

# YP SPACE MNC Inc.

## 2008-2009

### AGM Report



On any given night, in Australia,  
nearly 50,000 young people are homeless.



Family violence, relationship breakdown  
and child abuse are the leading cause  
of youth homelessness.

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## AGM Agenda

Wednesday 30<sup>th</sup> September, 2009

### Welcome and Introductions

### Annual General Meeting

Welcome and Apologies  
Minutes of the last Annual Report  
Business arising from the minutes  
Chairperson's Report  
Manager's Report  
Treasurers/Auditor's Report  
Appointment of Auditor  
Election of Public Officer  
Election of the positions on the Management Committee:

Chairperson  
Vice Chairperson  
Treasure  
Secretary  
Ordinary Members

Close of Meeting

Macleay Youth Accommodation Service  
(YP SPACE MNC Inc.)  
Annual General Meeting  
30<sup>th</sup> October, 2008

**Meeting Opened:** 1.35pm

**Apologies:** Rochelle Stratford, Amanda Heart, Sheila Scott, Richard Holloway.

**Present:** Michelle Ackerman, Julie Priestly, Toni Killin, Lisa Greentree, Lyn Duncan, Carolyn Sullivan, Anne Ricks, Judy Addleton, Theresa Thorne, Nerida Ackerman, Heath Addison, Paul Ryan, Ian Roberts, Bob Mumbler, Julie Wright, Jodie Sherrin, Naomi Lund.

**Returning officer:** Michelle Ackerman - Welcome to MYAS AGM.

**Welcome to Country** - Bob Mumbler.

**Chairperson report** - Heath Addison.

- Thanks staff team, manager and management committee for maintaining professional integrity, service delivery to Young people.

**Managers Report** - Nerida Ackerman

- MYAS statistics in house and outreach.

**Treasurers Report** - Naomi Lund

- Overview of financial report

**Reports moved:** Lyn Duncan Second: Julie Wright

**Business Arising:**

- New named for Macleay Youth Accommodation Service proposed - YP Space MNC meaning - Young People's Supported Programs, Accommodation, Community Engagement, Mid North Coast. Vote to change incorporated name as above. 11 yes votes agreeing with name change.
- Appointment of Auditor - Cameron's.  
Moved: Nerida Ackerman Second: Heath Addison.
- Election of Public officer - Nominated Nerida Ackerman.  
Moved: Heath Addison Second: Lyn Duncan.

Returning Officer Michelle Ackerman declares all Management positions vacant.

Management Committee nomination for 2008/2009 as follows:

**Chair** - Heath Addison Moved: Lyn Duncan Second: Julie Wright.

**Treasurer** - Rochelle Stratford Moved: Lyn Duncan Second: Heath Addison.

**Vice Chair** - Lyn Duncan Moved: Heath Addison Second: Julie Wright.

**Secretary** - Julie Wright Moved: Heath Addison Second: Lyn Duncan.

**Committee Members**

Bob Mumbler - Moved: Heath Addison Second: Lyn Duncan.

Amanda Harte - Moved: Heath Addison Second: Julie Wright

Sheila Scott - Moved: Lyn Duncan Second: Heath Addison.

Welcome to new committee for 2008/09.

Meeting closed 2.30pm

# Chairpersons Report

High on the agenda for the staff and the Management Committee this year has been the transformation of Macleay Youth Accommodation Service into **YP Space MNC**.

The reconfiguration has required extensive planning, consulting, negotiating and even 'soul searching' to ensure we remained, and even enhanced, our response to the accommodation and support needs of our young people.

Despite our misgivings around extensive cuts (due to funding restrictions) in the provision of ongoing 24/7 accommodation support, YP Space has developed into a dynamic, innovative organisation.

A range of external options are available for homeless young people including brokerage for 24/7 accommodation and varied early intervention and harm minimisation strategies to support young people's emotional, physical and spiritual wellbeing and prevent homelessness.

YP Space staff is committed to working with young people within a 'holistic' framework, providing comprehensive support with the diverse issues impacting on young people's ability to maintain and access housing.

The last twelve months has seen increased *housing outreach & casework*, the development of *group work* for young people including Reality Renting (Paul in partnership with Hastings/Macleay Housing Support Service; The Young Mums Group (Julie, partnership with Kempsey Family Support Service); Various *community development / awareness raising events* including Youth Homelessness Matters (Michelle in collaboration with various community organisations); YP Space Newsletter (Michelle) to name just a few activities/ strategies. A fabulous team - thank you for your individual creative efforts and hard work during this year of change and opportunity!

Over the last twelve months staff have further developed & enhanced networks and partnerships with other organisations and submitted applications for funding to various funding bodies, which I am sure will be expanded upon in their reports.

Support and supervision has been provided to Amber (TAFE Community Services student) who has been actively and enthusiastically involved in various community development projects with Michelle.



We have also been fortunate to have retained the services of Theresa (Indigenous Traineeship) and are reaping the benefits of her administration skills and her undertaking in further training in bookkeeping.

There is no doubt this smooth transition and the positive growth of YP Space would not have transpired without the leadership, skills, creativity and tireless work of our Manager, Nerida Ackerman. Thank you!

I would like to take this opportunity to acknowledge the contributions of all the committee for their support and their expertise particularly for those 'hard' decisions during the last twelve months. A special thank you to Heath Addison dedication and support over the years to YP Space. Heath resigned from the Chair early this year, but has continued as an active board member.

Many thanks to Kempsey Department of Community Services especially Judy Addleton and Anne Rix - we have appreciated your support and goodwill during the reconfiguration process.

We look forward to the upcoming year and welcome the upcoming challenges and opportunities to further develop YP Space and continue to respond to the needs of our young people.

Lin Duncan  
Chairperson

# Manager's Report

YP SPACE MNC Inc. (YPS) is currently funded through the National Affordable Housing Agreement 2009 (formally Supported Accommodation Assistance Program- SAAP). YPS has a team of seven (7) staff comprising of; two (2) permanent part time Youth Support Workers; one (1) permanent part time Community Development Worker; one (1) Young Women's Aboriginal Youth Support Worker; one (1) full time Administration worker (due to finish a traineeship October, 2009); one (1) part time Book keeper; and a full time Manager.

We have been operating in the Macleay region for over 24 years, with a focus throughout this time in providing 24 hour crisis accommodation services to young people aged between 14 years and 9 months to 17 years (inclusive). Essential core business of YPS from inception to the current day has been to provide support structures to young people who are homeless or at risk of homelessness and the issues that impact on young people's health and housing status. The service delivery model implemented has evolved throughout its existence to reflect the changing needs of young people who access the service, the management

structures in operation at the time, the best practice and service standard structures current for the period and the changing political environment in Australia. In November, 2008 we

reconfigured our service structure, as a result of funding constraints, to ensure financial, operational sustainability and viability into the future. The

reconfigured service structure has increased YPS's capacity to provide services to young people that are comprehensive, holistic and seamless. YPS now works from a comprehensive

case management model, to ensure young people are engaged in the process, have a strong voice in

the support they receive and have the issues that are impacting on them addressed. This reconfiguration process has also provided YPS the framework and

opportunity to expand our advocacy services and leadership position, and has

created a stable platform for our organisation to make constructive and sophisticated

contribution to public policy and the accountability of the services systems we work within.





All aspects of YPS are underpinned by a genuine commitment to the principles of participation, access, equity and collaborative action. We have created an innovative and dynamic service delivery model, which works with young people in accessible and culturally appropriate ways that is pro active, reduces isolation, shares information, celebrate difference, develops support networks and enhances young people's participation and connection. YPS remains focused on our core business of providing realistic services to young people who identify as homeless or at risk of homelessness from a harm minimization and holistic frame work.

The model takes into account the learning's from twenty four years of supporting and advocating for young people; the wealth of experience the team brings; and the knowledge we as workers have learnt thanks to what young people in the Macleay have taught us. We know young people who are experiencing homelessness often feel disadvantaged, discriminated against and marginalised directly and indirectly. As such we actively provide programs, housing options and supports that work towards creating an environment and opportunities that empower young people to live with pride in their lives as valued and equal members of their communities. When possible we also work to support their families, with a view to establishing, when appropriate, reconciliation/ restoration within the family unit. We enable and support young people/families to find pathways to a better life. Where restoration is not

an option, we work towards supporting young people into independent living, providing or resourcing culturally and contextually appropriate service delivery.

Community capacity building is also a key target area for YPS.

The Community Development position is about working collaboratively with young people, service provider agencies and community members to respond to and develop early intervention strategies, which address the identified causes of youth homelessness.

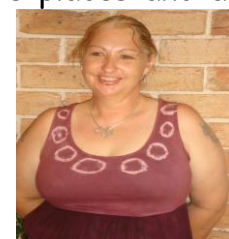
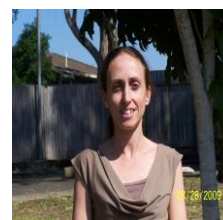
YPS also works with service providers and communities to raise awareness and understanding of the

dynamics of homelessness and the needs and experiences of young people. We meet with young people at the service or at other safe places and at

all times work from a framework of culturally appropriate, respectful and confidential service provision. YPS seeks

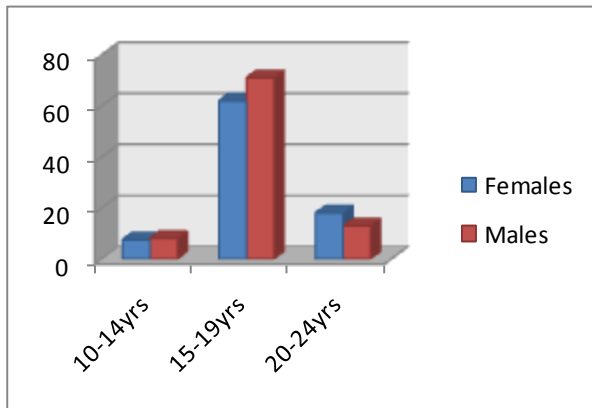
to define how we will effectively support young people discover pathways to a better future, through our service delivery as well as within our own internal service culture.

The majority of young people accessing YPS still remain in the age groups of 15-19 yrs with higher numbers of young men. However since the reconfiguration, there has been an



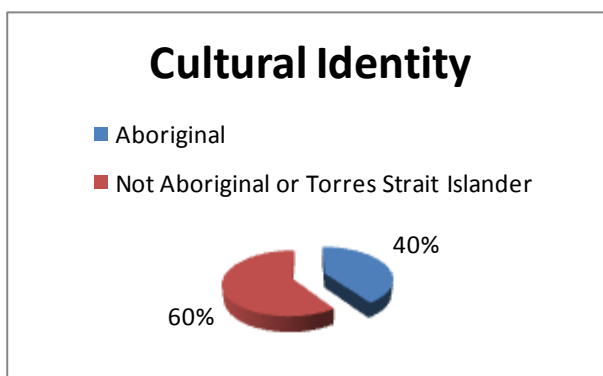
increase both in the 10-14 year olds and 20-24 yrs, with young women accessing higher within these years.

### Age & Gender of Young People %



(Source Smart database 01/07/2008-30/6/09)

### Cultural Identification



(Source Smart database 01/07/2008-30/6/09)

### Young Womens' sing trauma

#### Choice for Change

Is a new Aboriginal young women's group running at YPS over a 12 week period up to 12 young aboriginal young

### YOUNG PEOPLE AND CASE MANAGEMENT...

YPS pro-actively facilitates and co-ordinates a combination of services to meet young people's needs, examples of support/s we offer young people included; assessment and case planning to assist young people to identify their strengths and challenges; assist young people with planning their desired outcomes; information and advice; support, advocacy; mediation; family mediation - including re-establishment of family links where appropriate; referrals to relevant services or specialist services; skill development to help young people achieve outcomes; assistance to obtain and maintain medium to long term accommodation; support to enhance emotional/physical

women from the Kempsey area (15-20 years of age) participate in group work and resource development activities.

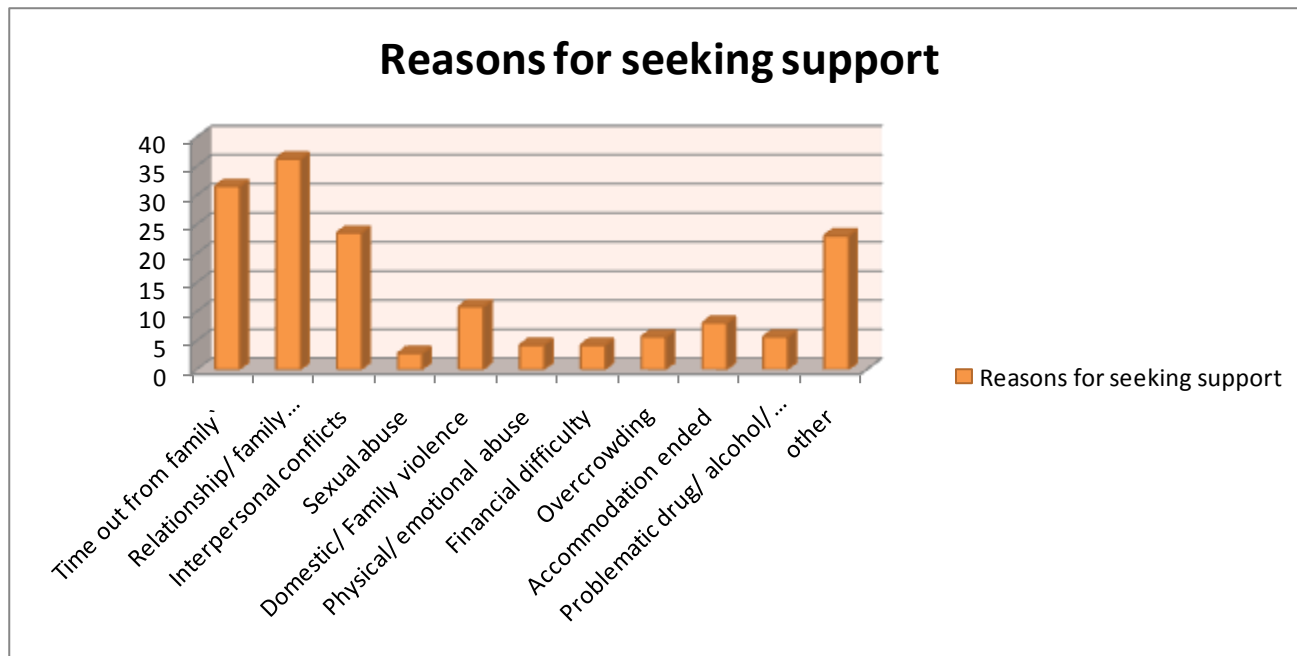
Based on the work of Judy Atkinson (2002) the group is based within a narrative framework, and includes Aboriginal learning styles and practices such as "Dadirri" or deep ceremonial listening, the use of music to express and process emotion and peer support. Tools from Red Dust Healing are also incorporated into the groupwork.

Topics covered in 'Choice for Change' include; grief and loss; trauma recovery; image of self, family and community; self responsibility; sexual assault and domestic violence. The topics covered are directed by the group and their identified needs.

A local resource will be developed by the group for other young women in Kempsey. Music will play a vital role in the group process, and if the group chooses, a collection of songs will be compiled onto a CD that will accompany the resource.

wellbeing; recreation; engagement in community; Links to employment, education and training. YPS also actively involves young people in sharing and developing information to break down information and service silos, through the development of youth friendly and specific resources, implementing a youth participation framework.

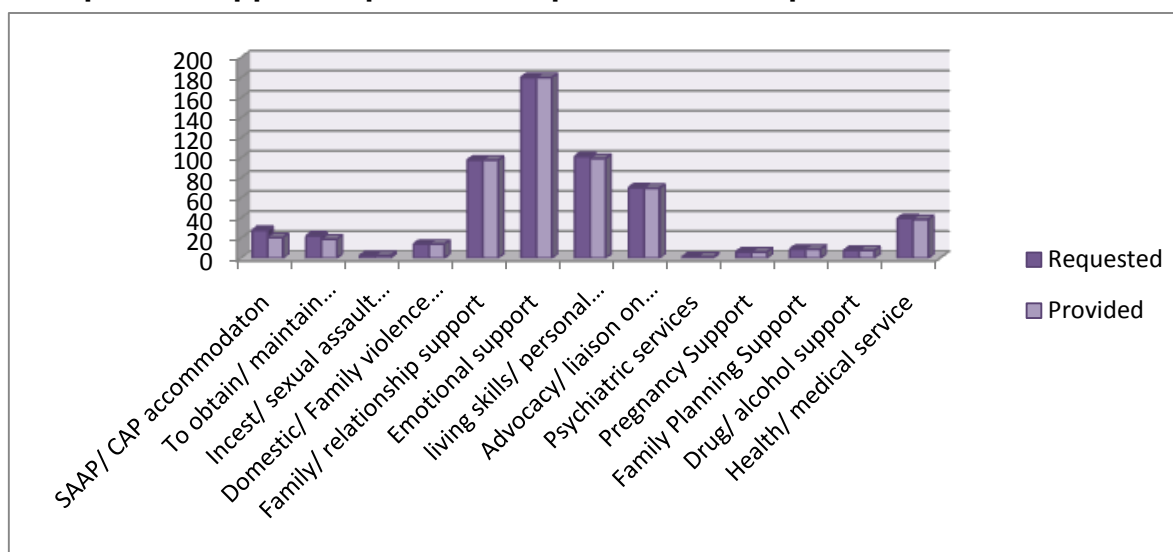
### Reason for Seeking Support



(Source Smart database 01/07/2008-30/6/09)

Built into all aspects of case management are components of educational programs. YPS provides these programs both individual and or by providing focused groups, for example; living skills: housekeeping, meal preparation, personal hygiene, financial management; life skills; maintaining housing programs such as Reality Rental, general maintenance. YPS provides outreach support for young people up to 25 years of age, who require support to obtain and maintain independent accommodation, within both the Social and Corporate housing sectors.

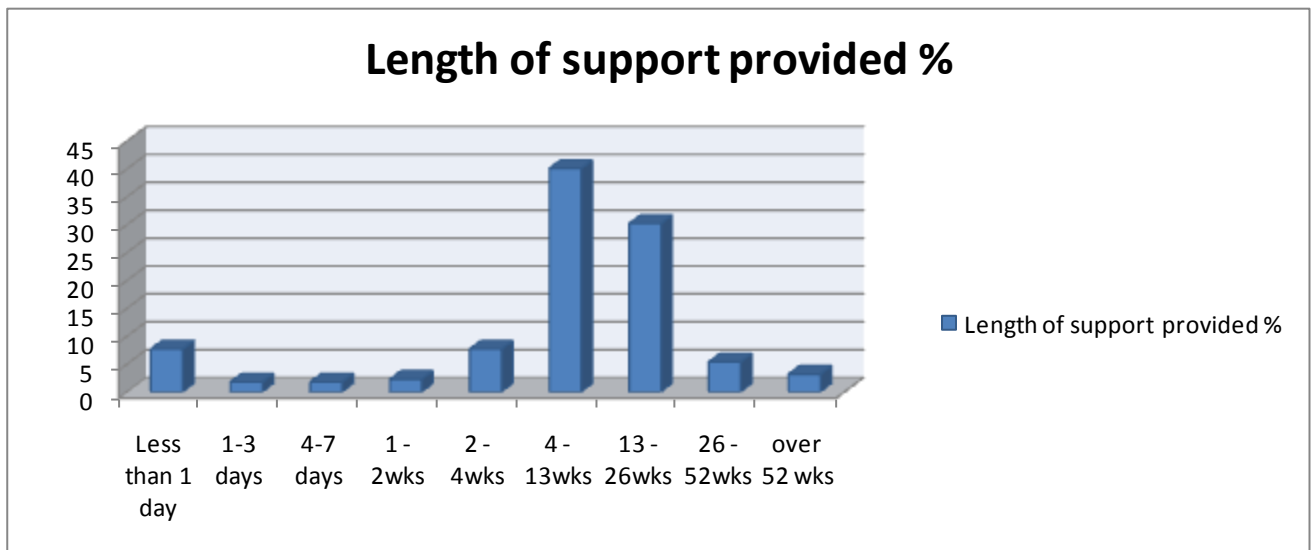
### Examples of support requested and provided – comparative data %



**Note: More than one type of support may have been appropriate so % do not total to 100.**  
(Source Smart database 01/07/2008-30/6/09)

YPS incorporates capacity building strategies in our case management and group work programs, in an attempt to assist young people to build sustainable outcomes for their housing, health and wellbeing.

### Length of Support Provided



(Source Smart database 01/07/2008-30/6/09)



## YOUNG PEOPLE AND HOUSING...

### 24/7 Crisis Accommodation

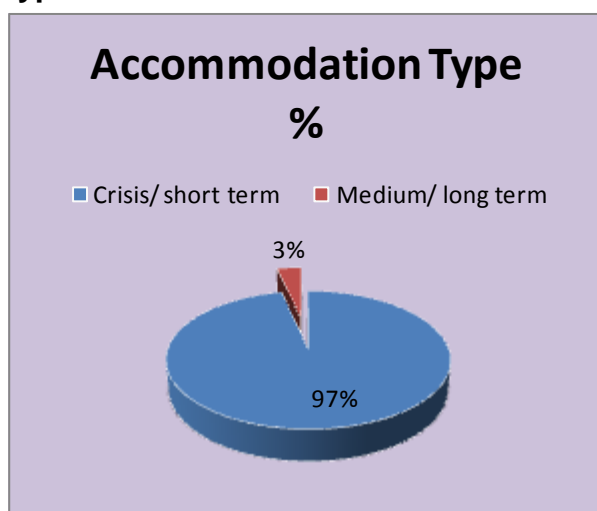
The crisis support program provides crisis supported accommodation for homeless young people, or those at risk of becoming homeless. This program targets young people between the ages of 14yrs 9mths and 18 years inclusive. We provide crisis accommodation for young people primarily within the geographical area of Macleay Valley LGA, Nambucca to the North, Comara to the West and Kundabung to the South. YPS provides this program when funds are permitting between Friday afternoon's and Monday mornings - outside of these hours crisis accommodation is available for a 'fee for service'. The 24/7 is staff during hours of operation.

## Transitional Accommodation

YPS manages two (2) one (1) bedroom self contained units. The units are located at 108 Sea Street and are targeted at young people who can live independently, who access formal /in formal education or training or are employed yet are unable to access permanent accommodation instantly and/or young mothers/fathers who require accommodation whilst waiting to secure more permanent accommodation.

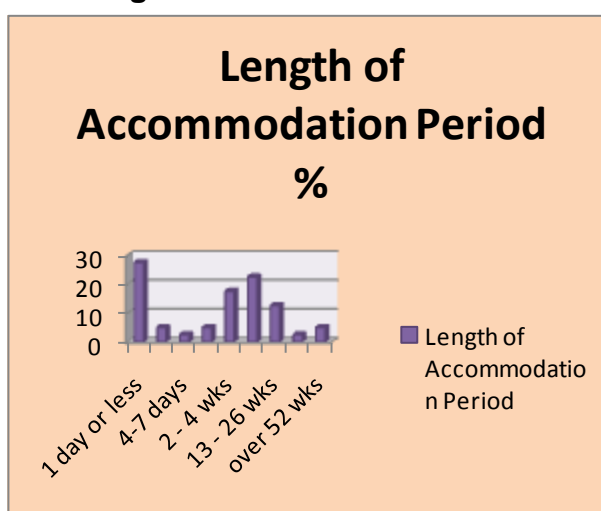
Young people are able to reside in the transitional units for up to three (3) months whilst securing permanent safe accommodation, acquire belongings needed for independent accommodation.

### Type of Accommodation Provided



(Source Smart database 01/07/2008-30/6/09)

### Length of Accommodation Periods



Source Smart database 01/07/2008-30/6/09)

Medium/long term housing program has been established since 1994.

YPS manages two(2) x two(2) bedroom units under the CAP (Crisis Accommodation Program), the units are located and sit side by side at South Kempsey, with each consisting of;

- 2 bedrooms
- 1 bathroom
- Combined Kitchen, lounge room
- 1 lockup garage

These units are targeted towards young people equipped with the necessary skills and commitment to live independently, with a low level of support.



## Partnerships– Networks, Coordination and Collaboration *(from November, 2008)*

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Chairperson - Mid North Coast Youth Forum;  
Board Member - Youth Action and Policy Association;  
Kempsey Youth Network - member  
Board Member - YAA  
Board Member - Mid North Coast Regional Council for Social Development  
Kempsey Housing Forum- member  
Love Bites Committee- facilitator  
Youth Accord Kempsey - Convenor  
Kempsey Shire Council -Community Services Consultation, Social Plan  
Kempsey Interagency - Kempsey Neighbourhood Centre  
Christo house PMQ  
Jetty Bunker Youth Service - Coffs Harbour  
Young Mum's Groups - Kempsey Family Support Service  
Reality Rental Group - Kempsey Neighbourhood Centre

## YOUTH HOMELESSNESS MATTERS DAY 2009

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A key issue and agenda of National Youth Homelessness Matters Day is the implementation of events that engage general community members and increase awareness within the community about youth homelessness and the key themes and indicators impacting on youth homelessness. While YHMD is specifically about youth homelessness and the underlying issues that lead to homelessness for young people, as well as the national agenda and pathways to working effectively with homelessness, the actual events developed had a whole of community target.

YP Space MNC, in collaboration with Centacare JPET, Wesley United JPET, Kempsey Family Support Service, Macleay Vocational College and Kempsey Shire Library, initiated a community awareness raising event in Services Club Park for Youth Homelessness Matters Day 09. The event program included a visual display of 50 sleeping bags with individual stories of young people's experience of homelessness attached to them, a youth band, an art project, a BBQ and information and support service display.

Due to the flooding of the region YHMD 09 had to be postponed, yet when the event actually occurred the response from the community was positive. On the day of the event 100 people and 3 dogs attended and participated in the activities held.

As part of the planning process YP Space MNC identified a gap in engagement strategies with a broader range of community members and local business owners and consumers in the Kempsey Shire. To address these gaps YP Space MNC identified and developed strategies to increase contact and engagement with local businesses in



a non-threatening manner. A side campaign to Youth Homelessness Matters Day was developed, called "Help us Tie up youth homelessness". The campaign revolved around YP Space MNC providing neckties with the Youth Homelessness Matters Day logo on them to local businesses. This turnabout - us giving local businesses something instead of asking for donations - provided a gentle way for YP Space MNC to tap into the consumers of local business, as well as owners and staff, who would not generally attend a community event about youth issues. Local businesses who received these ties also agreed to wear them on the 1<sup>st</sup> April (National Youth Homelessness Matters Day), have their photo taken as a promotional tool and have information material in their businesses that could be accessed by consumers. This campaign provided YP Space MNC with a much broader target group for information dissemination and a diverse platform for raising awareness of youth homelessness and the associated issues in Australia and the local area.

The "Help US Tie Up Youth Homelessness" Campaign saw 8 Local businesses participating, these businesses included: Argus Newspaper, West Kempsey Post Office, PCYC, Coastline Credit Union, Raymonds Pharmacy, Bushfire Designs, Ali's CAFE, and Kempsey Bulk Health Foods.



## Youth Social Inclusion Plan (YSIP):

### Our Vision for Youth Social Inclusion

YP Space MNC Inc acknowledges that young people are often the most disadvantaged group within our community, due to experiences of poverty, mental health issues, homelessness, family breakdown, lower socio-economic status, decreased access to education and training, drug and alcohol use, trans-generational trauma, sexual and physical violence and often social perceptions. All of which are pathways that lead to social exclusion. YP Space MNC also recognises that young people often experience a sense of dispossession and disconnection to self, spirit and community through these experiences and the overt importance of connection to community lessens in comparison to basic survival needs.

YP Space MNC seeks quality of life as an outcome for all young people in our region, not just service access. We seek to be professional and accountable for what we do and we seek, for our organization and for young people, to be part of the community, not isolated from it.

YP Space MNC will work from the ground up to create and foster an organizational culture that works holistically and developmentally with young people, a culture and service delivery model that embraces diversity within our young people and that moves away from tokenistic and surface level solutions to community engagement and social inclusion. YP Space MNC acknowledges and validates the need for social inclusion processes to be multifaceted and to reflect the diversity of our youth community, with a vital first step directed towards supporting young people to rebuild trust in self, in support structures and in the community.

YP Space MNC seeks to bring individuals and collectives together and create opportunities for young people to have a vibrant community life. We seek to work with young people in a way that promotes their skills, knowledge and resilience and creates a culture and environment that celebrates young people and their participation.

YP Space MNC views our Youth Social Inclusion Plan as a living document, and has developed frameworks and target measures that provide for flexibility and reflective evaluation within the foundation of this document. We see this document as a tool to :

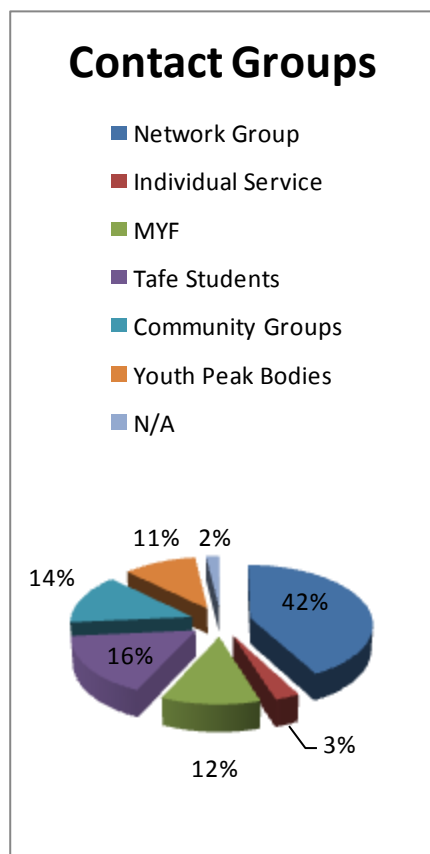
- Promote the strengths of our community, as well as the needs;
- Consolidate prior work of our organization;
- Connect our work to a broader social service system;
- Direct and influence the work that we do with young people in connecting and engaging them with broader service systems and communities;
- Direct and influence our advocacy efforts to reflect the identified needs of young people in our community, in relation to social inclusion;
- Seek innovation and sustainable models of practice that advocates for and celebrates youth participation;
- Implement and sustain quality improvement in all that we do, for and with the youth of our community;
- Move away from needs based service development and delivery models to more inclusive and celebratory strengths and asset based community development and mobilization models; and
- Begin focused conversations that have the opportunity to connect and mobilize all sectors of our community towards youth inclusion and participation.

## Community Development and Engagement

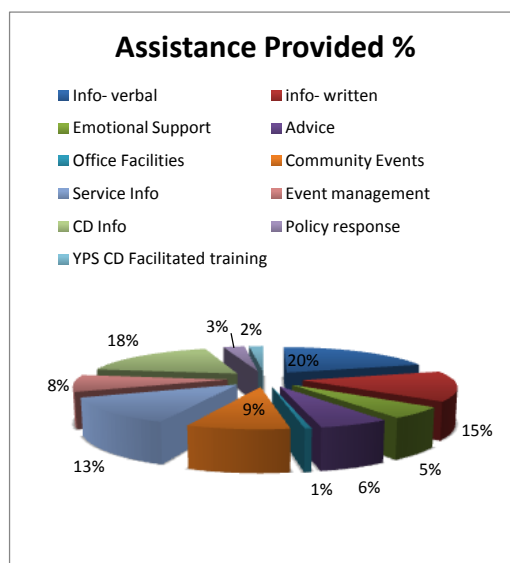
### Communication & Relationship Building

**Newsletter – YP S.P.A.C.C.E TALK (Young People & Service Providers Activating Collaborative Community Engagement):** Since February 2009, 5 Newsletters have been designed and disseminated to a distribution list of over 250 individuals and services within the local area. Feedback has indicated that that YP SPACCE Talk Newsletter is well received within the community and provides valuable information on available services, practice issues and upcoming events. The Newsletter will continue to be a regular monthly activity of the Community Development position.

**IT Connections – Facebook, Twitter & YP Space Blog:** YP Space MNC is currently engaging IT and Social Network strategies as an engagement tool. These strategies have included YP Space MNC having a Facebook, Twitter and Blog site. These IT platforms allows YP Space MNC to connect with young people using contemporary communication techniques and provides a space for large volumes of information to be disseminated in a non-threatening form. Currently we have 7 people/ services following us on Twitter & our Blog and 13 friends on Facebook.



(Source Smart database 16/12/2008-30/2009)



(Source Smart database 16/12/2008-30/6/09)

### Community Development Contacts

The statistical data required by SAAP for the Community Development position is based on the number of contacts made with service providers, community groups and networks, all with a foundation of early intervention and prevention of homelessness.

The statistical data indicates that from 16<sup>th</sup> December 2008 to 30<sup>th</sup> June 2009, the Community Development position has had: **947 contacts**.

The bulk of the contacts made, within the Community Development framework are made with Service Provider agencies, Youth Peak Bodies and Community Groups. The types of support and assistance provided through these contacts highlights YPS's commitment to working collaboratively, developmentally, and cohesively with existing service systems, young people and the community to identify and respond to issues impacting on young people in the local area from a strategic framework.



## REALITY RENTING PROGRAM

YPS in partnership with Hastings/Macleay Housing Support Service, auspice by Kempsey Neighbourhood Centre, have been facilitating a youth friendly Reality Rental program. Peter and Paul have implemented 2 programs in the last 6 months, with a diverse group of young people.

The Reality Rental program provides comprehensive information to young people about the reality of obtaining and maintaining independent accommodation in the private sector. Young people are provided information on their rights and responsibilities under the Tenancies Act, skills to increase their capacity to respond to tenancy issues with Landlords, experience in completing Housing Applications and financial planning.



Young people are provided with a Certificate of Attendance at the completion of the program, which can be used as a Rental Reference with local Real Estate Agencies.



Subjects covered:

- Processes and Procedures involved in property rental.
- Rights and Responsibilities of Tenants.
- Tenancy documentation.
- Landlords and Agents Responsibilities.
- Basic Budgeting Skills.



## YOUNG MUM'S GROUP



In January 2009 YP Space MNC developed a partnership with Kempsey Family Support Services to continue the development and facilitation of the successful Young Mums Group, which has been running for a number of years, under the management of Kempsey Family Support, with assistance from Community Health and Durri Aboriginal Medical Services. Presently Michelle O'Brien (Kempsey Family Support Services) and Julie Priestly (YP SPACE MNC) facilitate the young mum's group from the premises at YP SPACE MNC. YP Space MNC successfully secured a one off grant of \$8,400 from the Sydney Myer in early 2009 to develop and implement further activities for the group. The Young Mums Group has developed an education and socially inclusive program that runs for 3 hours per week for a 12 month period. The group engages young mothers and expectant mothers aged up to 22 years.

The Young Mums Group is an essential project as it provides a supported framework for young mothers to access education and information on a diverse range of issues associated with child development, parenting and life/ living skills development. Young mothers have access to youth friendly environments, education and support that respects their personal issues and assists them in working towards social inclusion and connection, strengthening family relationships and eliminating barriers to accessing mainstream services within our community. Currently there is a core group of ten young mother's and twelve little people (0 - 3) who attend the group each week.

The Young Mums Group offers a range of participatory and interactive workshops and focus groups addressing issues and implementing strategies such as:

- Early childhood development and health education;
- Education and training

- Participatory cooking sessions to learn cost effective cooking of nutritious meals, budget development and sticking to budgets;
- Information dissemination on housing options in the local area and provides detailed workshops on tenancy management, rights and responsibilities and access to the private rental market;
- Fortnightly clinics provided by the Early Childhood Nurse from Kempsey District Hospital;
- Education sessions on basic car maintenance
- Referral options to support structures;
- Creative and interactive arts and crafts sessions for mothers and babies/toddlers, that incorporate key strategies to develop fine and motor skills;
- Periodic recreational activities to address issues of social isolation.

The information and education sessions provided to the Young Mum's Group this year have included:

Day Care - Information session;

Home Start - Information and resources;

Brighter Futures - Information on services available;

Women's Health - Sexual health education

Community Health - Hepatitis prevention awareness competition

Kempsey Court Support -Domestic Violence and Family Violence information and support services available;

Kempsey TAFE - Mothers self care strategies and budget

Community Health - Occupational Therapy

PMQ Community Health- Drugs in pregnancy

Kempsey Children's services - Preschools in the local area, how to access & available supports;

Community Health - Early Childhood Nurse fortnightly Baby weigh clinics.



To address social isolation and enhance community connection the young mum's group initiatives and supports outings and recreational activities. In 2009 the group has; attended Jumbo Play land; Billabong Koala park; a day at the Indigo Day Spa; Tye dying workshops; Jewellery making workshops and making natural beauty products workshops.

A key component of the group is the facilitation of education regarding the nutritional requirements of babies, toddlers and adults. The young mums are engaged in participatory meal preparation sessions, which provide hands on experience in



preparing food safely, identifying key nutritional values of various foods and economical food choices.

### CIRCUS SKILLS GROUP

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On the 12/05/2009 YP SPACE MNC held a Circus skills workshop. This workshop was facilitated by Kai and Kelly from Beyond Empathy and was also attended by Madeline Mainey, Carol Gibson and Denni from Community Health. The young people that attended participated in making juggling balls as well as learning how to juggle. Team work, hand eye coordination and impulse control were high on the agenda for the workshops. Other activities included balancing spinning plates on bamboo sticks and using flower sticks. Most of the young people were able to juggle by the end of the workshop.



