

**NEPEAN YOUTH ACCOMMODATION
SERVICE INCORPORATED
("NYAS")**

2006 ANNUAL REPORT

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NYAS - VISION, AIMS AND VALUES

Nepean Youth Accommodation Service (“NYAS”) is a community based, non-government organisation providing crisis, medium and long-term accommodation and support services to homeless young people in the Nepean Hawkesbury District.

As a partnering agency with the Department of Community Service (“DoCS”), NYAS operates under the Supported Accommodation Assistance Program (“SAAP”), which is a joint State and Commonwealth Government initiative providing funding for services to help young people who are homeless or at risk of homelessness. The program is an important component of DoCS’ early intervention strategies that aim to support the development of sustainable families.

NYAS is governed by a community based management committee overseeing the work of its manager and staff.

NYAS has been operating in the Nepean District since March 1989 (when it was first incorporated as Penrith Youth Refuge) and today operates the Penrith Youth Refuge (crisis refuge), Dulkara (young males), Willow Tree (young pregnant females), Outreach Support program (semi supported accommodation units), Intensive Support Services (for youth with complex support needs), and a range of youth related support services.

Penrith Youth Refuge (PYR)

Case managed crisis support for young people aged 14 years and 9 months to 17 years of age. It provides short-term accommodation, assessment and referral services. The emphasis, where possible, is on family restoration.

Dulkara

Semi-independent case managed accommodation to young males aged 16 to 19 years. Emphasis in on promoting self reliance and independent living.

Willow Tree

Semi-independent case managed support and accommodation for young pregnant females aged 16 to 19 years. These mothers and their babies live at Willow Tree for approximately six months after the birth of their baby whilst they seek alternative housing options.

Outreach Semi-Supported Units

Ongoing case management in self-supported unit style accommodation for males and females aged 16 to 25 years who demonstrate competent living skills and a degree of self-reliance.

Intensive Support Services

Individually case managed support for young people with a range of complex needs.

Support Services

Access to a range of specific support services to young people aged 16 to 25 years as prescribed under SAAP.

Vision

To provide safe and secure accommodation and support services for homeless young people in a way that is non-judgemental and, where possible, seeks to restore family relationships and promote self-reliance.

Aims

To provide short-term crisis accommodation, medium to long term semi-independent accommodation and transitional accommodation to young people who are homeless.

To provide outreach support for those who have lived in supported accommodation and/or who are at risk of homelessness.

To provide support services that offer young people a comprehensive and holistic range of extension programs to improve their social and economic well being.

To work with other youth services in addressing youth homelessness.

To promote greater community awareness of the issues of homelessness, especially as they affect young people.

Service Values

To meet the needs of our community

To provide accommodation and support services for homeless young people in the Nepean and Hawkesbury District. We undertake these services in a caring way that is safe, supportive and non-judgemental. We respect their independence and confidentiality.

To meet the needs of our staff

Our staff is a vital and valued component of our services. It is through their efforts that we can achieve our vision. At the core of our values is integrity, teamwork, ethics and responsible behaviour.

To meet the requirements of our funding provider

To continue to provide accommodation and support services we must meet certain performance measures and achievements against objectives. We believe in providing quality services that meet the needs of young homeless people, DoCS and the community in which we serve.

MANAGEMENT COMMITTEE REPORT

It is my pleasure to present to you the Annual Report for 2006 on the services and activities of NYAS. The year has been one marked by growth in our services to youth underpinned by a level of stability in our staff and management structures.

Throughout the year, NYAS has continued to offer a range of services to the marginalised youth in our community through its three core accommodation programs. At the same time, we have introduced new services that cater for client's complex needs and in an ever-changing environment.

Our financial position remains strong with funding secured from DoCS through to June 2007, cash reserves that cater for our operations into next year, and provision that adequately cover our liability to employees and suppliers. A more detailed coverage of our financial results is given below, while our Service Manager, Joe Magri, will provide an outline of the year in his Operational Report.

Youth Services

Throughout the year, NYAS offered three core accommodation services for youth in need of crisis accommodation or short to medium term independent living arrangements. An additional eleven units and bed-sits were available to clients with longer-term accommodation needs, along with a full range of Brokerage services to them and clients from other agencies.

During the year, we assisted 165 clients with accommodation or brokerage services. This is an increase of 29% on last year with no additional increase in the number of beds or direct funding from DoCS. Our office received 987 calls for assistance, an increase of 42% on last year. This is a strong indication of the need within our community for support services like NYAS and a need for funding bodies to support our endeavour. Throughout the year, the core programs had a bed-utilisation rate of 79%, a great achievement. Despite this, however, NYAS was unable to place 291 young people looking for crisis accommodation, as there were no vacancies at that time. This situation is indicative of many other agencies and continues to be a point of focus for management.

We introduced a number of new services in an endeavour to respond to increased client's needs. These included an Intensive Support Service for clients with more complex needs, a Young Parenting Program in partnership with a number of other agencies in the region, a Financial Case Management service through Centrelink, and a range of Living Skills programs.

With assistance from the Department of Housing, we have gained approval to obtain new premises in the Penrith LGA for more accommodation. The site, to be known as Nepean Cottage, will cater for all forms of crisis accommodation, including the Intensive Support Services.

Strategic Direction

At our strategic planning meeting, the Management Committee confirmed the future direction of services being offered by NYAS and made a number of small changes to our Vision and Aims. These areas were broadened allowing for a greater level of partnerships or joint programs with other agencies, an emphasis on a more holistic

range of services for young people and not just accommodation, and an expanded view of the area we service that includes the entire Hawkesbury and Nepean region.

Management and staff continue to meet regularly and work on implementing the initiatives in the Strategic Directions. One such initiative was the commissioning of a new client database in July 2006. The database will provide a more efficient way of recording and monitoring the progress of clients in NYAS and offer more information on outcomes.

NYAS participated in a financial costing exercise with DoCS during the year. The exercise aims to measure the costs of the various services offered through agencies. While contributing to the knowledge base of DoCS, the exercise helped NYAS understand its costs and how to manage them better. Any cost saving initiatives made by NYAS have been allocated back into increase services for clients.

Funding from DoCS

The Management Committee is grateful to the staff of DoCS who have not only provide us with SAAP funding out to June 2007, but also for their guidance in, and understanding of, our operations. We understand that the next round of SAAP funding will most likely take the form of a tender process, which we will need to actively participate in, in order to secure our future funding. We look forward to working with DoCS in this process.

I mentioned in last year's report that a resolution to a dispute over funds withheld by DoCS from our April 2005 allocation was expected to be resolved soon. Earlier this year an independent audit firm was appointed by DoCS to help resolve the dispute. Their report was prepared in May 2006 and sent to the Regional Director for consideration. We are still confident in the basis of our claim and of a successful outcome.

Management and Staff

On behalf of the Management Committee, I am most grateful to the staff for their dedicated support and cooperation over the past year. Dealing with clients who have a high, and often complex, level of needs is an extraordinary task. The feedback from clients and management has remained positive throughout the year.

In particular I would like to thank our Service Manager, Joe Magri, for his tireless efforts during the year. Through his concerted efforts, a number of key initiatives have been undertaken and implemented. The Management Committee looks forward to working with Joe and his staff in the year ahead.

I would also like to thank the members of the Management Committee for their services to NYAS. Their level of knowledge and experience in both the social services fields and in running a small businesses, is invaluable to a community based, non profit organisation, such as ours.

Siegfried Kunze
President
Management Committee

Summary of the Financial Results for 2006

I am pleased to report a small surplus of \$4,805 for the year ended 30 June 2006. While our SAAP Programs accounted for a deficit of some \$9,698, the remaining funding sources and programs more than offset this deficit.

During 2006, the major source of funding continued to be from SAAP grants provided by DoCS. This accounted for almost 87.0% of Total Income for NYAS. However, with the successful introduction of additional services funded by other than SAAP sources, this percentage has fallen from 95.6% in the previous year.

| | 2006 | 2005 | % Change |
|--|------------------|-------------------|---------------|
| Income | | | |
| • DoCS SAAP funding | 512,025 | 463,235 | 10.5% |
| • Other funding sources | 76,710 | 21,218 | 261.5% |
| Total Income | \$588,735 | \$484,453 | 21.5% |
| Expenses | | | |
| • Staffing | 474,094 | 407,243 | 16.4% |
| • Brokerage / Client Services | 28,079 | 25,984 | 8.1% |
| • Property | 30,940 | 35,076 | -11.8% |
| • Administration | 50,817 | 43,515 | 16.8% |
| Total Expenses | \$583,930 | \$511,818 | 14.1% |
| Net Operating Surplus/(Deficit) | \$4,805 | \$(27,365) | 117.6% |
| Attributed to: | | | |
| • SAAP Programs | \$(9,698) | \$(27,365) | na |
| • Other Programs | \$14,503 | na | na |

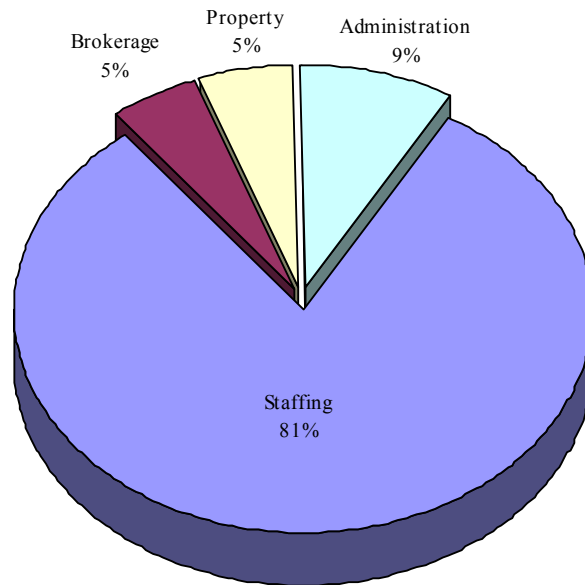
The increase of 10.5% in funding through SAAP primarily reflects the amount of \$37,768 withheld by DoCS in April 2005. Other funding sources include a service fee of \$39,662 for the new Intensive Support Services program. During the year, NYAS had two placements for a period of eleven weeks in this program.

On the expenditure side, our largest cost remains staffing, accounting for a little more than 81% of all expenses (77% last year). During the year, we employed nine full and part time permanent staff to manage and operate the various services and programs. In addition, we employed up to sixteen casual staff in the Intensive Support Service program and to cover the various forms of staff leave. NYAS topped up its provision for employee leave entitlements for annual leave, sick leave, leave in lieu, and long service leave. The increase in staffing costs is primarily a result of the additional staff required for the Intensive Support Service program.

NYAS offers a full brokerage service to clients covering everything from assistance in setting up their accommodation to their daily medical and food requirements. During the year, a gross amount of \$36,500 was spent on Brokerage and Client Services. This was partially offset by contributions of \$8,400 received from various agencies.

Administration expenses include a variety of smaller items with the increase over the year primarily resulting from depreciation and running expenses of the larger motor vehicle fleet.

Expense Categories for 2006



Major items of capital expenditure in 2006 included:

- replacement of the Mitsubishi van
- replacement of a washing machine
- new laundry cabinets
- new lounge suit for clients
- new computer for the office assistant
- new furniture for Nepean Cottage

The financial position of NYAS remains strong, with a year-end cash position of \$108,124 of which \$86,273 has been set aside for employee leave entitlements and a further \$21,071 for tax and superannuation commitments. The Management Committee is confident that NYAS will have sufficient resources available over the coming year to meet its liabilities.

Brian Brainwood
Treasurer
Management Committee

MANAGER'S OPERATIONS REPORT

Over the past year, NYAS has continued to provide a continuum of services to homeless young people. We have also been able to develop partnerships with a number of different organisations to meet the range of needs of homeless young people in an integrated way. While the provision of supported accommodation options remains at the core of NYAS' service, we acknowledge that having a safe place to sleep is only one aspect in a young person's quest for a life with meaning and dignity.

Strategic Direction

Towards the end of last year, NYAS embarked on a process of developing a strategic plan, which will shape our future direction. The process included a two-day planning session with the staff at the beginning of March. In March, the Management Committee formulated NYAS' strategic direction for 2006-2009:

As a community based and independently managed organisation, NYAS believes that providing a continuum of integrated services is the best way to reduce homelessness among young people. This will be achieved by implementing strategies to:

- *Build community partnerships*
- *Expand existing services and initiate new programs in an integrated way*
- *Strengthen organisational capacities through financial diversification*

Service Development

Working in this direction NYAS has been able to initiate the following programs and services during the course of the year:

- Young Parenting Program
- Living Skills Program
- Financial Case Management
- Intensive Support Service
- Nepean Cottage

We have also continued to develop existing services, namely:

- Case management support for residents at Penrith Youth Refuge (PYR)
- Co-case management with specialist services.
- Young Mum Groups in partnership with local services
- Outreach accommodation, increasing from 7 to 11 units
- Brokerage support for clients transitioning into independent accommodation

Behind the scenes, we have also implemented initiatives to improve our service delivery. These have included:

- A Risk Assessment process at PYR
- Developing a referral data base and installing an electronic client information management system
- Managing the financial accounts in-house through the employment of an Administration Assistant and outsourcing the payroll function
- Initiating a review of policies and procedures: PYR staff were actively involved in our submission to DoCS' under 16s in SAAP draft policy
- Trailing a client feedback process through weekly house meetings

We have been attentive to the ongoing development and support of our permanent staff. After initiating annual appraisals in October last year, we developed Annual Staff Development Plans and commenced external professional supervision for all staff members. All permanent staff members have continued to attend training courses throughout the year with two staff encouraged to undertake university studies.

Client Outcomes

Of the 165 young people assisted during the year, 142 were accommodated in the various care accommodation services – an increase of 11% from last year. Just under half of these were from the Nepean region with the remainder coming from other parts of Sydney or outside Sydney (6%). The average age was 15.7 years at PYR and 18-19 years at the other services. A little less than 10% of the young people accommodated at PYR were of ATSI backgrounds.

Perhaps the most important result, however, is what happened to the young people supported by NYAS. While outcomes vary between services, in total:

- There was an improvement in conditions for 37% of the young people with 18% returning to their families and 19% moving on to more stable accommodation.
- Conditions remained the same for 29%, with 11% moving to another crisis refuge and 8% returning to the care of DoCS or Juvenile Justice. Around 10% of clients continue to be accommodated within NYAS at the time of the report.
- However, there was perhaps no marked improvement in the outcome for 34% of clients, with 22% having left the service to an unknown destination, and 12% moved into unstable accommodation with friends.

The following figures highlight some of the significant changes in clients leaving PYR:

- 21 moved to a medium term refuge or rehab program compared to 10 last year
- 5 returned to the care of DoCS or Juvenile Justice, compared to 12 last year
- 17 went to live with friends compared to 11 last year

Of the 21 clients who exited Willow Tree, Dulkara and the Outreach Units, three moved into private rental and five others moved into supported community housing as a transition into private rental. One other resident leaving PYR moved directly into private rental, which is a significant step considering the difficulties in the local rental market, especially for those under 18 years of age.

Service Outcomes

As in previous years, NYAS continues to experience a high demand for its services, as measured by the number of enquiries received for accommodation. Over the past three years the number of enquires have increased significantly:

| | |
|------|-----|
| 2004 | 641 |
| 2005 | 697 |
| 2006 | 987 |

This is an increase of 54% over the three years. While the source of these enquiries vary from service to service, a high proportion for all enquiries, some 20-30%, comes from young people themselves. DoCS referrals are significant in PYR with 35% of

all enquiries, while only 25-30% in the refuges for Dulkara, Willow Tree and Outreach Units.

The number of young people accommodated and supported has increased over the past three years.

| | |
|------|-----|
| 2004 | 102 |
| 2005 | 128 |
| 2006 | 165 |

This is an increase of 62% over the three-year period. Part of this increase is due to Dulkara operating to capacity for the entire year and four new outreach units added over the year. PYR recorded an increase of 17% in the number of clients accommodated in 2006.

While these results signify that we are doing more with existing resources, bed-utilisation rates point to the fact that NYAS is quickly reaching a limit with its current resources. With an average bed-utilisation rate of just under 80%, NYAS is reaching maximum capacity.

The results demonstrate that demand is out-pacing NYAS' physical capacity to supply the assistance needed in our community. With the increases in the number of young people assisted, and no commensurate increase in the number of beds available, there has been a decline in the proportion of clients assisted in seeking accommodation, from 18.4% in 2005 to 16.7% in 2006.

Of the 822 enquiries that were not assisted during the past year:

- One-third either did not follow through with a referral (22%) or found other forms of assistance (9%), similar to last year.
- Another third could not be assisted either because they were out of the age range (25%) or because they were assessed as 'high needs' (8%) This represents a drop from 43% to 33% from last year.
- The final third, or 297 enquiries, were not accommodated as no vacancy existed at that time. This increased from 22% to 36% of all enquiries over the year. This once again shows that demand is clearly out-pacing the physical capacity of NYAS.

Management and Staff

Echoing Siegfried's sentiments, I would like to conclude by highlighting the incredible contribution and dedication of all our Management Committee members, Staff and Volunteers. As Manager of NYAS, I have personally enjoyed working with this team of committed individuals, making all the achievements over the past year possible.

I would like to recognise the valued contribution of our volunteers, Chris, Jane, Moy and Sarah, who I have had the pleasure to work with over the past year. I would especially like to mention Chris who was with NYAS for just over a year and who left us to pursue a new career in aged nursing.

I am especially thankful to the dedicated and professional team of staff who make up the backbone of NYAS. The three new staff employed this time last year have settled in well and I think we have all been able to develop and work well together as a team.

Finally, I would like to especially thank the Management Committee for leading NYAS through all the internal and external changes, for giving me much valued direction and assistance in my work as Manager and above all for all their time and hard work. Thankyou!

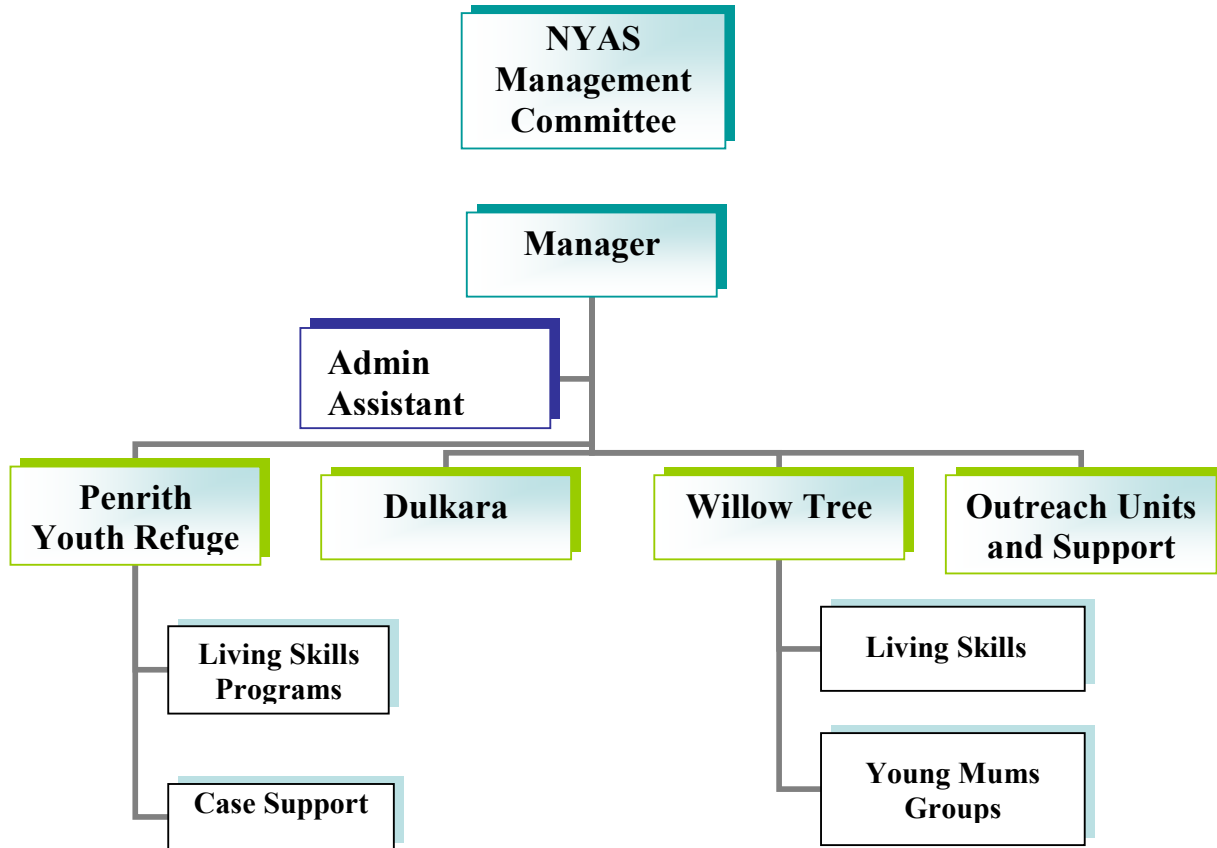
Joe Magri
Manager, NYAS

STAFF MEMBERS

| | | |
|----------------------------------|----------------------|---|
| Manager | | Joe Magri |
| Administration | Admin Assistant | Leonie Hannah |
| | Volunteers | Sarah Koster Moy Ratnayake |
| | Student Placements | Michelle Comito Daniel Linardon |
| Penrith Youth Refuge | Youth Workers | Tracey Weir George Golian Amber Donnelley Villy Mantakul |
| | Case Support | Cris Jackson |
| | Relief Youth Workers | Michelle Pearn Monique Cheesman Tim Jefftree Nicki Zaouk Ben Riviere Sandie Reach Kate Weston Kylie Wilesmith Michelle Horner |
| Intensive Support Workers | Youth Workers | Sandie Reach Lisa Pilbeam Michelle Horner Michelle Aros Dalia Pisk |
| Willow Tree and Outreach | Case Manager | Veronique Pierre |
| | Living Skills | Vacant |
| Dulkara and Outreach | Case Manager | David Allard |
| | Care Taker | Ron Ricketts |

All of us at NYAS would like to especially thank Connie Van Tongeren (relief youth worker), Thelma Roach (Willow Tree Living Skills Worker), Chris Dahms (Volunteer) and Jane McCann (Volunteer) who resigned from their positions during the course of the year. We thank them for their contributions and wish them best for their futures.

ORGANISATIONAL CHART



MANAGEMENT COMMITTEE

| | |
|-----------------------|-----------------|
| President | Siegfried Kunze |
| Vice President | Juanita Winks |
| Secretary | Chris Laurie |
| Treasurer | Brian Brianwood |
| Public Officer | Joe Magri |

ACKNOWLEDGEMENTS

Nepean Youth Accommodation Service Incorporated thanks and acknowledges support it has received from the following:

Funding Bodies:

Department of Community Services
(Supported Accommodation Assistance Program)

Wentworth Area Community Housing
Department of Housing – Office of Community Housing

Community Partners:

Wesley Dalmar
South Penrith Youth and Neighbourhood Services
Werrington Community Project
Bridging the Gap
(Family Choices Consortium - Early Intervention Program)

Nepean Interyouth
Emu Plains Community Centre
(Living Skills Programs)

Sydney West Area Health Service
The Warehouse Youth Health Centre
Nepean Interyouth
Mission Australia
(Young Mums Groups)

Nepean Youth Drug and Alcohol Service
Richmond Fellowship – Wentworth Young People’s Program
(Co-Case Management)

Nepean Volunteers Resource Service

Financial Support from:

Inger Rice Foundation
Nepean Youth Brokerage Service - Getting it Together Scheme
Transition to Independent Living Allowance (FACS)

Donations of Goods and Services from:

Penrith Bowling and Recreation Club
Public Interest Law Clearing House
Clamshell International

SERVICE OUTCOMES REPORT

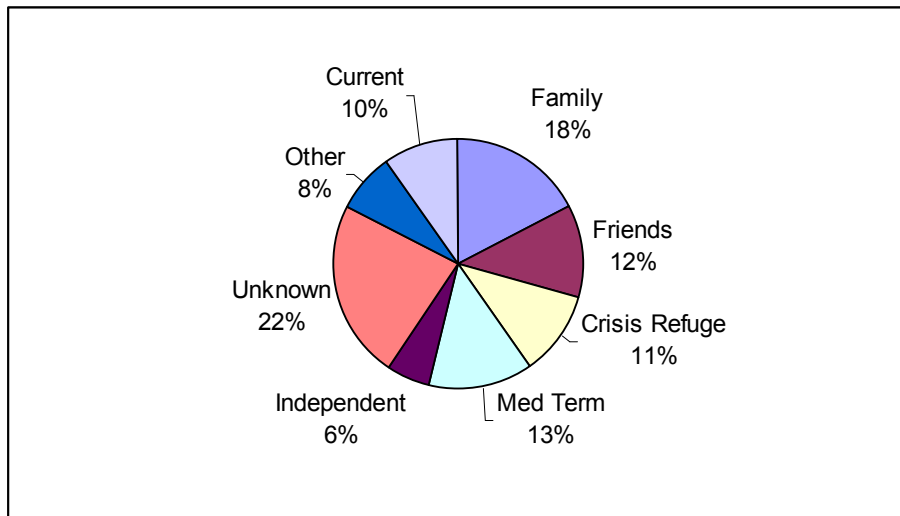
Summary

| Service | Enquiries | Accommodated | | Occupancy Rate |
|-----------------------|------------|--------------|--------------|----------------|
| | | Number | % of total | |
| Penrith Youth Refuge | 805 | 112 | 13.9% | 71.9% |
| Willow Tree | 64 | 5 | 7.8% | 87.3% |
| Dulkara | 60 | 12 | 20.0% | 68.6% |
| Outreach Units | 58 | 13 | 22.4% | 84.6% |
| Outreach Support | | 38 | 65.5% | n/a |
| Total for 2006 | 987 | 165 | 16.7% | 78.8% |
| Total for 2005 | 697 | 128 | 18.4% | 78.5% |

Client Demographics¹

| | Penrith Youth Refuge | | Willow Tree | | Dulkara | | Outreach Units | |
|---------|----------------------|--------|-------------|--------|---------|--------|----------------|--------|
| | Male | Female | Male | Female | Male | Female | Male | Female |
| Gender | 54 | 58 | 0 | 5 | 12 | 0 | 10 | 3 |
| Avg age | 15.7 | | 18 | | 18.5 | | 18.9 | |
| ATSI | 7 | 4 | 0 | 1 | 2 | 0 | 2 | 0 |

Exit Points – All NYAS Clients

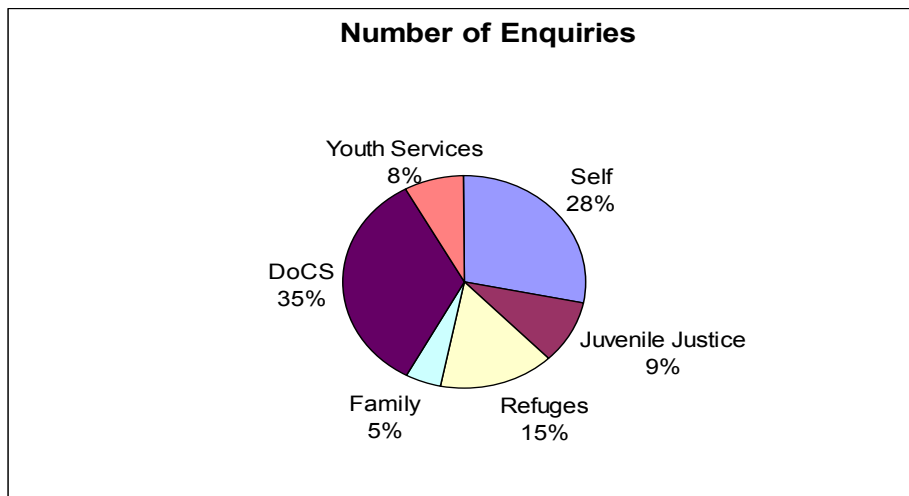


¹ New clients accommodated in 2006

Penrith Youth Refuge (PYR)

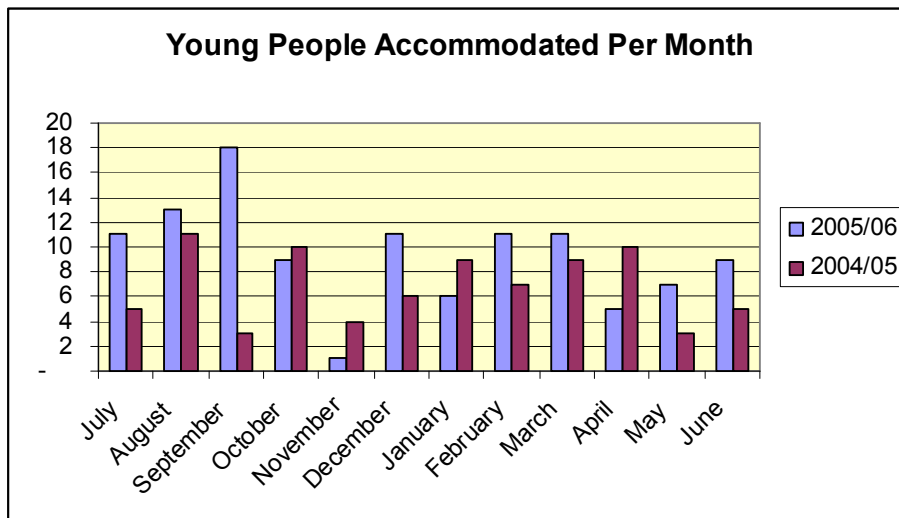
Over the past twelve months, 805 enquiries were received for accommodation at PYR. The total accommodated was 112, an increase of 17% on last year. While there was an increase in the number of young people accommodated in comparison to last year, the demand for places this year was far greater than last year. This meant that the proportion of those assisted actually fell over the year from 17.5% to 13.9%. This reduction occurs primarily because we have been unable to increase the number of beds available through the refuge.

As in previous years, the largest source of enquires was from DoCS and self-referrals, followed by other youth refuges.



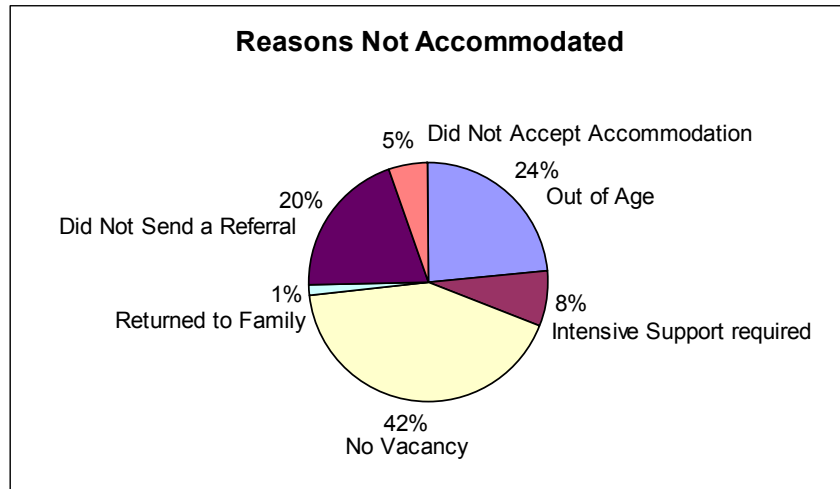
Of the 112 young people accommodated:

- 43 came from the Nepean district;
- 62 came from the wider Sydney area; and
- 7 came from outside the Sydney metropolitan area.



Of the 805 enquiries for accommodation, 693 were not accommodated because:

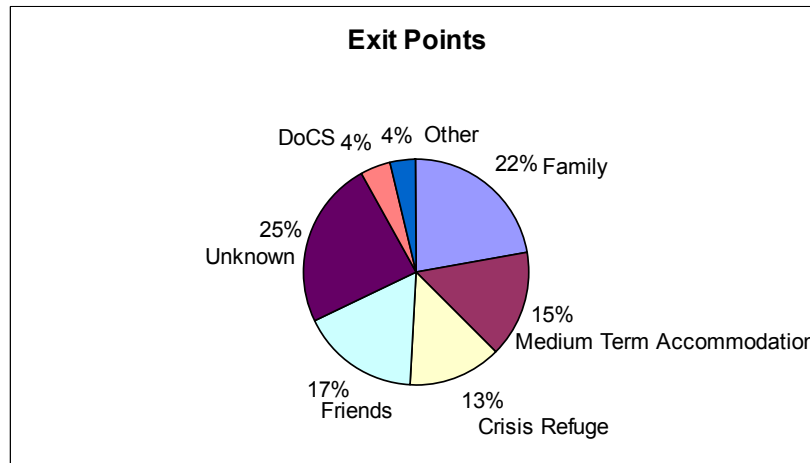
- 141 did not pursue the referral any further;
- 8 returned to their families during the referral process;
- 164 were not able to be accepted because they were out of the age range;
- 52 required intensive assistance that was not available through NYAS.
- 291 were declined due to no vacancies at the time of the enquiry; and
- 37 young people seeking accommodation were offered a place but they did not accept the offer for various reasons.



The length of stay ranged from 1 to 64 days with an average of 13 days.

Of the 112 young people who were accommodated:

- 25 returned to their families;
- 19 into a medium term refuge;
- 15 to another crisis youth refuge;
- 5 residents returned to the care of DoCS or JJ;
- 17 went to live with friends;
- 27 had unknown destinations;
- 2 moved into independent accommodation (1 private and 1 community);
- 2 went into a rehabilitation program



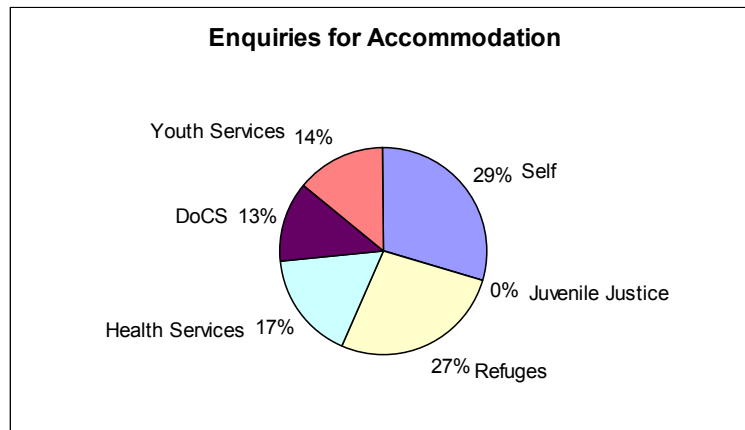
The following changes in social status was also noted:

| Status | Upon Arrival | Upon Exit |
|--------------|--------------|------------|
| Student | 43 | 39 |
| Unemployed | 59 | 64 |
| Employed | 10 | 9 |
| Total | 112 | 112 |

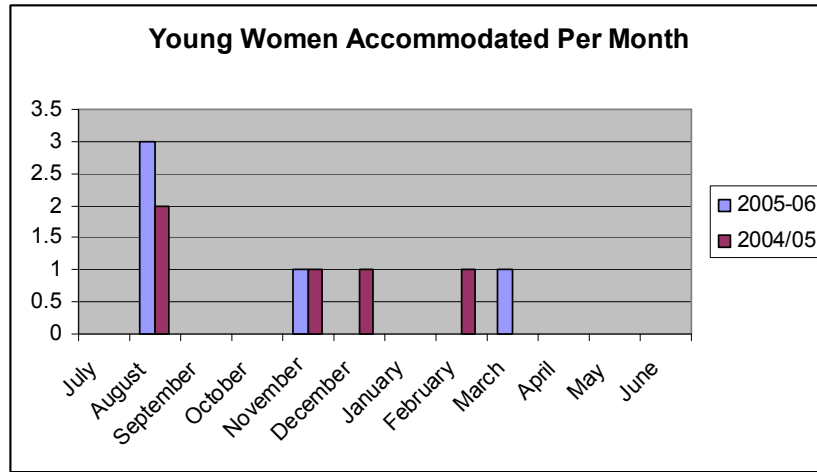
Willow Tree

Over the past twelve months, 64 enquiries were received for accommodation, with 5 clients being assisted. This represents 7.8% of the total enquiries. While the same number of young women were accommodated as last year, the demand was greater than last year (52 in 2005) which meant that the proportion of those accommodated fell. The number of beds available for client use has remained unchanged.

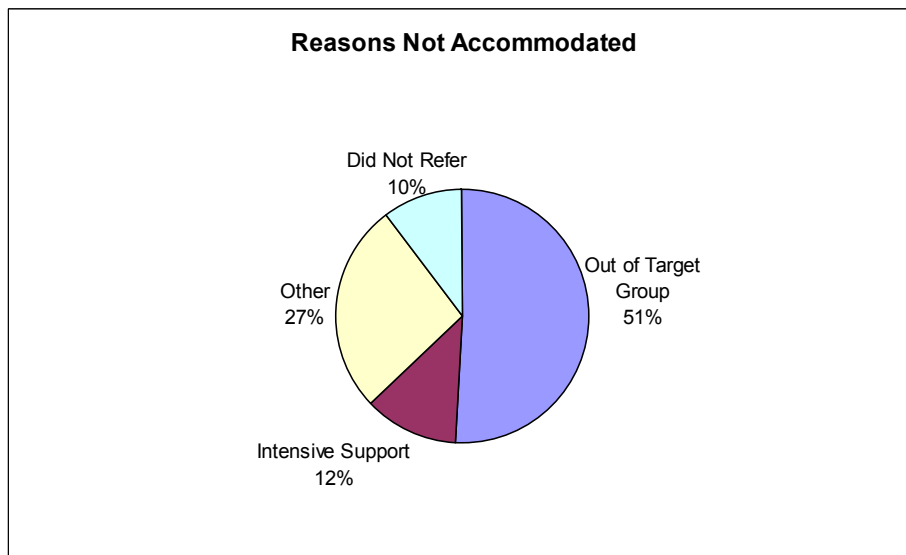
Self-referrals took over from referrals from other youth refuges and youth services, as the largest source of enquiries. Health services also took over from DoCS and youth services as third largest source of enquiries.



Four of the young females accepted for accommodation came from the Nepean District, while one came from other suburbs in Sydney.

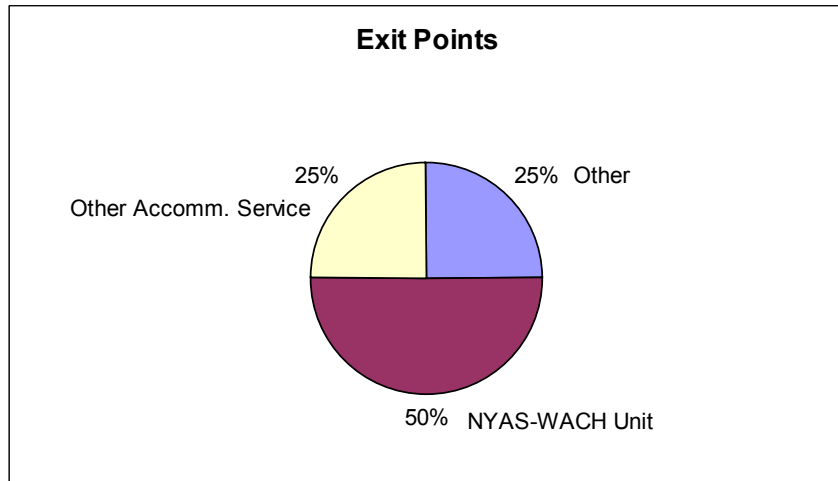


Of the 59 client who were not accommodated, 6 did not pursue with the referral; 30 were not able to be accepted because they were out of the age range; 7 because they required more intensive assistance; and 2 due to no vacancies at the time of the enquiry; 1 returned to the family during the referral process; 5 were offered other forms of support; and 8 others were pending a decision.



The length of stay ranged from 85 to 335 days (compared to 18 to 350 days last year) with an average of 203 days or 6.8 months (compared to 159 days or 5.3 months last year).

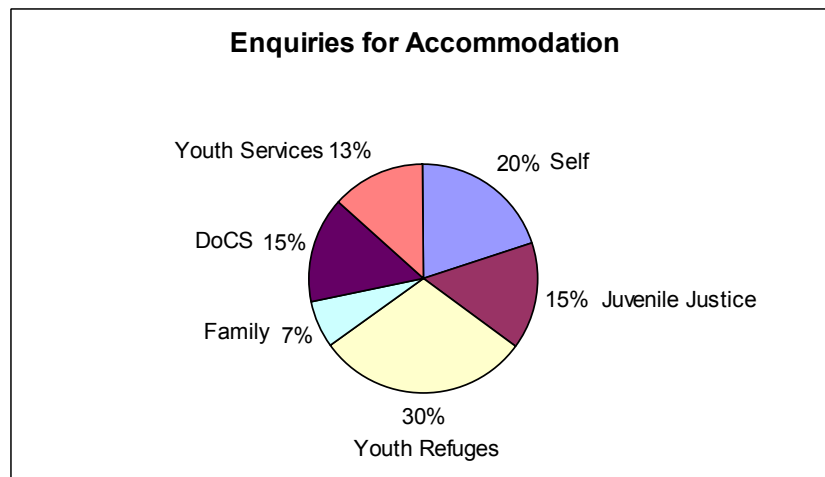
Four of the residents have since moved on to other accommodation – two into Wentworth Area Community Housing units (managed by NYAS); one into a high supported service; and one into accommodation with her partner. One other client is still residing at Willow Tree at the time when this report.



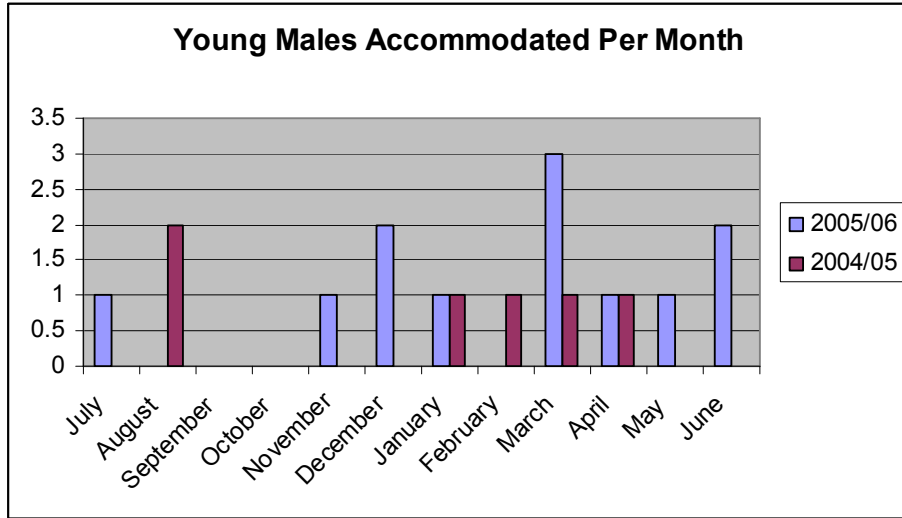
Dulkara

Over the past twelve months, 60 enquiries for accommodation were received, an increase of 50% on last year. Of this, 12 clients (or 20% of the total enquiries) were accommodated, an increase of 100% on last year.

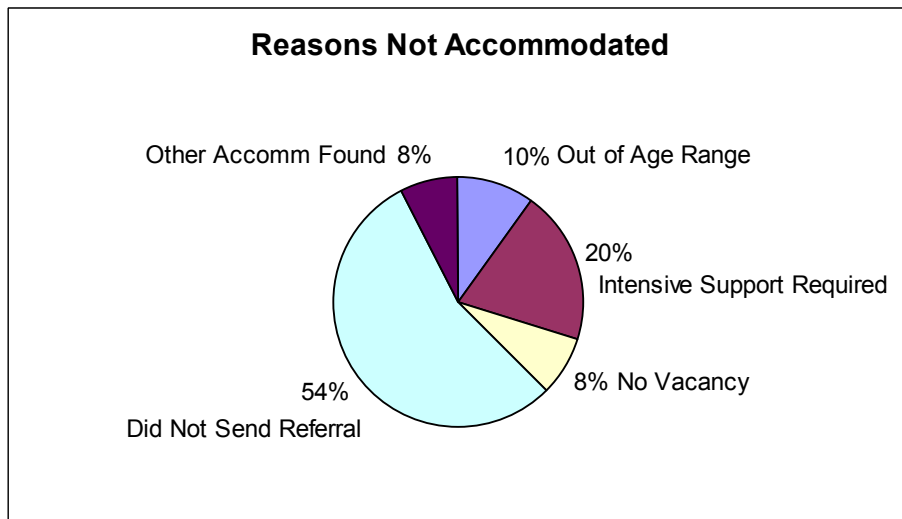
Like last year, the largest source of enquires were from other youth refuges and self-referrals. However, there was a significant increase in the number of referrals from Juvenile Justice (from 1 to 9) and DoCS (from 1 to 9).



All 12 young males accepted for accommodation came from the Nepean District.

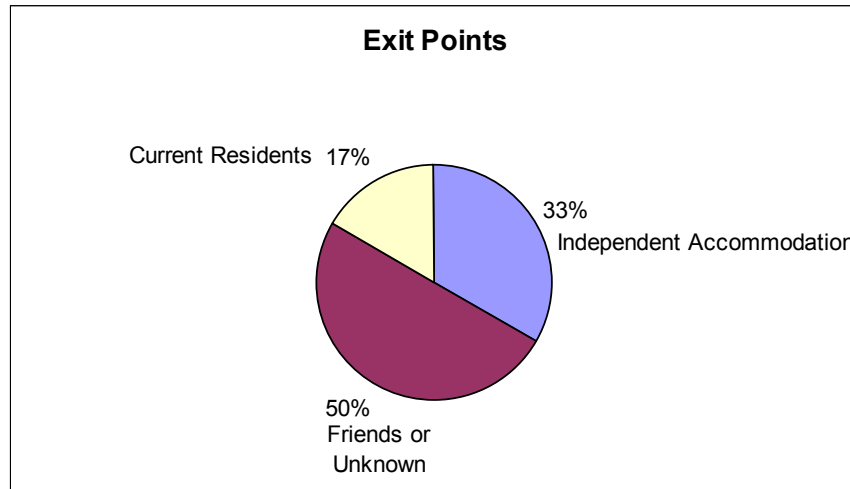


Of the 48 clients that were not accommodated, 22 did not pursue with the referral; 4 were not able to be accepted because they were out of the age range; and 8 because they required more intensive assistance; 3 due to no vacancy at the time of the enquiry; 3 found other forms of accommodation during the referral process. 8 others were pending a decision.



The length of stay ranged from 1 to 360 days (compared to 68 to 156 days last year) with an average of 83 days or 2.8 months (compared to 115 days or 3.8 months last year).

Four of the residents moved on to other forms of stable accommodation – three in a NYAS supported community housing unit and one in private rental. Three clients moved in with friends; two left with an unknown destination and one went into gaol. The two other residents were still at the refuge as at 30 June 2006.

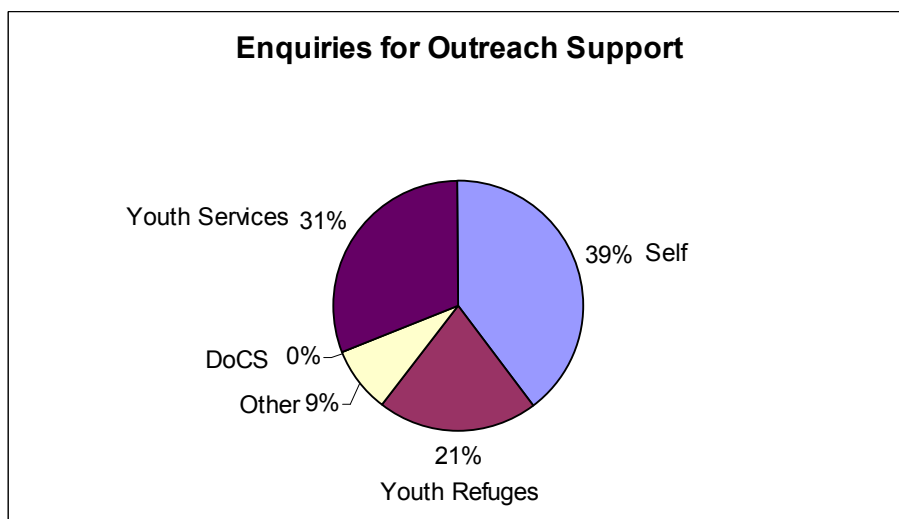


Outreach Bedsits and Units

In the twelve months to June 2006, 58 enquiries were received for Outreach Support, with 13, or 22%, being accommodated in NYAS supported bedsits and units. A further 4 others were also accommodated this year, after having been accepted last year.

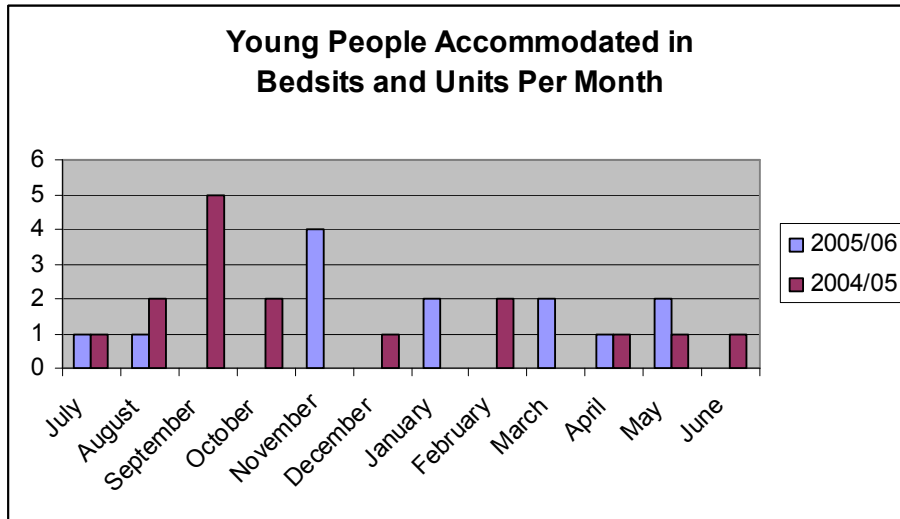
Demand for such accommodation was partly met through an increase in the number of units managed by NYAS in partnership with Wentworth Area Community Housing (WACH). We added two one-bedroom units in December and January, with one specifically designated for an Aboriginal young person. An extra client was case managed in a WACH unit from September and in May, one of the bedsits was returned to NYAS. This brought the total number of young people residing in NYAS managed units and bedsits to eleven in 2006.

Like last year, the largest sources of referrals were self and youth services.



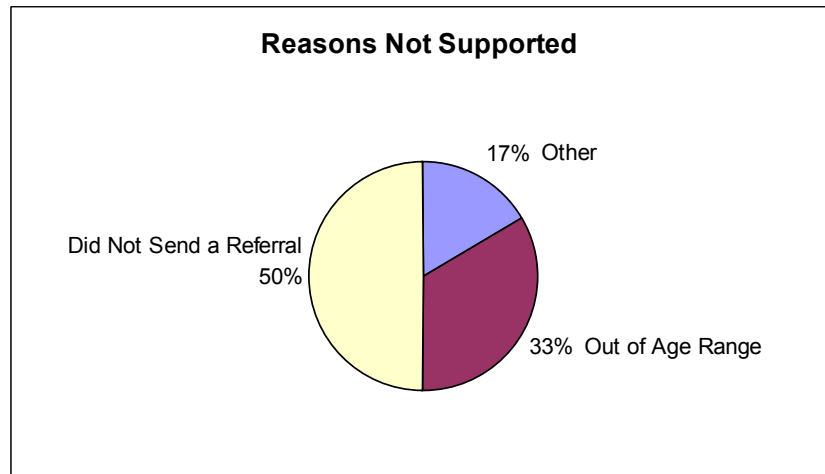
Eleven of the thirteen clients came from the Nepean District, one from Blacktown and the other one from country NSW.

A further three clients, who were referrals from last year, were case managed in units for part of this year. Hence, a total of 16 young people were case managed in NYAS supported bedsits and units.



(2005 includes outreach clients not residing in bedsits and units)

Of the 24 clients that were not accommodated or supported, 12 did not pursue with the referral; 4 were not able to be accepted because they were out of the age range; and 8 for other reasons (no vacancy, returned to family, required more intensive assistance or decision pending).



The length of accommodation in a bedsit or unit ranged from 1 – 12 months, with an average of 186 days or 6.2 months.

Of the seven residents who have exited the bedsits or units during the course of the year, 2 moved into either private rental accommodation, 2 moved back with their family, and 3 went to other forms of accommodation (prison, rehabilitation or youth refuge).

Outreach Support

Case Management

During the year, eight young people (6 females and 2 males) were supported on a temporary basis to assist them to either make the transition to, or maintain independent accommodation, in the private rental market or with community housing. The support ranged from 1 to 5 months with an average of 2.6 months.

Outcomes of this support include:

- 2 clients moving into NYAS managed properties
- 2 continuing to reside at their existing addresses
- 1 moving directly from Penrith Youth Refuge (crisis) into private rental
- 1 moving into a medium term youth refuge
- 1 moving into community housing
- 1 continuing to be case managed through a period of crisis (currently residing at a mental health hospital).

Temporary Assistance

A total of 32 people and their children sought other forms of assistance during the year, of which 22 (3 males, 17 young mothers and 1 couple) were provided with financial assistance (brokerage), information and other forms of support.

Case Management Support

A little over half the 112 young people who resided at PYR during the year received extra support from a case worker to achieve the objectives in their support plan. This involved a variety of tasks ranging from court support through to support with mental health assessments and transitioning into longer term accommodation options.

Life Skills Development

Living Skills Program

An important component of the support provided to PYR residents has been the development of living skills programs in partnership with Nepean Interyouth. Nepean Interyouth is funded to run the Jobs Placement, Employment and Training (JPET) program by the Department of Employment and Workplace relations. The program has a particular focus on assisting young people who are homeless or at risk of homelessness. This partnership represents an innovative and integrated approach to assisting young people make the transition into stable accommodation.

During the past year, two ten-week cooking skills courses were held at Nepean Interyouth and PYR. Fifty young people who were homeless or at risk of homelessness, attended these courses during September to November 2005 and February to April 2006.

In December 2005 to January 2006, we held a summer program in partnership with Emu Plains Community Centre. The program focused on cooking and photography for 15 young people.

| | <i>PYR Clients</i> | <i>Former PYR Clients</i> | <i>Other</i> | <i>Total</i> |
|----------------|--------------------|-------------------------------|--------------|--------------|
| Sept-Nov 2005 | 16 | 3 | 7 | 26 |
| Dec-Jan 2006 | 6 +3 (Dulkara) | 0 | 6 | 15 |
| Feb-April 2006 | 13 | 4 | 8 | 24 |
| TOTAL | 38 | 7 | 21 | 65 |

Young Mother's Group

The Young Mother's Group is an eight-week course with topics such as stress management, baby health, contraception, and information on antenatal and postnatal services. Guest speakers include Community Health, SWAHS, Tresillian and The Warehouse Youth Health Centre. There are three groups in operation: Penrith, Penrith Playgroup, St Marys.

Penrith Group

NYAS joined the steering committee for the Young Mother's Group run by Interyouth and South Penrith Youth & Neighbourhood Centre, in August 2005. The eight-week program was already successful with the majority of Willow Tree clients attending the group. Since the team leader of Willow Tree joined the committee, all clients from Willow Tree have attended the group, with some clients continuing for more than one course.

Penrith Playgroup

NYAS have also assisted Interyouth set up a Playgroup Australia group once a week at the Interyouth building for young mothers with their babies up to 3 years old. Mothers completing the eight-week course have been moving into the Playgroup as a form of ongoing support. Staff supported the young mothers to establish the Playgroup with the view of the young mothers running the group themselves.

St Marys Group

We have linked NYAS clients, who have moved on from Willow Tree into WACH units, with the St Marys based Young Parents Network group run by Mission Australia. We have occasionally transported clients to attend the group held at North St Marys. These clients have completed the Interyouth Mothers group and are often not attending any other social events.

The team leader of Willow Tree attempts to attend the groups every six to eight weeks to provide NYAS agency information. We have received a number of referrals for accommodation and brokerage through this group. NYAS looks forward to continuing our relationship with Mission Australia with the start of the Young Parents Network group in Penrith later this year.

New Programs and Services

Young Parents Program (Early Intervention Program)

In May this year, a submission was approved for NYAS to run a Young Parents Program as part of DoCS' Early Intervention Program. The submission, lodged in partnership with eight other organisations and services, forms part of a consortium with four other organisations with Wesley Dalmar as the lead agency.

The Young Parents Program builds on the work achieved at Willow Tree and with the young mother's groups and represents an exciting new initiative that will endeavour to improve conditions for local young families.

The Young Parents Program is funded over three years to:

- run four ongoing groups in St Marys, Penrith, Hawkesbury and Blue Mountains;
- run 24 parenting programs; and
- case manage 15 young families each year.

Staff are to be employed by October 2006 before the official launch of the program in December.

Financial Case Management

In May this year NYAS was accepted to provide Financial Case Management for eligible Centrelink clients. Assistance will be provided to Centrelink clients who's payments have been suspended and who have vulnerable dependents or are assessed as 'exceptionally vulnerable' (disability, medical condition or physical or mental impairment).

The service will begin on 1 July 2006 and consist of four meetings which each client during their eight-week non-payment period. The Financial Case Management meetings will determine the essential expenses of and with each client, before making a recommendation to Centrelink for direct payment of these expenses.

The service is to be provided throughout the Nepean region. NYAS will work closely with Centrelink offices in Hawkesbury, Katoomba, Penrith, Springwood and St Marys.

Intensive Support Service

In December 2005 and May 2006, two young people, with high and complex needs, were placed with NYAS for one-on-one support. A team of intensive support staff were employed to provide the necessary extra level of care, while working closely under the existing staff at NYAS. Both young people completed their stay at NYAS and both returned to their families.

These placements were in response to the demand for such support, usually beyond the capacities of PYR program, and treated as pilot programs for future service development. The placements were valuable learning experiences and further investigations are currently underway in order to establish a dedicated service for young people and their families with high and complex needs.

Nepean Cottage

In January 2006, NYAS, in partnership with WACH, submitted an Expression of Interest to the Office of Community Housing (Crisis Accommodation Program) for additional accommodation. The submission, to provide extra crisis accommodation for young people in the Penrith LGA, was subsequently approved.

NYAS is currently working closely with WACH to identify a suitable three-bedroom house close to the Penrith CBD to accommodate a range of young people in need of crisis accommodation. We expect the service to be operational in the first half of 2007.

Nepean Youth Accommodation Service Incorporated Minutes of the Annual General Meeting held on the 23rd September 2005.

Venue: Penrith Bowling Club – McCauley Room

Minutes

Present: Jackie Greenow - Mayor of Penrith; Siegfried Kunze; Chris Laurie; Brian Brainwood; Anthony Spain; Juanita Winks; Trish Oxford (DOCS); Joe Magri ; Laura Williams (SPYNS); Veronique Pierre ; Cathy Tracey (Catherine Villa); Jodie Gilbert (Centrelink); Lauren Hawkins (Centrelink); David Allard; Julie Marks (Salvation Army Youthlink).

Apologies: Jackie Kelly MP; Karen Paluzzano MP; Ross Fowler; Rodger Kroon; Nick Stable (Wentworth Area Community Housing); Kerrie Castle (Western Sydney Area Health Service); Bob Hansen (St Vincent De Paul) ; Catherine Spain; Sarala Porter (SPYNS)

Meeting opened at 10.05am

1. Welcome and Apologies

The Annual General Meeting was opened by the President, Siegfried Kunze, who also chaired the meeting. Welcome was extended to all attending and apologies noted.

2. 2004 AGM Minutes

Minutes of the previous AGM Meeting held on 6th December 2004 were tabled and accepted as presented.

Moved – Anthony Spain Seconded – Joe Magri Carried

3. Special General Meeting held 29th April 2005 - Minutes

Minutes of the Special General Meeting held on 29th April 2005 were tabled and ratified.

Moved – Anthony Spain Seconded – Chris Laurie Carried

4. NYAS Reports

Management Committee presented by Siegfried Kunze.
Financial Reports presented by Siegfried Kunze
Managers Report presented by Joe Magri

Reports tabled and accepted as presented.

Moved – Anthony Spain Seconded – Brian Brainwood Carried.

5. Changes to the Constitution

Changes to the Constitution be accepted as tabled and presented.
All changes were discussed and each change was voted on separately.

Moved – Chris Laurie Seconded – Joe Magri Carried

6. Election of Office Bearers

Chair vacated for Returning Officer – Trish Oxford, CPO DOCS.
Nomination forms for all positions were received prior to the AGM and tabled by the Public Officer.

Election

President Moved – Chris Laurie
 Seconded – Brian Brainwood
 Siegfried Kunze Carried

Vice President Moved – Brian Brainwood
 Seconded – Chris Laurie
 Juanita Winks Carried

Treasurer Moved – Siegfried Kunze
 Seconded – Chris Laurie
 Brian Brainwood Carried

Secretary Moved – Brian Brainwood
 Seconded – Siegfried Kunze
 Chris Laurie Carried

The position of Public Officer will continued to be held by **Joseph Magri** (as per notification to the Department of Fair Trading, 18 February 2005).

7. Appointment of Auditor

Ross Fowler was nominated to continue as auditor of NYAS for the year ending 30th June, 2006.

Moved – Siegfried Kunze Seconded – Brian Brainwood Carried

Meeting Closed at 10.47am

Light lunch served