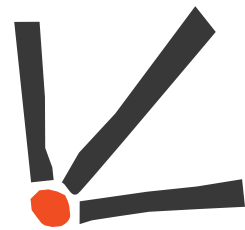


# Annual Report 2024



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# Wodda Mooli

**Wodda Mooli**. Welcome to the 2024 Annual Report of Yumba-Meta Limited, where we celebrate our commitment to creating sustainable communities through secure housing and support services.

For over 50 years, Yumba-Meta has been a strong advocate for Aboriginal and Torres Strait Islander people, providing affordable and culturally appropriate housing solutions. Our mission is to empower vulnerable individuals and families, helping them overcome barriers to secure a safe and stable home.

This report highlights our diverse programs, including long-term community housing, transitional support, and specialised services for women and children facing domestic violence. We are proud to have established initiatives like the Weeburra Thulgarri tutoring program, which fosters educational success for Indigenous children, and the Ernest & Maud Hoolihan Elders Village, offering a supportive environment for our senior community members.

At Yumba-Meta, we believe that everyone deserves a place to call home. Our dedicated team works tirelessly to ensure that our clients receive not just housing but also the necessary support to thrive. As we reflect on our achievements and challenges over the past year, we remain steadfast in our commitment to building stronger communities.

Thank you for joining us on this journey. Together, we can create lasting change and improve life outcomes for those who need it most.

## Acknowledgement of Country

We respect and honour Aboriginal and Torres Strait Islander Elders past, present and future. We acknowledge the stories, traditions and living cultures of Aboriginal and Torres Strait Islander peoples on this land and commit to building a brighter future together.

**Warning:** Aboriginal and Torres Strait Islander readers are advised that this publication contains images and names of deceased persons.





**Yumba-Meta Limited's new headquarters at 202 Ross River Road, Aitkenvale:**

**A landmark of progress and accessibility.**

This centrally located facility offers convenient access for clients seeking our services, while its spacious, modern offices accommodate our dedicated staff and support our vision for future growth. More than just a building, it's a symbol of our commitment to empowering communities and expanding our impact.



# Building Futures: The Founding Story of Yumba-Meta Limited

How a vision in 1973 transformed housing for our Aboriginal and Torres Strait Islander community

In 1973, a group of local Aboriginal people united with a shared mission: to offer housing for Aboriginal and Torres Strait Islander families in Townsville.

Their vision grew into Yumba-Meta Limited, now at the forefront of addressing housing and homelessness challenges, particularly for First Nations People in Townsville.

Through secure, affordable, and culturally appropriate accommodation and support, Yumba-Meta Limited effectively breaks the cycles of poverty, substance abuse, and domestic and family violence for numerous individuals and families.

Over the last 50 years, Yumba-Meta Limited has greatly impacted the lives of vulnerable individuals and families, especially Aboriginal and Torres Strait Islander communities.

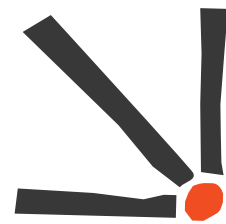
We are committed to remaining a powerful advocate for our community, offering services tailored to diverse personal and cultural requirements, and creating positive change.



28 O'Reilly Street, Mundingburra: One of Yumba-Meta Limited's initial eight houses.

Purchased in 1973, this property marks the beginning of our organisation's commitment to providing secure and affordable housing solutions to our local First Nations community.

# Purpose & Achievements



## Our Mission:

Advocating for First Nations People and other vulnerable groups.

## Our Vision:

Achieving sustainable communities.

## Our Values:

- C**onnect: Identify needs and opportunities
- A**daptable: Committed, transparent and innovative
- R**espect: Honest, compassionate, and non-judgmental
- E**mpower: Support and motivate

## Awards & Recognition

- Yumba-Meta was the first Indigenous Community Housing Provider in Australia to achieve full accreditation by the National Community Housing Standards and Accreditation Council.
- Human Services Quality Framework Accredited Service Provider.
- Registered Tier 2 Provider with the National Regulatory System for Community Housing (NRSCH).
- Registered Specialist Disability Accommodation (SDA) Provider with the National Disability Insurance Agency (NDIA).
- 2015 National Australasian Housing Institute Award Winner – Leading Innovation Award for Professional Excellence in Housing for the Ernest and Maud Hoolihan Elders Village.
- 2019 National Australasian Housing Institute Award Winner – Professional Excellence in Social Housing – Continuum Model.
- 2022 National Australasian Housing Institute Award Winner – Executive Excellence – YML CEO Mrs Dushy Thangiah.
- 2022 National Australasian Housing Institute Award Runner-up – Leading Housing Development Project – Hillside Gardens.

# Milestones

Our current range of services reflects the vital partnerships Yumba-Meta Limited has built over the years, shaping our commitment to the community.

## 1973

Yumba-Meta Housing Association Ltd (YMHAL) registered as the first Indigenous community-controlled housing provider in Queensland.

## 1974

YMHAL purchased its first 8 homes.

## 1975-1995

Housing stock increased to 33 homes.

## 1996

Queensland Department of Housing funded YMHAL to construct 5x1 bedroom senior units at 75 Chandler Street Garbutt.

## 1997-1999

Housing stock increased to 45 homes.

## 2000

Queensland Department of Housing funded YMHAL to complete a Management Manual (Policies and Procedures) through the Best Practice Program.

## 2001

YMHAL purchased 6 acres of land at Innes Estate.

## 2003

YMHAL head office moved into newly constructed premises on 565 Ross River Road Kirwan, officially opened by Dr Ernest Hoolihan in July 2003.

## 2004

YMHAL became the first Indigenous Community Housing Provider in Australia to achieve full accreditation through the National Community Housing Standards and Accreditation Council.

## 2005

YMHAL entered into a formal partnership with Australian Red Cross to jointly manage the Homeless Early Intervention Program funded by the Queensland State Government.

## 2006-2007

Queensland Department of Communities funded YMHAL to manage the Queensland Indigenous Alcohol Diversion Program (QIADP).

## 2008

YMHAL awarded management of the Reverend Charles Harris Diversionary Centre in July 2008 and the Flora House women's shelter in December 2008.

## 2009

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

## 2010

YMHAL funded through the Commonwealth Government Nation Building Economic Stimulus Capital Grants Program to construct 7 homes.

YMHAL was awarded 62 tenancies to be managed through the Nation Building Economic Stimulus Tenancy Management program.

## 2011

Queensland Department of Communities funded the Breaking the Cycle program in December 2010 to operate from the Reverend Charles Harris Diversionary Centre to support up to 10 clients at any given time.

Queensland Department of Housing funded YMHAL to manage the Dale Parker Place supported housing program to manage 20 males and 5 females in 2 locations.

Queensland Department of Communities expanded the diversionary centre to increase bed capacity from 30 beds to 50 beds.

## 2012-2013

The Queensland Department of Housing funded YMHAL to complete construction of 16x 2-bedroom detached homes at Innes Estate. The project was named Ernest and Maud Hoolihan Village and officially opened in August 2013 by Tim Mander Minister for Housing.

The Queensland Department of Housing funded YMHAL to manage 8 properties through the Employment Related Accommodation Program (ERAP).

## 2014

YMHAL received 5 more properties under the Employment Related Accommodation Program (ERAP) taking the total number of properties under this program to 13.

## 2015

YMHAL successfully gained Tier 2 Registration with the National Regulatory System for Community Housing (NRSCH).

## 2016

YMHAL received Development Approval from the Townsville City Council for the Hillside Gardens residential estate project at Thorn Street, Mount Louisa.



Karingal was officially opened on 28 July 2021 by Phillip Thompson OAM MP, Federal Member for Herbert with YML founder and patron Dr Ernest Hoolihan OAM.

Yumba-Meta Limited's 50th Anniversary Gala Dinner: Held at Townsville Stadium, June 9, 2023. The event brought together community members, stakeholders, and business leaders to commemorate five decades of service, featuring special guest compere Ernie Dingo AM.



## 2017

Hillside Gardens project completed with land being sold in the open market.

1145 Riverway Drive Rasmussen purchased for future development.

## 2018

Company name change – Yumba-Meta Housing Association Ltd (YMHAL) was changed to Yumba-Meta Ltd (YML) to reflect the current business model.

YML purchased 25 Acheron Avenue Cranbrook to operate programs.

YML became a registered Specialist Disability Accommodation Provider (SDA) with the National Disability Insurance Agency (NDIA).

The Queensland Department of Housing funded YML through a competitive tender process for the management of the newly constructed Dale Parker Place facility with 40x 1 bedroom studio units.

## 2019

1145 Riverway Drive Rasmussen granted Development approval by the Townsville City Council.

YML successfully obtained funding through the Building Better Regions Commonwealth Grant towards construction of the Patient Transition Accommodation on 1145 Riverway Drive Rasmussen.

The Queensland Department of Justice and Attorney-General funded the Townsville Family Violence Support Service, increasing YML's position in the Townsville Domestic and Family Violence (DFV) Sector as a specialist DFV service provider.

## 2020

YML officially opened Townsville's first registered specialist disability accommodation in November 2019.

Construction of the Patient Transition Accommodation commenced in May 2020.

1151 Riverway Drive Rasmussen purchased for future development.

## 2021

Hillside Gardens Estate sold out in February 2021.

1155 Riverway Drive Rasmussen purchased for future development and the current dwelling transformed into YML's second women's shelter. Elsie House was officially opened by Mrs. Elsie May Thompson in August 2021.

The National Indigenous Australian Agency provided operational funding for Elsie House Women's Shelter.

The Queensland Department of Housing funded YML for the construction of 4 duplexes (8 dwellings) through the Partnering for Growth 1 Program.

202 Ross River Road Aitkenvale purchased for development as YML's headquarters.

## 2022

The Queensland Department of Housing funded YML for the construction of 4 more duplexes (8 dwellings) through the Partnering for Growth 2 Program. 16 new dwellings through the program.

Karingal Patient Transition Accommodation facility was officially opened by Phillip Thompson OAM, Federal Member for Herbert on 28th July 2021.

Completed construction of the multi-gen home at Hillside Gardens, Mount Louisa.

Completed construction of specialist disability accommodation (shared) at Hillside Gardens, Mount Louisa.

The Riverway Drive, Rasmussen project combining 1145, 1151 and 1155 was granted Development Approval by the Townsville City Council.

Completed construction of the third specialist disability accommodation at Hillside Gardens, Mount Louisa.

Housingwise Realty, not-for-profit real estate established as a subsidiary of Yumba-Meta Limited.

The Queensland Department of Child Safety funded YML to manage 10 young people through the Residential Care Program for Young People.

## 2023

The Queensland Department of Justice and Attorney-General funded the First Nations Cultural Advisor program to the Townsville High Risk Team (HRT).

YML head office at 202 Ross River Road, Aitkenvale was officially opened on 30th September 2022 by Dr Ernest Hoolihan OAM, founding member and chairperson of YML.

The Queensland Department of Housing funded YML for the construction of 24 one-bedroom homes and 2 duplexes (28 dwellings) through the QuickStart's 1 program.

YML celebrated 50 years of service to the community with a gala dinner held on 9th June 2023.

Completed construction of the fourth specialist disability accommodation at Hillside Gardens, Mount Louisa.

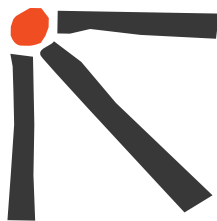
CEO Dushy Thangiah awarded Medal of the Order of Australia.

## 2024

The Queensland Department of Housing and the Queensland Department of Health jointly provided operational funding to the Karingal Patient Transition Accommodation program. The facility officially opened for intake on 6th November 2023.

Civil works commenced at 1145 Riverway Drive, Rasmussen in November 2023.

YML successfully obtained funding through the Safe Places Emergency Accommodation Commonwealth Grant towards construction of 5 duplexes and an office building to safely accommodate women and their children escaping violence.







# Message From Our Chairperson

Genus Passi

Yumba-Meta Limited Chairperson

“ We will continue to explore new avenues for development and seek out additional funding sources to sustain and enhance our programs.

On behalf of the Board of Directors of Yumba-Meta Limited, I am filled with immense pride and gratitude for the incredible progress our organisation has made. Serving as the Chair of the Board for Yumba-Meta Limited has been an honour and a deeply rewarding experience. Our commitment remains unwavering, and it is thanks to the dedication and hard work of our entire team, led by our CEO, that we have achieved so much.

This year, we reached several significant milestones, including celebrating the 50th Anniversary of YML and the production of our 50-year history book.

We successfully commenced subdivision work at Riverway Drive as funding was approved for the construction of various projects, including:

- **QuickStart Program Round 1:** YML gained funding for three projects, with construction to commence after the completion of subdivision works at Riverway Drive:
  - DV Transitional Housing
  - Supported Housing
  - Mental Health Supported Housing
- **Karingal Patient Transition Accommodation Facility:** Received operational funding for three years.
- **Constitution Review and Update:** Completed to modernise and strengthen our corporate governance.
- **Strategic Plan:** Completed for the next three years (2024-2026).
- **Funding Approval under Safe Places Inclusion Round:** For the construction of emergency, safe, and accessible accommodation for women and their children escaping domestic violence.

We are also proud to have strengthened our partnerships with local organisations and stakeholders, which has amplified our impact and broadened the range of services we can offer.

Financially, we are pleased to report that our organisation remains in a strong position. With careful management of resources and the support of our partners, we are ensuring that we can continue to invest in our mission and expand our reach.

Looking ahead, we face both opportunities and challenges. The demand for affordable housing continues to grow, and we are committed to meeting this need with innovative solutions and collaborative efforts. We will continue to explore new avenues for development and seek additional funding sources to sustain and enhance our programs.

None of this would be possible without the trust and support of our community. On behalf of the Board of Directors, I want to extend my heartfelt thanks to everyone who has contributed to our success this year. Your commitment to our mission and your belief in our vision, drives us forward and inspires us to strive for excellence.

As we embark on the next chapter, we remain steadfast in our dedication to creating a better, more inclusive community for all. Together, we will continue to build a future where everyone has a place to call home and the opportunity to thrive.

Thank you for your continued support and partnership.

Genus Passi  
September 2024



Dr Ernest Hoolihan OAM  
Founder and Patron



Dr. Ernest Hoolihan OAM, fondly known as Ernie, founded Yumba-Meta Limited in 1973 under the Whitlam Government. His achievements extend beyond this, including establishing the Townsville Aboriginal Cultural Centre and TAIHS (Townsville Aboriginal and Islanders Health Services). Ernie has also supported Aboriginal inmates for over 30 years, worked on educational programs like Headstart Kindergarten, and contributed to the Seniors Safety Group and Leukaemia House. His dedication has earned him numerous honours, including Queensland Senior Citizen of the Year, a Townsville Grammar Distinguished Alumni award, an Honorary Doctorate, and a Medal of the Order of Australia.

Genus Passi  
Chairperson



Genus Passi, born in Townsville with roots in the Eastern Torres Strait Islands, Lifou Island, and West Papua, brings extensive experience to Yumba-Meta's Board. With over 16 years in Juvenile Justice, Genus has held roles at Cleveland Youth Detention Centre, Townsville Corrective Services, and various non-profits like Murri Watch and PASS Sports Australia. He has served in leadership positions, including Chair of the Aboriginal and Torres Strait Island Community Advisory Council and Assistant Director at the Office of Northern Australia. Genus is dedicated to advocating for Aboriginal and Torres Strait Islander communities in Health, Housing, and Education.

Hon. Peter Lindsay OAM  
Director



The Hon. Peter Lindsay OAM joined Yumba-Meta's Board in 2020, bringing a wealth of experience in lawmaking and governance. His career began in television and electronics before transitioning to politics. Peter served as a Councillor for Townsville City and then as Federal Member for Herbert for five terms, including roles as Parliamentary Secretary to the Minister for Defence. His board experience spans education, IT, mining, and government committees. Peter is an active community volunteer, a triple past president of the Rotary Club of Townsville Daybreak, and was awarded the Medal of the Order of Australia in 2016.

Dr Janine Gertz  
Director



Dr. Janine Gertz, a Gugu Badhun and Ngadjonji woman, is based in Townsville with strong ties to North and Far North Queensland. A Lecturer of Indigenous Studies at UNSW and Research Fellow at the Indigenous Law Centre, her research focuses on Indigenous political representation and self-government. Janine brings extensive experience in public policy, having worked in the Australian Public Service and with Indigenous community organisations. As the granddaughter and niece of Yumba-Meta's founders, Flora and Ernest Hoolihan, Janine is proud to continue her family's legacy of community service as a valued member of the Yumba-Meta Board.

Troy Kennedy  
Director



Troy Kennedy, a proud Gugu Badhun and Gudjala man, brings a wealth of community engagement experience to the Yumba-Meta Limited Board. With qualifications in plumbing, community services, and restorative practice, Troy serves as the National Business Development Manager at REELS Manufacturing Group and has been a Business Development and Community Engagement Officer, dedicated to Indigenous causes. His leadership at NRL Cowboys House and Clontarf Foundation highlights his commitment to youth empowerment, and he also served as a Community Engagement Officer for the Department of Children, Youth Justice, and Multicultural Affairs. As a descendant of Yumba-Meta's founding members, Troy's connection and passion make him a valued Board member.

Douglas Dunstan  
Director



Douglas Dunstan joined Yumba-Meta's Board in 2016, bringing over 30 years of board-level experience as a Non-Executive Director, Consultant, and Senior Associate across multiple industries. His expertise in audit, risk management, financial management, and governance has been instrumental in shaping Yumba-Meta's governance frameworks. Doug's notable roles include National President of PNG CPA and inaugural President of the PNG Branch of CPA Australia. He is also a CPA Australia Queensland Divisional Councillor. With a BBus in Accounting and an MBA in International Business, Doug is a Fellow of CPA Australia, the Governance Institute, and the Institute of Managers and Leaders.

# Board of Directors

The Yumba-Meta Limited Board focuses on quality improvement, sustainability, and sound financial governance. Yumba-Meta Limited is governed by its Board of Directors according to its constitution and relevant laws. The Board oversees setting strategic direction and monitors execution to meet these objectives.



# CEO's Report

Dushy Thangiah  
Chief Executive Officer

It is with great pride that I present my 2024 report to members and stakeholders. The past year has been a mix of significant achievements and extraordinary challenges for Yumba-Meta Limited (YML).

The development project at Rasmussen, with 28 dwellings approved for funding, stalled due to the civil contractor going into administration. This impacted Yumba-Meta in many aspects. The inability to deliver the homes as planned by June 2024 was the major challenge, considering the acute shortage of social housing in Townsville. However, the board, the project manager, the Major Projects sub-committee, and senior management worked collaboratively to overcome the obstacles and achieve a favourable outcome for Yumba-Meta. The project is now on track, with civil works expected to be completed by November 2024 and construction to commence in early 2025.

YML staff have worked hard and remained resilient while the community is suffering due to a housing crisis exacerbated by the cost-of-living crisis. I always feel privileged and humbled to lead such a dedicated team of staff. Not only in the last year but also in the past few years, our sector has faced many challenges, and our staff have displayed unwavering resilience by effectively adapting to the evolving environment and the changing needs of our community.

Since 2021, YML has successfully completed the construction of 42 units of accommodation, with another 62 new tenancies projected over the next couple of years. As a leading housing provider, we are committed to increasing social and affordable housing through a planned strategy over the next three to five years.

YML continues to manage five housing programs and eight support programs. Unfortunately, the YML Board and management had to make the difficult decision to discontinue the Residential Care Program for Young People due to significant challenges and risks faced by the organisation.

The Townsville Family Violence Support Service continues to support high numbers of First Nations victim survivors and individuals using violence, with the aim to reduce the impact of violence in our community. The YML-managed Men's Behaviour Change Program has been

approved by the Magistrate's Court as a condition of bail, after four long years of efforts to get the program approved.

Karingal accommodates and supports primarily Aboriginal and Torres Strait Islander people travelling from remote and rural communities for treatment at the Townsville University Hospital. YML successfully secured operational funding in July 2023 and commenced operations on 6th November 2023. The program aims to improve health outcomes for vulnerable First Nations people from rural and remote communities and prevent people from falling into the cycle of homelessness. Karingal received 84 referrals to the facility from November 2023 to June 2024, with 80% returning home, 14% exiting into other safe accommodations, and 6% continuing their stay at Karingal into the new year.

YML secured Commonwealth Government funding through the Safe Places Emergency Accommodation program. This project will deliver 10 units of accommodation and an administration office on YML-owned land. The project will remove many of the barriers that women escaping violence currently face in accessing appropriate safe places.

Housingwise Realty, YML's not-for-profit real estate service, has gained momentum with 17 properties currently under management. Through this project, YML hopes to increase housing options for people who face discrimination in the private housing market.

I take this opportunity to thank the Board for their stewardship and commitment to Yumba-Meta, as well as the independent chairs of Yumba-Meta's sub-committees for their professionalism and guidance that enhance our decision-making process.

I express my sincere appreciation and gratitude, especially to the YML Senior Management team and front-line staff, the true heroes of Yumba-Meta. I applaud them for their dedication and commitment. Yumba-Meta staff are truly amazing and work tirelessly towards Yumba-Meta's vision of "Achieving sustainable communities."

Finally, I acknowledge the contribution of all our consultants, contractors, and service providers for their ongoing professionalism, support, and commitment to Yumba-Meta. Together, we will continue to advocate for increased housing and improved access to appropriate health and other essential services that are relevant to the changing needs of our community. We will ensure services are place-based, person-centred, culturally appropriate, and most importantly sustainable.

Our unwavering commitment to social justice will never cease.

Dushy Thangiah OAM  
September 2024

“ Since 2021, YML has successfully completed the construction of 42 units of accommodation, with another 62 projected over the next couple of years.”



01  
Dushy Thangiah  
Chief Executive Officer

02  
Changyi Liu  
Chief Finance Officer

03  
Anil Kaithakulath  
Acting Chief Operating Officer

04  
Vicki Miles  
Manager – Housing Services



# Senior Management Team

- 05 Jody Chetty  
Manager – Residential Care Service Program
- 06 Taileah Watson  
Manager – Women’s Shelters
- 07 Amanda Warry  
Manager – People & Culture
- 08 Jodie Zahra  
Manager – Corporate Support



Housing Services

# Home Is Where the Heart Is: Discover Yumba-Meta Limited's Housing Services

Every day, we house over 440 people – creating safe spaces for those who need it most

Yumba-Meta Limited (YML) provides housing to over 440 people daily, supporting some of the most vulnerable members of the community who face barriers to accessing private housing. Managing 150 tenancies under the Long-term Community Housing Program and 53 under the Transitional Housing Program, YML offers more than just a place to live.

We aim to empower tenants by helping them sustain long-term housing. Our properties cater to individuals and families in need of secure, appropriate, and affordable housing, especially when other options fall short.

YML's comprehensive intake process ensures we understand clients' immediate and long-term needs, allowing us to offer tailored support.

As a leader in North Queensland's housing sector, we advocate for stronger, more sustainable policies, particularly for Aboriginal and Torres Strait Islander communities. YML provides affordable housing to individuals and families on low to moderate incomes, focusing on those who struggle to find accommodation in the private rental market.

Our housing management approach includes:

- Delivering high-quality housing services
- Offering properties in well-located, mixed-tenure developments
- Reducing tenant occupancy costs through good environmental design and proximity to services
- Ensuring tenancy sustainability through effective management
- Providing an accessible and transparent service
- Encouraging tenant involvement in their housing and the organisation



“It’s been the best move ever. At first I couldn’t believe it was mine. It took a while to sink in.”

## Family Stories: Jayda Songoro

### Long-term Housing Client

Originally from Horne Island, busy mum Jayda Songoro is now happily living in Townsville where she's studying a nursing degree. She first sought help from Yumba-Meta because of a domestic violence situation and, with three little ones to worry about at the time, was grateful to have refuge at a women's shelter.

“Staying at Flora House, I knew I was guaranteed a three-month stay to recover and find housing. At first, I was down in the dumps about feeling dependent when I never had been. But then I realised I didn't have to be dependent – Yumba-Meta was there to support but I could still help myself.”

Jayda then set about inspecting and applying for rentals and was offered two units. But, better still, was news from Yumba-Meta that a long-term house with the organisation had become available.

“It's been the best move ever. We've got basketball courts and paths that wind along the river nearby and the bus stop for school is just there. At first I couldn't believe it was mine. It took a while to sink in.”

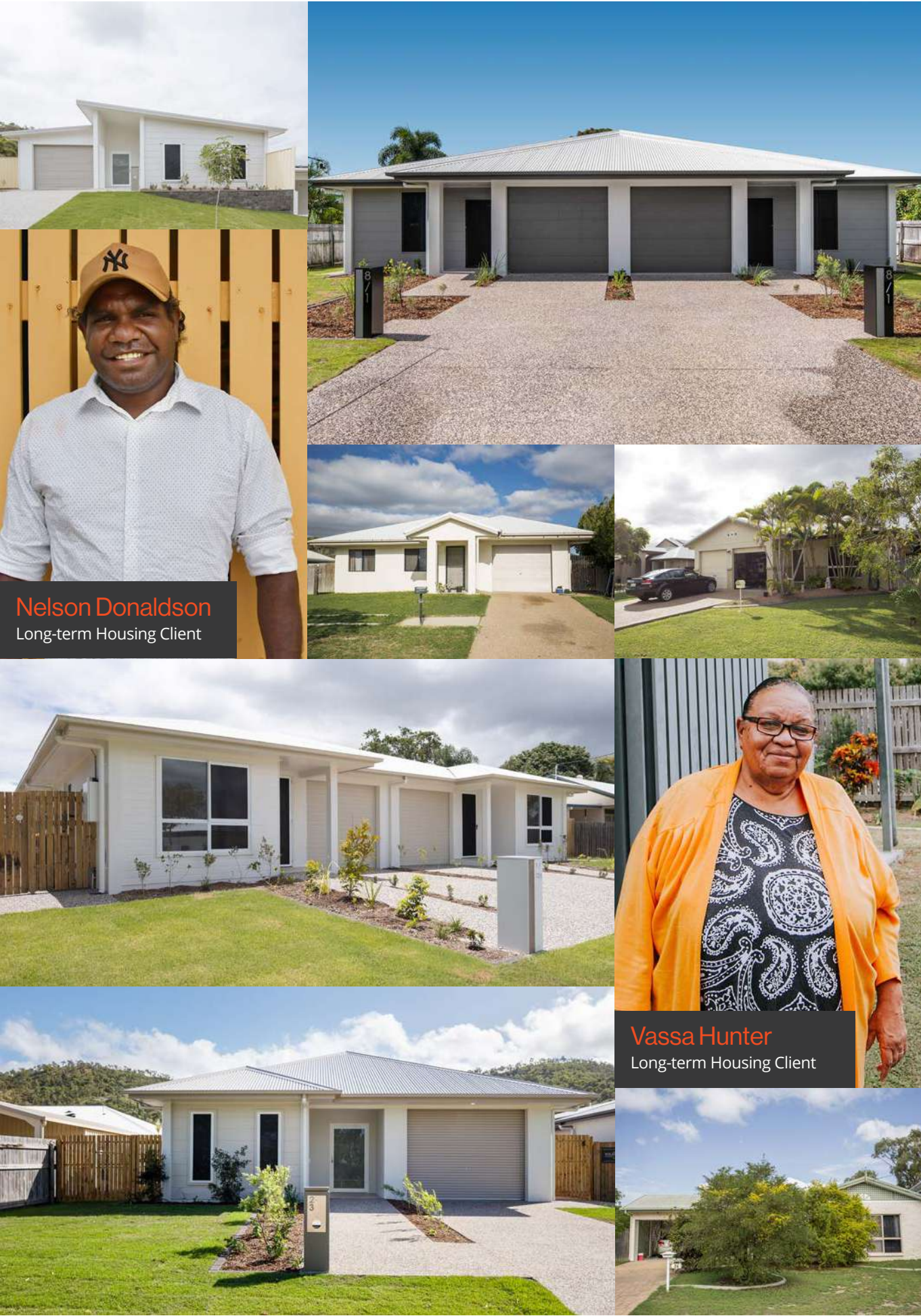
Yumba-Meta has also helped Jayda by connecting her with a counsellor. “Yarning with the counsellor gave me the chance to look at things that happened when I was young with my mum from a different perspective. It made me realise I needed to accept what happened instead of relating me and my mum to me and my daughter.

I've also been doing relationship counselling and am trying to work things out with my partner. We just needed to break the cycle and relocate for a better lifestyle.”

Jayda now has her sights set on home ownership.

“I have my fingers crossed to stay with Yumba-Meta because I know Yumba has that offer of buying a house from them. Yumba has helped a lot of people from the start to the end – they're always there.”





Nelson Donaldson  
Long-term Housing Client

Vassa Hunter  
Long-term Housing Client



Managing 150 tenancies under the Long-term Community Housing Program and 53 under the Transitional Housing Program, YML offers more than just a place to live.

Gregory Charles  
Hillside Gardens Resident



Supported Accommodation

# A New Beginning: Dale Parker Place’s Role in Ending Homelessness

From rough sleeping to stability – discover how DPP is changing lives in Townsville



Dale Parker Place (DPP) provides essential accommodation and support for single males, females, and couples without children who are experiencing homelessness, including those sleeping rough or facing chronic homelessness.

Our goal is to help residents achieve independent, sustainable housing and engage with the community. Currently, DPP maintains an occupancy rate exceeding 98%, with many clients successfully transitioning into private or community housing. Our dedicated staff offer individualised case management around the clock, ensuring that each client receives the support they need for a smooth transition to appropriate accommodation.

In 2016, Department of Housing replaced the original 25-tenancy building with a modern complex featuring 40 one-bedroom units, which opened in August 2017. This expansion allowed us to provide long-term housing solutions for individuals who may not be able to sustain public or community housing.

DPP’s positive influence on Townsville’s homeless population is evident, as reflected in the reduced occupancy rates at the Reverend Charles Harris Diversionary Centre.

We receive referrals from various sources, including self-referral, the Reverend Charles Harris Diversionary Centre, Homelessness Health Outreach Team, Residential Rehabilitation Services, Case Coordination Group and other Homelessness Services.

At Dale Parker Place, we are committed to making a difference in the lives of those we serve by fostering a supportive and welcoming environment.





Accommodation + Support Services

# A Safe Harbour: The Reverend Charles Harris Diversionary Centre

Providing 24/7 support  
for those in crisis – where  
sobering up meets  
compassionate care

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 self-harm or to others due to public intoxication.

The Centre provides 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 Centre is an alternative to the Townsville Police Watch House. Clients are transported to and from the Centre.



## Staff Stories: Wayne Awong

**Case Manager** – The Reverend Charles Harris Diversionary Centre

Wayne has been with Yumba-Meta Limited since 2021 but isn't new to working with his mob. Previously he was involved in tertiary recruitment and was also a project officer for the Indigenous Land Corporation.

Now working with male clients of the Reverend Charles Harris Diversionary Centre, he assists with running the Breaking the Cycle program. The aim – to help people struggling with homelessness and addictions sober up and get healthy and housed. Clients are transported to and from the centre by Yumba-Meta's private shuttle bus.

"We're just trying to help people get up and going again and show them the way. Often, they don't have any identification, so we organise photo ID as well as their health checks."

"Many of our clients have lost everything and are going from park bench to park bench or couch to couch. With us, they can have a shower, good meal and a safe place to sleep."

As part of the Breaking the Cycle program, clients have the support of a weekly men's group as well as other activities like arts and crafts and barbeques to re-set their focus. It's a three-month program but, as everyone is different, this might stretch out to six months if needed.

All regular clients of the 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.

"At Dale Parker Place, clients have support as they learn how to live independently and start again."

"I want our people to know that we are able to achieve our dreams – sometimes we just need someone to help us join the dots."

“We’re just  
trying to help  
people get up  
and going again  
and show them  
the way.”



Accommodation + Support Services

# Rewriting Futures: How Breaking The Cycle Is Changing Lives



A holistic approach to substance abuse and homelessness – helping clients find their way home

The Breaking the Cycle program, managed at the Reverend Charles Harris Diversionary Centre, is a targeted initiative designed to break the cycle of substance abuse and homelessness for Aboriginal and Torres Strait Islander clients.

By allowing participants to remain at the centre for an extended period, the program provides the incentive and support needed to engage with the comprehensive services offered.

All regular clients of the Reverend Charles Harris Diversionary Centre are encouraged to join Breaking the Cycle.

The program aims to help participants transition to more stable accommodation, such as Dale Parker Place, community housing, or private rental, based on their individual capacity to maintain a tenancy.

Through this holistic approach, Breaking the Cycle empowers participants to address the underlying issues contributing to their substance abuse and homelessness.

By fostering a supportive environment and connecting clients with tailored services, the program facilitates long-term, sustainable change in the lives of those it serves.

**FACTS & FIGURES:**  
Since 2011, 2920 clients have participated in the Breaking the Cycle Program.



# Welcome Home: Yumba-Meta’s Employment And Education Housing Program

Creating safe spaces for new opportunities and pathways to success for Indigenous residents

Yumba-Meta’s Employment and Education Housing Program (EEHP) provides 13 specialised tenancies for Indigenous individuals relocating to Townsville from remote communities. This initiative supports those seeking employment, education, or training opportunities, playing a crucial role in fostering self-sufficiency and community integration.

The program offers transitional accommodation that is not only safe but also designed to meet the unique needs of its residents. By providing a stable living environment, we empower individuals to focus on their personal and professional development without the added stress of housing insecurity.

Residents benefit from tailored support services, including access to job training, educational resources, and career counselling. This holistic approach encourages participants to build skills necessary for long-term success in the workforce. Moreover, the program promotes cultural connections, helping individuals maintain ties to their heritage while navigating urban life.

The EEHP is more than just housing; it is a pathway to independence and empowerment. By facilitating access to essential resources, we aim to break the cycle of disadvantage faced by many Indigenous individuals.

Through this program, Yumba-Meta is committed to creating opportunities that lead to sustainable employment and educational attainment, ultimately contributing to stronger communities. Our focus on transitional support ensures that each participant can thrive as they embark on their journey toward a brighter future.



Seniors Housing

# Welcome To Our Elders' Oasis: A Home Where Legacy Meets Community

Yumba-Meta Limited proudly opened the Ernest & Maud Hoolihan Elders Village in 2012, fulfilling our commitment to provide retirement village-style housing for Aboriginal and Torres Strait Islander residents aged 55 and over.

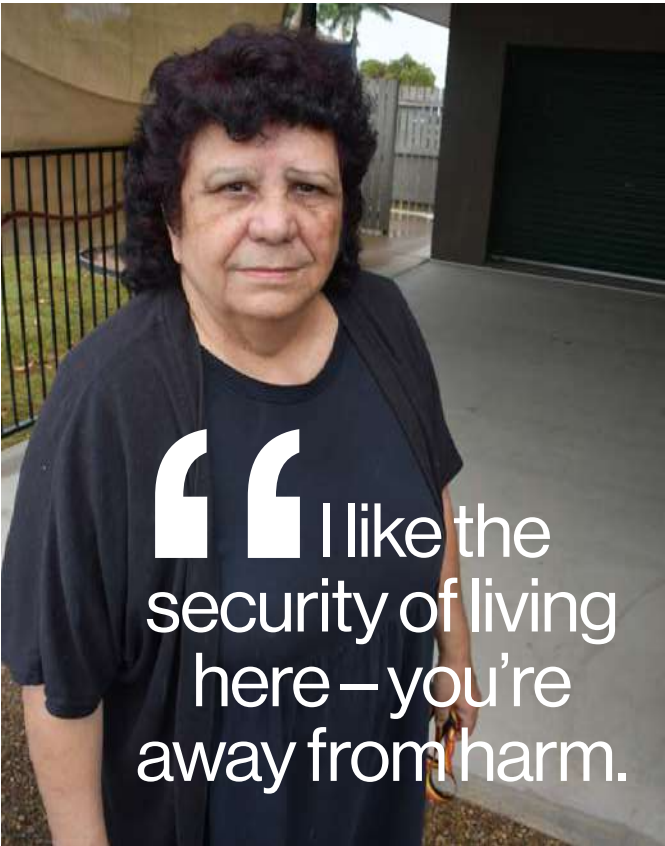
The village features 16 two-bedroom units nestled among trees, offering a serene environment where residents can enjoy modern, low-maintenance homes. Since its inception, the village has consistently maintained high occupancy levels.

In 2018, we initiated a solar project to alleviate the burden of high electricity costs for our tenants. The first eight units received solar panels in late 2019, funded by Yumba-Meta, while the remaining eight units were equipped with solar panels through the Queensland Government's Solar for Rentals Rebate, completed in 2020.

Named in honour of Dr. Ernest Hoolihan OAM and his late wife Maud – founders of Yumba-Meta – the village embodies their long-held vision for an elders' community. Located on six acres in Deeragun, this project took 11 years to realise and was officially opened by the Hon. Minister for Housing and Public Works, Tim Mander.

The Ernest & Maud Hoolihan Elders Village exemplifies community-driven solutions that cater to the physical, social, and emotional well-being of its residents, enriching their lives in a supportive environment.

The Ernest & Maud Hoolihan Elders Village is a tranquil retreat designed to enhance the lives of Aboriginal and Torres Strait Islander seniors.



Family Stories

## Chaille Dodd

Long-term Resident  
Ernst & Maud Hoolihan Elders Village

For the past 13 years, Chaille Dodd has called the Ernst & Maud Hoolihan Elders Village in Deeragun home. One of the original residents, Chaille hails from Mackay but before moving to Townsville was living in a Housing Commission flat in Charters Towers.

"I needed an artificial leg, so I was back and forth to Townsville regularly to see a doctor. I put in an application to Yumba-Meta because the travelling was proving tough.

"I'm very appreciative I was chosen to live in one of the units and I'm fully confident I'm able to contact them with any concerns.

"The employees of Yumba-Meta have shown me respect and consideration at all times. They maintain their units and yard on a regular basis and any personal issues are handled with the utmost discretion."

With two bedrooms and two toilets, Chaille's unit has plenty of space and she likes the peace and quiet and safety of the area.

"I like the security of living here – you're away from harm."

As a support worker for the National Disability Insurance Scheme, Chaille appreciates coming home to the sanctuary of the Elders Village to unwind.



Accommodation + Support Services

# Our Women's Shelters: Providing A Safe Place To Start Over

Offering safety, healing, and empowerment, Yumba-Meta's Flora House and Elsie House are more than just shelters – they're stepping stones to brighter futures.



Yumba-Meta operates two vital Women's Shelters, Flora House and Elsie House, providing essential support for women and their children escaping domestic and family violence. These shelters offer a safe, welcoming, and non-judgmental environment, with Flora House featuring ten bedrooms and Elsie House accommodating six.

The benefits of these shelters extend far beyond providing immediate refuge. They serve as crucial lifelines for women seeking to break free from abusive situations, allowing them to regain control over their lives.

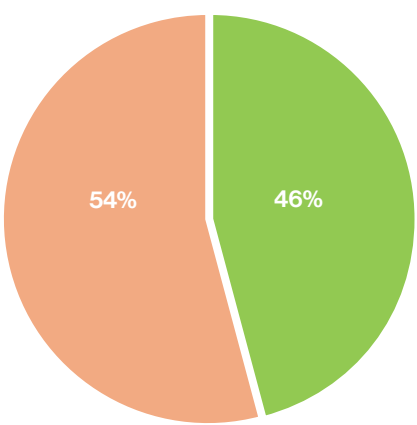
By offering round-the-clock support, we ensure that residents have access to essential services such as crisis counselling, safety planning, and legal advocacy. This holistic approach empowers women to heal from trauma and develop the skills necessary for independent living.



Elsie House Women's Shelter

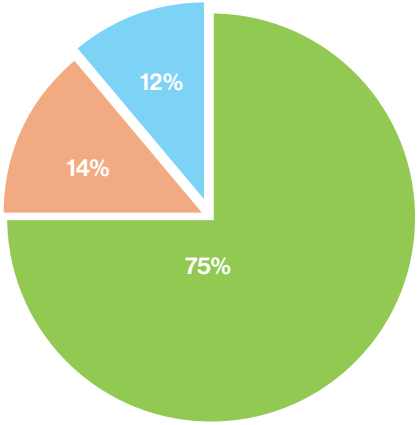


Elsie House 2023-2024



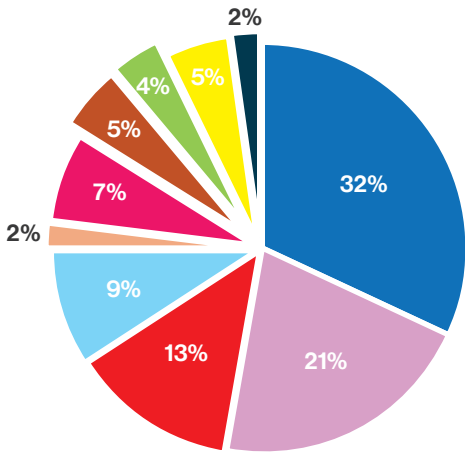
Accommodation

- Children 54%
- Women 46%



Client Cultural Identity

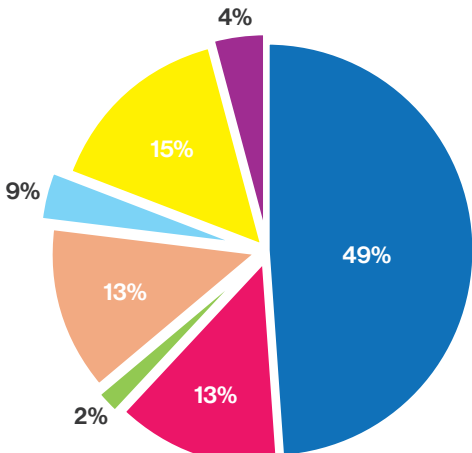
- Aboriginal 75%
- Torres Strait 14%
- Aboriginal & Torres Strait 12%



Referral Source

- DV Connect 32%
- Women's Centre 21%
- NQDVRS 13%
- VPU 9%
- TFWSS 7%
- Alternate DV Service\* 5%
- Other Shelters\* 5%
- Flora House 4%
- TAIHS 2%
- Red Cross 2%

\*Other Shelters – Yarrabah, Lena Passi, Palm Island  
#Alternate DV Service – Gold Coast & Mackay



Exit Pathways

- Family/Friends 49%
- Flora House 13%
- Returned Home 13%
- Unknown 15%
- Alternate Support Service\* 9%
- Private Rental 4%
- Department of Housing 2%

\*Alternate Support Service includes Red Cross, NQDVRS, TAIHS, FEAT





Flora House Women's Shelter

Both Elsie House and Flora House foster a sense of community among residents, which is vital for emotional recovery.

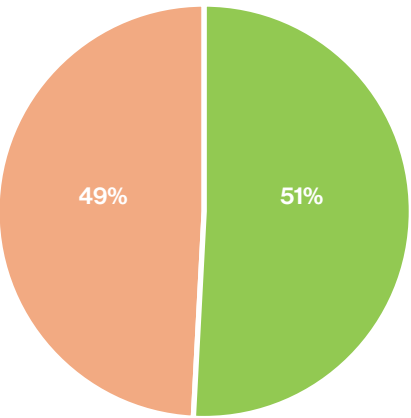
Children living in these shelters also benefit significantly; they receive counselling and support that helps them process their experiences, reducing the likelihood of perpetuating cycles of violence in the future.

Yumba-Meta's commitment to these services is rooted in the belief that every woman deserves a life free from violence. By providing safe accommodation and comprehensive support, Flora House and Elsie House not only enhance individual well-being but also contribute to healthier communities.

Through our efforts, we aim to create lasting change for women and children affected by domestic violence, helping them build brighter futures.

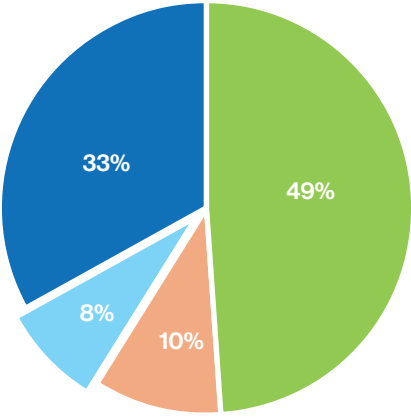


Flora House 2023-2024



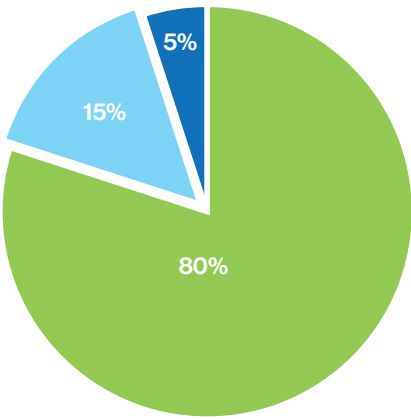
Accommodation

- Children 49% (80)
- Women 51% (82)



Client Cultural Identity

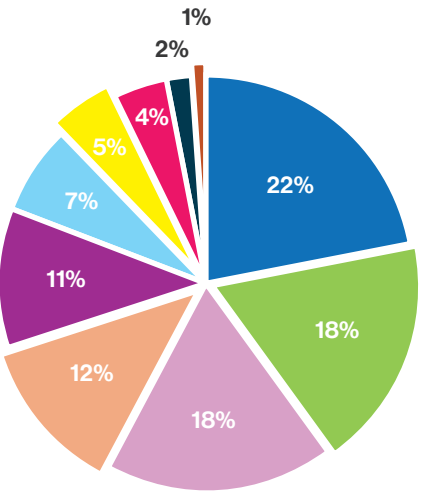
- Aboriginal 49%
- Torres Strait 10%
- Aboriginal & Torres Strait 8%
- Did not Identify 33%



Referral Source

- F&DV Service\* 80%
- Police 15%
- Specialist Homeless Agency 5%

\*F&DV Services include DV Connect, Women's Centre, NQDVRS, DV Service



Exit Pathways

- Family 22%
- Returned Home 18%
- Evicted & Unknown 18%
- Relocation 12%
- Housing (private & community) 11%
- Elsie House (YML) 7%
- Friends 5%
- Motel 4%
- Seras or other Shelter 2%
- Share House 1%





“ There’s no better feeling than when you’re taking a woman to pick up a bed for her family’s new home – it’s just the best thing ever.

Staff Stories

Taileah Watson

Program Manager – Flora House and Elsie House

Open 24/7 every day of the year, Yumba-Meta’s Flora and Elsie Houses are safe havens for women fleeing domestic and family violence.

“We’re labelled as crisis accommodation, but we pride ourselves on offering whole-person care to our clients, which looks different for everyone. Some women might lean into the mental health and counselling support because that’s what they need. Others might need financial, educational, employment or GP support.”

Taileah started with Yumba-Meta as a case manager at Dale Parker Place before moving on to Flora House and Elsie House, where she is now the manager of both women’s shelters. Part of her role as a program manager is working closely with organisations, such as the Townsville Family Violence Support Service, to ensure a continuity of support. Having worked as a case manager previously, she’s also able to step into that role when needed.

“I think being a case manager has given me a good understanding of what clients need and what I can do to support my team.”

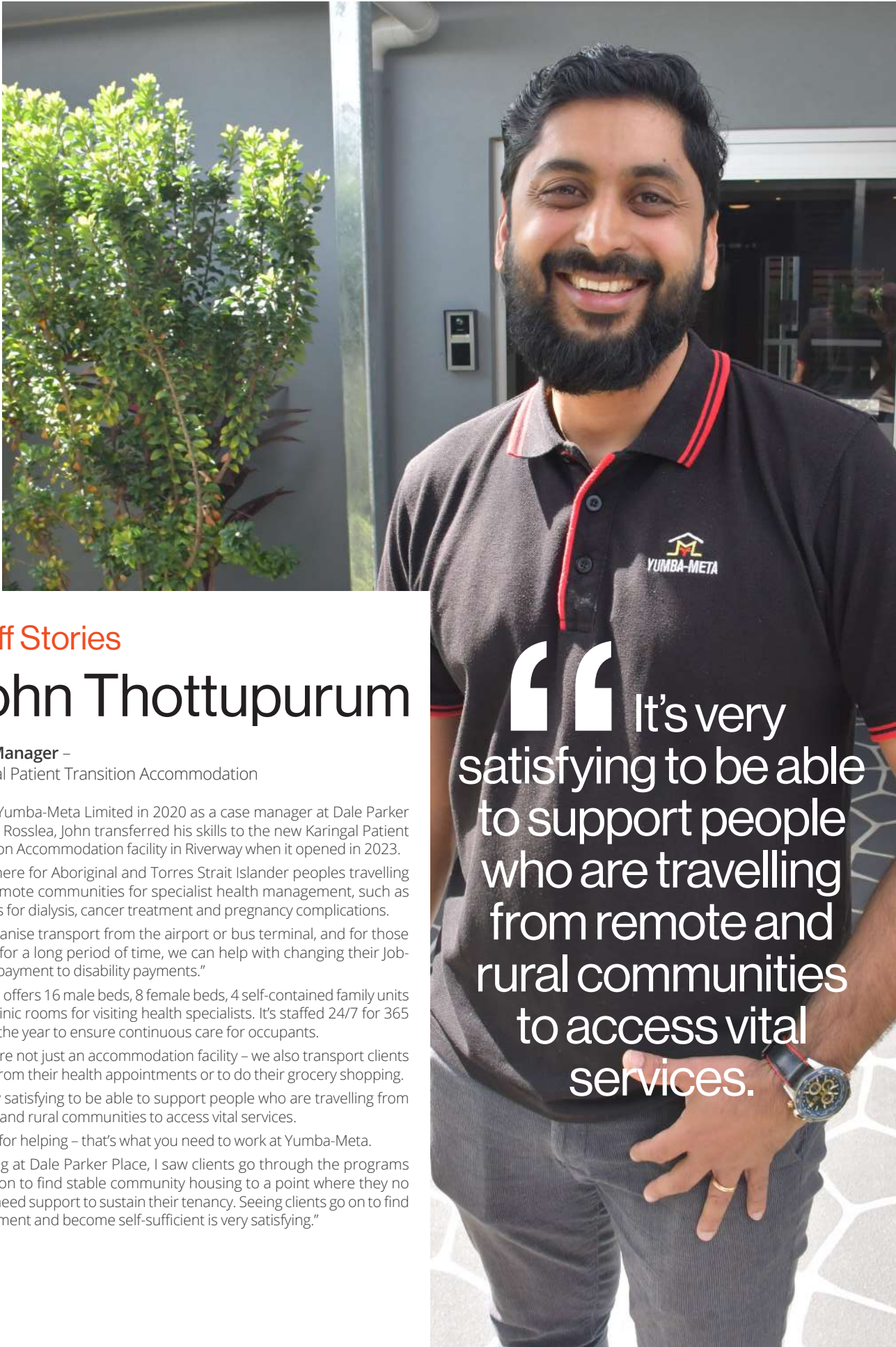
Elsie House is also federally funded for First Nations women and children, which assists in providing a space that’s culturally safe.

“What we love about Elsie House is it’s a bit more of a quiet space to have our First Nations women and children together. And I’d say 80 per cent of our staff, including myself, are First Nations.”

The length of stay for each client varies but Taileah has seen a growing need for families to stay longer because of the housing crisis.

“A client’s stay could be anywhere from a week to six months. While they’re here, we can help them with whatever they need to set them up for a brighter future. There’s no better feeling than when you’re taking a woman to pick up a bed for her family’s new home – it’s just the best thing ever.”

“I’m just really happy to be in a space where I can help women and children thrive.”



“ It’s very satisfying to be able to support people who are travelling from remote and rural communities to access vital services.

Staff Stories

John Thottupurum

Case Manager – Karingal Patient Transition Accommodation

Joining Yumba-Meta Limited in 2020 as a case manager at Dale Parker Place in Rosslea, John transferred his skills to the new Karingal Patient Transition Accommodation facility in Riverway when it opened in 2023.

“We’re here for Aboriginal and Torres Strait Islander peoples travelling from remote communities for specialist health management, such as referrals for dialysis, cancer treatment and pregnancy complications.

“We organise transport from the airport or bus terminal, and for those staying for a long period of time, we can help with changing their Job-Seeker payment to disability payments.”

Karingal offers 16 male beds, 8 female beds, 4 self-contained family units and 3 clinic rooms for visiting health specialists. It’s staffed 24/7 for 365 days of the year to ensure continuous care for occupants.

“But we’re not just an accommodation facility – we also transport clients to and from their health appointments or to do their grocery shopping.

“It’s very satisfying to be able to support people who are travelling from remote and rural communities to access vital services.

A heart for helping – that’s what you need to work at Yumba-Meta.

“Working at Dale Parker Place, I saw clients go through the programs and go on to find stable community housing to a point where they no longer need support to sustain their tenancy. Seeing clients go on to find employment and become self-sufficient is very satisfying.”



Associated Services

# Karingal: Providing Short-Term Accommodation With Culturally Sensitive Care



Karingal is a vital patient transition accommodation developed by Yumba-Meta Limited to provide short-term accommodation for Aboriginal and Torres Strait Islander peoples travelling from rural and remote areas to access healthcare at Townsville University Hospital. As a key link in Townsville's health system, Karingal supports patients requiring hospitalisation and intensive treatment.

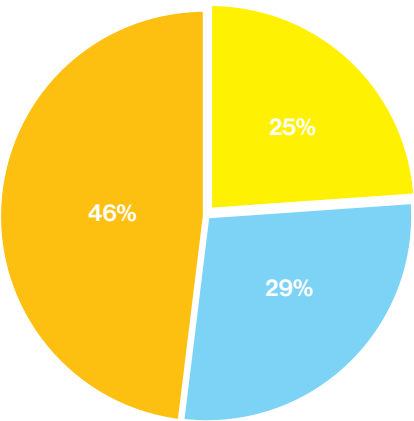
Constructed on Yumba-Meta-owned land at a cost of \$5 million, the project received \$2.89 million from the Commonwealth Building Better Regions fund, with Yumba-Meta covering the remaining expenses.

The Queensland Department of Housing and Queensland Health jointly fund the project, with operations having commenced in 2023.

Karingal's culturally appropriate, trauma-informed care model includes intensive case management to help patients navigate the healthcare system, regain independence, and reduce their reliance on long-term care.

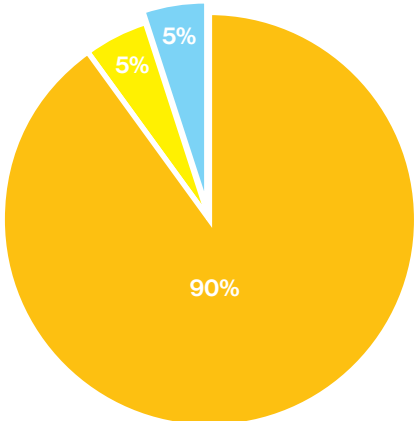
The facility features 16 male beds, 8 female beds, 4 self-contained family units, 3 clinic rooms for visiting specialists, and a fully equipped administration centre. With 24/7 staffing, Karingal ensures continuous care year-round, providing a safe and supportive environment for its occupants.

Karingal 06.11.2023 – 30.06.2024



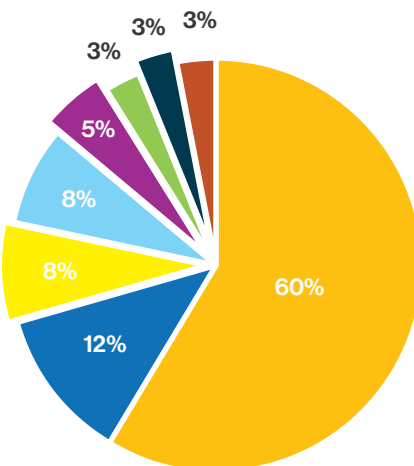
Referrals

- Female 46%
- Male 29%
- Children 25%



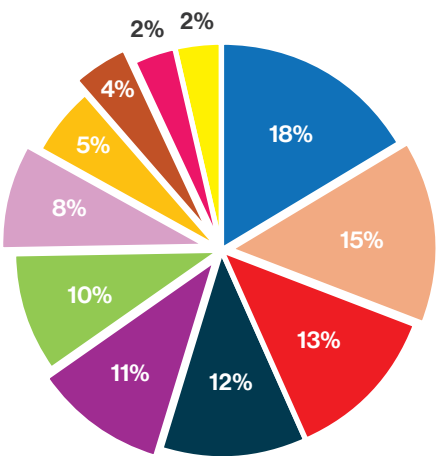
Client Cultural Identity

- Aboriginal 90%
- Torres Strait 5%
- Aboriginal & Torres Strait 5%



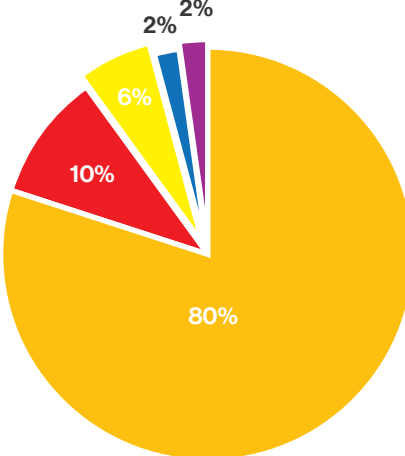
Referring Hospital

- Mt Isa 60%
- Hughenden 12%
- Palm Island 8%
- Mackay 8%
- Richmond 5%
- Charters Towers 3%
- Cairns 3%
- TUHHS 3%



Reason for Referral

- High Risk Pregnancy 18%
- Kidney Failure 15%
- Cardiac Issues 13%
- Orthopedic Issues 12%
- Cancer 11%
- Escorts Only 10%
- Specialist Appointments 8%
- Surgery 5%
- Diabetics 4%
- Arthritis 2%
- Transit 2%



Exit Pathways

- Returned Home 80%
- Exited to Other Accommodation 10%
- Continuing Stay 6%
- Staying with Family 2%
- TUHHS 2%



Support Services

# Healing Together: Supporting With Education, Safety, And Long-term Solutions To End Domestic And Family Violence

Townsville Family Violence Support Service helps both survivors and offenders create change, fostering safety and healing within families.

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 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 persons using violence to proactively changing 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 persons using violence and victim survivors 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 victim survivors, there is a misconception that a protection order is 'only a piece of paper'. At the same time, persons using violence sometimes don't understand the conditions of their court order to avoid violating the order. The Townsville Family Violence Support Service works closely with victim survivors and persons using violence to understand court orders.

At the end of the 2019-20 financial year, the service commenced a 12-week Men's Behaviour Change Program led by an Indigenous Elder.

**IMPRESSIVE RESULTS:**  
In 2023-2024, the Townsville Family Violence Support Service has counselled 145 females and 109 males, and case managed 470 females and 182 males. The Men's Behaviour Change Program received 72 new referrals in the same period.

Staff Stories:

## Tamara Smith

Case Manager – Townsville Family Violence Support Service

Starting her Yumba-Meta Limited employment with Flora House as a support worker gave Tamara a grassroots understanding of the organisation's mission to serve vulnerable people. Now a case manager at the Townsville Family Violence Support Service, her desire to accomplish this mission remains strong and she's undertaking a Diploma of Counselling to add to her Certificate IV in Mental Health and Diploma of Community Services.

"Everybody's different. Everybody has their own story to tell. So our support and our approach is different for each person. Some clients might need support with writing Domestic Violence Orders for protection or going to court to provide evidence. Others may need counselling or, if they have children in a Child Safety care plan, we can go to those meetings and making sure they're on the right track."

For a recent client who needed to leave her husband without raising his suspicion, Tamara worked in the background to assist her in accessing the Escaping Violence Payment Program via Victim Assist Queensland. This helped the client purchase fuel vouchers to travel interstate and

furniture to set up in her new location, as well as having the funds to pay off her bond loan.

Tamara also works closely with Yumba-Meta's high-risk team, established in 2023. For a recent client Tamara and the team worked together to have the client transferred to a property where safety upgrades were installed. And, as the client also acknowledged a drug addiction issue, they were able to connect her with counselling to work on overcoming her dependence.

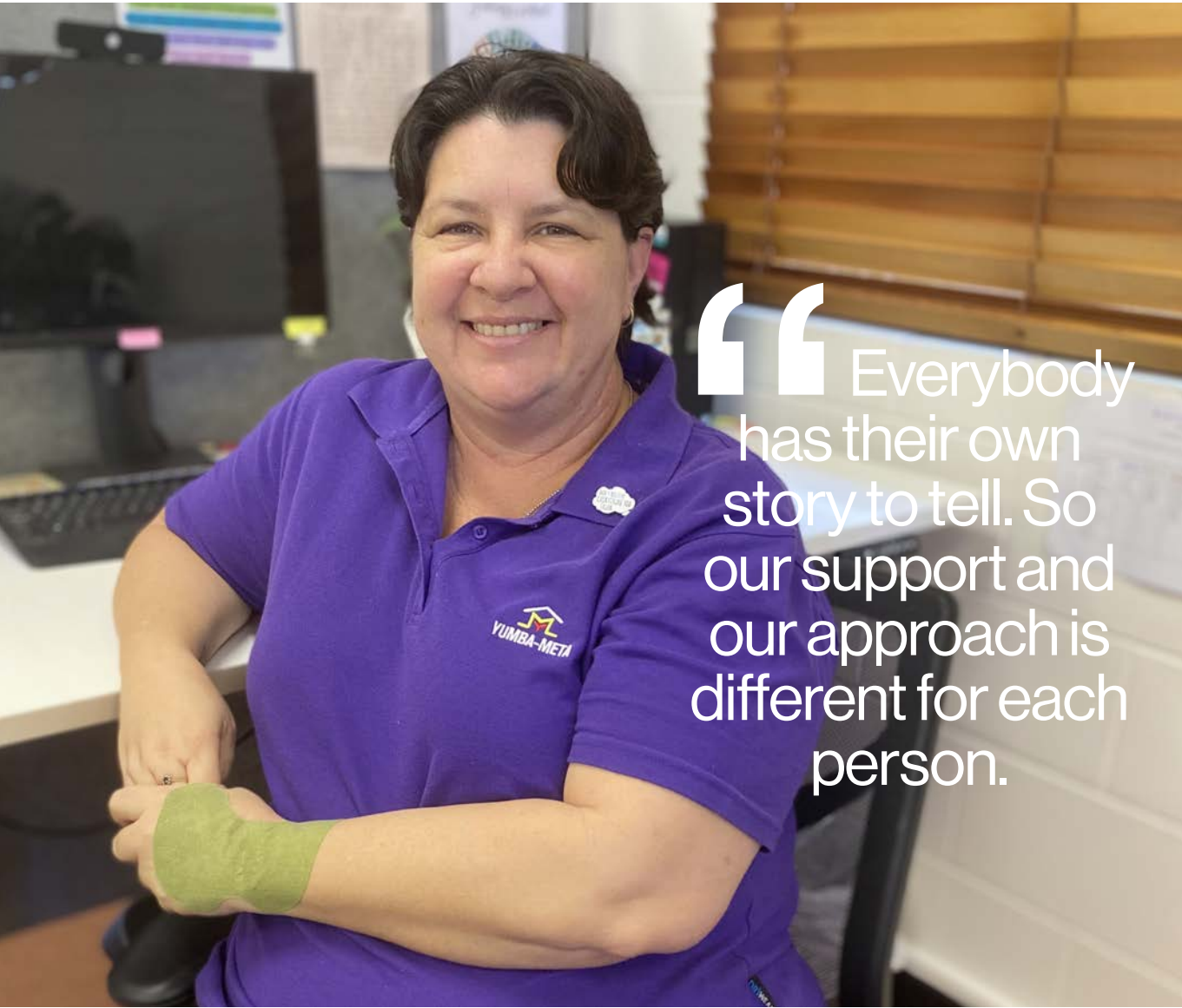
Tamara's role is also educational as some clients who access the services don't realise the seriousness of their situation.

"A lot of women will say 'he just yells at me', so we do a lot of education around what violence is and how it often escalates. Many of the ladies who come to us don't understand how much domestic violence they're actually experiencing.

"I didn't even know I'd been in a domestic violence relationship myself in the past because he never physically hit me. So, we're trying to communicate that you don't only get hurt by being hit – there are lots of other ways you can be hurt, including sexual violence."

For Tamara the fulfillment that stems from seeing her clients' self-esteem grow is all the motivation she needs.

"When clients come in and they're standing up straighter and saying thank you because they're feeling so much stronger, that's so rewarding. Watching them come back to who they are and learn they're worth more than they were led to believe is huge."





Support Services

# A Bright Future Awaits: Discover the Weeburra Thulgarri Tutoring and Mentoring Program

Supporting Indigenous kids with learning, culture, and community  
– because We’re All One Big Family!

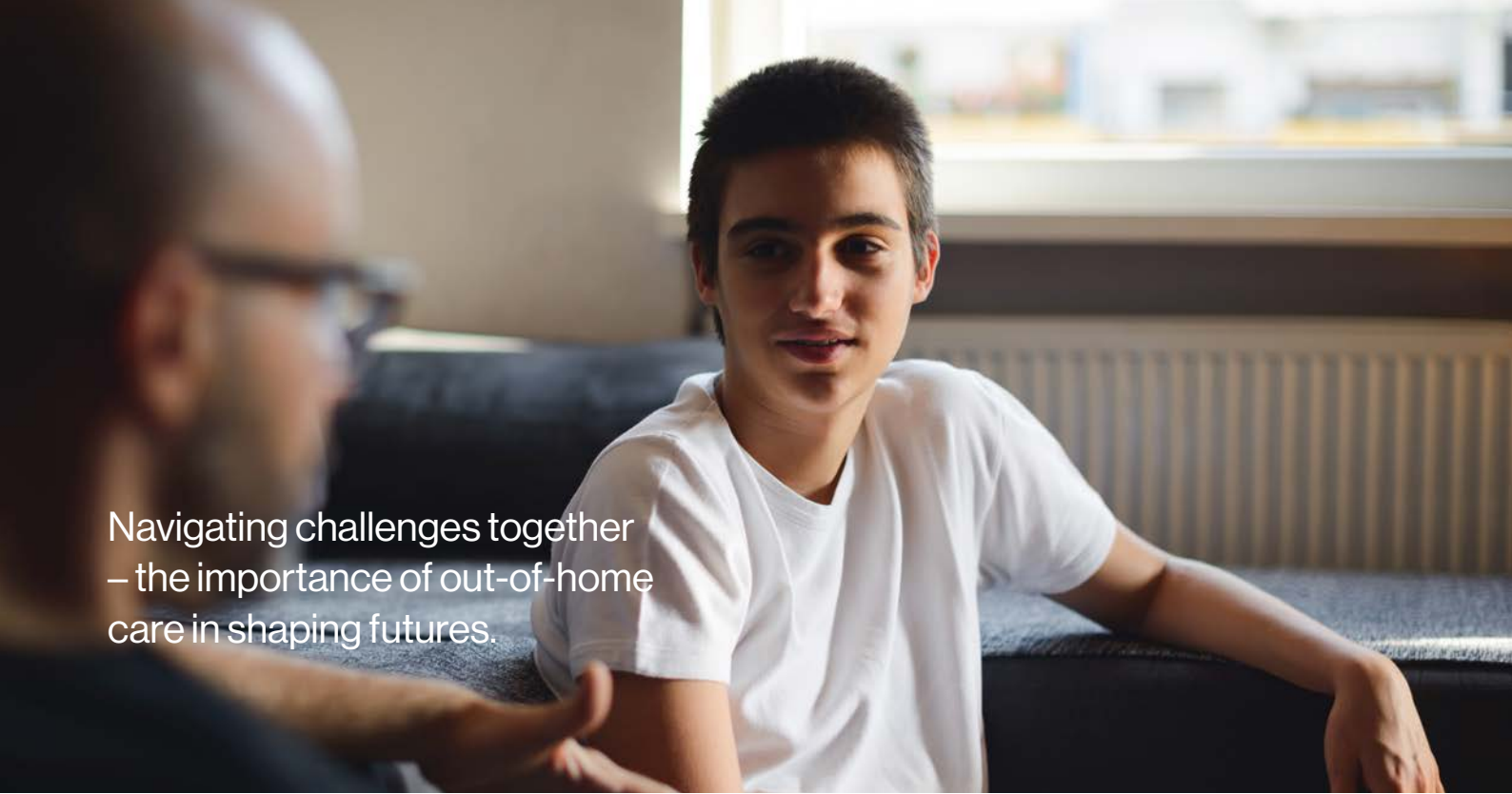
Yumba-Meta Limited is dedicated to enhancing the physical, social, and emotional well-being of Indigenous children while strengthening their cultural connections and resilience. In 2018, we acquired 25 Acheron Avenue, Cranbrook, with the vision of establishing a community centre to facilitate an early intervention tutoring and mentoring support program for Aboriginal and Torres Strait Islander children.

Launched in July 2021, the Weeburra Thulgarri program – meaning “One Big Family” – targets children aged 7-8 years (Year 2) to improve school attendance, classroom engagement, literacy, numeracy skills, and overall confidence. By fostering self-esteem and a sense of belonging, we aim to increase the likelihood of these children completing high school and pursuing further education.

Partnering with three local primary schools – Rasmussen State School, Kelso State School, and Aitkenvale State School – Yumba-Meta conducts two sessions per day, four days a week. Students travel to the community centre via the Yumba-Meta bus, supervised by a teacher's aide and staff. They are provided with healthy lunches before starting their activities.

The program is deeply rooted in cultural and spiritual values, ensuring that young children receive support that resonates with their identity. By focusing on holistic development, Yumba-Meta is committed to nurturing the next generation of Indigenous leaders. Through initiatives like Weeburra Thulgarri, we strive to create a brighter future for Indigenous children in our community.

**FACTS & FIGURES:** During 2023-2024, Weeburra Thulgarri Tutoring and Mentoring Program supported 482 children aged between 7-8 years .



Navigating challenges together  
– the importance of out-of-home  
care in shaping futures.

# Building Resilience: Weeburra Thulgarri Residential Care Program for Young People

Yumba-Meta's Weeburra Thulgarri Residential Care Services for Young People plays a crucial role in providing essential out-of-home care and support for young individuals in need. This program is dedicated to creating safe and nurturing residential environments, staffed by trained professionals who implement evidence-based interventions aimed at empowering young people to build a positive future.

Throughout the 2023-2024 period, Weeburra Thulgarri supported 67 young people, offering them a stable foundation during challenging times. Unfortunately, the YML Board and management faced the difficult decision to discontinue the Residential Care Program due to significant challenges and risks encountered by the organisation. This decision underscores the pressing need for such programs, as they are vital in addressing the unique challenges faced by Aboriginal and Torres Strait Islander youth.

The Weeburra Thulgarri program not only provides immediate care but also fosters resilience and personal growth among its residents. By focusing on holistic development, it equips young individuals with the skills and confidence needed to navigate their futures successfully. The importance of this program cannot be overstated; it serves as a lifeline for vulnerable youth, ensuring they have access to the support they need to thrive.

As Yumba-Meta reflects on the impact of Weeburra Thulgarri, it remains committed to exploring new avenues for supporting young people in the community. The lessons learned from this program will inform future initiatives aimed at empowering Indigenous youth and fostering their well-being.

**FACTS & FIGURES:**  
Weeburra Thulgarri  
Residential Care Program  
for Young People supported  
67 young people during the  
2023-2024 period.



Long-Term Housing Projects

# Hillside Gardens: A Game-Changer In Indigenous Home Ownership

Overcoming barriers, one lot at a time  
– Yumba-Meta’s innovative approach  
to housing equity

Hillside Gardens Residential Estate stands out as a remarkable achievement in Yumba-Meta Limited’s property development portfolio. Nestled on 50 acres at the foothills of Mt Louisa, this estate was specifically designed to create pathways to home ownership for Indigenous individuals and families.

Out of 41 land lots, 34 were successfully sold to private buyers, with the remaining lots retained by Yumba-Meta. The final lots were sold during the 2020-21 financial year, culminating in total land sales of \$2.2 million. This financial success has enabled Yumba-Meta to reinvest in the community, fostering sustainable housing solutions.

Dr. Ernest Hoolihan OAM, Chairman and Founder of Yumba-Meta, describes Hillside Gardens as a “game-changer” for the local Indigenous community. He highlights the multiple barriers Aboriginal and Torres Strait Islander peoples face in achieving home ownership, including inter-generational poverty and insecure employment.

The staged development approach allowed Yumba-Meta to progressively fund the subdivision. As blocks were sold, the proceeds financed the construction of rental housing and supported three young Indigenous families on their journey toward home ownership.

Hillside Gardens not only offers well-designed homes but also cultivates a village-like atmosphere in an enviable location close to essential amenities. By facilitating access to home ownership, Yumba-Meta is making a lasting impact on the lives of Indigenous families, promoting stability and fostering community resilience for generations to come.

# Building Homes, Empowering Lives: Yumba-Meta’s SDA Initiative

Creating accessible spaces for  
individuals with disabilities –  
a commitment to comfort and  
independence

Yumba-Meta Limited is committed to providing quality homes for individuals living with disabilities.

In November 2019, we proudly delivered Townsville’s first newly built and NDIA-accredited Specialist Disability Accommodation (SDA) after two years of development.

Located at Hillside Gardens, these homes are designed to accommodate eight SDA residents. Each property features wide doorways, spacious hallways, and adjustable-height kitchen benchtops with wheelchair accessibility, ensuring they meet the diverse needs of residents.

Despite the successful construction of these properties, connecting suitable tenants to available SDA accommodations remains a challenge due to the requirement for NDIS referrals.

Yumba-Meta actively advocates for individuals needing access to appropriate housing by educating NDIS support coordinators and relevant agencies.

Recognising the ongoing community need for purpose-built tenancies, we are dedicated to expanding our SDA offerings.

Our focus on creating inclusive environments enhances the quality of life for residents while promoting independence and dignity.

Through our efforts in providing Specialist Disability Accommodation, Yumba-Meta aims to empower individuals with disabilities and ensure they have access to safe, supportive housing options.

By continuing to advocate and educate within the community, we strive to bridge the gap between available housing and those in need, fostering a more inclusive society for all.





Associated Services

# Housingwise Realty: Your Partner in Purposeful Renting

Supporting vulnerable lives – your choice of rental manager helps build stronger communities

Housingwise Realty is Townsville's first social enterprise real estate agency, where 100% of profits are directed towards charitable initiatives aimed at improving life outcomes for vulnerable individuals. As a registered not-for-profit agency and a subsidiary of Yumba-Meta Limited, we provide a personalised, boutique service for those seeking to rent in the private market. Rather than aiming to be the largest agency in Townsville, Housingwise Realty focuses on managing a select number of properties. This approach allows us to deliver exceptional personal management for both landlords and tenants, ensuring that each client receives the attention they deserve. Through our services, we strive to enhance housing options for individuals facing discrimination and challenges in the private housing market. Our commitment goes beyond traditional real estate practices; we aim to create inclusive communities where everyone has access to safe and affordable housing. By choosing Housingwise Realty to manage your property, you are not only securing professional management but also contributing to meaningful social change. Your partnership helps us support vulnerable populations and fosters a sense of belonging within the community. Together, we can make a difference in the lives of those who need it most while ensuring your investment is well cared for. Join us in our mission to create sustainable communities through responsible property management.







## Statement of Financial Position as at 30 June 2024

	2024	2023	2022
Current Assets	6,090,692	3,254,773	1,091,514
Non-current Assets	52,990,663	41,657,396	41,060,777
<b>Total Assets</b>	<b>59,081,355</b>	<b>44,912,169</b>	<b>42,152,291</b>
Current Liabilities	6,406,027	4,541,187	1,459,346
Non-current Liabilities	542,797	374,935	991,477
<b>Total Liabilities</b>	<b>6,948,824</b>	<b>4,916,122</b>	<b>2,450,823</b>
Nett Assets	52,132,531	39,996,047	39,701,468
<b>Equity</b>	<b>52,132,531</b>	<b>39,996,047</b>	<b>39,701,468</b>

A big thank you to our business consultants, partners, and stakeholders for their continuous professionalism and commitment to supporting Yumba-Meta Limited.

Aboriginal and Torres Strait Islanders Legal Services	National Indigenous Australian Agency- NIAA
Aitkenvale State School	North Queensland Domestic Violence Resource Centre
Anglicare	OZHarvest
Australia CEO Challenge	Q-Shelter
Australian Red Cross	Queensland Health
Cathedral School	Queensland Police Service
Commonwealth Bank	Rasmussen State School
Community Housing Industry Association (CHIA)	Ray White Kirwan
Department of Housing	Rebels Football Club
Department of Industry, Innovation and Science	Rosel Sherwood
Department of Child Safety, Seniors and Disability Services	RSL Women's Auxiliary
Department of Justice and Attorney-General	Ryan Catholic College
Department of Social Services- Commonwealth	Scott Morrison Design
Department of Youth Justice	SDA Services
Djambul	Sera's Women Shelter
DV Connect	StreetSmart Australia
First Nations Women's Legal Service	Supergreen Solutions
Gambling Benefit Fund	The Alannah and Madeline Foundation
Holy Spirit Catholic Primary School	The Womens Centre
Martin Locke Homes	Townsville Aboriginal and Islanders Health Services
Jessup's Audit Partners	Townsville City Council - Mayor's Christmas Tree Appeal
Kelso State School	Wilson Ryan Grose Lawyers
Mike Carney Toyota	Wulguru Health & Wellbeing
Mr. Angelo Licciardello (Consultant)	Zephyr Foundation
Moray & Agnew Lawyers	Zonta Club of Townsville Metro Inc.
Murri Watch – Community Patrol	And consultants, contractors and individuals who have helped us through the year.
National Australia Bank	
NDIA	





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