

YCAC

Crisis Accommodation Centre Inc

Annual Report 2023-2024



YCAC Staff



Acknowledgment of Country

I would like to acknowledge the Wiradjuri people, the Traditional Custodians of the land on which we gather today. We pay our respects to their Elders, past, present, and emerging. We honor their deep connection to this country and recognize the rich cultural heritage that continues to thrive. Let us work together to promote understanding and respect for their enduring relationship with the land.

We extend our welcome to any Aboriginal people joining us today.

Service Profile

Young Crisis Accommodation Centre (YCAC) provides specialist homelessness support services to women, youth and families who are homeless or at risk of homelessness, and/or experiencing domestic violence. YCAC's service delivery framework is based on the Human Services Outcomes Framework Model (HSOF) focusing on outcomes across seven domains (safety, home, economic, health education and skills, social and community, and empowerment).

Young Crisis Accommodation Centre has a contractual agreement with the Eastern Murrumbidgee Network Homelessness Service and St Vincent De Paul.

Mission Statement

To support all women, men, young people and families to feel safe, and connected and have the opportunity and environment to thrive and achieve their chosen goals.

Objectives

The objectives of YCAC are:

- To work collaboratively with clients to achieve long term sustainable outcomes through case management.
- To provide specialist services to people experiencing homelessness, domestic violence, and persons at risk.
- To effectively collaborate with other service providers to achieve maximum efficiency.
- To build alliances with housing providers and other organisations that support homeless individuals and families.
- To advocate for the needs of vulnerable people living in the contracted area.
- Prevention and early intervention in supporting tenancies at risk and education and awareness of domestic and family violence.

Practice Principles

YCAC operates within a strong transparent and accountable governance framework consistent with its constitution, Mission Statement, Code of Conduct, Policies and Procedures and Service Agreements. The staff and Board are committed to upholding and promoting the principles outlined below.

These principles are embedded in our practice and our interactions with clients and the broader community.

- **RESPECT:** Is at the core of all our relationships with clients, colleagues, partners and the community.
- **INTEGRITY:** We are open, honest, accountable and transparent in all we do.
- **OPPORTUNITY:** We create and nurture opportunities for growth and development with clients, colleagues and our organisation.
- **CONNECTION:** We build connections with self, with one another and with the community to build a supportive and engaged community.

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Communities & Justice



Vinnies
good works

DOMESTIC
VIOLENCE
N-S-W



Homelessness NSW



Agenda

- ▶ Welcome/ Open:
- ▶ Apologies
- ▶ Minutes of 2023 Annual General Meeting
- ▶ Business Arising from previous years minutes
- ▶ Presidents Report: Samantha Smyth
- ▶ Managers Report: Kerri Palmer
- ▶ Caseworkers Report: Monica Jackson
- ▶ Treasurers Report: Kevin Cloake
- ▶ Vacating Positions by Public Officer
- ▶ Election of Incoming Committee by Public Officer
 - ▶ President
 - ▶ Vice President
 - ▶ Treasurer
 - ▶ Secretary
 - ▶ Public Officer
 - ▶ Committee Members
- ▶ New Committee Announced
- ▶ General Business:
 1. Presentation of financial reports for 2023/2024- Elizabeth Bodycott from Custom Accounting
 2. Australian Charities & Not-for-profits Commission- Move that President and Treasurer be authorised to sign the Annual Return. Second.
 3. Appointment of Accountant/Auditor for 2024/2025
- ▶ Meeting Closed

ANNUAL GENERAL MEETING Minutes 2023

Tuesday 10 October 2022, 6.00PM Federation Motor Inn – Conference Room

PRESENT: Joanne Farley (acting YCAC Manager), Gwen Gunning (YCAC staff member), Allyce Curry (YCAC staff member), Monica Jackson (YCAC Staff member), Kerri Palmer (YCAC staff member – maternity leave), Elisha Ryan (YCAC Staff member), Jane Pattinson (current YCAC Co- President) Kevin Cloake (current YCAC treasurer), Samantha Smyth (current YCAC committee member), Natalie Schiller (current YCAC committee member), Leanne Kenny (YCAC committee member), Pieke Soedjai (YCAC Volunteer), Naomi Peters (Hilltops Community Hub), Rose Thompson (Hilltops Community Hub), Lydia Falzon (Hilltops Community Hub), Alison Foreman (Hilltops Council), Brooke Callaghan (new YCAC committee member), Nicole Shipton (new YCAC committee member), Amber Blythe (new YCAC committee member)

MEETING OPENED: 6.06PM

OPENING OF MEETING/ Welcome to attendees- Chair Jane Pattinson

APOLOGIES: Denise Slavin (YCAC committee member), Sarah Karaitiani (current YCAC committee member), Hannah Bolger (current YCAC committee member), Kylie Bailey (current YCAC committee member), Lisa Luff (current YCAC co-President), Judy Barker (Mary Mackillop), Leigh Bowden (Cootamundra Regional Council), Anna Hayes (Margaret House – President), Steph Cooke (Member for Cootamundra)

Item	Moved By	Seconded By	Outcome
Apologies	Samantha Smyth	Kevin Cloake	Accepted

Acknowledgement of Country read by Chair Jane Pattinson

MINUTES OF PREVIOUS ANNUAL GENERAL MEETING:

Item	Moved By	Seconded By	Outcome
Previous Minutes	Monica Jackson	Jane Pattinson	Accepted

Read by Jane Pattinson

Item	Moved By	Seconded By	Outcome
Presidents Report	Leanne Kenny	Kevin Cloake	Accepted

MANAGERS REPORT (previously coordinator's report)

Read by Joanne Farley

Item	Moved By	Seconded By	Outcome
Coordinator's Report	Allyce Curry	Gwen Gunning	Accepted

CASEWORKERS REPORT

Read by Elisha Ryan

Item	Moved By	Seconded By	Outcome
Caseworkers Report	Kevin Cloake	Natalie Schiller	Accepted

TREASURERS REPORT

Read by Kevin Cloake

Item	Moved By	Seconded By	Outcome
Treasurers Report	Jane Pattinson	Samantha Smyth	Accepted

VACATING POSITIONS & ELECTIONS OF OFFICE BEARERS

Alison Foreman asked that all Office Bearers vacate their seats. It was then announced the committee dissolved for this year's elections.

ELECTION OF INCOMING COMMITTEE

Position	Nominee	Nominated by	Seconded by	Outcome
President	Samantha Smyth	Denise Slavin	Kevin Cloake	Unopposed
Nomination accepted by Samantha - All for, Nil against				
Vice President	Nicole Shipton	Samantha Smyth	Denise Slavin	Unopposed
Nomination accepted by Nicole - All for, Nil against 7				

Secretary	Brooke Callaghan	Samantha Smyth	Denise Slavin	Unopposed
Nomination accepted by Brooke - All for, Nil against				
Treasurer	Kevin Cloake	Samantha Smyth	Jane Pattinson	Unopposed
Nomination accepted by Kevin - All for, Nil against				

COMMITTEE MEMBERS

Position	Nominee	Nominated by	Seconded by	Outcome
General Committee	Kylie Bailey	Jane Pattinson	Samantha Smyth	Accepted
	Amber Blythe	Samantha Smyth	Denise Slavin	Accepted
	1 casual vacancy exists			

GENERAL BUSINESS

Moved that President and Treasurer be authorised to sign the Annual Report.

Item	Moved By	Seconded By	Outcome
Signing of Annual Report by President and Treasurer	Leanne Kenny	Amber Blythe	Accepted
Appointment of Accountant/Auditor for 2023-2024 – Custom Accounting.	Kyle Bailey	Jane Pattinson	Accepted

Next General Meeting: Tuesday October 2023 at 6pm at YCAC offices

MEETING CLOSED: 6.38pm

Young Crisis Accommodation Inc

YCAC Management
Committee

YCAC
Manager

Caseworkers

Administration
Staff

Volunteers

Staff and Management Committee 2024

Management Committee

- ▶ President – Samantha Smyth
- ▶ Vice President – Nicole Shipton
- ▶ Treasurer – Kevin Cloake
- ▶ Secretary – Brooke Callaghan
- ▶ Public Officer – Kevin Cloake
- ▶ Member – Amber Blythe
- ▶ Member – Donna Davis
- ▶ Member – Sarah Sullivan
- ▶ Member – Kylie Bailey

Fundraising Committee

- ▶ Member- Jane Pattinson
- ▶ Member- Lisa Luff
- ▶ Member- Natalie Schiller
- ▶ Member- Sally Spackman
- ▶ Member- Danielle Hudson
- ▶ Member- Jude Bryant
- ▶ Member- Leanne Kenny

YCAC Staff

- ▶ Manager – Kerri Palmer
- ▶ Team Leader – Allyce Curry
- ▶ Caseworker – Gwen Gunning
- ▶ Caseworker – Monica Jackson
- ▶ Case Worker- Elisha Ryan
- ▶ Book Keeper - Shelby Inwood

PRESIDENT'S REPORT

Annual General Meeting 2024

Welcome to the 2024 AGM for Young Crisis Accommodation Centre and an extended welcome to our staff, current members and supporters.

After 2 years on the Management Committee, I accepted the nomination to the position of President and it is one which I have thoroughly enjoyed and continue to be so passionate about. Thank you to Kerri, Allyce, Gwen, Monica and Elisha for making this role so enriching. I look forward to continuing to work with you all next year and I would be honoured to continue in this role if re-elected.

As we reflect on the past year it is vital to acknowledge the challenges and achievements that have shaped our service. The ongoing crisis in homelessness and domestic violence continues to require our unwavering commitment, and I am proud to report on the strides we've made at YCAC.

Service Overview

Our service has provided critical support to vulnerable adults, families and children who are experiencing homelessness and family/domestic violence. Over the past year, we have supported 327 people, offering a safe and supportive environment that promotes dignity, empowerment, and a pathway to stability.

Key Achievements

- 1. Increased Capacity:** This year we were fortunate enough to expand our capacity to accommodate more families through the use of units provided by the Margaret House committee. This increase in transitional properties has allowed us to now house 7 family groups who have sought assistance through YCAC in crisis and transitional properties
- 2. Holistic Support Services:** We have enhanced our wraparound services, including our links with mental health support, educational programs, parenting providers, financial counsellors and family preservation caseworkers. Collaborations with local organisations have enabled us to provide tailored support that addresses the diverse needs of our service users.

Positive Outcomes: Our data shows that YCAC have directly funded 3890 nights of temporary accommodation for clients who otherwise had no accommodation options. This figure does not include the thousands of clients who we have supported to access housing funding for temporary accommodation.

Community Engagement: Our partnerships with local organisations, businesses, and community members have strengthened our ability to address homelessness comprehensively and we are so appreciative of the role that our local community play including the Police, DCJ, and Schools play as well as the small local businesses who go above and beyond to provide ongoing support to keep our clients safe. If we need locks changing at an address where there is serious risk of domestic violence we have a locksmith who will provide almost instantaneous support to ensure those residents are kept safe, if we need to move a family into new accommodation we have tradies who will offer the use of their trailers – I truly believe we have one of the most supportive rural communities and that is something we continue to be so grateful for. We have continued to lead and engage in several community awareness initiatives that highlight and educate our younger generations about domestic violence, healthy relationships, boundaries and consent.

These efforts have helped to foster a greater understanding of the issues prevalent in our funded communities and encouraged community involvement.

Staff Appreciation: I would like to extend my heartfelt gratitude to our dedicated staff. Your unwavering commitment and compassion have made a profound impact on the lives of those we serve. Each of you plays a crucial role in fostering a supportive environment that empowers individuals to regain their independence. Your hard work, empathy and passion have been the driving force behind our success. Each day, you go above and beyond to support those in need and your resilience in the face of challenges is truly inspiring. Thank you just doesn't seem to be enough and what you do does not go unnoticed!

Fundraising Success: This year, our fundraising committee have driven several initiatives that exceeded our expectations. Through events like the Mother's Day fundraiser, the Pop-up Shop and the slice drives, we have raised \$104,628.00, which will be instrumental in sustaining our programs and services.

A special thank you to those who volunteer their time on our fundraising committee and who continue to work tirelessly for YCAC's cause, and donors who made these events possible. Your support is vital to our mission, and we are deeply grateful for your generosity.

To the local communities that we service in Young, Boorowa, Cootamundra, Harden and Temora – your support and donations continue to make a difference despite the trying economic times. Locals provide meals, food hampers, clothing, toys and financial donations and continue to show up and be incredibly generous at our fundraisers.

Management Committee: To my fellow members of the Management Committee – thank you for working so collaboratively and positively to continue to put YCAC's best interest at the forefront of what you do and for the expertise and the time you so generously donate to ensure our organisation continues to be governed to the highest standards.

Margaret House: I need to mention the Margaret House Committee for their continued support, innovative fundraising and collaboration. We have built a strong, robust bond in which our service users are the main benefactors. We thank you for your recent renovations at Rose Cottage which have enhanced the refuge into such a warm, homely environment. The little touches really do become the big things to the families that stay here and we have had so many positive comments from our clients regarding our refuge.

Challenges Faced

Despite our successes, we encountered significant challenges, including rising operational costs and increasing demand for services. The impact of the ongoing economic climate and cost of living crisis paired with the housing crisis has made it more difficult for individuals to obtain, secure and maintain safe, affordable housing. Our service is needed more than ever!

Looking Ahead

As we move into the next year, our focus will remain on expanding our services and advocating for systemic change to address the root causes of homelessness and family and domestic violence. Our strategic goals include:

- **Strengthening Partnerships:** We aim to collaborate further with local government and non-profits to enhance our resource network.
- **Increasing Funding:** We will actively pursue grants and community support to sustain and expand our programs.
- **Enhancing Training for Staff:** Continuous professional development will ensure our team is equipped with the latest knowledge and skills to support our residents effectively.
- **Expanding our office premises:** to accommodate the growing number of staff and clients that we service. This is one project for which I am truly excited to see where we can take it and expand on the already incredible work that our organisation carries out in this community.

Conclusion

Together, we have made significant progress in supporting those experiencing homelessness and domestic violence. However, the journey is far from over. As we continue to advocate for change and provide essential services, I am hopeful for a future where every person, male, female or the like has a safe place to call home and is free from the strongholds of homelessness and family and domestic violence.

In closing, I want to reiterate my gratitude to each of you. Your dedication is the backbone of our organisation, and together, we can continue to make a meaningful difference in the lives of those in need in our community.

Thank you for your commitment to our cause and your ongoing support.

Sincerely,

Samantha Smyth

President

Young Crisis Accommodation Centre

Year 2023 – 2024

YCAC Managers Report 2024

Welcome everyone and thank you for attending the YCAC AGM.

My name is Kerri Palmer and I am the Manager at YCAC. I returned from maternity leave in February 2024 after taking 9 months off. I'd like to take a moment to acknowledge and express my gratitude to Joanne Farley for stepping in as acting manager during this time. Joanne's leadership and dedication was invaluable during this transition, and her contributions have helped maintain our team's momentum. Thank you, Joanne, for your hard work and commitment. I truly appreciate everything you achieved in my absence.

In the 2023/2024 financial year, the Young Crisis Accommodation Centre has intensified its efforts to support individuals and families experiencing homelessness, particularly those impacted by domestic violence, trauma and those with complex needs. A lack of social housing, unaffordable rentals and the rise in cost of living has seen an increase in presentations to the centre. YCAC adopts a holistic approach, focusing on both immediate needs and long-term solutions for these families to seek positive outcomes through thorough case management.

YCAC has expanded its capacity to provide safe and secure accommodation for those who are homeless and fleeing domestic violence. This includes not only our access to Margaret House refuge for emergency shelter but also 3 medium-term transitional properties, allowing individuals and families to stabilise their lives while accessing support services.

This expansion has been necessary due to the extended wait times and lack of options with social and community housing options with a 5-10 year wait with general housing and sometimes up to 2 years wait even when on priority.

Recently, YCAC were supporting 16 individuals and families in temporary and crisis accommodation including the refuge and hotel/motel accommodation. Our collaboration with Margaret House Refuge, The Baptist Church in Young and Wagga HOMES has meant that most people presenting in crisis are able have somewhere safe and warm to sleep. It is not ideal and has not been easy on front line workers but we are passionate advocates and do what we can to ensure everyone has shelter and essential items for comfort.

YCAC are incredibly grateful to have access to the Margaret House Refuge which has 3 separate living options for clients, allowing crisis accommodation for 2 families and 1 single female who are fleeing family and domestic violence. In addition to this we have the use of 3 transitional properties through Margaret House Refuge and 1 through Young Baptist Church which are currently at capacity. Our partnerships with our sister charity Margaret House and the Baptist church has benefited many of our community members in their time of need.

Service Delivery

YCAC is dedicated to providing comprehensive case management support to men, women, youth, and families, with a targeted focus on those affected by domestic and family violence. We are committed to addressing the multifaceted needs of individuals experiencing homelessness, offering tailored solutions that promote safety, stability, and long-term well-being.

YCAC's Key Services:

1. Case Management:

- **Individualised Support:** Our case managers work closely with clients to develop personalised plans that address their unique needs, including housing, employment, mental health, and social support.
- **Crisis Intervention:** Immediate assistance and intervention are provided to ensure clients' safety and address urgent needs, particularly in cases of domestic violence.
- **Ongoing Support:** Long-term case management ensures that clients receive continued support, resources, and guidance as they transition to stable housing and self-sufficiency.

2. Domestic and Family Violence Support:

- **Safety Planning:** We work with clients to create safety plans that address immediate and long-term risks associated with domestic and family violence.
- **Legal and Advocacy Services:** Assistance with referrals to navigate legal processes, obtaining restraining orders, and accessing advocacy services to protect clients' rights and safety.
- **Support Networks:** Facilitation of connections with specialised services such as counselling, therapy, and support groups tailored for survivors of domestic violence.

3. Housing Assistance:

- **Emergency Housing:** Provision of immediate shelter and accommodation for women and children in crisis situations.
- **Transitional Housing:** Support with securing temporary housing solutions while clients work towards long-term stability.
- **Permanent Housing Solutions:** Assistance with finding and securing stable, long-term housing options, including rental assistance and housing placement services.

4. Family and Youth Services:

- **Family Support:** Holistic support for families, including referrals for parenting assistance, family counselling, and child-focused services to address the needs of all family members.
- **Youth Engagement:** Support for youth experiencing homelessness, with referrals that focus on education, employment readiness, and life skills development.

5. Resource and Referral Services:

- **Connection to Community Resources:** Linking clients to essential services such as healthcare, financial assistance, and community programs.
- **Referral Network:** Collaboration with other agencies and organisations to provide a comprehensive support network tailored to clients' needs.

Despite being funded to support 256 individuals per financial year, YCAC delivered services to 327 people in the 2023/2024 financial year. Our organisation is operating beyond its funded capacity. YCAC management committee and fundraising committee work tirelessly to bridge this gap and we are forever grateful for these dedicated individuals and to our giving community who are always so generous. Whilst it was not in the last financial year, I think it is important to mention that in September 2024, myself and 2 Margaret House representatives, Anna Hayes and Alex Dalglish attended parliament house and met with Minister Rose Jackson for Housing and Minister for Domestic and Family Violence Jodie Harrision to advocate for our charities and the need for more funding. We await an outcome of this meeting and will continue to advocate to government departments into the future to seek change.

Clients

YCAC supports women, men, youth, families and any person over the age of 16 in need of housing support. The caseworkers report will detail the breakdown of service supports demographically.

I want to take this moment though to recognise that every person that YCAC supports is more than a statistic. Each person who was in need of YCAC's support this last financial year is deserving of praise due to their bravery and commitment to themselves to better their situation by accessing support services and asking for help. Every person has their own story, their own battles and is so often overcoming trauma, it is important to recognise that we appreciate and respect our clients and we commend each person for reaching out in their time of need.

YCAC have a no wrong door approach, all clients will be treated in a professional, courteous and caring manner that respects and appreciates differences related to race, ethnicity, national origin, gender, sexual orientation, religion, personal values, age, disability and economic status

ASES (Australian Service Excellence standards)

In November 2023, YCAC achieved ASES (Australian Service Excellence Standards) accreditation. This remarkable accomplishment is a testament to the unwavering dedication, hard work, and commitment to excellence from YCAC staff and Management Committee.

Operating at the highest possible standard for Specialist Homelessness Services (SHS) is no small feat, and it reflects the exceptional quality of care and support to provide to those in need. The combined efforts have not only enhanced the reputation of YCAC but have also made a significant positive impact on the lives of the individuals and families that seek support through the service. Thank you for the hours of hard work and dedication from all YCAC staff and Management Committee. I would also like to thank Jennie Piaud from istrategies who assisted YCAC every step along the way.

Fundraising and Donations

I have the deepest gratitude for the incredible generosity and support for the Young Crisis Accommodation Centre (YCAC) during 2023-2024. Donations from this regions businesses and community members have been instrumental in helping us provide essential services and support to those in need.

To the fundraising subcommittee, your tireless efforts and dedication have made a significant impact. Your commitment to our cause is truly inspiring, and we are immensely grateful for your hard work.

To our community members, your generous contributions have enabled us to continue our mission of offering a safe and supportive environment for individuals experiencing homelessness. Your kindness and compassion have made a real difference in the lives of many.

Thank you for standing with us and for your unwavering support. Together, we are making a positive change in our community.

Last financial year YCAC's fundraising sub-committee Natalie Schiller, Jude Bryant, Sally Spackman, Jane Pattinson, Danielle Hudson, Leanne Kenny, Lisa Luff and with assistance from YCAC's management committee members held some incredibly successful events. The trivia night in February, the Mothers Day luncheon in May, the YCAC pop up shop in September and the slice drives that were run throughout the year were all hugely successful. In total the efforts made by this dedicated group came to a total of \$104,628

This is overwhelming and I am so grateful for all of your hard work. Both Jane Pattinson and Lisa Luff have advised that they will be stepping away from their roles in the fundraising sub-committee. I'd like to take a moment to express my deepest gratitude for these women. What they have achieved for YCAC over their years volunteering is nothing short of incredible. It would be hundreds of thousands dollars that they themselves have raised for YCAC. Thank you so much, you will be missed and we wish you all the best in your future endeavours.

Networking

At the Young Crisis Accommodation Centre (YCAC), we believe that collaboration is key to providing the best possible care for those experiencing homelessness. That's why we actively network with many external agencies within our service area. By staying connected with other services, we ensure that we can offer comprehensive and high-quality support to everyone who comes to us for help.

Our partnerships with these agencies allow us to:

- Share resources and expertise
- Coordinate care and support services
- Stay informed about the latest best practices
- Advocate more effectively for those in need

YCAC attends the Hilltops Wellness Action Group (HWAG), of which I represent YCAC as the vice chair at their quarterly meetings. A subbranch of this group is the Hilltops Homelessness action party who meet bi-monthly to discuss specific needs of those experiencing homelessness in the Hilltops. Many other services in the local area attend these meetings and collaborate on projects that focus on the wellbeing of those in our community. In August during homelessness week the Homelessness Action Party held a very successful BBQ event to raise much needed awareness about homelessness in our local area and how it impacts our community.

YCAC also attend the Cootamundra and Temora interagency meetings to collaborate with services in order to provide the best possible care for our clients in these service areas.

YCAC play a lead role by chairing the bi-monthly Young Domestic and Family Violence Reference Group and this is made up of other services within our service area. Police, Hilltops Community Hub, Health, Corrections, DCJ and WDVCS are all involved in this group. This year YCAC took the lead on a domestic and family violence awareness day held at Anderson Park that was incredibly successful. The group are now preparing for this years domestic and family violence awareness event.

Allyce from YCAC attends Safety Action Meetings every second week, which identifies those in our community who are most at risk due to domestic and family violence issues. This meeting includes Women Domestic Violence Court Advocacy Service (WDVCAS), Police, Health, Education, Family & Community Services, Community Housing, HOMES (formally DCJ housing), Corrections, and other NGO services.

YCAC staff assist as facilitators delivering intervention education programs to the local schools in the Hilltops region through the Love Bites Program which brings awareness to our young people about healthy relationships.

We also work closely with other services like Argle Community Housing, Medicare Mental Health, Wagga HOMES, DCJ Child Protection, Hilltops Community Hub, Young Food Hall, Police, Young PCYC, MLHD, Salvation Army, Vinnies, Schools and pre-schools, church groups, Flourish, Wellways and many others to ensure any vulnerable members of our community are well supported.

Margaret House Committee

I attend most of Margaret House Refuges (MHR) monthly meetings as our partnership is of great importance and communicating with the committee ensures the best outcomes for our clients who require refuge accommodation. Margaret House refuge has been full most of the year, with only just enough time for cleaning before the next family in need moves in. The Margaret House committee refurbished the Rose Cottage side of the refuge this year between client stays, the work was completed in such a timely and professional manner as the MHR team were so mindful of how needed the refuge was. The refuge looks incredible, very warm and perfect for our mums and their little ones. Thank you to Anna and the team for making this happen.

MHR continue to collaborate with Argyle and YCAC to head lease a property YCAC's clients in need. This arrangement continues and supports members of the community who would otherwise have nowhere to go.

Thank you to Mary-lou Bonsembiante who attends the YCAC management committee meetings and keeps the lines of communication so fluid between our charities.

Thank you to Anna and the dedicated MHR members your work and generosity has not gone unnoticed. MHR work tirelessly to look for options for housing solutions for members of this region who are in need and who dedicate an incredible amount of time to upkeep the properties that YCAC are so lucky to utilise.

I am consistently blown away by the commitment of the MHR committee and very thankful as are the many clients who access the refuge. The difference you have made in this community to bring safety and security to those in the depths of crisis is immeasurable.

The latest project to provide more crisis accommodation to this community is in progress and I just know how passionate you all are to see this come to life. YCAC continues to work alongside you all to support this and we are excited for what the future holds

DCJ Cootamundra and Wagga HOMES

Collaboration between YCAC staff and the staff at Wagga HOMES (formally DCJ) is vital in providing temporary accommodation options at local hotel and motels to clients who have nowhere to go in crisis and also working together on housing applications that can lead to a quicker response in options for long term housing.

Management Committee

My heartfelt thanks to our amazing Management Committee.

Sam Smyth, Nicole Shipton, Brooke Callaghan, Kevin Cloake, Kylie Bailey, Sarah Sullivan, Amber Blythe and Donna Davis

I want to express my sincere gratitude for your unwavering dedication and the time you volunteer to support our charity, this community and the YCAC staff, including myself. Your efforts have a profound impact, and the YCAC staff and clients greatly benefit from your commitment and hard work.

Personally, I thank you sincerely, my year at YCAC has been such a positive one due to having a supportive and understanding Management Committee. A special mention to our President Sam Smyth for taking my every phone call, answering my every email and never failing to show up just when she is needed most. Your passion is felt and you have been incredible in your first year as President. Thank you for coming back!

Each of you brings such unique talent and perspective to the table all with a positive attitude, and your willingness to volunteer your time is deeply appreciated. Your contributions have made a significant impact, and I am so grateful to have such an amazing team.

I look forward to working with new and old committee members again next year and hold great respect for the entire committee who kindly give their time to YCAC, seeking positive outcomes for our communities most vulnerable.

I would like to take a moment to recognise the huge contributions that our treasurer and public officer, Kevin Cloake has made to YCAC. Kevin has been my go-to guy for everything financial and policy based and his expertise has been second to none. Kevin is stepping away from the YCAC management committee and I want to thank him so much for the support he has provided over the last 3 years. Kevin has made profoundly positive changes to YCAC through his years of knowledge. He will be tricky to replace and we'll miss him but he has agreed to take some calls if he is ever needed, he may regret this passing comment.

Staff

This last financial year we said goodbye to our dear Jo Farley who over 8 years on and off was a dedicated staff member and during last year, YCAC's Manager. Jo moved on to teach where we know she will be amazing, thank you Jo for your years of dedication to YCAC. Also saying goodbye to the YCAC team is our wonderful volunteer, Pieke, who has deservedly retired. You have been such an integral part of the YCAC team and whilst you will be missed we also know that this retirement is well earned and we wish you all the best

As for the YCAC team, Allyce our team leader and Gwen, Monica and Elisha our caseworkers, it is tricky to put into words just how much I appreciate each of you. The work we do is undoubtedly challenging but you are all incredible women who are passionate and professional and who make coming to work easy. I feel so fortunate to have such skilful, compassionate and dedicated staff. I am beyond grateful for each of you and know that whilst we are in the midst of a housing crisis, together we can take on anything and find positive outcomes. The work you do everyday has a positive impact on so many lives, you are all superstars.

Our organisation relies on the capability and passion of it's caseworkers and YCAC are fortunate to have these women as the face of YCAC. Thank you does not seem enough but please know that your dedication is appreciated to no end.

Shelby our book keeper, thank you for your commitment to YCAC and always being available to help us and answer our questions.

Thank you all once again for attending YCAC's AGM. This next financial year has a lot coming up to be excited about and we are ready for the journey.

Kerri Palmer

YCAC Manager

Caseworkers Report YCAC 2023/24 Impact & Community Benefit

Our Mission

To provide homeless and near homeless individuals and families with individualised, supportive services and tailored housing solutions with a goal of obtaining and sustaining affordable housing.

Our Objectives

Help people gain access to affordable housing
Utilise crisis accommodation as a short-term program to triage, assess and stabilise families and individuals in crisis.

Utilise our case management and expand our prevention programs to help people live independently as soon as possible.

Build alliances with affordable housing providers and other organisations that serve homeless individuals and families.

Our Values

Treat all people with dignity and respect, always with the understanding that we are part of one community.
We are committed to innovation and best practice in our programs.

Having a presence within the community

Ensuring YCAC represent and collaborate with a range of partnerships, interagency groups & Case Management Committees within the service area

- ▶ Young Domestic and Family Violence Reference Group
- ▶ Police and Community Networks
- ▶ Homelessness NSW briefings and membership
- ▶ DV NSW briefings and membership
- ▶ YCAC Awareness Projects
- ▶ Margaret House Refuge meetings
- ▶ Young Community Corrections
- ▶ Lovebites delivery in local High Schools
- ▶ Cootamundra and Temora Interagencies
- ▶ Hilltops Homelessness Action Party
- ▶ HOMES – DCJ Housing NSW
- ▶ Reconnect - Catholic Care
- ▶ Collaboration with The Young and Temora Community Hub
- ▶ Collaboration with Young PCYC
- ▶ Hilltops Wellness Action Committee (HWAC)
- ▶ Safety Action Meetings
- ▶ Community Welfare Group and Interagency
- ▶ Murrumbidgee Alliance – Primary Health Network
- ▶ Eastern Murrumbidgee Alliance – Homelessness

YCAC's Presence within the Community





Domestic Violence awareness day 2023



Financial Year Impact 2023/2024

327 Individuals were supported this financial year

57.5% were female and 42.2% male

Total client mix: 193 Adults & 134 Children (under 18)

138 Domestic & Family Violence as main reason for presenting

124 Accessing support for short term or emergency accommodation due to lack of other options

97 Sleeping rough or in non-conventional accommodation

102 Has diagnosed mental health conditions

11 Clients where English is not their main language

42 individuals accessed YCAC accommodation for a total of 3890 nights

Through advocacy and awareness campaigns YCAC has collected \$85,059.00 in donations, which goes directly to clients needs

6 families accessed the Margaret House refuge for an average of 371 nights

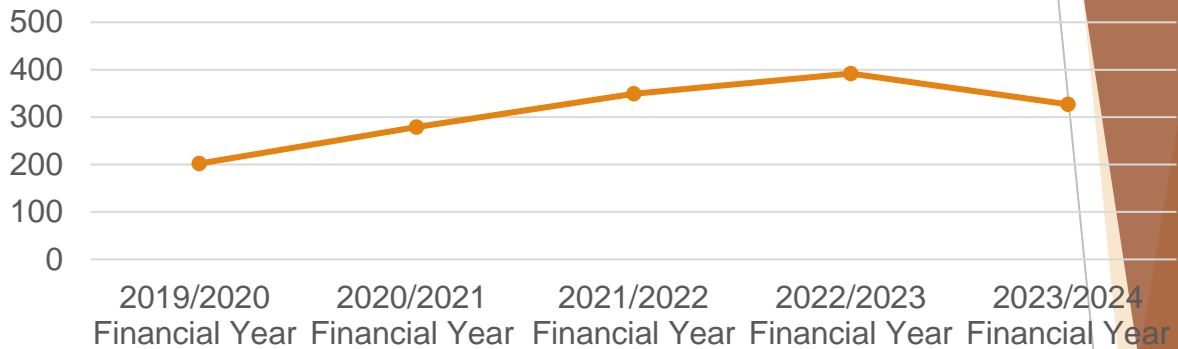
Young Crisis Accommodation Statistics

327 supported clients

31385 Total number of Support Period days

91 identified as Aboriginal Or Torres Strait Islander or both

Supported Individuals over the years



Number of Support Period days and Average Length of Support

Total Number of Support Period Days	31385
Total Number of Support Periods	335
Average length of support for closed support periods (days)	134.6
Average length of support for closed and ongoing support periods (days)	123.7

Number of Distinct Clients by Indigenous Status

	Frequency	Percentage
Aboriginal but not Torres Strait Islander origin	86	26.3%
Torres Strait Islander but not Aboriginal origin	1	0.3%
Both Aboriginal and Torres Strait Islander	4	1.2%
Neither Aboriginal or Torres Strait Islander	236	72.2%
Total	327	100%

Stages of Assistance to Clients

Crisis Support

- ▶ Provide refuge crisis accommodation to women and women with children fleeing domestic violence
- ▶ Access to immediate accommodation due to homelessness
- ▶ Utilise YCAC brokerage for immediate needs i.e: medication, food and personal hygiene products
- ▶ Assist to obtain ID
- ▶ Access immediate support for medical, mental health, income support or legal support
- ▶ Support clients to determine their Housing Affordability with budget support
- ▶ Assist with Real Estate applications and navigating Social Housing products

Housing Support

- ▶ Assisting clients to complete Housing applications and accessing Bonds and Advance Rent Payments
- ▶ Assisting clients to access household items
- ▶ Living skills development – budgeting, cooking, cleaning and property maintenance
- ▶ Assisting to navigate maintaining a tenancy – Paying Rent and developing a relationship with Real Estate/Social Housing Provider
- ▶ Assisting to understand process of paying their bills – electricity, phones, water, gas
- ▶ Assisting families from escalating into child protection system, including providing access to Parenting Programs

Domestic Violence Support

Support

- ▶ Provide refuge crisis accommodation to women with/without children fleeing domestic violence.
- ▶ Access to supports and resources using a holistic approach to case management including: DV Counselling, Family Support Officer, Vinnies Welfare, Victims Services Claims.
- ▶ Establishing a safety plan, assisting with purchase of security cameras, locks changed.
- ▶ Referral for legal support, assistance through housing for Start Safely subsidy

Prevention

- ▶ Staff completed multiple DFV courses to provide the most up to date trauma informed care to clients
- ▶ Chair of the Young Domestic and Family Violence Reference Group
- ▶ DV Awareness day involvement
- ▶ Social media presence with content to assist in violence prevention
- ▶ Staff facilitated the Love Bites Program about healthy relationships at Young High and at Murrumburrah High School along with the PCYC Young and Police, part of which includes an art session to gauge the information the young people have taken in from the day. Some of these artworks are then displayed in the YCAC office.

Client Feedback

The help that was needed to set me up

Very helpful and made me feel comfortable

The staff!! They went above and beyond to house me until I was able to start renting on my own. They were supportive and encouraging along my journey and linked me in with other supports that were also relevant to my success

They are amazing people who care and have so much empathy and really want to help make a difference wherever possible. Words can not express enough how thankful I will forever be for all the help, talks and encouragement they have given me and my kids

Kind and caring. Will go out of their way to assist you

Yes. My needs were met and so much more. I was able to be assisted by them to get a house, furniture and even my children were able to have a Christmas last year because of all their help.

Client Feedback

They are lovely and they really try to make a difference to the people who need it. They go above and beyond

Non-judgemental support and assistance to get back on my feet

If it wasn't for YCAC and the beautiful ladies that work there my kids and I wouldn't be where we are now. I couldn't thank them enough

Absolutely, they were gentle and respectful. Understanding and non judgmental and patient with me. The information and support they provided made me feel safe, heard and not alone.

In Summary

- The 2023-2024 financial year has been another challenging year for all of us here at YCAC. We have supported 327 Clients in the community. YCAC are seeing the effects of Inflation and rising cost of everyday living which is making it hard for our clients gaining or sustaining housing. Entering the private rental market is still very difficult for most of our clients, due to affordability and limited private rentals in our local and surrounding area's. Community Housing (Argyle in the Young area) and HOMES NSW Housing formally known as Department of Communities and Justice (DCJ) Housing have reported that social housing properties are experiencing very little turnover and have stated that housing wait list times for new housing applications can be a 5-to-10-year wait.
- Through the 2023-2024 financial year YCAC saw 4 new properties be built in Gordon Street which are managed by Argyle Community Housing. We were lucky enough to have 2 families and 2 single people housed in these properties.
- YCAC have been lucky enough to also see the Margaret House Committee purchase and provide 2x 2-bedroom units in Cloete Street which we have been able to have use for our clients.

- Our refuge accommodation (Margaret House, Tiny House, and Nasmyth St) has yet again been full throughout the 2023-2024 year with some clients having to stay longer than normal as they have not been able to find other accommodation. One single mother has been housed within the refuge for over 12 months, she is on High Priority Housing list and has been actively looking for private rentals but just hasn't been successful in gaining one. We have a single female in the tiny house who is struggling to find accommodation due to the cost of rentals and the living cost.
- YCAC have been busy working with and supporting clients in referring them to other services for further supports such as, Mental Health, Financial Counselling, Drug and Alcohol Counselling, DV Counselling, Wellway's, Flourish, and at times other Youth refuges for accommodation if they are under the age of 18yrs.
- YCAC have faced many challenges but with that comes positive outcomes for many too. One positive outcome was a Single mother with 5 kids who escaped Domestic Violence stayed within the refuge and transitional properties YCAC had to offer to be able to sort the best outcomes for herself and children. Since her time in our services, she has been able to purchase another home for herself and children. YCAC Case Worker's watched this family grow and overcome so many challenges which was amazing to see..

- One other positive outcome YCAC saw was a single male who was homeless with his 2 little dogs and struggling with his mental health due to his situation be housed in the Cootamundra area to now working fulltime hours and working towards other goals. YCAC where able to support this male client with an EMA application to set up his unit
- YCAC case workers are wanting to thank the community of Young, our partners in the service industry and our clients for a challenging but rewarding 2023-2024 financial year.

TREASURERS REPORT

It is my pleasure to submit the Treasurer's Report for the Young Crisis Accommodation Centre for the year ending June 30, 2024. This report outlines our financial performance, key highlights, and areas of focus moving forward.

Financial Overview

The financial performance for the year has been positive, with a focus on maintaining our commitment to supporting individuals experiencing homelessness. Young Crisis Accommodation Centre are funded by St Vincent De Paul, it is important to note that our organisation faces significant funding limitations in the funding we receive from St Vincent De Paul and Below is a summary of our financial status.

Income from funding body St Vincent De Paul

Core Funding	\$294,708.00
DVRE	\$ 76,000.00
EMA Brokerage	\$ 16,235.00
YCAC Brokerage	\$ 15,876.00

Other sources of income

Grants	\$ 101,182.00
Fundraising	\$ 19,569.00
Donations	\$ 85,059.00

In the 2023/2024 financial year, YCAC gifted \$100,000.00 to the Margaret House Refuge committee to support their project to build more crisis accommodation for the growing need in this region.

Highlights

- **Successful Grant Applications:** We successfully secured additional grants from the Commonwealth Bank of Australia and the NSW Government Flood Recovery Grant, which allowed us to fund caseworker wages and allow for additional operating expenses and staff training.
- **Community Engagement:** Fundraising events saw community participation, raising much needed funds to bridge the gap.
- **Cost Management:** Continued efforts in managing administrative costs while maximizing service delivery.

Challenges

- **Economic Factors:** Fluctuations in the economy have affected donation levels but we are grateful to this regions community members who continue to support our cause despite the cost of living crisis.
- **Service Demand:** The demand for our services continues to grow, requiring ongoing adjustments to our budget.

Looking Ahead

- We plan to pursue new grant opportunities and enhance our fundraising efforts.
- Continued focus on financial sustainability to ensure we can meet the rising demand for our services.

Conclusion

Overall, YCAC Specialist Homelessness Service remains in a stable financial position, allowing us to continue our mission to support those in need. I would like to thank all YCAC staff and supporters for their ongoing efforts, dedication and commitment.

We have had funding guaranteed by St Vincent de Paul Society NSW until 2026 at the current funding level.

Finally, I'd like to thank my fellow board members for their generosity of time ensuring the continued growth and success of our valuable organisation.

Kevin Cloake, Treasurer

Audited Financial
Statements have
been provided
separately and
digital copies are
available upon
request

YCAC SPONSOR LIST FY 23/24

We would like to thank all of the wonderful businesses, organisations and individuals who provided donations over the last 12 months whether it be food, vouchers or financial donations. Their contributions are greatly appreciated.

- ▶ TESS Clothing boutique
- ▶ Soroptimist SWS
- ▶ JMR Support Services
- ▶ Pink Jam Trading
- ▶ Zoe Dixon
- ▶ Berenice Hines
- ▶ Tracey Wilkinson
- ▶ Prudence Sinclair
- ▶ Young Eyes
- ▶ Seedtech
- ▶ Young Vet Clinic
- ▶ Young High School
- ▶ Young Mining
- ▶ Seventh Day Adventists Church
- ▶ Commonwealth Bank
- ▶ Lions Club Young
- ▶ Mary Dodd
- ▶ Caroline Dowling
- ▶ Milvale CWA
- ▶ Young Services Club
- ▶ St Mary's Parish
- ▶ Rapid Relief Team
- ▶ Young District Anglican Church
- ▶ Mostyn Family Foundation
- ▶ J. Ponsonby
- ▶ Services Australia
- ▶ Lisa Luff
- ▶ NRG Fitness
- ▶ Barb Hislop
- ▶ Steven Everdell

- ▶ Lucas and Isaac Wright
- ▶ Mary Holmes
- ▶ 2YYY
- ▶ Big W/ 360
- ▶ Wellway's
- ▶ Mercy Care Centre
- ▶ Poppa's Fudge Factory
- ▶ Windridge Farm
- ▶ NRG Fitness
- ▶ Jane Pattinson
- ▶ Milestones Early Learning
- ▶ Nicola Shoard
- ▶ CWA Young
- ▶ Tess Clothing
- ▶ Keith Duran
- ▶ The Concrete Shed
- ▶ Michael Reeper
- ▶ Leanne Kenny
- ▶ Hilltops Council
- ▶ Kim Bay
- ▶ Young Public School
- ▶ Young Rugby Union Club
- ▶ Bronwyn Dixon
- ▶ Emma Duffey
- ▶ Young Vet Clinic
- ▶ Young Junior Guide Unit
- ▶ WD's Quality Meats
- ▶ Boorowa Early Education Centre
- ▶ Young Junior Rugby League

And all those who wished to remain anonymous

Thank You

Thank you for
attending
YCAC's AGM for
2024.

We appreciate you
taking the time to join
us this evening

From YCAC
Committee and Staff