



# YP SPACE MNC INC. 2009 - 2010 AGM REPORT

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## **AGM Agenda**

**Friday 22<sup>nd</sup> October 2010**

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 Management Committee:

Close of Meeting

**YP SPACE MNC INC**  
**Annual General Meeting**  
**30<sup>th</sup> September 2009**

**Present-** Lyn Duncan, Julie Priestly, Paul Ryan, Nerida Ackerman, Michelle Ackerman, Tracey Foley, Kelly Arlington, Julie Rostlen, Theresa Thorne, Sue Thompson.

**Apologies-** Rochelle Stradford, Anne Rix, Sheila Scott, Nancy Blair.

Last minutes past by Nerida Ackerman and second by Julie Priestly.

**Chairperson's report-** Lyn Duncan overview of report

**Mangers report-** Nerida Ackerman

- Overview of graphs in report and what they mean for the service
- 24/7 reopening every second weekend. Trans units and exit flats were talked about
- Nerida discussed community development position and what it meant for the service
- Name change

Michelle Ackerman spoke about project and other activity she has done within her position

Julie Priestly gave an overview of the mothers group

Paul Ryan gave an overview on the reality renting group

**Treasurers Report-** Julie Rostlen overview of financial report.

All reports moves- Julie Priestly moved Sue Thompson second

Chris Mcgeoch recommended for 09/10 audit

Management Committee stand down and re-elected

Shelia Scott, Lyn Duncan, Nancy Blair, Tracey Foley, Sue Thompson, Kelly Arlington, Nancy Blair.

Paul moved

# Chairpersons Report

## *Changes to Services*

Last year I reported on the reconfiguration and YP Space MNC has now concluded the first full financial year of our new service model and we grown from a service providing basic crisis accommodation into a service providing an integrated range of support services for young people.

In the past twelve months a range of initiatives have been implemented for young people to obtain and maintain housing including the two supported transitional units, supported exit units and extensive outreach support & case management services. Currently, to increase access to other accommodation options, staff advocate for young people to both private and social housing options and, for those young people in crisis, twenty four hour crisis accommodation has been accessed through Cristo House in Port Macquarie and the DOH emergency housing line.

## *Community Development*

As a consequence of the reconfiguration YP Space has the capacity to be involved in community development and Michelle (and all staff) have been enthusiastic in encouraging youth participation in programs, consulting youth on issues that affect them, providing community education strategies and promoting a positive view of young people. These initiatives have included "Check ya Head" campaign and "Signup, Linkin, Get involved" for Mental Health Week; Art Project; YP Space Facebook Page; Youth Survey on Family Breakdown; Focus Groups; Youth Social Inclusion Plan; National Youth Homelessness Matters Day ....to name a few.

## *Supporting young people*

Paul and Julie have provided a range of support services to improve housing outcomes and assist in the development of resilience and wellbeing of young people. Support can involve family and relationship support, attending case meetings, providing information and referrals, court support etc.

In collaboration with other services Julie facilitates the Young Mums Group in collaboration with other services and Paul has co-facilitated Reality Renting with Hastings Macleay Housing Support Service.

### *Behind the Scenes*

Theresa works hard taking care of bookkeeping (overseen by the bookkeeper Julie) and clerical work ensuring everything runs smoothly - making staff and management's committee's life much easier. Congratulations to Theresa for participating in the FaCHSIA Aboriginal Leadership Workshops in Melbourne and Cairns.

### *Looking at the Bigger Picture*

YP Space is fortunate to have staff committed to participating in consultations, forums and Peak bodies that are responding to key issues affecting youth homelessness. Nerida and Michelle are active board members on the key youth Peak Bodies in NSW, YAPA (Youth Action and Policy Association) and YAA (Youth Accommodation Association). This is a significant strategy ensuring that the needs of our young people in Kempsey and on the entire mid north coast are represented and remain on the political agenda.

To ensure young people's voices and needs were heard Nerida (and staff) prepared a comprehensive submission that was acknowledged in 'Inquiry into Homelessness Legislation' which impacts on the future of national legislation on homelessness in Australia. Adding to the voices of our young people, one Indigenous young person and one LGBT young person represented YPS at the NSW Commission of Children and Young People Youth Homelessness Forum In Sydney, inviting young people to define what homelessness meant to them and what support and services they need.

Another major step forward for YP Space is the application for registration as a housing provider with the Registrar of Community Housing- a detailed process which has consumed many of Nerida's working days.

### *Thank you*

To all staff for their commitment to improve the life chances for young people, for our Manager Nerida Ackerman for her expertise, insight and sound leadership.

To all the management committee members for their contributions and dedication, giving valuable time to support and providing sound governance for YP Space MNC.

Last, but not least, our funding body and especially our local Community Services CPOs Chris Latta and more recently Grant Sorenson and Director Judy Addleton for their ongoing support.

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 (5) 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 one (1) part time Book keeper; and a full time Manager.

We have been operating in the Macleay region for over 25 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 works from a comprehensive case management model, to ensure young people are engaged in their process, have a strong voice in the support they receive and have the issues that are impacting on them addressed. YPS's framework and opportunity to expand our advocacy services and leadership position, 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.

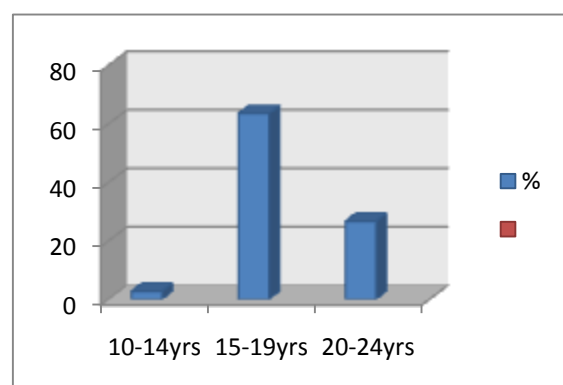
The model takes into account the learning's from twenty four years of supporting and advocating for young people; the wealth of experience the team brings; and the knowledge we as workers have learnt thanks to what young people in the Macleay have taught us. We know young people who are experiencing 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.

268 individual young people have accessed YPS in this financial year, with average support lasting approximately 12 weeks. Of this 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 of Young People Accessing%

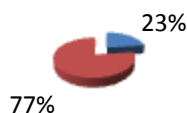


(Source Smart database 01/07/2009-30/6/10)



## Cultural Identity

■ Aboriginal  
■ Not Aboriginal or Torres Strait Islander

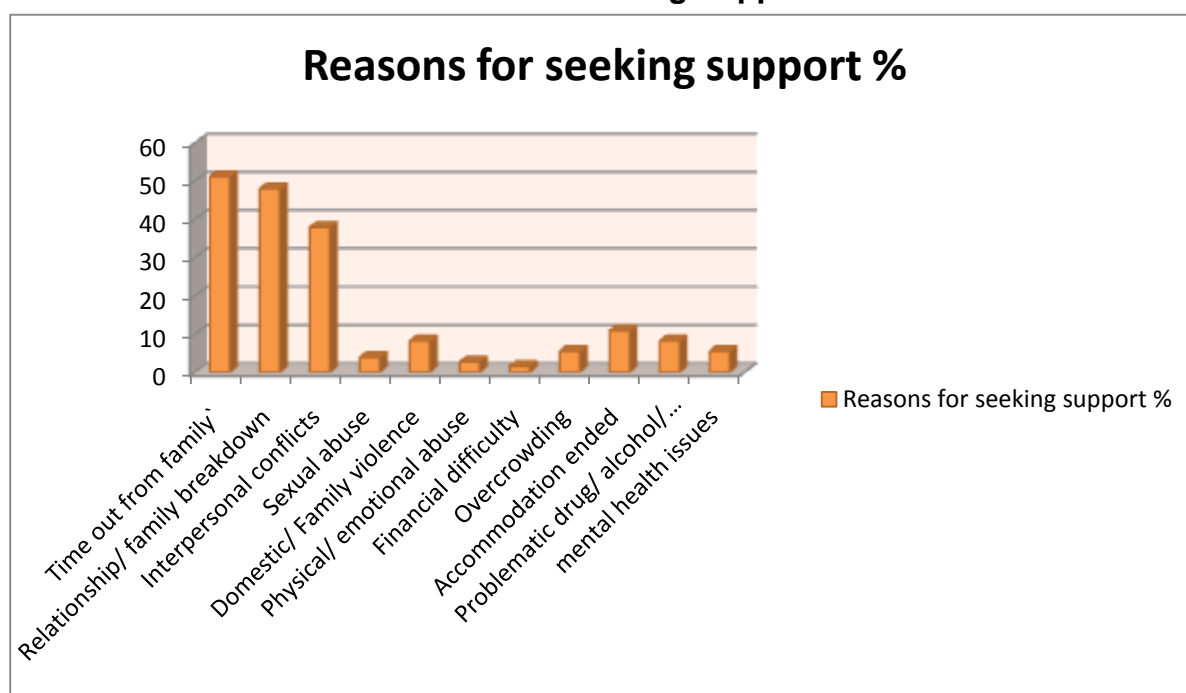


(Source Smart database 01/07/2009-30/6/10)

## 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 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.

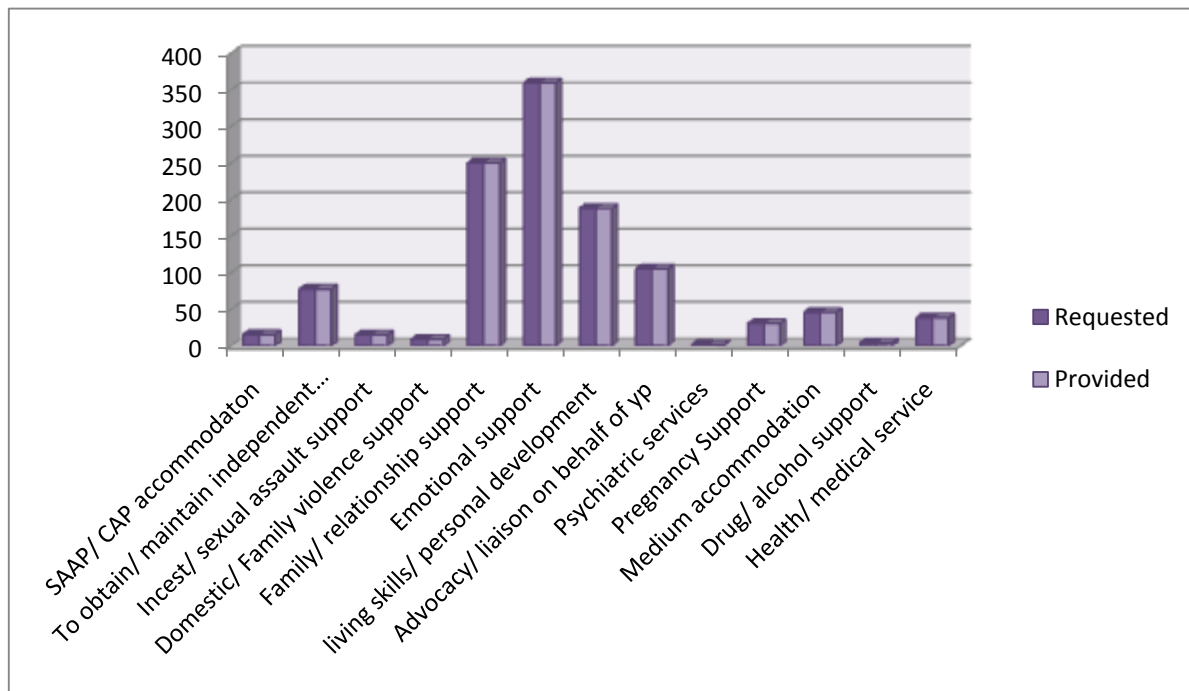
### Reason for Seeking Support



(Source Smart database 01/07/2009-30/6/10)

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 01/07/2009-30/6/2010)**

These statistics show a marked increase in most support types being requested and provided, compared to last year. Dramatic increases were seen in the following support types requested & provided by YP Space MNC staff:

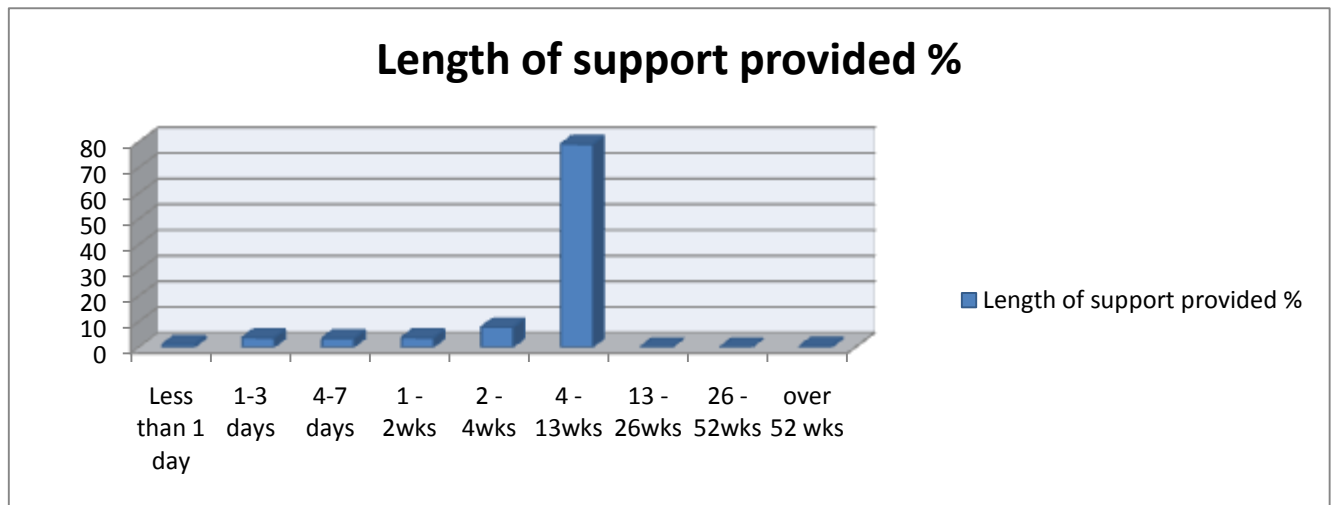
- Assistance to obtain/ maintain independent housing;
- Incest and sexual assault support;
- Family/ relationship support;
- Advocacy/ liaison on behalf of young person and
- Pregnancy support.

In contrast we have seen a slight decrease in support requested and provided in the following support types:

- Drug/ alcohol support or intervention and
- Health & medical services.

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 01/07/2009-30/6/10)

## 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 16 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. Crisis accommodation is also available for a 'fee for service'. The 24/7 is staff during hours of operation.

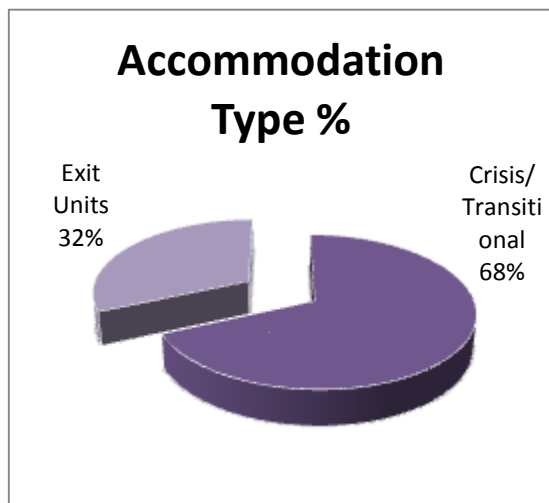
### Transitional Accommodation

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.

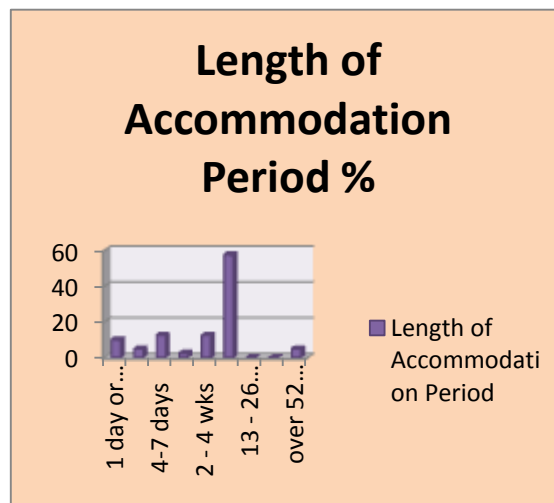
The Transitional Units began operation on the 1<sup>st</sup> September 2009, since becoming operational the Transitional Units have been full at all times and have provided a stable and safe foundation for young people to work towards longer term accommodation, while addressing their personal issues.

#### Type of Accommodation Provided



(Source Smart database 01/07/09-30/6/10)

#### Length of Accommodation Periods



Source Smart database 01/07/2009-30/6/10)

**Medium/long term housing (Exit Units)** 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.

In the last financial year the Exit Units have been to capacity, providing 1201 bed nights and housing 6 young people and one dependent child.

### PARTNERSHIPS– NETWORKS, COORDINATION AND COLLABORATION

- Mid North Coast Youth Forum - Chairperson-;
- Youth Action and Policy Association -Board Member ;
- Kempsey Youth Network - member
- YAA- Board Member
- Kempsey Housing Forum- member

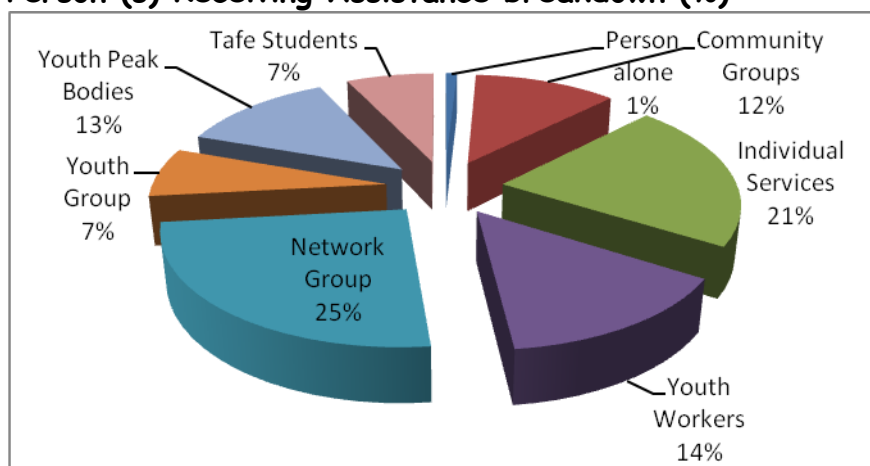
LOVEBiTES - facilitator  
 Youth Accord Kempsey - Convenor  
 Kempsey Shire Council -Community Services Consultation, Social Plan  
 Kempsey Interagency - Kempsey Neighbourhood Centre  
 Christo house PMQ  
 Jetty Bunker Youth Service - Coffs Harbour  
 Young Mum's Groups - Kempsey Family Support Service  
 Reality Rental Group - Kempsey Neighbourhood Centre  
 Tenancy Support Mid North Coast Good Samaritans - Coordination Group  
 Macleay Mental Health Network  
 Independent Mental Health facilitator  
 TAFE Outreach

## COMMUNITY DEVELOPMENT AND ENGAGEMENT

The Community Development position has been progressing nicely over the last 12 months. YP Space MNC has connected with most community agencies in the region and developed strong relationships with the youth sector in our local region. Over the last 12 month period, from July 1<sup>st</sup> 2009 and 30<sup>th</sup> June 2010, the Community Development position has had **1214** contacts with a diverse range of community agencies, community members and young people, in an Early Intervention and Homelessness Prevention capacity.

The majority of these contacts were made with Network agencies (25%), the Youth Worker Forum (14.3%) and Individual services (21.4%). The following graph demonstrates the breakdown of contacts made:

**Person (s) Receiving Assistance breakdown (%)**

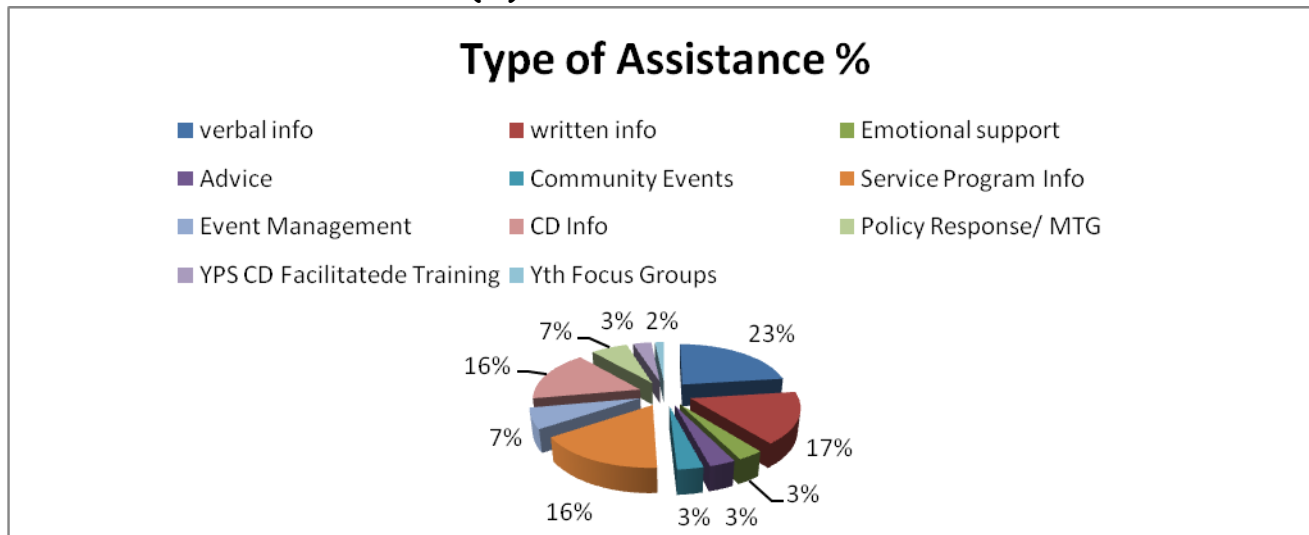


(Source: SMART Data - Casual Clients 1/7/2009 - 30/6/2010)

The types of assistance provided under the community development banner, revolves around information pertaining to early intervention or the prevention of homelessness. Increasing community members and service provider's awareness of

the pathways into youth homelessness is essential in addressing the societal and systemic issues related to youth homelessness. The following graph indicates the type of one-off assistance provided during the last 12 months:

### One-off Assistance Provided (%)



(Source: SMART Data - Casual Clients 1/7/2009 - 30/6/2010)

## COMMUNICATION & INFORMATION DISSEMINATION:

**Newsletter:** Part of the Community Development role is provide accurate, relevant and contemporary information to young people, service providers and community members about youth homelessness and strategies to address the issues. The YP SPACCE TALK newsletter is one way that YP Space MNC makes sure this information gets out there. In the 12 months from July 2009 to June 2010 YP Space MNC developed and distributed 11 Newsletters to over 200 local and regional services.

**Social Media:** Young people have told us that the way they want to receive information has changed. With the ever evolving IT sector, social media and networking sites have become an important tool for community services to provide information to young people and to act as a soft entry point for young people not engaged in support. YP Space MNC currently utilises multiple social network sites to connect with young people in the local community, these sites include: Facebook (43 friends follow us); Twitter (31 people follow us); Formspringme (3 people following); Stumbleupon (new) and Tumblr.

**Youth Focus Groups:** In November 2009 YP Space MNC implemented 2 youth focus groups to address the issue of social inclusion for young people within our own service and within the local community. 16 young people attended the focus groups and provided some excellent information on what they believe are the issues, barriers and best bits for young people in the local community as well as identifying solutions and



strategies for addressing youth participation and inclusion within our service and our community. The information gained from young people has been used to further develop our internal Youth Social Inclusion Plan, our Youth Participation Policy and the way in which we communicate with the youth of our community.



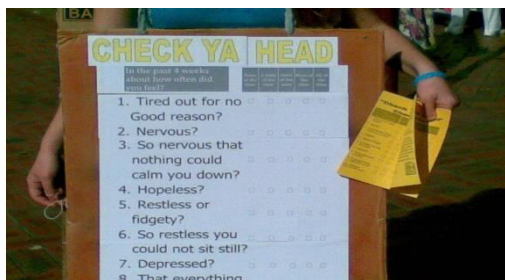
YP Space MNC also assisted in the coordination of a youth consultation held in Kempsey by the NSW Peak Youth Body, the Youth Action & Policy Association (YAPA). This consultation was designed to obtain information from local young people to inform YAPA's policy position on the NSW Police Youth Action Plan.

### COMMUNITY EVENTS & AWARENESS RAISING:

A key focus for YP Space MNC in addressing systemic and societal issues that impact on young people's homelessness status is ensuring that the issues are visible to the local community. Strategies to raise community members awareness include community based events and projects that bring youth issues into the public eye. YP Space MNC has created strong relationships with other local service provider agencies and is engaged in multiple projects that see the key issues impacting on youth kept on the local agenda. The community events, campaigns and projects undertaken in the last 12 months include:

#### **Mental Health Week - Check ya Head campaign:**

As part of a region wide Mid North Coast Youth workers Forum campaign, YP Space MNC implemented the "Check ya head" campaign in the local community. This campaign was designed to raise awareness of the issue and prevalence of depression in young people, and identify strategies to address depression. The campaign was implemented in the Clyde Street Mall with 70 local community members "checking their head" and obtaining information about support options available to young people in the local area.



### LOVEBiTES Program:

YP Space MNC worked with numerous community agencies to help facilitate the LOVEBiTES program to Year 9 students from Melville and Kempsey High Schools. The LOVEBiTES program (NAPCAN) is designed to educate young people about healthy relationships, domestic violence and sexual assault and provide young people with local knowledge of the support options available to them.

### Youth Homelessness Matters Day 2010:

The 2010 Youth Homelessness Matters Day campaign was a great success in the Kempsey area. YP Space MNC initiated a community awareness raising campaign aimed at identifying the number of young people, under 25 years, who are homeless in Australia. The campaign was held in the Clyde Street Mall and ran for a one week period. The visual display, of over 300 cardboard and paper little people, created lots of interest from local community members. A number of Newspaper article about Youth Homelessness appeared in the local paper and contributed to increasing the communities' awareness of the issues.



### "Help us TIE Up Youth Homelessness" Campaign:

YP Space MNC once again ran with this successful campaign. Local business people were involved through the wearing of neck-ties with the Youth Homelessness Matters Day logo on it, and information sheets about youth homelessness were available in their stores. Feedback from the 32 businesses who participated indicated that community members were interested in the campaign and sought out information from their business.





### **LGBT Training For Service Providers – Facilitation:**

YP Space MNC partnered with the Mid North Coast Youth Workers Forum to deliver effective training to youth workers on the Mid North Coast regarding working with Lesbian, Gay, Bi-sexual and Transgender young people. The training was delivered to the Northern area of the MNC in 2008, with fantastic outcomes. This training workshop was developed as an early Intervention into youth homelessness and the pathways to youth homelessness. Research indicates that LGBT young people are over-represented in the youth homelessness statistics and working effectively with young people is essential to reducing barriers to support.

### **Homeless Persons Week :**

YP Space MNC implemented a community campaign to raise awareness of the issue of homelessness to the general community. The National Campaign asked the question: "Where do they go?". YP Space MNC held a stall at the Clyde Street Mall and provided information to local community members about homelessness, housing stress, support options available in the local community and supporting our local young people.



## **POLITICAL LOBBYING & GOVERNMENT RESPONSES:**

### **NSW Commission of Children & Young People Youth Forum:**

YP Space MNC, and 2 young people who access YP Space MNC, attended the NSW Commission of Children and Young People's Youth Forum held in Sydney in August 2009. This forum was an opportunity for young people and service providers to identify key issues for young people in NSW, and strategies to address these issues. YP Space MNC attended to ensure that rural/ regional young people's support needs

and strategies to address youth homelessness remained on the agenda of NSW Commission.



### **Submissions to Government:**

YP Space MNC has worked hard to develop the framework, capacity and opportunity to expand our advocacy services and leadership position, and as such has created a stable platform for our organisation to make constructive and sophisticated contribution to public social policy and the accountability of the services systems we work within.

Over the last 12 months the NSW and Federal Government has called on community agencies, community members and government agencies to provide submissions into key social policy issues relevant to young people in our country. YP Space MNC has developed and provided 4 submissions to the NSW and Federal Government over this time. The submissions include:

- 1) National Strategies for Young Australians;
- 2) Homelessness Legislation National Inquiry;
- 3) National Quality Framework Inquiry;
- 4) NSW Homelessness Action Plan.

## **Housing Support Report**

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The past year has seen the demand by young people for assistance to find housing increase substantially. Unfortunately, the housing options available have not increased to meet the need.

Due, in part, to jobs created by the Kempsey by-pass construction, rents in the private sector have increased significantly while vacant rental properties are becoming very scarce.

Despite the above constraints, YP SPACE MNC provided support to the young people who have required assistance. The types of housing assistance provided include advocacy and document completion for Housing NSW, Community Housing and private rentals both through Real Estate agents and private landlords.

Young people have been housed at YP Space on a fee for service basis in the crisis refuge. Other young people in crisis have been housed through the Housing NSW Emergency Accommodation service. Others have been referred to crisis services in

other centres. The Transitional units (up to 3 months) have been fully occupied for the past twelve months as have the Exit units (up to 2 years).

An arrangement was reached with Community Housing Ltd. to provide suitable accommodation for young persons who had successfully completed the 2 years in our Exit flats. In return for them providing the housing we would continue to support these young people to help ensure the tenancy is successful.

We have also had some success in finding private rental accommodation for some of the people we support through private landlords, real estate agents and caravan parks.

Other services offered include the Reality Renting program, held at YP Space MNC in conjunction with Peter Lewis from Kempsey Neighbourhood Centre, which educates participants on the rights and responsibilities housed under Residential Tenancy Agreements. Accompanying young tenants to the Tenancy Tribunal and assisting them to come to satisfactory arrangements with landlords for repayment plans and referral to specialist advice services are other tasks that we undertake.

Applying for home establishment grants through the TILA (transition to independent living allowance) program is another service that we provide to our eligible young people. These grants provide up to \$1500 and are extremely popular.

Hopefully the coming years will see the amount of housing stock available to Social Housing in Kempsey increase substantially.

## YOUNG MUM'S GROUP

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This year the Young Mums Group has welcomed Megan Dunbar from Kempsey Family Support Services. Megan has replaced Michelle O'Brien in assisting to run our group. We still have Kelly Eyeington from Community Health and Julie Priestley from YP Space MNC. Overall, from 1.7.2009 to 30.6.2010 we have 13 enrolments with an average of 7 attending weekly. The group has been very successful this year with 8 new enrolments of mums and little people, also 5 mums who came for a while on and off, our regulars, guest speakers and lots of activities. Our group meets for three hours per week on a Tuesday morning and we engage young mothers and expectant mothers up to 25 years.

Our Mums Group provides access and referral to a diverse range of services in both Kempsey and Port Macquarie. By inviting many services to come and give information we try to break down barriers for the mums and they feel more confident in accessing mainstream services. This year we have provided -

- Health, early childhood development and nutrition sessions;
- Information on housing, both social and private;
- The early Childhood Nurse from KDH
- Both Durri and Community Health Dentists sessions on good dental health;

- Triple P Parenting sessions;
- CPR & Resuscitation sessions;
- Fiona the Fairy entertainment;
- Renal Dietician;
- Water Confidence Classes;
- Speech Therapy;
- Domestic violence awareness and support options;
- Occupational Therapy;
- Centrelink Workers;
- Careers and Educational Opportunities;
- Financial Counselling and
- Legal Aid solicitor

We have had recreational outings to Trial Bay for a Christmas Picnic, the Duck Pond for a Dads Day picnic, OP shopping in Port Macquarie and a trip to Durri for fairy day. Whilst the mums are learning the little people always enjoy interactive craft activities, water play, laminating, painting, glueing, making Christmas decorations, Fathers day gifts, Mothers day gifts, playdough and a story to name a few. The mums group endeavours to reduce social isolation in a supported, friendly and non judgemental frame work. We encourage ongoing outside friendships, help to enhance living and parenting skills, cooking skills, provide financial information, budgets, loans, credit and knowledge of what mainstream services are available in our community and their locations if required.