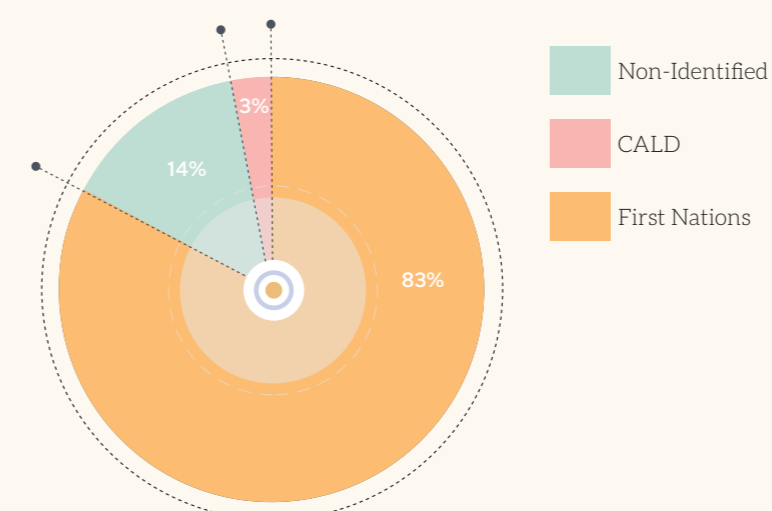
Properties are available for families or individuals requiring secure, appropriate and affordable housing and where other housing options cannot adequately meet their needs. YML assesses clients via a comprehensive intake process that helps understand their immediate and long-term needs.



Household Composition



Household Diversity



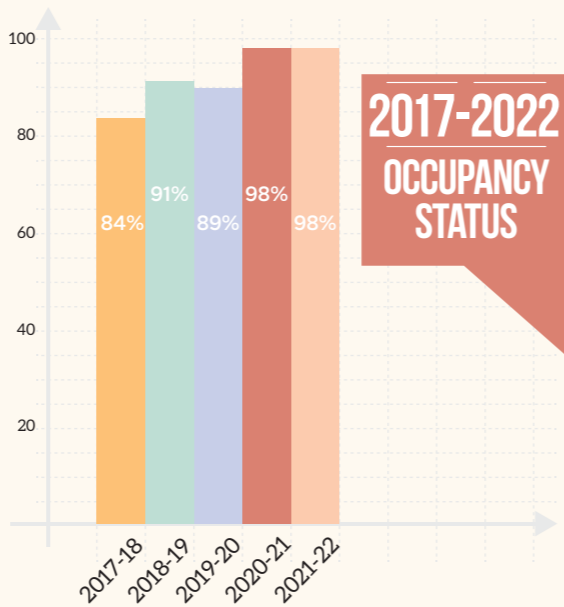
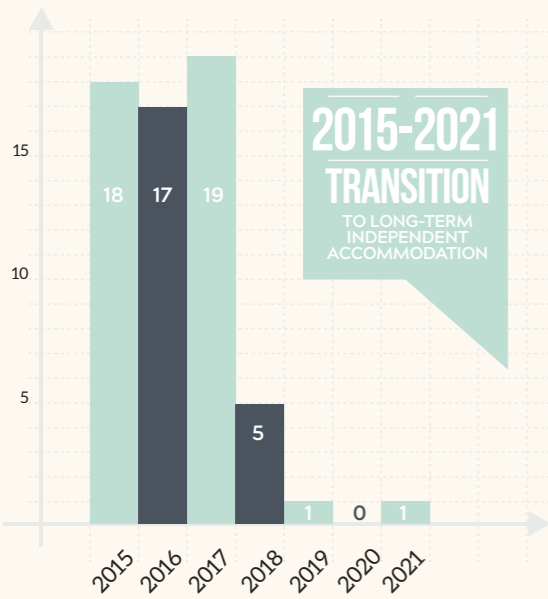
Supported Accommodation

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.



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.

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.



Accommodation & Support Services

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.





Accommodation & Support Services

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.

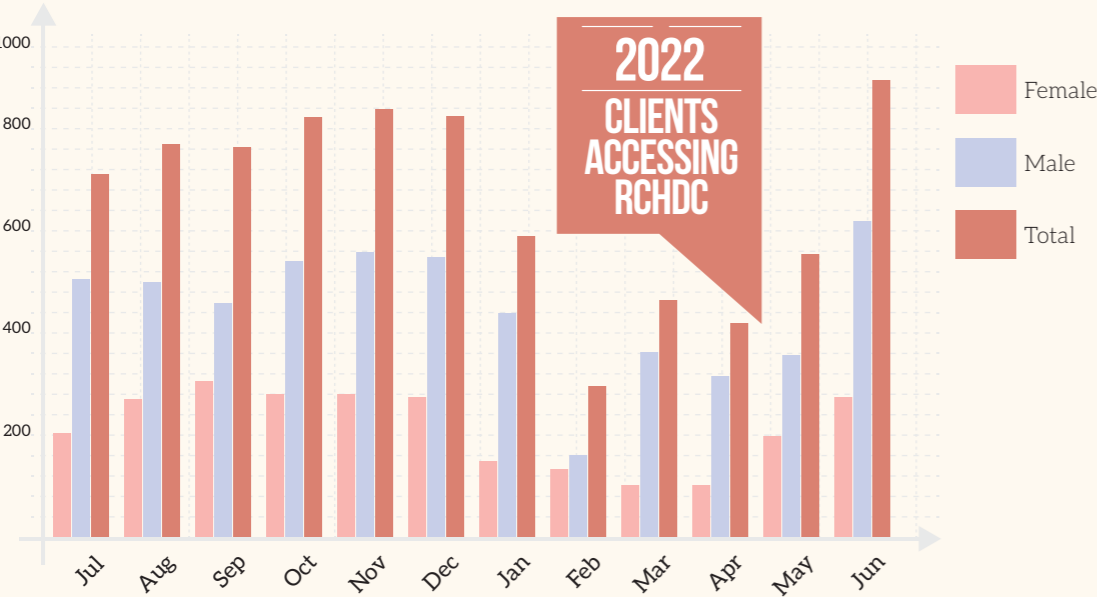
The centre provides them with a safe and familiar place to sober up, a clean bed, healthy meal, hygiene and laundry facilities and basic first aid if necessary. Assistance is provided to those who are too intoxicated to meet their basic needs unaided.

Breaking The Cycle

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 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.





Accommodation & Support Services

Flora House & Elsie House Women's Shelters

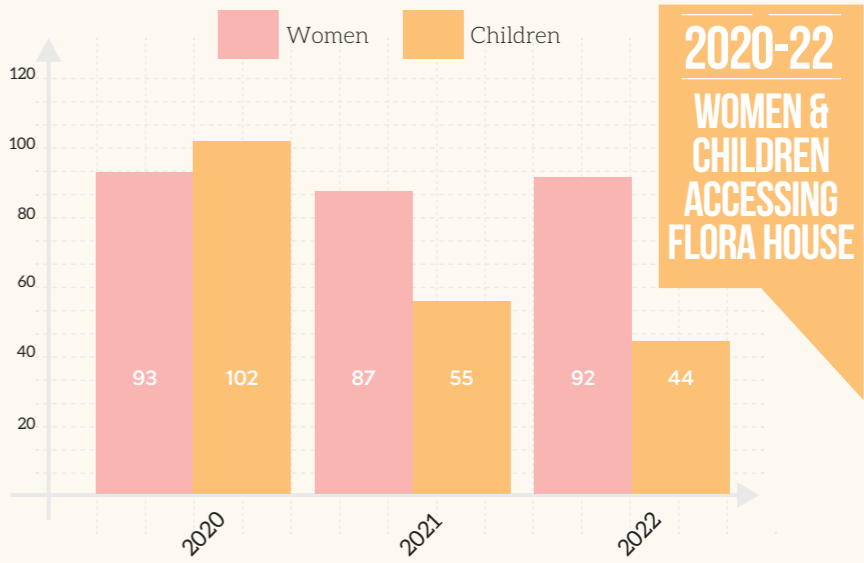
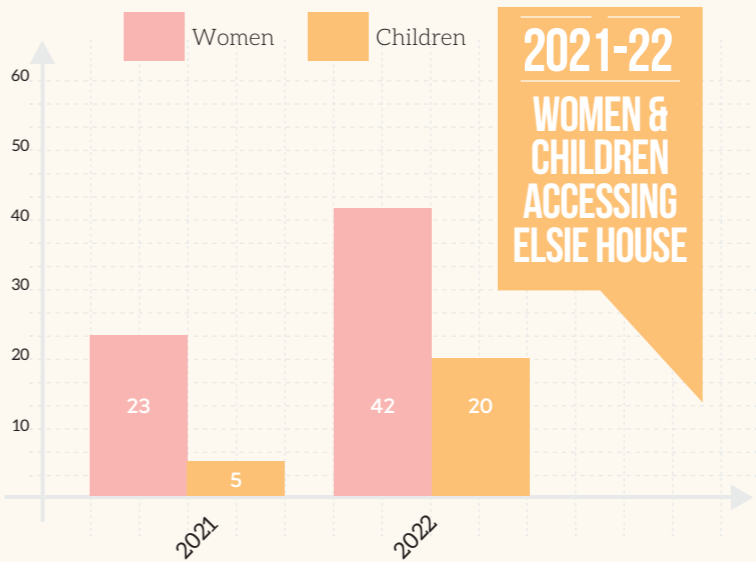
Yumba-Meta Limited manages two Women's Shelters in Townsville.

Flora House is a 10 bed facility that provides 24/7 support 365 days of the year for women and their children experiencing domestic and or family violence.

Elsie House is a YML owned six bed facility that provides support to First Nations women and their children experiencing domestic and family violence.

Both the Queensland State Government and the Australian Government provide funding to YML to operate the shelters with 24/7 staffing 365 days of the year.

Shelters provide a safe home like environment for women and their children.



Support Services

Townsville Family Violence Support Service

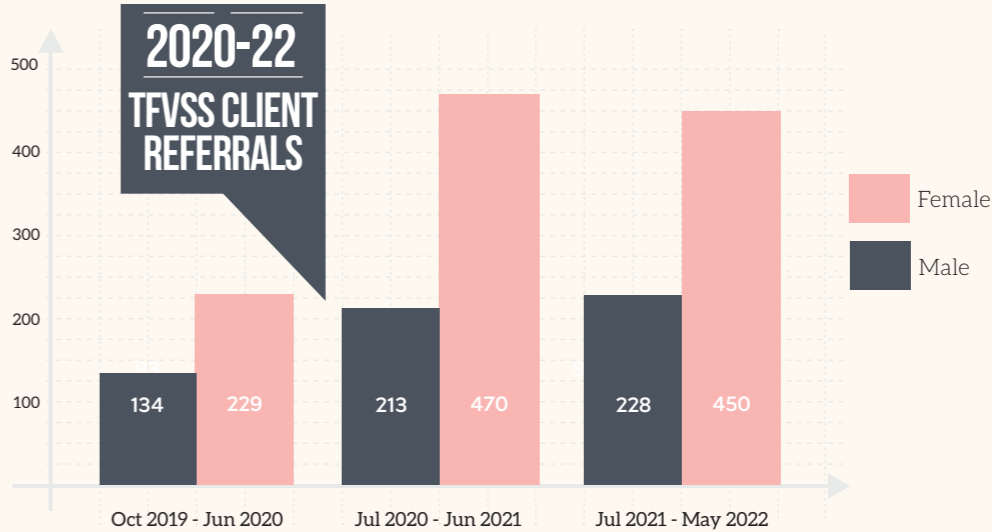
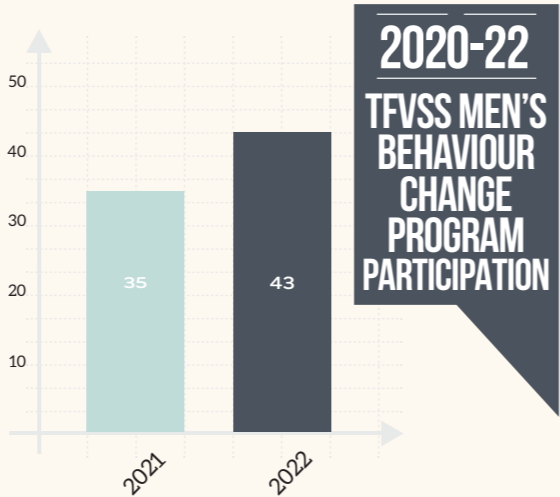
Townsville Family Violence Support Service is a domestic and family violence support service assisting Aboriginal and Torres Strait Islander people experiencing and/or using violence. This service is trauma informed and delivered within a healing framework, prioritising victim safety and working to reduce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

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 service is staffed by a part-time manager and two case managers.

The service also employs a counsellor to provide emotional support and guidance for those experiencing family violence.



Support Services

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.

The program launched in July 2021, 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 is named Weeburra Thulgarri, meaning 'one big family'.

Three State Primary schools; Rasmussen State School, Kelso State School, and Aitkenvale State School, partner with YML in the program. YML conducts two sessions per day four days of the week.

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

Yumba-Meta will work closely with Education Queensland and the Townsville Stronger Communities action group to deliver this program to more schools and students.



Projects

Partnership & Collaboration Project

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.



Long-Term Housing Project

Hillside Gardens Residential Estate Development

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.

Thirty-four of the 41 land lots were sold to private buyers and the remaining lots were retained by Yumba-Meta Limited.

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.



Specialist Disability Accommodation (SDA) Construction

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.

Four of the seven sites retained by YML at Hillside Gardens were allocated to building SDA homes. Three of these have been completed, housing six participants.

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

The properties 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.

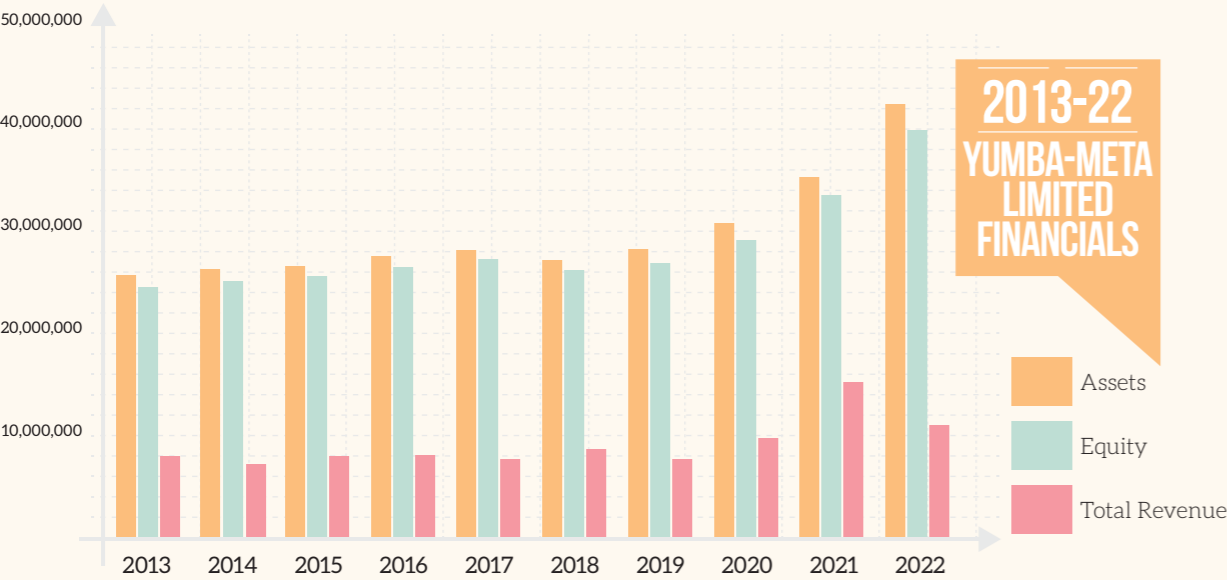
Yumba-Meta first committed to becoming a registered SDA provider in late 2017 and completed this process during January 2018.

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.



Finance

Chief Finance Officer's Report



Yumba-Meta Limited delivered a strong financial performance for the 2021-22 year.

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

Changyi Liu
Chief Finance Officer

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:

- Aitkenvale State School
- Anglicare
- Australia CEO Challenge
- Australian Red Cross
- Commonwealth Bank
- Department of Communities, Housing and Digital Economy
- Department of Industry, Innovation and Science
- Department of Justice and Attorney-General
- Djambul
- DV Connect
- Holy Spirit Catholic Primary School
- Martin Locke Homes
- Jessup's Audit Partners
- Kelso State School
- Mr Angelo Licciardello (Consultant)
- Moray & Agnew Lawyers
- Murri Watch - Community Patrol
- North Queensland Domestic Violence Resource Centre
- OZHarvest
- Queensland Health
- Queensland Police Service

- Rasmussen State School
- Ray White Kirwan
- Rosel Sherwood
- RSL Women's Auxiliary
- Ryan Catholic College
- SDA Services
- 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 Design + Marketing
- 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.





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