



# Annual Report

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2017/2018

YP SPACE MNC Inc  
[WWW.YPS.ORG.AU](http://WWW.YPS.ORG.AU)

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## Previous Minutes from last AGM

**YP SPACE MNC INC**  
**Annual General Meeting**  
**Tuesday 15<sup>th</sup> November 2016**

**Present.** Nerida Ackerman, Michelle Ackerman, Steve Martin, Lorraine Williamson, Theresa Thorne, Julie Priestley, Andrea Priestley, Bec Askew, Jo Stolker, Katie Henson, Tye Mostlyn, Jade Smith, Theresa Laybourn, Mel Kallmier, Kerry Lumby, Katrina Cameron, Kirsty Atkins, Kate Moulton, Renae Heddles

**Apologies-** Sue Seager, Jon Hart, Paul Ryan, Danielle Riley, Ramona Marsters

Katrina Cameron welcomed everyone to meeting.

Michelle Ackerman – Dedication to Lin Duncan

Previous minutes, Passed Mel Kallmier Second Kerry Lumby

Nerida Ackerman – Review of executive officer report.

Michelle Ackerman – Review of Operations Manager

Lorraine Williamson – Review of 16/17 Financials

All reports moved- Theresa Thorne **Second** Jade Smith

Current Management Committee stood down

### **Management Committee for 17/18**

Danielle Riley

Kerry Lumby

Katrina Cameron

Jon Hart

Kirsty Atkins

Katrina Cameron

Renaë Heddles

## Chief Executive Officers- Report

**Nerida Ackerman**

I'm pleased to provide you with 2017 -2018 Annual Report.

As always, YP SPACE MNC annual report truly reflects the incredible work undertaken by the team across our footprint and working in line with our strategic direction, values and vision.

The following 'Operations Report' provided to you clearly indicates YP Space MNC continues to thrive and achieve outstanding results for and with young people on the Mid North Coast under the supervision and direction of the Operations Manager Michelle Ackerman. YPS have a skilled and dedicated team of Case workers, Housing Manager, Programs & Community Engagement worker and 24/7 Crisis teams, that support young people and genuinely care for their wellbeing and future.

YPS continues to advocate for young people locally, within Government, FACS, Education, Health, Housing and Nationally

YPS's social enterprise 'That PlaYce Café' is going into its third (third) years of operation. To date the café has provided traineeships for 7 local young people. All have transitioned into ongoing employment.

Moving forward I am encouraged by the promise of tomorrow and YP SPACE MNC aspirations for the future; a future that inspires young people, builds on a culture of learning and acceptance, allows for mistakes and places a greater focus on the application of our learnings

Finally, I would like to say thank you to the YPS Board for challenging debates, thoughtful discussions and committed leadership. Our Board members bring dedication, energy and critical attention to overseeing the strategic governance of YPS.

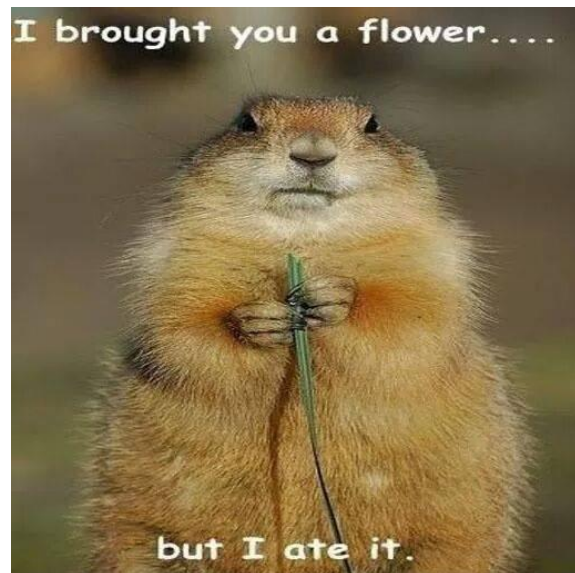
## Operations Manager Report

The 2017/ 2018 financial year has been a year full of growth, development, events, connections and relationship building- all sparked from a simple plan to climb Mt Everest. Our 'business as usual' has been sprinkled with excitement & adventure, Fitbits & exercise plans (not necessarily followed through with!), fundraising targets & event ideas, packing lists & concerns about weight allowances that may or may not allow for the taking of Picnic chocolate bars.

Yet, throughout all this excitement, at times it has felt like the team is taking 2 steps forward in our fight to educate our government & community about the issues young people experience – simultaneously increasing the support & opportunities available to young people- only to hit major barriers & be forced 3 steps back!

There are still significant disadvantages that young people experiencing homelessness encounter on a daily basis- ranging from:

- systemic roadblocks in accessing income support & access to essential services;
- accessing relevant personal identification required for essential services;
- ongoing family violence that further isolates children & young people from relevant support structures;
- punitive social policies that punish young people for experiencing trauma & impact on their ability to comply with obligations
- being put in an adult world, with adult stressor, pressures & responsibilities- with no recognition of their history or current developmental stage.



And yet, with all these social & personal pressures our young people rise to the challenge, they face their adversity with a determined spirit, with a fierce resolution to accomplish their



goals & with a humbling strength belying their young years. The achievements our children & young people have accomplished this financial year are nothing short of amazing- young people accessing higher education & university, young people being dedicated & loving parents, young people responding to the private housing market demands with maturity & insight, young people moving on with their lives & not allowing an experience of homelessness to define who they are or who they will be in their future.

We, together, have got this!

## The YPS Everest Community Project

In late 2017 YPS had a conversation with Claudia, from our partners Port City Bowling Club, about initiating a fundraising campaign with a difference. And so a journey began.....

The concept is simple, yet unique- a campaign to raise money for YPS while providing community members with a once in a lifetime bucket list opportunity to trek to Mt Everest Base Camp.



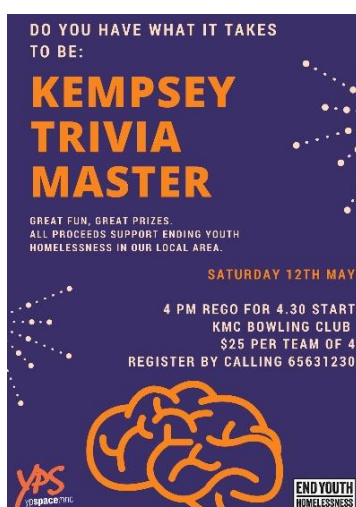
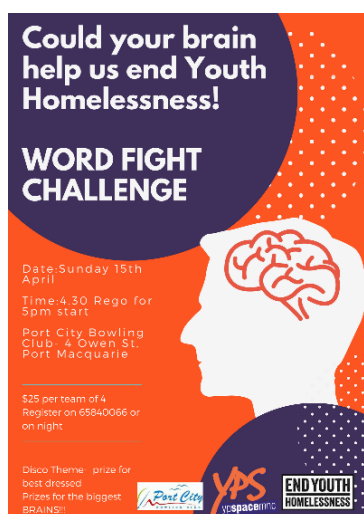
YPS has partnered with Port City Bowling Club & Huma Charity Challenges to create a fundraising opportunity for our agency that involves community members signing up to fundraise on YPS's behalf & attend the Mt Everest trek in April 2019. All participants are required to raise a minimum of \$4000 for YPS during the 12 month period & pay for all their own costs associated with the Trek. The interest from the community has been overwhelming with 15 people from across Australia signed on to take on the challenge of a lifetime- we have a cross section of community members signed up from Police Officers, to Accountants, to corporate business people. A huge thank you must go to Claudia Buckby from Port City Bowling Club. Claudia has single-handedly secured 11 of these community members & she continues to work tirelessly in supporting the project & the participants signed up to Trek with us. An amazing effort from an amazing lady.

Three (3) YPS staff members (Theresa Thorne, Ramona Marsters & Michelle Ackerman) have also signed up to take on the challenge- to ensure the youth homelessness message remains central in all aspects of the campaign & to show our community that YPS is committed to the reasons behind this campaign & to support this initiative completely.

The YPS Everest team have set our fundraising target at a minimum of \$20,000 & have been busily planning and facilitating out of hours fundraising events across Kempsey & Port

Macquarie over the last 6 months. So far the YPS team has raised just over \$16K with still another 8 months to go on our fundraising schedule! It has been a mammoth effort from all involved & the rest of the YPS team have been incredibly supportive of the external events & progress of the Everest Team.

The campaign has also provided a platform to engage community members & businesses that would not normally connect with our service- the media coverage we have obtained across the region has significantly peaked people's interest in not only the Everest project but in the issue of youth homelessness as a whole. The project has also been the catalyst for media opportunities and other community based campaigns that are having direct outcomes for the young people we support.



Over the last 6 months YPS has had 4 radio interviews, on Hit FM, ABC and Tank Radio, a 2 newspaper articles related to the Everest Project and youth homelessness in our local communities. These interviews & articles have spurred contact with our agency from other interested community members & has supported our fundraising activities across the last part of the financial year. This support has also been offered on an ongoing basis across the 18/19 financial year as well so we are anticipating significant participation in our fundraising effort planned until April 2019 when we depart for Nepal.

## SHS Statistical Data

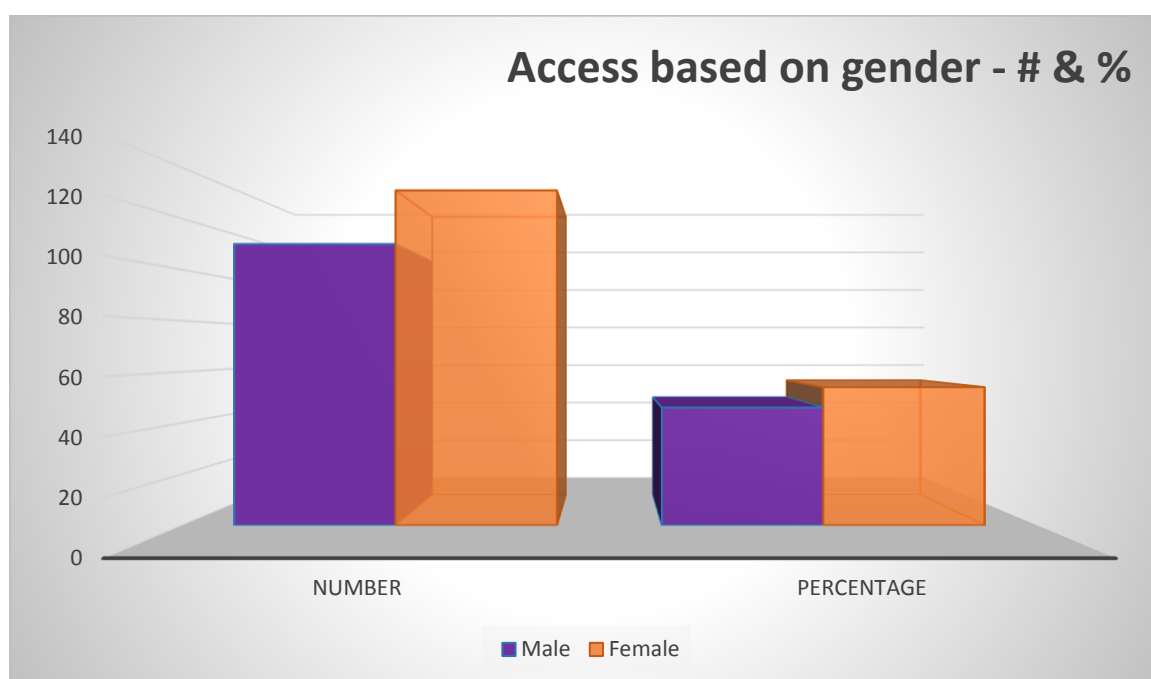
The 2017/2018 has been a busy & productive 12 months in terms of direct service delivery for children & young people. Throughout the year YPS provided case management support to 241 young people, with 260 Support Periods. The data this year indicates that the young people accessing have multiple & complex issues and are remaining engaged with YPS for longer periods of support- this is particularly relevant for the 24/7 supported crisis accommodation. Exit points for young people are becoming increasingly difficult to secure,

with issues of affordability, tightening rental market & lack of tenancy history creating significant barriers.

This year YPS provided High level support to young people at a rate of 134% over our contracted High level target number- again indicating the significant issues young people are presenting with & requiring coordinated & high level support to address. While the private landlord market, providing share housing options for young people has expanded slightly in the Port Macquarie area there is no such exit point for young people in the Kempsey LGA which creates a significant bottleneck in this location. Social housing opportunities have been stagnant for many years with supply & demand trends stuck in a constant battle- with too many of one & not enough of the other.

## Basic Demographics

In terms of gender access, data indicates that males are accessing YPS services in Port Macquarie at a higher rate than in Kempsey. Evidence also indicates that males tend to access in groups of 2 or 3 and wait a longer period of time before accessing than their female counterparts.

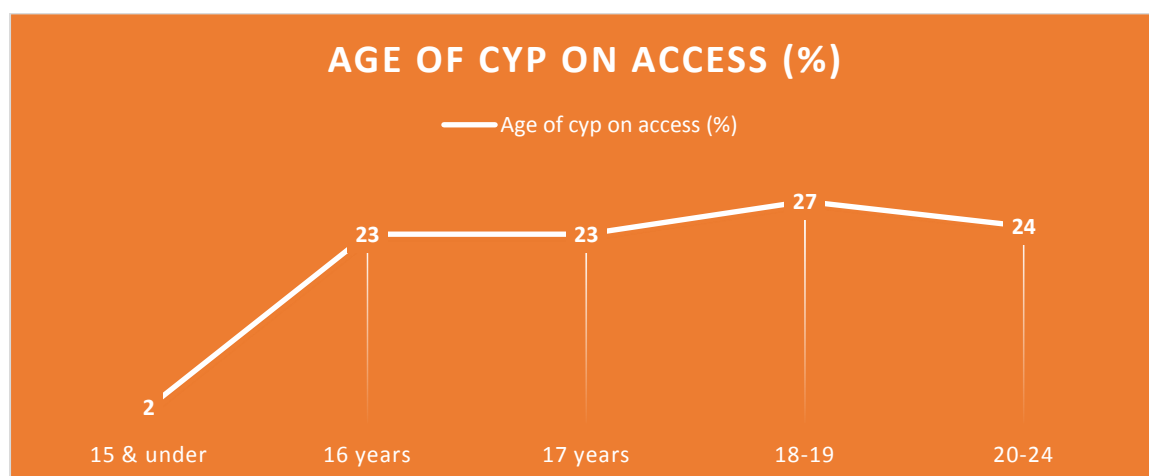


With the introduction of the HYAP program the age demographic has shifted slightly to the older age cohort accessing at a higher rate than over previous years. Access rates for the 19 to 24 year olds increased significantly this financial year due to adult homelessness services in our local area experiencing staffing shortages which impacted on their capacity to respond to this cohort. As a result 51% of all access to YPS services this financial year were from the 18 to 24 year old cohort.

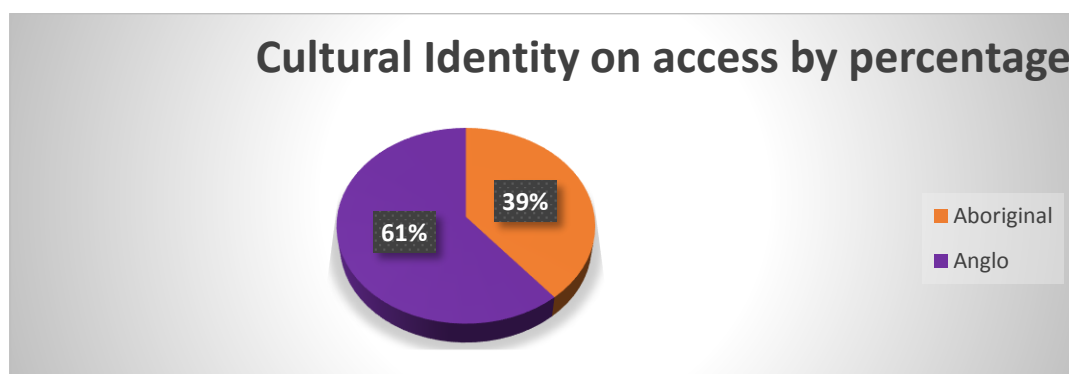
While YPS implements the HYAP program & separate statistics are kept for this program, access to YPS by children & young people in the HYAP age range still occurs due to family unit contact- for example HYAP cyp accessing with older siblings or extended family that fit

within YPS target age groups. In 17/18 2% of access to YPS services were by cyp 15 years or younger.

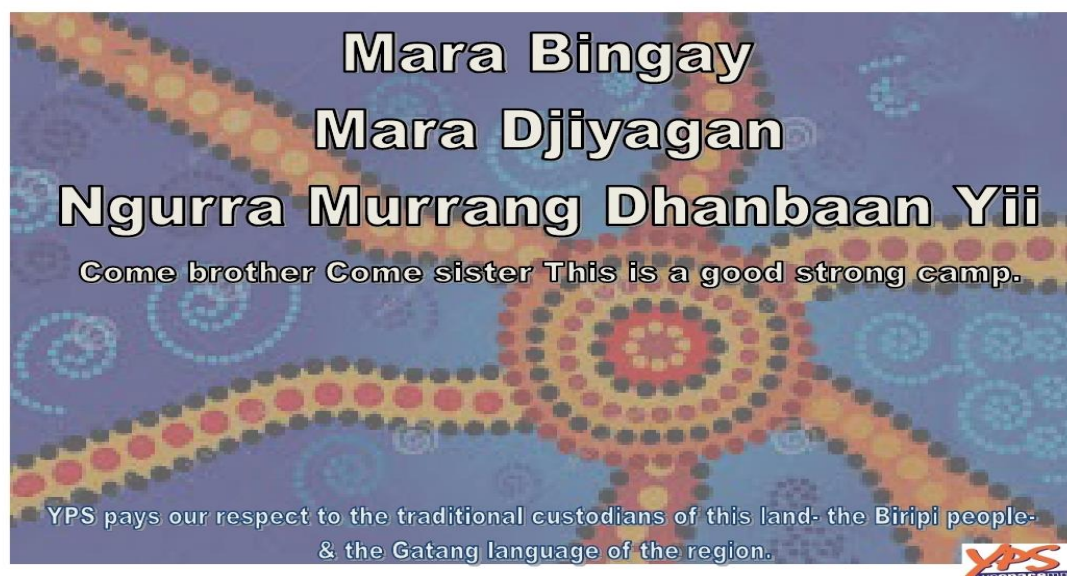
Access from the 16 & 17 years old cohort has reduced slightly this financial year to 23% each- these age ranges are generally the highest access age group across the last 5 years.



Cultural identity of cyp accessing has also remained stable this financial year, with an ever so slight increase in access by cyp identifying as Aboriginal. YPS has implemented significant skill & system development strategies to ensure our services to Aboriginal cyp are responsive to their needs, are culturally competent & culturally safe. The Dr Tracey Westerman training provided a firm understanding across the agency of the social & historical factors that impact on our Aboriginal communities & assisted YPS in embedding cultural competency across all levels & systems of our service.



In November 2017 YPS 2Triple4 worked with our young people & an Aboriginal Elder, Rhonda Radley, to develop a welcome message to all Aboriginal cyp- whether they be on country or off, in traditional Gatang language. The message created is simple yet reflects the openness & safety that cyp require when accessing westernised services.



This process will be replicated in Kempsey, with traditional Dhunghutti language & a message that reflects our youth community in that region.

### New & previous young people

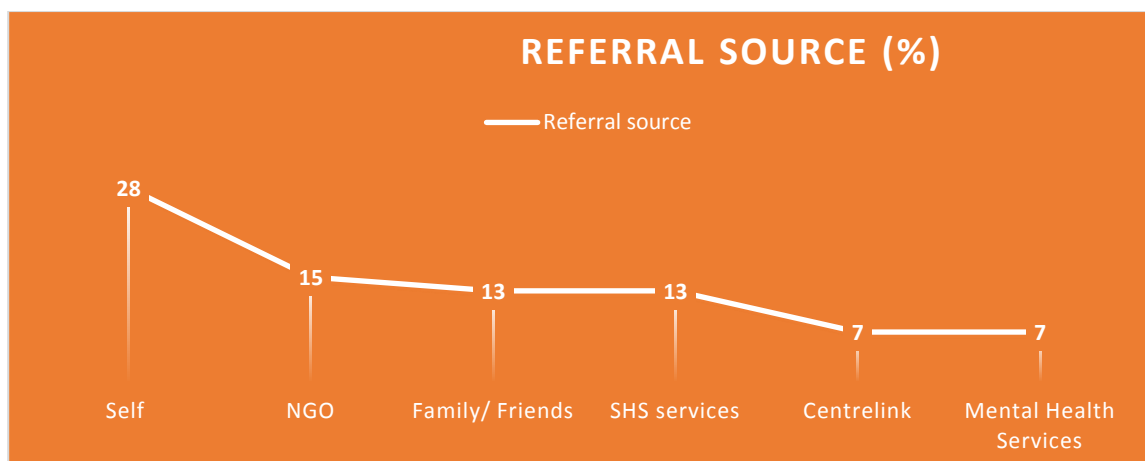
Over the last financial year YPS supported 222 new children & young people to our service- this equates to 92% of all access to YPS. 19 children/ young people (8%) were supported with 2 support periods during the financial year & so were existing cyp to our agency. The majority of cyp returning for a second support period occurred due to cyp disengaging early in the initial support process or cyp moving out of area during the initial support period & returning to area at a later date & reengaging.

The average length of a support period for cyp accessing YPS is 180 days (25 weeks) which indicates cyp are requiring longer support periods than in previous years & are remaining engaged with our service for longer periods of time. Anecdotal evidence indicates that this longer connection is due to young people requiring complex supports & coordination of support systems & the exit points into safe & affordable housing options for young people are reducing to a catastrophic level in our region. This is also indicated in the Support level information where 'Going Home- High' has represented the majority of the access over the financial year.

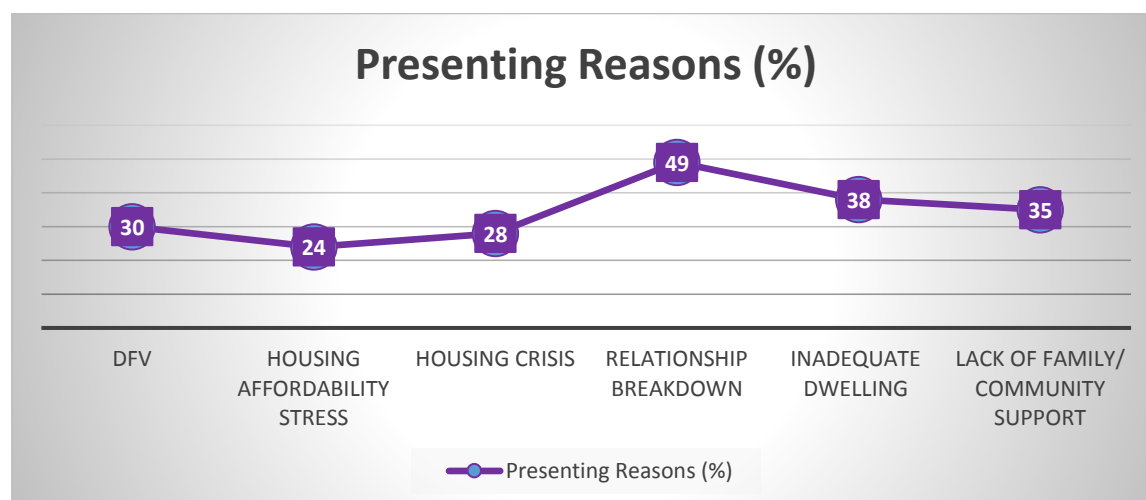
### Referral and Reasons for seeking support

Again this financial year children & young people were accessing YPS services with no formal referral (or self-referred) at a higher rate than any other referral source at 28%. YPS views this positively as word of mouth from other young people is often the impetus for these cyp making the decision to seek support from our agency.

Other top referral sources are friends & family, community agencies, SHS services and other government & non-government agencies.



Consistent with previous years, reasons for access remain primarily related to family breakdown, domestic & family violence & affordability issues within the housing market. This year there has been an increase in the number of young people accessing due to substandard & inappropriate dwelling conditions- unpacking this has revealed that an increasing amount of young people have been living in garden sheds, cabins & caravans without basic necessities in backyards, or where severe and persistent overcrowding is occurring & young people are sleeping on floors, lounges or in carsheds.

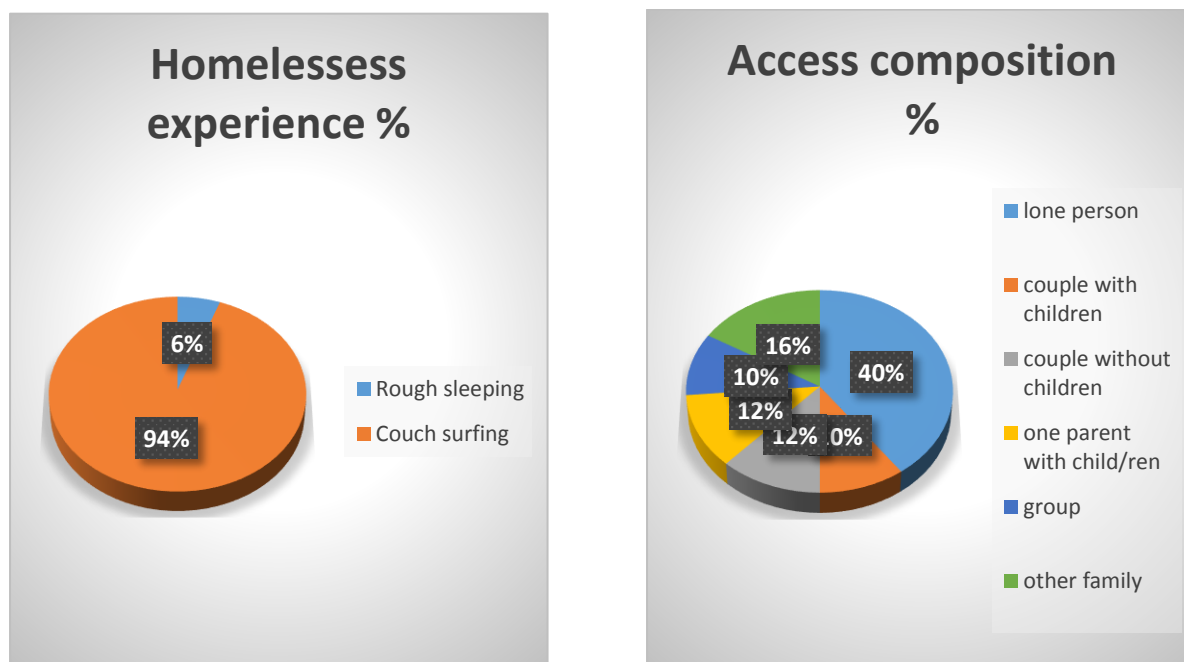


The experience of overcrowding & inappropriate dwelling types has also been highlighted in the 2017 Census data- which indicated that 'overcrowding' had increased significantly in the homelessness experience with young people identifying a 37% increase in this homelessness type.

## Episodes of Homelessness & access composition

While overcrowding has had a significant increase, children & young people's experience of other types of homelessness has remained fairly consistent with data from previous years. Experience of 'rough sleeping' is not normally associated with young people in regional areas- yet there has been a steady representation in this homelessness type across the last

five years. Couch surfing & short-term emergency accommodation again presents significantly this financial year & represents over 66% of the homelessness experience of the children & young people accessing YPS services.



From the data related to presenting unit composition we see again this year children/ young people accessed most frequently by themselves as a 'lone person' (44%). The second largest access composition was 'other family' (18%) with an increase in siblings and cousins accessing services together. The data also indicates that males are more likely to access in 'groups' than to access independently or with other family- this has been particularly relevant in the Hastings/ Port Macquarie area.

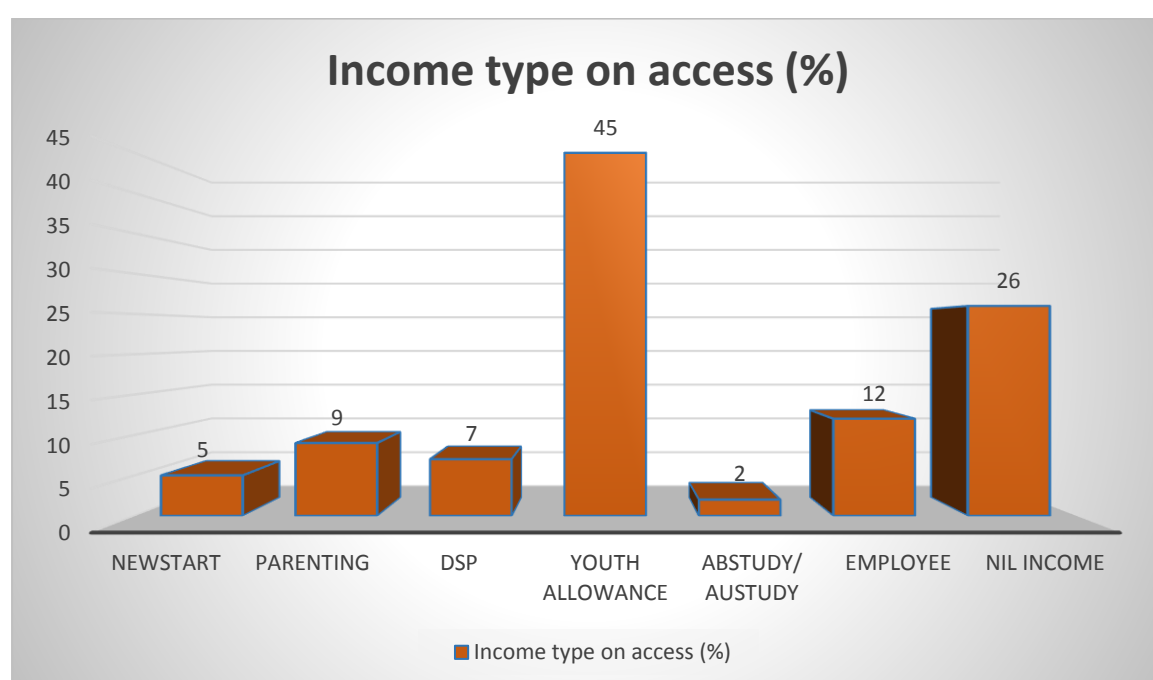
## Income, Education and Employment

Supporting young people to obtain an income, remain or engage in education, training or employment are primary focuses for the work that YPS does. Evidence clearly indicates that young people who are engaged in education &/ or employment are less likely to cycle through the homelessness system into their adulthood & are more likely to be socially engaged. While this is the goal of our work, the reality is that for children & young people who are experiencing complex & multiple issues- including homelessness- school attendance & employment take a backseat to finding somewhere safe & stable to live. YPS has been successful in supporting children & young people to remain engaged in education & access relevant employment services (for those cyp who are not interested in continuing education)- however there has been no statistically significant rise in cyp returning to education & or obtaining new employment in our target locations.

On presentation to YPS services 117 children/ young people were engaged in education. Throughout the financial year this increased to 144 children/ young people engaging in education/ training opportunities – an increase of 15%. Of these the majority are/were engaged in Vocational Education & training, followed by Secondary School and 3 young people attending University.

There has been a strong focus on Commonwealth Income Support over the last 12 months, with a concerted advocacy push from social/ community services in Australia for the Newstart Allowance to be increased. While YPS supports this advocacy work young people accessing YPS services are much more likely to be on Youth Allowance than Newstart – with Youth Allowance being an even lower level of Commonwealth Income support at \$32 per day. Advocacy continues in this area with YPS supporting other Australian services in the 'Raise the Rate' campaign and for this campaign to include the Youth Allowance payment.

On initial contact with children/ young people this financial year 26% had Nil Income & were not awaiting income support & required significant support to complete & submit Youth Allowance or Special Benefit Applications. The tightening of Centrelink policies have impacted the level of work required & the timeframes for successfully securing income support for young people & have impacted on some young people's ability to secure stable housing due to not having an income. .



## Length of homelessness, Mental Health & Disability experience

This financial year we have seen an increase in children & young people accessing YPS services earlier in their homelessness experience than in previous years. 26% of cyp accessed YPS within one week of becoming homeless, indicating that the work YPS is doing in promoting the services available to cyp are hitting the mark to some extent. In previous years the majority of cyp had been experiencing homelessness for up to six (6) months before they accessed homelessness services, which extends their involvement in the homelessness system & puts them at greater risk of harm & mental health experiences. Unfortunately some (n=20: 4%) young people who accessed this financial year had experienced homelessness for between 1 year to 5 years before connecting with YPS- demonstrating that there is still much work to be done in the early intervention, prevention & promotion space.



In terms of cyp accessing with diagnosed mental health issues, the numbers have remained steady to previous years. What has become more evident is that the experience of mental health issues is more prevalent than the data indicates- as after accessing support cyp are identifying mental health concerns not previously diagnosed & accessing services to address these issues. The gaps in the service system for cyp are becoming increasingly obvious as more and more casework time is spent on finding appropriate referral options for cyp with complex & ongoing mental health issues- where their needs exceed Headspace's capacity but also do not meet the complex care team's criteria for access. YPS continues to advocate for a review of the service system response for cyp in our local community & sits on a number of committee's & networks investigating the discord in the system.

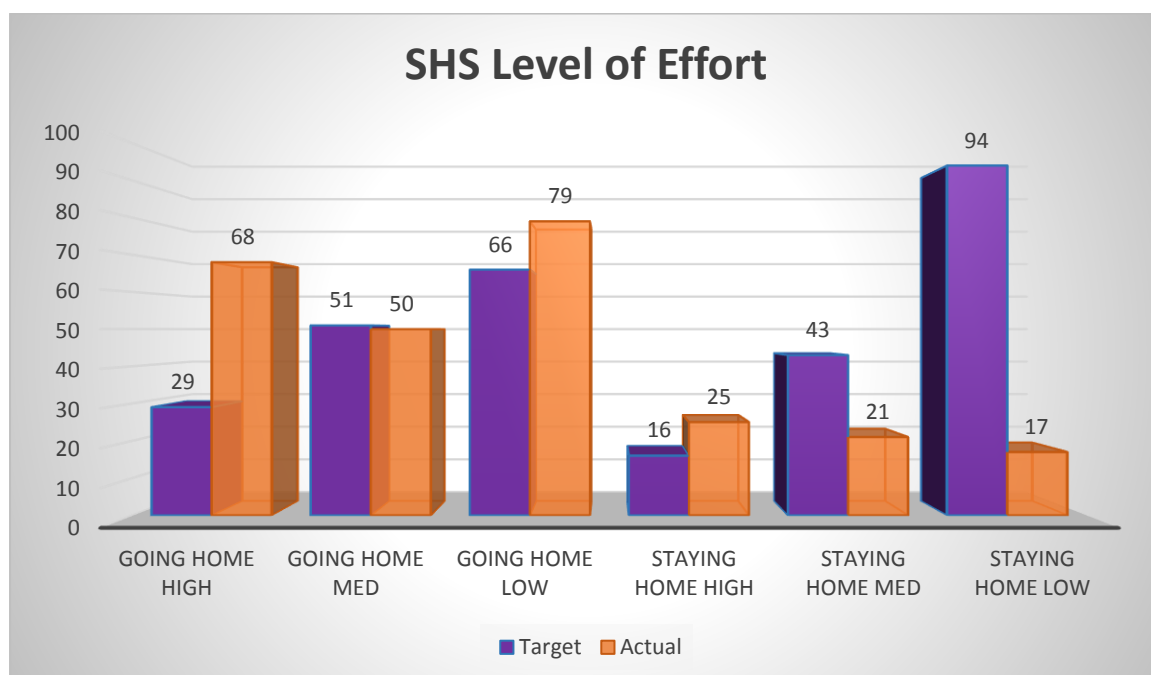
118 cyp (45%) had a diagnosed mental health issue on access to YPS services this financial year. The chart below indicates access to mental health supports services timeframes.



In terms of other cyp accessing with disability, the numbers were very low this financial year, with only 13 cyp identifying a diagnosed disability.

## SHS Support Level of Effort

The SHS support level of effort is part of tracking the complexities of the issues cyp are presenting to YPS with. While there are targets set under each category YPS has little control over the achievement of these targets as it is dependent on the needs and the issues of the cyp accessing our services. Consistently over the last 3 years YPS's actual level of effort provided has not matched the targets set, with YPS significantly exceeding targets set under High needs & being under target for Low needs support. The data continues to indicate that children & young people experiencing homelessness have high & complex needs that require high level support services and a longer period of support.



As indicated by the chart above YPS was:

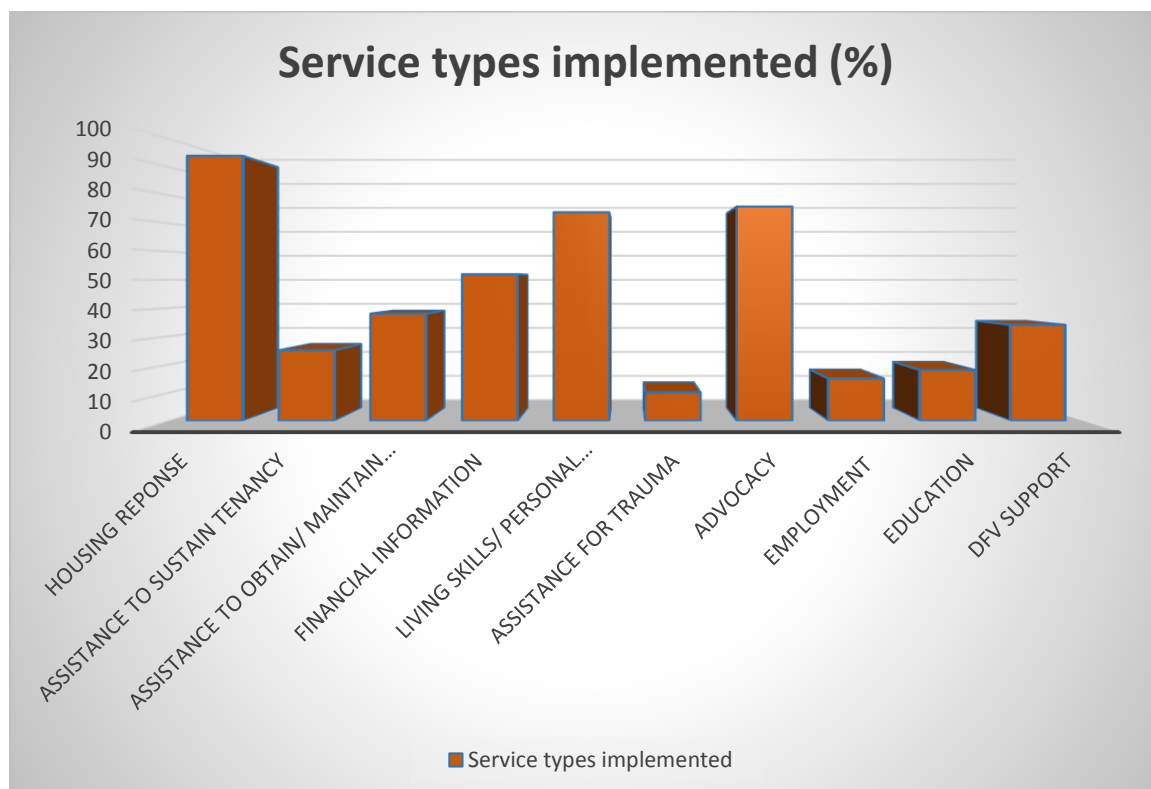
- 134% over target for Going Home- High
- 1% under target for Going Home-Medium
- 20% over target for Going Home- Low
- 56% over target for Staying Home- High
- 51% under target for Staying Home- Medium
- 82% under target for Staying Home- Low.

These outcomes further indicate that cyp are accessing after they are experiencing homelessness (Going Home: n-197 82%) at a much high rate than when they are experiencing risk of homelessness (Staying Home: n- 63 26%) & that crisis presentations & responses are implemented significantly more than early intervention & prevention service types.

## Services Provided

Consistent with previous years the support types provided by YPS relate largely to housing issues, financial support, access to relevant support services for mental health & employment, assistance to obtain an income & assistance to sustain a tenancy. Basic

counselling, therapeutic support and skill development support & opportunities are also consistent service types implemented with the majority of young people accessing our services across the financial year. The following graph highlights the most frequently implemented service types throughout 2017/2018 (total does not equal %100 as cyp require multiple responses across multiple service types)



## Housing Outcomes

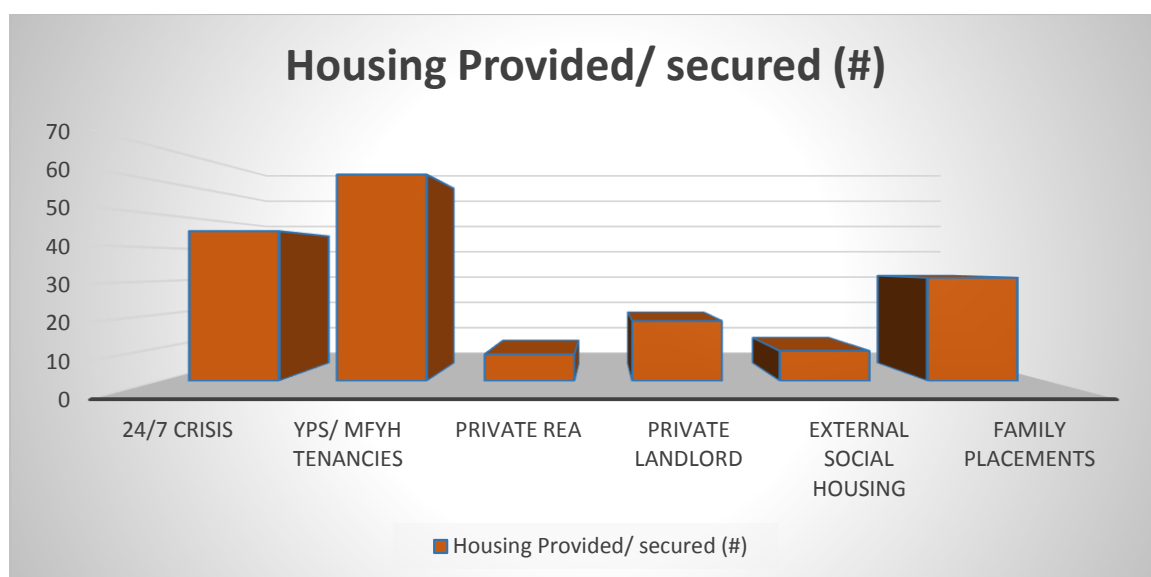
Over the last 5 years the private rental market has tightened to a point where securing a property has become a nearly impossible task- particularly with the barriers young people already face within the property market. Competing against adults, with higher incomes & rental histories, has presented a significant challenge to young people accessing even entry level rental properties & the affordability issue continues to challenge young people's income capacity to live independently. Across the Hastings/ Port Macquarie LGA there is a share-house market that has provided some level of relief, however these property types are often targeted at University students who have employment as a supplement income to Centrelink benefits. Demand for 2 to 3 bedroom properties has increased substantially, and the turnover on one bedroom/ bedsit type properties is non-existent as affordability continues to decrease.

There has been no additional stock provided under Social Housing since the MFYH Transitional Housing Plus properties came online 4 years ago, and these properties remain the key exit point for young people accessing crisis accommodation & the primary entry point into social housing opportunities for our target group. While the turnover on these properties is higher than anticipated at development of the product- the supply does not meet the demand & the product does not meet all young people's needs or capacity levels.

While there has been some increase in housing programs specifically for young people under the Premiers Priority program, these properties & support are only available to young people in the Out-of-care system & so the majority of the young people YPS supports are excluded from these opportunities. YPS continues to advocate for an increase in social housing stock specifically for young people in our region & is continuing to develop a business case for a Foyer model in our target location.

Despite the ever increasingly challenging housing environment the YPS team has achieved some amazing outcomes within this area. While outcomes through private real estate agencies have decreased this financial year, outcomes in the private landlord market have increased as has our success in restoring family placements for children & young people.

Of the 197 young people who presented as homeless in 2017/2018 YPS successfully secured 128 housing outcomes through private market, social housing & family restoration.



YPS provided crisis accommodation to 45 young people (not including HYAP cyp) with 1361 bed nights and medium term accommodation to 62 young people with 11,785 bed nights. In addition to this YPS also officially supported 21 young people to access Temporary Accommodation through HNSW & Link2Home.

## Homeless Youth Assistance Program- HYAP

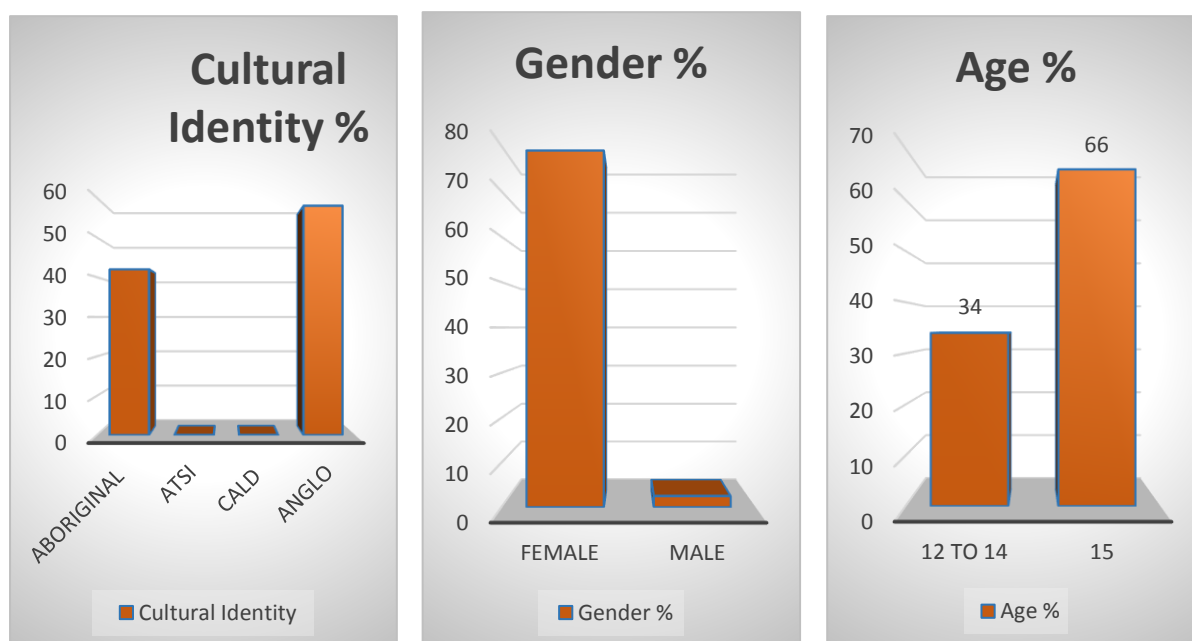
Over the 2017/2018 financial year YPS provided support to 38 children/ young people through the HYAP program with 41 support periods. 92% (n-35) of children/ young people accessing were new to YPS & new to the homelessness system, with 8% (n- 3) re-accessing for a second support period throughout the year. The reasons for the second support periods were all related to the young person moving out of area & then returning at a later date & re-experiencing homelessness or risk of.

### Cultural Identity, Gender & Age

66% of the cyp accessing under the HYAP program were aged 15 years, with 34% being aged 13 or 14 years.

The HYAP program has had access by females at a much higher rate than males with 30 (79%) females & 8 (21%) identifying as male. This has been consistent across the time YPS has been implementing the HYAP program, however this year had a higher female accesses rate than previous years.

Cultural identity of the HYAP cohort has also been fairly consistent with 42% identifying as Aboriginal and 58% identifying as Anglo.



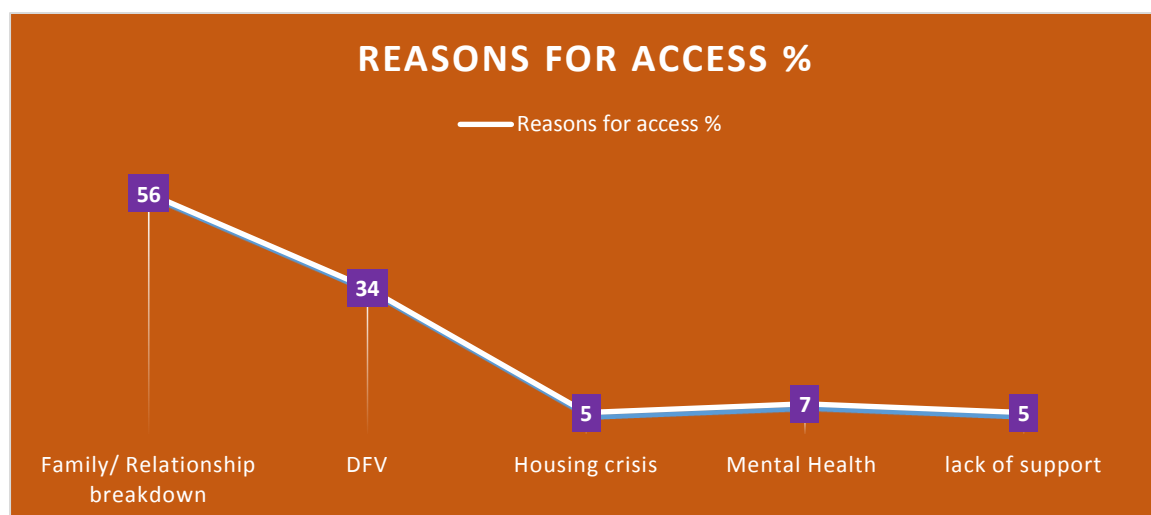
### Referral & Reasons for seeking Support

As with YPS's SHS program the predominant referral type is family & friends, indicating that word of mouth of our services has an impact on children & young people accessing our

services. Again this financial year the education system featured highly in our referral points for the HYAP program as did the Child Protection system.



The main reasons for children/ young people accessing services has also remained consistent over the last 4 years of the HYAP program. Family and relationship breakdown, domestic & family violence continue to be the leading cause of homelessness for our cohort, with co-morbid issues of mental health concerns & drug & alcohol use.

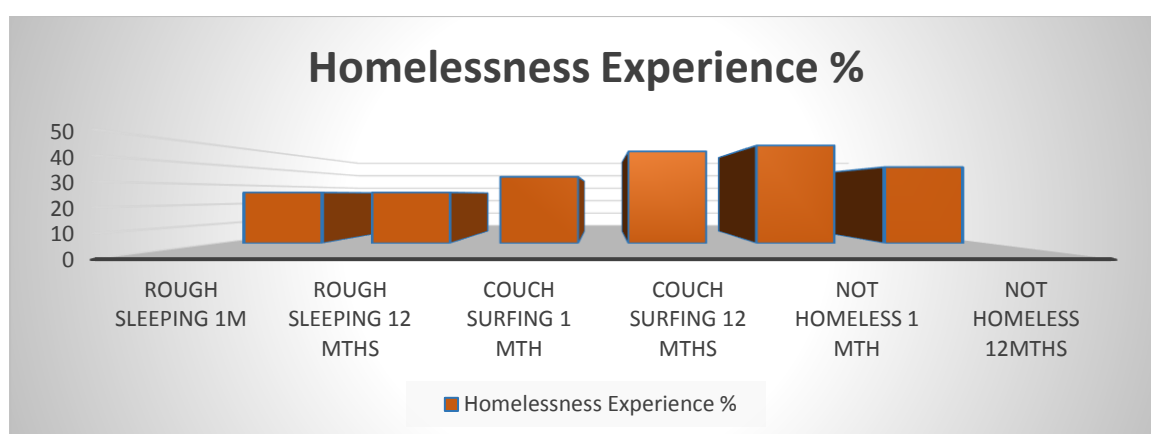


## Experience of Homelessness

The YPS HYAP program strives to implement effective early intervention & prevention services to ensure children/ young people do not experience homelessness & do not present in crisis. This financial year we have had a greater level of success in this endeavour than in

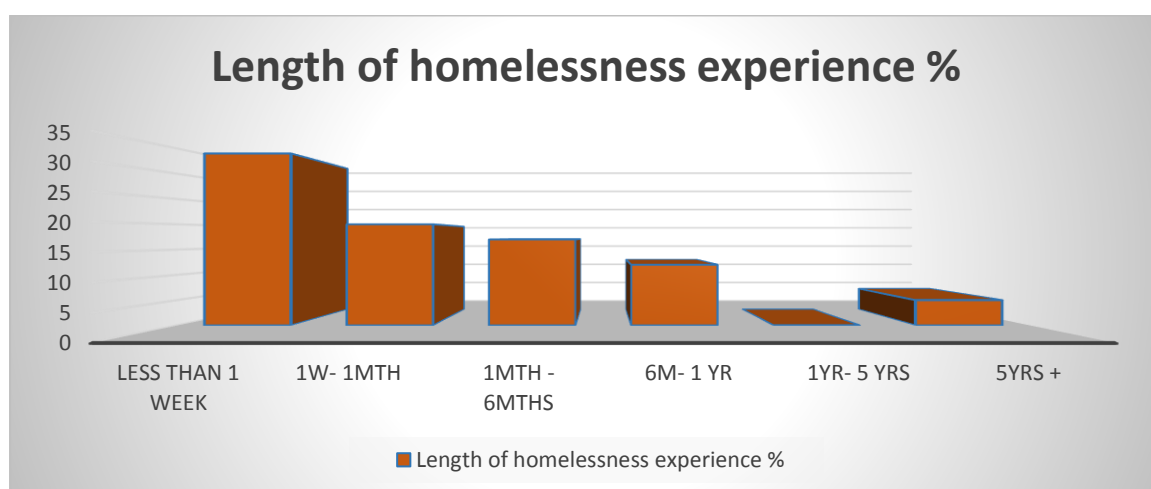
previous years, with a greater number of cyp accessing when they are 'at risk' as opposed to when they are directly experiencing homelessness. The following chart indicates that 50% of the cyp accessing were 'not homeless' in the month prior to accessing services. This has been an encouraging shift in access for our agency & we will continue to develop our early intervention strategies to hopefully increase this service type in the coming years.

Alarminglly, however, a proportion of cyp accessing the YPS HYAP program this financial year have experienced homelessness in its primary form- with 26% of cyp experiencing rough sleeping in the 12 months & 1 month prior to accessing YPS services. This demonstrates that there is still much work to be done in the early intervention space, & in particular in connecting with mainstream & first to now agencies to ensure cyp have access to the right information & supports at the right time.



## Length of Homelessness experience

The statistics this year again show that the HYAP program is making connection with cyp early in their homelessness experience at a higher rate than the over 16's cohort. Engaging with cyp early provides a strong possibility of re-engaging with family for housing placements & reducing dis-engagement from education & as such creating more positive & sustainable outcomes for the cyp accessing.

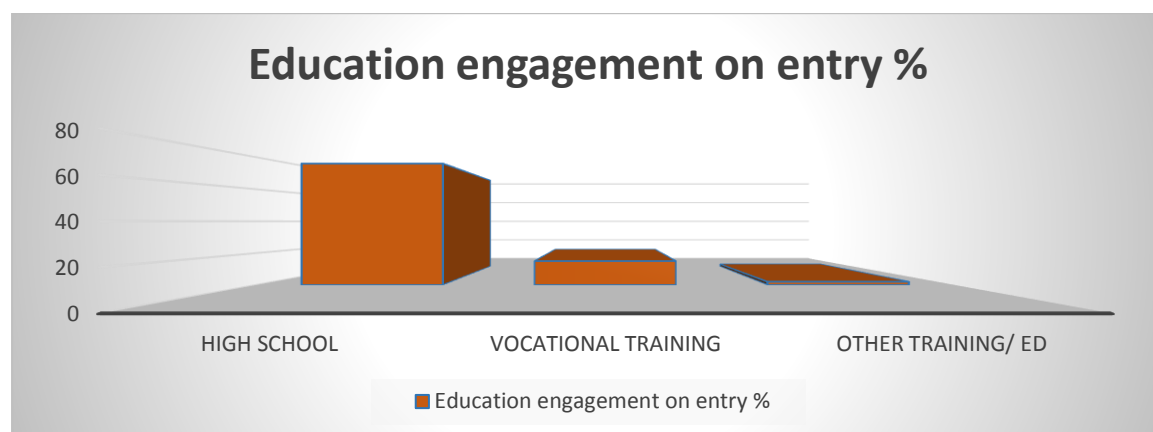


Yet, while there has been success in this area the data also still indicates that there are a significant proportion (34%) of cyp accessing services who identify experiencing homelessness for periods between 1 year to 5 years which, given the age group, is significantly concerning. On unpacking some of these stories, often the cyp had previously experienced homelessness with a care giver or sibling before they went on to experience homelessness as an individual & independent cyp. Yet while this provides context it still raises questions regarding the gaps in child protection service system & where investment in future programs is required.

## Income, Education and Employment

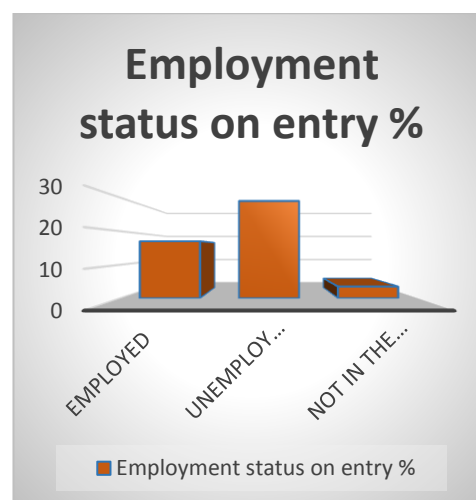
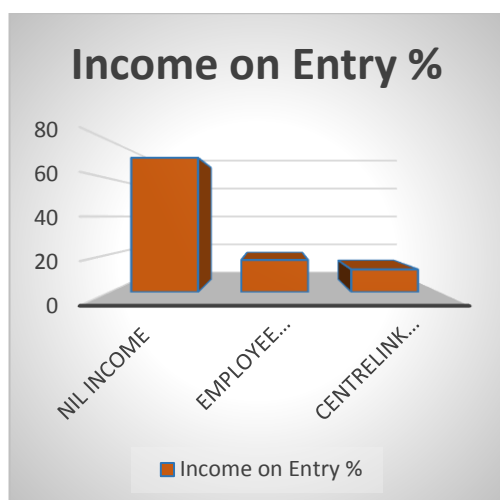
Given the age of the HYAP cohort a primary focus, outside of housing & family relationship support, is supporting children/ young people to remain engaged or to re-engage in education. Evidence has clearly demonstrated that cyp who remain in education & who complete their education goals are more likely to not re-enter the homelessness system & achieve employment more easily than counterparts who do not remain in education. It is essential that our 12 to 15 year old cyp's work to continue their education pathway, however it is important to note that mainstream High school pathways are not always the most appropriate for HYAP cyp & alternative options are relevant in this case.

In the 2017/2018 financial year the cyp YPS provided services to presented with strong engagement in formal & traditional education systems & were supported to remain engaged with these where appropriate. Other alternative education options included Vocational programs & traineeships with an educational components.



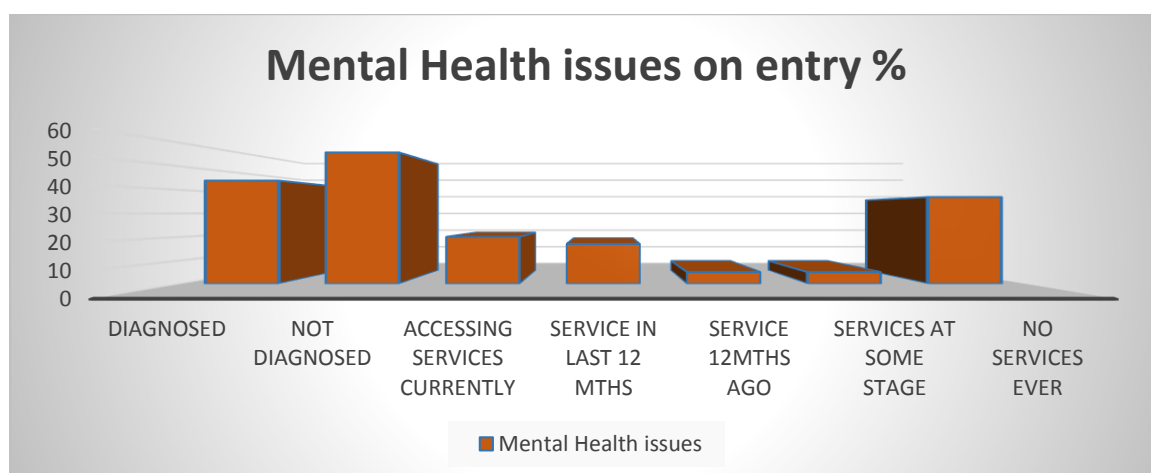
Income and employment are other significant challenges in the HYAP space, with cyp being pushed into adult scenarios without the financial means to respond to their own basic needs & limited options in accessing appropriate income support to assist them into the future. In the 2017/2018 financial year 71% of cyp accessed our services with Nil income & a barrier to them accessing financial support through Centrelink due to their age. For the 34% of HYAP cyp accessing our services who had been experiencing homelessness for over a 6 month period this situation had created barriers for them accessing some housing placements & put them at risk of significant manipulation & potential abuse in the form of 'sex for favours' & risk of engaging in criminal activities.

17% of cyp were employed on a part-time or casual basis on entry to YPS services with the majority not being in the labour force due to their age & employment restrictions.



## Mental Health & Disability

This financial year saw a decrease in the number of cyp accessing services with a mental health issue or diagnosed disability. In previous years Asperger's syndrome had featured heavily in the issues experienced by our HYAP cohort, however this financial year the number of cyp diagnosed with a disability has decreased to 3. Mental health issues remained fairly steady with previous years with depression & social anxiety being the most identified mental health issue diagnosed. A number of cyp accessing this financial year had experienced complex & persistent mental health issues & drug induced psychosis & had a long history with the complex care mental health services in our region. Barriers to cyp accessing appropriate & youth focused mental health support over & above basic mental health care were a consistent issue this financial year with advocacy efforts being focused on reducing these barriers & building the resources & capacity of the current service system. Further advocacy work in this space will occur in the future as the HYAP Protocols continue to be developed.



## Service responses

Similar to the YPS SHS cohort, the cyp accessing the HYAP program are experiencing complex issues, with homelessness as the foundation response required. As noted a higher proportion of cyp in the HYAP program are accessing earlier in their homelessness experience & early intervention strategies have been a key service type implemented throughout the year. Family preservation & restoration work is the cornerstone of the HYAP program, when this is a safe option for cyp, & service responses are underpinned by a commitment to these outcomes.

The top service responses implemented this financial year for the HYAP cohort included:

1. Living skills/ personal development
2. Family relationship assistance
3. Advocacy/ liaison on behalf of cyp
4. Short-term/ emergency accommodation
5. Assistance for trauma
6. Assistance for domestic/ family violence
7. Child protection services
8. Mental health services
9. Assistance to obtain/ maintain a government benefit
10. Education assistance
11. School liaison
12. Assistance for challenging social/ behavioural problems.

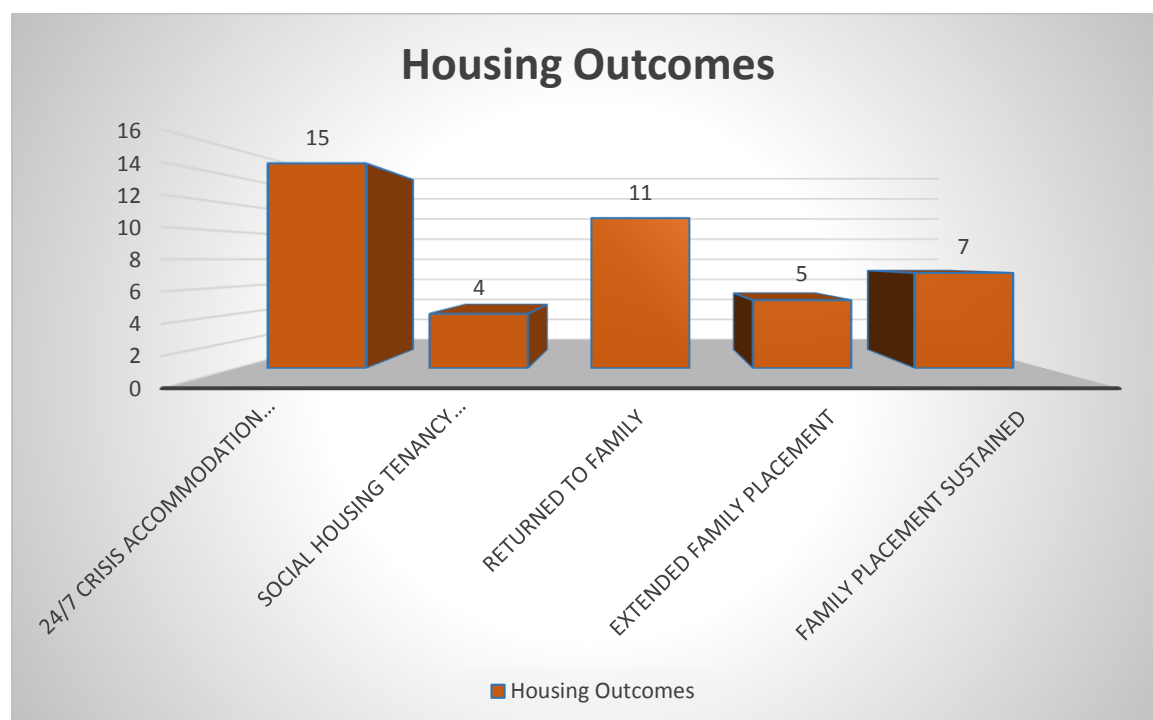
Children/ young people in the HYAP program have a longer support period than young people in the SHS program due to the complexities of their issues & their age range. The barriers encountered in the HYAP space lie largely in the child protection gaps & the ongoing support needs of cyp who cannot re-engage with family. YPS continues to work closely with FaCS, community, children & young people & families to achieve sustainable outcome for our HYAP cohort.

Referral to specialist services is also an important part of the coordination role the YPS HYAP program implements across the region. YPS recognises that the homelessness service system cannot respond to or sustainably address the range of issues and challenges the HYAP cohort present with or experience & strong collaboration across service systems is required. The role has provided YPS with a broad understanding of the service gaps & limitations for this cohort & has fuelled our advocacy efforts in the area, along with the ongoing advocacy YPS implements on a systemic level with the jurisdiction, Peaks & key players in the child protection system.

## HYAP Outcomes achieved

As noted YPS works from a holistic and comprehensive case management framework with our HYAP cyp and families, with a strong focus on family preservation and/or restoration. The outcomes YPS's HYAP Case Workers have achieved this financial year have been 100% consistent with this focus, while also implementing appropriate development orientated support strategies for the cyp engaged in the program.

Out of the 38 cyp supported through the HYAP program this financial year, 39% (n-15) required & were provided crisis accommodation due to safety concerns or lack of other appropriate options available at the time of placement. While this is a significant number of cyp entering the homelessness system in a crisis situation, the work implemented with the family unit while the cyp was in a safe environment, provided a strong foundation for restoration & family reintegration. Often a step to the side can assist a family consolidate the goals they want to achieve & redevelop the pathway they want to follow- ensuring the safety of the cyp while simultaneously working towards a common goal.



As the chart above identifies, in the early intervention & prevention space YPS HYAP successfully supported 7 cyp to remain in a family placement & work with the cyp & family unit to address the issues being experienced. This is a significant outcome given the complexities of the presenting issues & the dynamics of the relationships within the family units.

Further 11 cyp were supported to return to immediate family and a further 5 supported into extended family placements, with Aunties, Grandparents and older siblings. Over the financial year YPS achieved successful family preservation and/or restoration outcomes for 22 cyp accessing the program.

In addition to this 4 cyp were supported into Social Housing tenancies when they had reached the age of 16 as family restoration was not a safe option & extended family placements were unavailable. All of these cyp have successfully sustained their tenancy in Transitional Housing at the end of the financial year.

Within the HYAP program outcome measurement has been built into the CIMS case management & reporting system, in order to better track the outcomes achieved through HYAP support. The data this Outcomes tool provides is related to the 7 core life domains

HYAP services respond to in the funded response types for the HYAP program. These include:

- Family Connections
- Accommodation
- Education & Training
- Physical Health
- Mental Health & Emotional Health
- Risk-taking behaviour
- Age appropriate living skills

The outcome tool looks at scoring cyp's position on a scale related to each life domain & measures the change in cyp's scoring over the period of review & support. This tool provides a average change in scoring & movement for cyp throughout their support period & reflects outcomes achieved within this space. The tool however, is difficult to decipher & averages out the change in scoring across all cyp in the HYAP program- which is not necessarily helpful in measuring actual outcomes. The tool also does not take into account the work completed by HYAP providers nor the level of influence & control HYAP providers have in the range of services & service systems HYAP cyp require.

However, within the 2017/2018 financial year there has been significant positive improvements in Accommodation, Family Connections & Risk-taking behaviours for the HYAP cyp YPS has been working with. More neutral changes have occurred across the Education & Training, Mental Health & Emotional Wellbeing, Age appropriate living skills & Physical health domains.

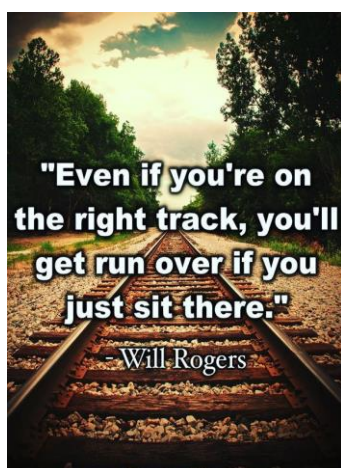
## HYAP Protocols

Extensive work has been completed in the development of the MNC HYAP Protocols & on a State-wide level through advocacy work by the sector & Yfoundations. The MNC HYAP protocol's have progressed well, with negotiation meetings occurring with FaCS and the Education department to ensure children/ young people are responded to from strong foundations & clear processes. Meetings have been scheduled to negotiate with the Health department to address the challenges & barriers HYAP providers & cyp have in accessing relevant & timely health care responses.

YPS has been part of the HYAP Advocacy committee established by Yfoundations to develop a State-wide Protocol that all regional protocols will sit under. This has occurred as grey areas in the FaCS Unaccompanied Minors Policy still remain & regional protocols cannot address these inconsistencies in process. The sectors advocacy efforts have also been supported nu the NSW Ombudsman, triggering an investigation into the response to unaccompanied minors across NSW.

## Community Development- Skill Development & Events

This financial year has been booming with events, collaborations, education campaigns & skill development programs for and with our young people & community. YPS's staff team have worked consistently to plan, develop and implement key opportunities for our community to grow & develop & come together to respond to the needs of our young people. Our YHMD events continue to grow & shine, broadening our contact & communication with our community through new initiatives & partnerships.



YPS has built our community development initiatives over the last 5 years to respond to the diversifying needs of our community, in response to feedback & input from our young people &, as the meme says- because forward movement is always required to stay relevant & stop from being run over.

This year we have seen-

- Superhero's on a grand scale;
- YPS bringing the Mini Youth Olympics Trophy home;
- Media interviews & articles building YPS's profile in the community
- Community campaigns to support YPS's cyp initiated from the community & championed by HIT FM Radio station.
- Multiple speaking engagements at local Rotary & other community groups.
- Fundraising initiatives that have linked YPS to the broader corporate & community world.

The 2016-2021 YPS Strategic Plan identifies targets across the 17/18 financial year that have been progressed and achieved through our service development & community development initiatives. Young people's participation in our service has increased due to the SWAG & their involvement in community event planning, namely YHMD18, the Mini Youth Olympics as well as through our Aboriginal Welcome Message project in Port Macquarie. Achieving the outcomes of our Strategic Plan is rewarding- yet seeing the impact this has on and for our youth community is the icing on the cake & what all YPS staff and Board members strive for.

The activities, systems & partnerships developed & implemented this financial year has also set strong foundations for our future movement towards achieving the next level of our Strategic Plan goals and ensuring quality service improvements remain embedded in our service environment. The YPS team is to be commended for their commitment to quality service provision & collaboration & our children/ young people are to be commended for their resilience, strength & commitment to individual growth & development.

## Youth Skill Development Programs

This financial year YPS has broadened our facilitation base for our youth skill development programs. In collaboration with a number of local community agencies & schools we have expanded our direct delivery of these programs to young people engaged with these services, but not necessarily case managed by YPS. This broadening has occurred to ensure early intervention & prevention programs are easily available to all young people across our community & to develop stronger partnerships with local essential services. This strategy has also been developed to provide a soft entry point for children & young people who may be experiencing homelessness or risk of & who are unaware of support options available to them.



This year, based on feedback from cyp, network agencies & internally, we have updated our Service promotional tools & brochures to better reflect the various skill development programs available to our youth community. Feedback on the new design has been positive & engaging & YPS staff like the look of the new material.

It has been a challenge to get engagement in some of our programs this year, from our Case Managed young people, so number of participants in programs- particularly Reality Rental, have been down on previous years. Feedback from young people have identified that the program is ready for re-development to ensure it is youth friendly, uses a variety of learning styles & keeps young people engaged in the program for the full timeframe. The Youth Social Inclusion & Development Worker & the youth SWAG are currently developing strategies to update & revamp the program & these should be in place by next financial year.

## Reality Rental

The YPS Reality Rental program is facilitated across both Kempsey and the Port Macquarie areas. Young people accessing YPS services and young people who make contact with YPS are offered this program to address their education & knowledge needs related to planning for, apply for, securing & maintaining a private market or social housing tenancy. The housing market can be a confusing space to navigate for young people so the Reality Rental program consolidates the process & provides key tips & suggestions for being successful in the market. Every session of Reality Rental has a private market Real Estate Agent come to deliver a session to the participants, outlining what they are looking for in a tenant, how to complete applications so they are attractive & how to engage with the tenancy manager. This has proven successful in the past with young people being offered properties due to attending the sessions with a private REA.

The Reality Rental program content covers:

- Planning for a new tenancy- costs, tips, main sites, REA's
- Viewings and applications- tips, recommendations, connecting with the agents, evidence & personal ID requirements
- Establishing a tenancy- Bond, rent in advance, lease signing, rent payments, negotiating with agents, budgeting, essential household goods & services

- The RTA and Lease Agreement- Rights, responsibilities, communicating with your landlord, visitors, how to access the Tribunal, Advocates & supports
- Tenants Rights & Advocacy service session
- Basic home maintenance- Bunnings session

Over the last financial year YPS has facilitated 10 Reality Rental sessions with a total of 44 young people participating. These sessions have been facilitated at the YPS office locations, ETC Employment agencies & Macleay Vocational College.

YPS will be working in the future to attempt to have this program more widely available to young people from an early intervention & prevention framework- particularly in the school environment- to reduce crisis presentation & ensure young people in our community have an understanding of the housing market & the systems in place to support them.

### Money Minded Financial Management

The Money Minded program focused specifically on financial management skills & supports young people to develop effective budgeting & savings goals. The program has been hugely successful over the last 4 years YPS has been facilitating it, with feedback from participants highly recommending the program to their peers. YPS staff are accredited Money Minded program facilitators & this year the program was reviewed & redeveloped to respond to feedback from previous participants. Tailoring the program more specifically to young people has been effective & has seen an increase in the number of participants completing the entire day session.

In the last financial year YPS facilitated 9 Money Minded one-day sessions across Kempsey & Port Macquarie, with 41 participants completing the program.



### Silent Stuff- Sexual Health Program

YPS has been facilitating the Silent Stuff Sexual Health program now for approximately 3 years. This program has developed due to feedback from young people around accessing information & services related to sexual health, safe sexual practices & STI's. YPS in partnership with MNC Local Area Health service developed the Silent Stuff program utilising existing best practice program frameworks & effective youth engagement & participation strategies. This partnership also resulted in YPS being an off-site clinic for Sexual Health screening & appointments with the local HARP worker for young people.

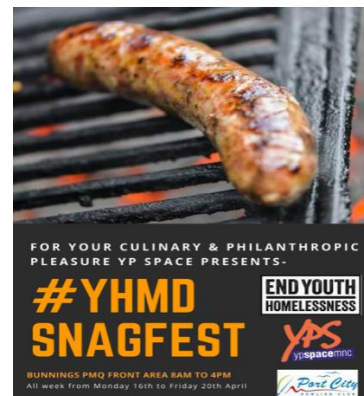
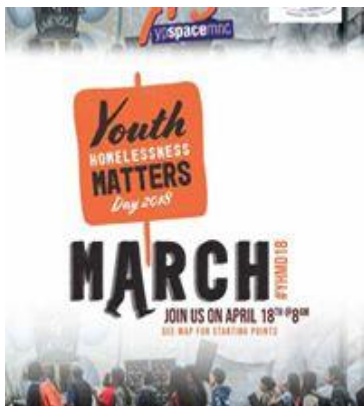
The program covers topics including:

- What are STI's & BBV's
- Short & long-term effects of STI's & BBV's
- Prevention & Treatment
- Sexual Health Screens
- Contraception
- Myths & Facts
- Safe sexual relationships

This financial year YPS facilitated 3 Silent Stuff programs with a total of 17 participants.

### Youth Homelessness Matters Day 2018 (YHMD)

YPS's Youth Homelessness Matters Day campaigns over the last 5 years have focused heavily on engaging young people & the community through major youth & community events, including skate comps & Festivals. After feedback & review of the previous campaigns a decision was made to bring the focus back to engaging the broader general community & providing education & information about youth homelessness on a broader scale. In consultation with young people through the YPS SWAG & other network agencies it was decided that the 2018 campaign would be a Community March through the Port Macquarie & Kempsey main streets, culminating in a BBQ in Kempsey & the YPS Snag Fest in Port Macquarie.

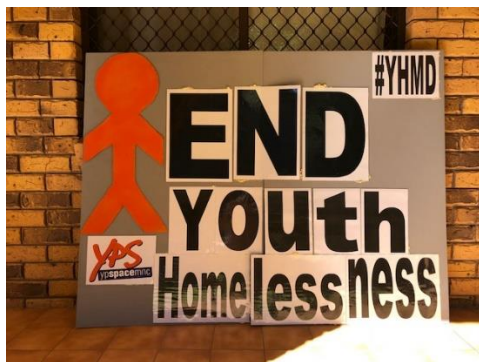


To ensure as much presence & media coverage as possible YPS also initiated a number of posters and media articles/ radio interviews to ensure YHMD & the issue of youth homelessness was on the communities agenda for the month leading up to National YHMD2018.

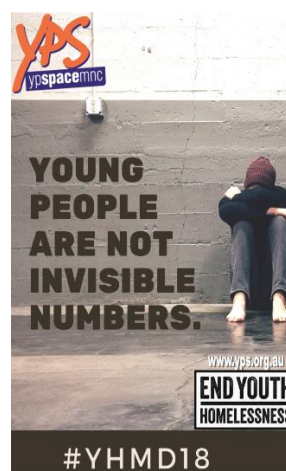
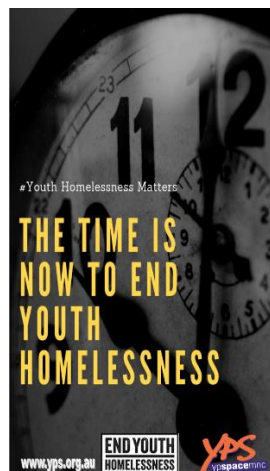
This year for the first time ever, YPS and YHMD was up in lights- on the electronic Billboard in the middle of the Port Macquarie CBD for a one month period- putting youth homelessness in the centre of many discussions & conversations.



This year we also had a Billboard on the new Pacific Highway, calling on our community to help 'End Youth Homelessness'- a campaign that could not have occurred without the very generous support of the property owner & the donation of materials from Bunnings Port Macquarie. Feedback from this Billboard was positive with a number of people identifying that they had seen the billboard on the Pacific highway & that they believed it would stimulate conversations that may not have occurred without such a visual trigger.



To ensure broader coverage of the YHMD2018 message YPS developed a number of posters that were distributed to all network agencies, shops & services in both LGAs & utilised in YPS's online campaign through social media sites. These campaign posters were well received & were shared far and wide via social media sites of individuals & agencies.



In addition to these aspects of the YPS YHMD2018 campaign YPS also undertook a fund raising campaign during the week of YHMD2018. Supported by Bunnings Port Macquarie YPS implemented the week long Snag Fest- selling hundreds of sausages & drinks to the residents of Port Macquarie, while also sharing information & education about youth homelessness in our local region. Through this initiative YPS made contact with hundreds of people- engaged in conversations, linked community members with relevant support agencies in their region & made contacts with other local community focused groups like Rotary & the Country Womens Association.

The marches in both Kempsey & Port Macquarie were successful in attracting participation from community members, support from both LGA's Council & attracting the attention of media, businesses and commuters on their drive to work. While numbers were not high, the commitment & spirit of supporting children & young people was overwhelmingly present.



## Dash with a Splash

Through our involvement with the Kempsey Healing Together Committee YPS joined 33 other community & government agencies to plan & implement the Kempsey Dash with a Splash event in Youth Week in Kempsey. The goals of the day were to provide young people in our community with an opportunity to:

- Be Celebrated
- Have a stronger understanding of the importance of/ strategies to achieve; physical health goals via healthy eating, maintaining work out program etc.
- Be Engaged in the community fun run and receive messages outlining the importance of physical health
- Built connections with local community services through information exchange
- Have a stronger understanding of where and how to access support services
- Build social connections

The event was a smashing success with over 1000 local children & young people participating & engaging with not only YPS's service, but with local health, education, community, AOD, Aboriginal, disability, employment & support services. This event achieved its goals & has also strengthened the local community services network to ensure consistency & collaboration across multiple sectors working with children & young people.

## Youth SWAG – Youth Social Wellbeing & Action Group

The YPS Youth SWAG has been busy this financial year developing, planning & supporting the implementation of a number of projects across the Kempsey community. While participation numbers have remained low over 17/18 the participants we have on board are incredibly dedicated & committed to working with YPS & the network agencies to ensure input from young people is available & to strengthen their own individual skills as well.

This year youth SWAG held seven (7) meetings to continue to develop their Terms of Reference & strategies to increase participation & held six (6) Planning meetings for events held in the community- particularly YHMD2018.

YPS values the participation of our SWAG committee & provide members with an opportunity for feedback & input into a number of different strategies, events & projects YPS is developing. These young people hold enormous knowledge of their community- the needs, the challenges, the barriers, the strengths & the passions. SWAG's input has been invaluable in developing our skill development project & YPS is working on a number of initiatives currently that will see our SWAG members have a more hands on role in our education campaigns.

YPS will continue to support the evolution of SWAG & continue to build its participation base. In the next 12 months Port Macquarie young people will be encouraged to join with us to build SWAGs numbers & to ensure the Hastings LGA has the opportunity to engage in advocating for the youth of their community.

## Donations

YPS has worked diligently this year to raise funds to support responding to child & youth homelessness this financial year. As an agency we rely heavily on donations from community members to assist us in providing children & young people access to resources that YPS cannot provide alone- particularly financial support to establish tenancies. Our community has been incredibly generous this financial year, with a number of new donors providing YPS with significant donations & the donation of goods & essential household items as well.

This financial year saw YPS be able to provide essential household goods to 29 young people on establishment of new tenancies. These products would not have been possible without the generosity of our donors.

YPS continues with our partnership with Port City Bowling Club as well- PCBC have been an amazing supporter of YPS this financial year, with donations from staff & club members assisting YPS to support young people. YPS cannot extend enough appreciation & gratitude to the staff & management of PCBC- they are all nothing short of SuperStars!

This financial year also saw the launch of the YPS Everest Community Challenge as well & significant donations have been received to contribute to our fundraising target – with the goal of increasing the access to affordable housing options for young people in our community.

Donations received this financial year include:

ANZ Bank- \$2,550

Port City Travelling Bowlers- \$500  
Port City Bowling Club staff contributions- \$960  
Bunnings PMQ (Snag Fest)- \$6,216.60  
Kendall Op Shop & Youth Music Group - \$2,000  
Rotary Kempsey- \$300  
Quest Tap- \$670  
Everest Events (KMC and PMQ)- \$3,331.35



## Out-of-Home-Care Accreditation

In November 2017 YPS received notice from the NSW Office of the Children's Guardian that our agency had finally achieved Provisional Accreditation as an Out-of-Home-Care provider in NSW. YPS' accreditation is related to Residential Services & Supported Independent Living for children & young people who have Parental Responsibility to the Minister (PRM). While the Policy & systems work have been completed, in terms of the accreditation process, YPS still have to pass the final on-site review process to finalise the accreditation.

As with all YPS's services, our OoHC arm will continue to be developed & improved in line with our Quality Improvement processes to ensure our compliance with legislation & to ensure our services are the highest possible standard for the children & young people we support. YPS current does not received funding under the OoHC service system, however this accreditation has placed YPS in a position to expand our services into this sector when funding becomes available.

## Advocacy & Representation

YPS continues to be strong advocates for children & young people in the MNC region & remains heavily invested in ensuring YPS has representation on major committees, Steering Groups, Reference Groups, Communities of Practice & Peak Body boards. Currently YPS staff hold a number of positions on National & State groups & use these positions to ensure

children & young people remain a key focus for service development, Policy response & system design. YPS staff currently hold roles in:

- Yfoundations Peak Body Board of Governance- Chair
- Australian Institute of Health & Wellbeing (AIHW) Advisory Group
- National Youth Coalition of Housing (NYCH)- NSW rep
- FaCS Practitioners Advisory Group
- FaCS HYAP Reference Group
- Yfoundations HYAP Reference Group
- FaCS Commissioning Reference Group
- SHS Aboriginal Reference Group
- SHS Youth Community of Practice
- SHS Aboriginal Community of Practice
- KMC Healing Together Committee
- KMC Lovebites Coordination Group
- MFYH Nomination & Allocation Panel
- MNC District Homelessness Implementation Group
- MNC Aboriginal Outcomes Strategy SHS Group.

YPS staff have worked hard this financial year to keep children/ young people on the agenda & strengthen the service system in response to child & youth homelessness. It is essential in all our advocacy efforts that we recognise the complexities of the issues our cyp experience & the need for connection & collaboration across multi-levelled sectors & across both government & non-government systems. YPS will continue to hold a strong position within these groups & committee's & will at all times ensure the voice of our regional children & young people are heard.

## Human Resources & Staff Professional Development

We have seen some changes in our staffing team over the last 12 months- with Rebecca Askew, Jade Smith & Jo Stolker leaving us for greener pastures. All three were greatly missed & all contributed skills & knowledge to the YPS team whilst with our service. Jade Smith has now returned to us in the Kempsey team & is a welcomed re-addition to the team.

YPS is committed to ensuring our team have the appropriate skills, knowledge & resources available to provide high quality services to the children, young people & communities we work with. Professional development & training for our team is a core component of YPS' Quality Improvement Strategy & is implemented to safeguard our relevance, responsiveness & effectiveness to the issues our community experiences. This year YPS has had a particular focus on internal Cultural Competencies and Cultural safety. We as an agency strive to embed genuine respect, safety & security in all aspects of our organisation- to guarantee our services & systems do not restrict or impede child, young people & the community receiving the services they deserve & expect.

Professional development & training YPS staff have attended this financial year have included:

- Certificate in Complex Trauma and Attachment Management
- Suicide Prevention
- Money Minded Facilitators training
- Dr Tracey Westerman Aboriginal Cultural Competency (2 Day)

- Gatang Language Session- YPS Aboriginal Welcome Statement
- Dr Tracey Westerman Aboriginal Youth Mental Health (2 Day)
- YPS OoHC Policy & Procedure Induction & Training
- Custody to Community for People with Cognitive Disability
- Everybody's Home Housing Conference
- 4 Day DFV Training
- 2 day Aboriginal Homelessness Forum
- Money Minded Facilitators training
- Outcome Measurements for the Community Sector
- Reportable Conduct
- Child Protection- 4 day
- DFV and people with cognitive disability



## SHS Support Satisfaction Outcomes 17/18

YPS implemented the YPS SHS Support Satisfaction Survey with children/ young people accessing our services across the 17/18 financial year. The participation rate this year was lower than in previous years & YPS will look at ways to improve participation to ensure children/ young people have the opportunity to provide their thoughts.

Overall satisfaction with support- 96% positive (only 1 yp indicated that they were not satisfied & unfortunately did not make comment so we could look at required improvements).

Other Outcomes results included:

- Knowledge & connection to community resources- 93% positive improvement
- Relationships with key people- 61% positive improvement
- Safety- 79% positive improvement
- Self- confidence & independence- 79% positive improvement
- Employment opportunities- 46% positive improvement
- Mental & emotional health- 75% positive improvement
- Budgeting & living skills- 68% positive improvement
- Education connection/ access- 59% positive improvement; 33% stayed the same
- Housing/ accommodation- 89% positive improvement

Another year of great outcomes for our community & hard work by the YPS team. Well done to you all.

## Financial Report

### YP Space MNC Incorporated

## FINANCIAL REPORT 2017 2018

YP Space is in a strong financial position to continue its work for Homeless Youth on the Mid North Coast.

YP Space MNC Incorporated has received funding for the 2017/2018 financial year from Department of Family and Community Services for the SHS and HYAP programs

### DONATIONS

YP Space has been actively and successfully collecting donations in this financial year.

General donations to YP Space totalling \$7,006.75 include:

|                                                     |            |
|-----------------------------------------------------|------------|
| Monthly staff donations from Port City Bowling Club | \$3,641.75 |
| Port City Travelling Bowlers                        | \$ 500.00  |
| Barefoot Bowls                                      | \$ 315.00  |
| ANZ Bank Golf Day                                   | \$2,550.00 |

We have successfully partnered with Port City Bowling Club and along with members of their staff and community members, four of our employees will be climbing to Everest Base Camp in April 2019. During the 2017 2018 financial year fundraising began for this project:

Our TEAM EVEREST has been generously supported by our mid north coast community and has raised \$12,748.33 – made up of the following:

Other donations for our EVEREST challenge totalling \$3884.71

Special thanks go to Port City Bowling Club who have been tireless in their fundraising efforts on behalf of YP Space. Also to ANZ Bank, Kendall Op Shop, Kempsey Rotary, That Playce Café, Coffee Club Port Macquarie, to all those donating to GoFundMe and Quest Tap, to those businesses in Port Macquarie and Kempsey who have donated prizes for raffles, to all the trivia and word fight players and last but certainly not least our hardworking YP staff who have cooked hundreds of sausages, learnt lots of trivia and sold countless raffle tickets. Our local community has been both supportive and generous in our fundraising ventures.

## GRANTS RECEIVED

\$500 from Mental Health Association of NSW for Mental Health Grant

\$300 from Mid Coast Communities for Mental Health Week

\$500 from Coastline Credit Union for the Mini Youth Olympics 2017

## INTEREST

Our Funding 6 month Term Deposit with Coastline Credit Union at 2.85% interest, matured on 27 December 2017 and was rolled into our working account. Interest earned was \$6,144.28

YP Space is also holding staff provisions in a Term Deposit with Bendigo Bank, which matured 16 December 2017 earning interest of \$4,053.08. The total amount (\$150,019.71) was again rolled into another 12 month Term Deposit with Bendigo Bank at a rate of 2.4% interest which matures 16 December 2018

**That Playce Café**, our social enterprise, has been running since April 2015. It continues to make an expected financial loss, however, we are confident that it is successful in its primary purpose of training and supporting Young People.

Lorraine Williamson

Finance Manager