



BROOME YOUTH AND FAMILIES HUB INC

2017/18

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ANNUAL

REPORT

## About Our Organisation

**VISION:** Safe, resilient and supported young people and families in Broome who can enjoy productive and healthy lives.

**PURPOSE:** We assist individuals and families to reach their full potential.

**MISSION:** Broome Youth and Families Hub aims to build capacity by empowering children, young people and families to reach their full potential.

### OBJECTIVES:

Broome Youth and Families Hub's primary objectives are:

- To manage services and programs for the provision of youth and family support in accordance to the funding guidelines and strategic direction of the association
- To provide targeted social, recreational and wellbeing activities to assist young people and their families to reach their full potential
- To build the capacity of young people and their families in developing their skills and knowledge to improve their quality of life
- To act as an advocate on behalf of young people and families to champion their rights, development and wellbeing
- To work with young people and families to increase their participation in employment, training and education opportunities.
- To support young people and families directly, through case management or by referring them to other relevant services
- To improve the profile of young people and families in the community
- To maintain the viability of the Association through the active pursuit of partnerships and funding

The property and income of the Association shall be applied solely towards the promotion of the objectives of the Association and no part of that property or income may be paid or otherwise distributed, directly or indirectly, to members, except in good faith in the promotion of these objectives. All members of the committee and staff are expected to uphold and pursue these objectives.

### VALUES

Broome Youth and Families Hub values:

- Respect and value the potential of young people in the Broome community.
- Cultural Intelligence and demonstrates this by the way we work with Aboriginal people.
- Partnering with key stakeholders to cooperatively deliver integrated, holistic and client focused services.
- Social justice by recognising and protecting the rights, access, equity and participation of young people to effectively meet their needs.

## Acknowledgment to Country

**Broome Youth and Families Hub Inc. acknowledges and pays respect to the traditional owners of the land, past, present and future, across WA and Australia. Broome Youth and Families Hub is located and operate upon the land of the Yawuru people, and we acknowledge their traditional custodianship.**

**Broome Youth and Families Hub Inc.**

**33 Louis Street/30 Dora Street**

**Ph: 08 9193 6391**

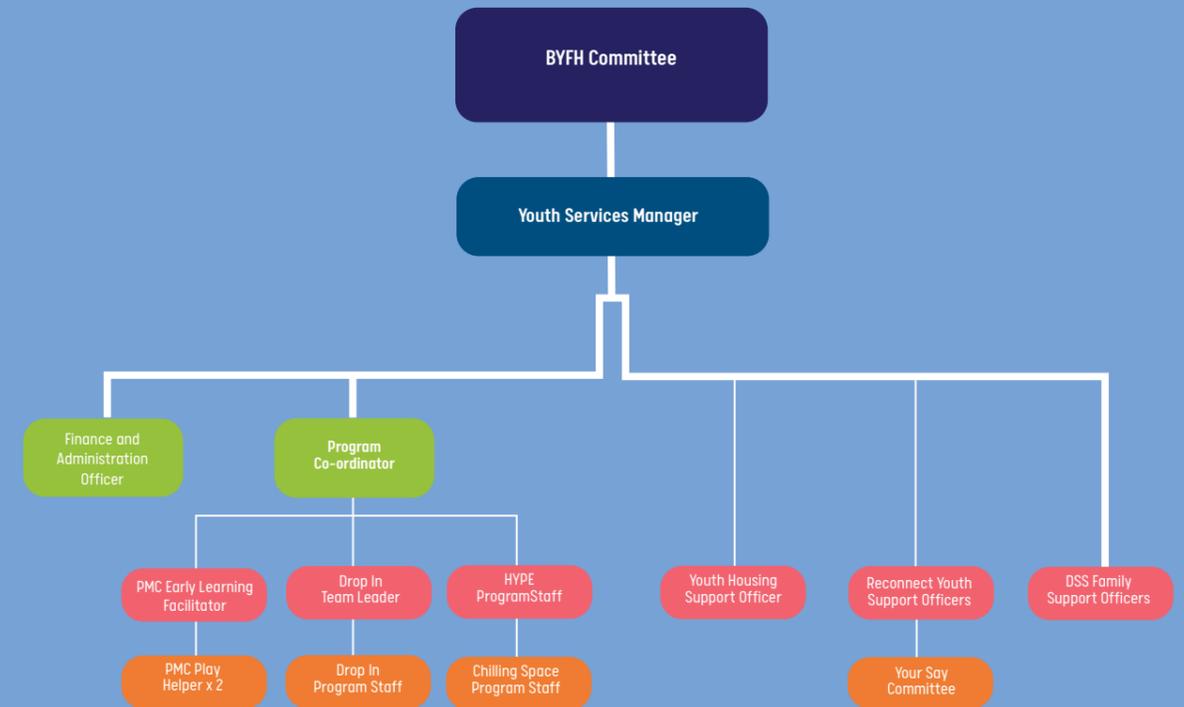
**[www.byfh.org.au](http://www.byfh.org.au)**

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## BYFH's Organisational Structure



## BYFH's Management Committee



Veronica MacFie  
Chairperson



Mark Holtam  
Vice Chairperson



Denise Markham  
Secretary



Kath White  
Treasurer



Michael Tyler  
Committee Member



Julia McIntyre  
Committee Member



Lucy Falcocchio  
Committee Member



Tonii Skeen  
Committee Member

## Practice Approach

Broome Youth and Families Hub (BYFH) is an inclusive organisation that works from a relationship and strength based approach, which is client focussed and holistic.

This approach ensures that the client is in control of their journey with their case manager and that the services are tailored to their needs. The clients are in charge of their own case plan and are at the centre of all supports provided. BYFH staff assist the clients to identify their needs and set and review "SMART" goals. The client then directs the pace of working towards the goals.

BYFH staff are knowledgeable and provide clients with information and best practice resources. They assist clients to access other relevant support services and empower clients to attend external and internal appointments.

BYFH ensures that clients are provided with clear information on what they can expect from the service. Resources showcasing our commitment to clients and participants have been developed.



## Chairpersons Report

Broome Youth and Family Hub Inc. (BYFH) has successfully completed another year, supporting our children, young people and their families to build their resilience. The staff do this by providing programs and services that are empowering and enable beneficiaries to become social and civic contributors in our community. The important work BYFH staff do with vulnerable young people and families is a reflection on not going back to make new beginnings, but to start over to make a new ending. I congratulate and thank each staff member for their passion, consistency, reliability, dedication and love of the young people and families they work with every day.

BYFH is held in high regard by our community, funding bodies and other government and non-government agencies. BYFH has strong foundations and can use this strength to advocate, influence and effect change in our community. Our attendance numbers in programmed activities are high reflecting the innovation, enthusiasm and expertise of our youth workers. Our number of clients in case management exceeds contractual requirements because our case managers are responsive, focused and get results for our clients.

I would like to particularly recognise the achievements and leadership of BYFH's Manager Sarah. She is an exceptional manager and administrator and balances the competing needs of clients with the contractual obligations of funding bodies and the professional development requirements of her staff. Her attention to detail is to be applauded and her tight and responsible fiscal management makes the job of all committee members easy.

I would like to make special mention of four outstanding committee members who have been originators of BYFH and who have had many years association with youth initiatives in Broome throughout their careers. These champions are Mark Holtom, Julia McIntyre, Lucy Falcocchio and Kim Morris.

Mark for the past year has been the vice Chair and a worthy, knowledgeable back up for the Chair. Julia has extensive experience and qualifications in Human Resources and willingly advises and provides solutions. Lucy is passionate, articulate and a true cheerleader for youth and family inclusion and equity. Kim has extensive working knowledge of the youth services in Broome and is a respected youth engagement practitioner working successfully in the TAFE system to improve skill levels of disengaged youth.

I would also like to thank the other committee champions. Mick Tyler, Denise Markham, Tonii Skeen and Kath White. Each of these committee members have brought considerable skill and insight to the governance of BYFH and they have influence and credibility in the community. Mick is a member of the Police Force and a formidable resource for BYFH staff. Denise is a Wiradjuri woman and brings her experience and knowledge of community development and implementation of youth engagement and transition programs. Tonii is well known to all the young people in Broome. She is a strong young Yawuru woman with energy and enthusiasm to raise aspiration and provide cultural competence to the organisation. Kath has a finance background, is a clear thinker, articulate and with a knowledge and practice of good governance.

Given the staff and the committee's combined expertise it is no wonder BYFH is one of the few successful and responsive youth advocacy and activity agency in our community.

This financial year has raised the challenge of guiding BYFH's transition to an Aboriginal organisation with a majority Aboriginal governing committee. At the end of this financial year, the committee has looked at a number of transition options. The objective of this move is to reflect the needs of the majority of BYFH's clients - Aboriginal youth and families. This transition will also enable the acquisition of additional funds targeting Aboriginal youth and families so BYFH can better serve our community. BYFH staff and committee believe we are up for the task and welcome the transition expected to be by the end of the 2019 financial year.

Thank you to all our funding bodies and the whole of the Broome community who support and applaud the work the staff do and the outcomes they achieve in empowering young people and families and helping them realise their full potential.

## Managers Report

Broome Youth and Families Hub is in a great place, all thanks to the hard work of staff, the strength of the Management Committee and the dedication and support from our funding bodies. I am grateful to have your support and I intend to keep striving for excellence, for the organisation and for the community.

This year has been busy with high numbers of clients and program participants. The organisation has sat close to capacity and on occasion referrals have had to be waitlisted. To me this showcases that we are providing quality programs and services and are sought out for referrals. Clients and participants continue to be our main priority.

As an organisation that is only a few years old, BYFH have come far. Frameworks and practices have been implemented successfully and the organisation is moving forward at a good pace. Management is currently implementing further practices to ensure that the organisation has a strong trauma informed and child safe and friendly focus.

On a larger scale, the Management Committee is working towards the organisation becoming a subsidiary to a local Aboriginal Corporation. This is to ensure that BYFH, over time, can build the capacity to be given back to the community and become its own Aboriginal Corporation. This is an exciting venture that will unfold in the new year.

I've been lucky to steer this ship for 3 years now, almost from the incorporation of BYFH. I am impressed with where the organisation is at today and the steps that are being taken to see BYFH into the future. My warmest thank you to all the people that have given up their time to assist us to get to where we are. Let's see what exciting things this next year will bring for BYFH.

Thank you for your continued trust in me.

## AUSTRALIAN AUDIT

DIRECTOR  
ROBERT CAMPBELL CA, CPA, RCA, MS  
VIRAL PATEL CA, CPA, FCCA (UK), IB  
ALASTAIR ABBOTT CA, RCA, M.FORENSIC ACCOUNTANT

Broome Youth and Families Hub Incorporated  
Maggie Macfie  
Chairperson  
PO Box 2754  
BROOME WA 6725

Dear Maggie

### AUDIT 2018 – MANAGEMENT LETTER

As you are aware, our audit report has been signed. The report was unqualified. An original copy is enclosed herewith.

In accordance with the undertaking in our Letter of Engagement, it was agreed that we would also report matters concerning weaknesses in accounting and internal control systems which come to our notice during the audit.

There were no material weaknesses in the accounting and internal control systems detected.

We wish to thank Sarah and Karen for their assistance during the audit.

Our fee account is respectfully enclosed in this matter for the completion of the financial audit.

Yours sincerely



**Alastair Abbott CA**  
Registered Company Auditor No.486826  
**Director**  
**Australian Audit Pty Ltd**

**Dated:** 5 December 2018

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# Programs and Services

## Program: HYPE Night Patrol

**Funding:** Department of Communities, Child Protection and Family Support

**Staff:** A dedicated team of casual staff members

Helping Young People Engage (HYPE) is an early intervention community initiative established in Broome in 2003. HYPE operates on Friday and Saturday nights until late, engaging young people who are located on the streets at night during peak times of anti-social behaviour. The program operates out of a bus that patrols public areas of Broome where young people are known to hang out. Staff engage with young people at these sites, develop positive and respectful relationships and make sure that the young people are transported to a safe space. HYPE also supports the Chilling Space program, ensuring that participants are safely transported home from the night's activities.

HYPE is a major referral source for the Young People at Risk meeting coordinated by the Department of Communities, Child Protection and Family Support.

## Program: Chilling Space

**Funding:** Department of Communities, Child protection and Family Support

**Staff:** A dedicated team of casual staff members

The Chilling Space program runs fortnightly on Friday's and weekly on Saturday's from 6:00pm-10:30pm. Chilling Space provides children and young people 5-18 years of age with an opportunity to positively engage in activities and sport, when they may otherwise be street present or potentially engaging in antisocial/criminal behavior. The program attracts up to 120 children and young people a night and similar to HYPE, has a pool of dedicated casual staff that works on a roster basis. HYPE works closely with Chilling Space to ensure that children and young people are not walking to and from the Centre, rather providing them with safe transport.

## Program: Camps

**Funding:** Department of Communities, Child Protection and Family Support

**Staff:** Program Coordinator and 3 x staff (Casual, PT or FT staff)

Each year BYFH provide 3-5 camps for young people in Broome. Participants are sourced through our youth programs and the camps are tailored to the needs and wants of the young people. Camps are sometimes held on country, i.e. leadership and life skills camps and sometimes held in a nearby town to attend sports competitions. The camps normally run from early Saturday morning until Sunday afternoon.



## Program: Drop In – After school activities and Life skills program

**Funding:** Department of Communities, Child Protection and Family Support

**Staff:** Phillip Tamwoy, Emily Boric, Nava Farro and Thomas Dundas

The Drop In program runs Tuesday, Wednesday & Thursday afternoons from 2:30-7:30pm. The program has four permanent part-time staff who brings a wealth of experience, energy and strength to the program. The program targets 5-18 year olds. Between 2:30 and 5:00pm participants are able to relax and unwind after school. This period is unstructured and therefore young people can choose what they wish to engage in. Between the hours of 5:00pm and 7:30pm the team organise and facilitate different life skills activities including cooking, craft and excursions.

*"I like coming to Drop In because it gives me somewhere to hang out and I get to learn more about basketball. The workers are nice and good to talk to." – "Lisa" (12 years old)*

*"Since coming to the Drop-In Centre I have been able to go to places I probably wouldn't have been able to, like places in the community and on camp. I have always had things to do rather than be bored. I feel like it is a safe place to go to and there are people to talk to if I need. I also try not to swear anymore." – "Amelia" (12 years old)*

## Program: Reconnect

Funding: Department of Social Services

Staff: Robbie Crawford and Laura Fay | Number of Clients: 52

Reconnect aims to assist young people aged 12-18 who either are homeless or are at risk of homelessness. Our Youth Support Officers assist young people by providing holistic supports tailored to the young person's needs. Staff build positive, mutually-respectful relationships with their clients through one-on-one sessions and in group settings. The staff encourage self-determination in young people to work towards their goals, promoting education and training. They also provide advocacy and support young people to access local referral pathways. Where appropriate, the Youth Support Officers help to restore and maintain family relationships, working alongside families to strengthen their capacity to provide safe accommodation for young people in Broome. The two staff members are unfortunately re-locating and new staff will be recruited for the two positions.

*"Working with my case manager has really made me realise that I have potential and it has really pushed me towards things that I was afraid of doing." - "Karen" (15 years old)*

*"I have someone that helps me do things that I wouldn't be able to do myself. I have my own house now and I am going to get my license. I also have someone that can help me get to appointments and tell me about things that I don't know about. Like my Property Condition Report in my new house and setting up Centapay." - "Melissa" (19 years old)*

*"Since working with this organisation I have had someone that helps me out with situations that I don't know how to handle and I get to go out on group with all the boys for fishing and crabbing." - "Aaron" (13 years old)*

## Young Warriors Program

Staff: Robbie Crawford, Clifton Mamid (headspace), Jawoyn Cole-Manolis (Red Cross) and Sandi Cole-Manolis (Red Cross)

The Young Warriors Program is a collaborative program that the Male Youth Support Officer runs together with headspace and Red Cross. The program seeks to meet the needs of a group of young people in the Broome community who have been identified as currently being at risk of entering into a behavioural pattern which will likely lead to involvement with the justice system, either through offending or recidivism. The program provides intensive mentoring support through positive on-country experiences and the services involved work on building the young men's self-esteem, leadership and life skills. The program also aims to provide the young men with an opportunity to build healthy relationships with peers and adult role models, provide a platform to discuss healthy lifestyle choices and create a space of optimism for future education and employment opportunities. A female adaption of the Young Warriors Program will be implemented in the new financial year.

## YOUR SAY!

Youth Advisory Council

Staff: Robbie Crawford and Laura Fay

BYFH run a youth advisory group called "YOUR SAY!" It is a loosely structured group where all young people over 12 attending Drop In can participate and express their opinions, provide feedback, complain, share ideas and suggestions. The Your Say meetings are led by the two Youth Support Officers working in the Reconnect Program. The meetings are advertised in advance on our social media sites and via posters.

## Program: Children and Parenting Support Service

Funding: Department of Social Services

Staff: Aziz Bin Sulaiman and Chantal Paton | Number of Clients: 50

BYFH employs two Family Engagement Officers who work with parents/guardians with children aged between 0-12. Work is conducted individually or in family- or group settings, depending on what best suits the client and his/her family. The main purpose of the program is to strengthen relationships, support families and improve children's wellbeing. It also aims to increase participation in community life to strengthen family and community functioning, and reduce the cost of family breakdown.

The Family Engagement Officers work closely with our Early Learning Facilitator and clients are referred internally when needed. Aziz and Chantal, who have been with us for 2 years now, have done a fantastic job increasing client numbers and advancing the programs reputation in the community.



## Women's Healthy Relationship Program

Staff: Chantal Paton (BYFH) and Jasmine Phillips (KMHDST)

The Women's Healthy Relationship Program was implemented in May 2018 as a collaboration between BYFH and the Kimberley Mental Health and Drug Service Team. The 8 week Family and Domestic Violence program is run every Friday during school term, engaging up to 10 women per cycle. The program focusses on education, building peer support and healing. A second stage to the program is currently being implemented where previous participants have been invited to take on a mentoring role in the upcoming workshops.

*"I started coming here, to this program, to make myself stronger. To let things go I suppose. To handle stuff better than I was, and now I've done that. This program has been a big help to me because I've realised that I am not the only one going through Domestic Violence. It doesn't just have to be the man, it's like the family. I'm realising that it's not my fault."*

*"So since I've joined this lovely group, with Jas and Chantal, I have made friends. I have spoken about my experiences in my personal life and what I've been through. And also I can relate to the other ladies that was in the group. It was easy to talk about certain things and also to talk to them to let them know that they weren't out there themselves. That there are other women going through the same situation. Atmosphere is lovely, I've actually gained a lot of strength and wellbeing. And I've learnt a lot while I've been here, in the ways of slowly getting used to parenting skills that I've lost whilst in the relationship. I think this program will go far, if it keeps running, and I think it will benefit all the women out there that's going through what I've been through."*

## Program: NAHA Youth Housing Support

Funding: Department of Communities, Child Protection and Family Support

Staff: Ines Zorndt | Number of Clients: 46

The Youth Housing Support Officer assists young people, 15-25 years old, to obtain accommodation and/or maintain accommodation. The position has a main focus on housing support, however the staff member works holistically to ensure all barriers to long term sustainability are addressed. As the Reconnect positions, when appropriate, the Youth Housing Support Officer helps restore and maintain family relationships, working alongside families to strengthen their capacity to reconnect and often avoiding homelessness. Ines has been in the position since December 2017 and has built strong stakeholder relationships with relevant agencies and community members.

## Program: TSS Leaving Care Pilot Project

Funding: Salvation Army - Transitional Support Services

Staff: Kimberley Sprigg

Salvation Army - Transitional Support Services (TSS) and BYFH piloted a six month partnership to better assist young people preparing to, and who have left the care of the Department of Communities, Child Protection and Family Support. TSS purchased this support directly via BYFH and it was piloted one day a week from June 2017 - December 2017. The project turned out to be highly successful and the partnership was extended until the end of June 2018. The main aims of the project is to better understand and meet the needs of young people leaving the care of the Department and support effective communication between the Department, the young person and leaving care services. The Leaving Care Support Officer holds a caseload of approximately 10 - 12 clients even though the position is only a 0.2 FTE.

## Program: Early Learning & Parenting Program

Funding: Department of Prime Minister and Cabinet

Staff: Isla Birnie, Tanya Motohata and Tiahne Isaac



Our Indigenous Early Learning and Parenting Program offers a supported playgroup for children that is based on the principles of 'Belonging, Being and Becoming - The Early Years Learning Framework.' The program is aimed at parents with children 0-5 years old and it runs every Tuesday, Wednesday and Thursday from 10:00am to 2:00pm. The staff support healthy early childhood development, school readiness and developing parents' awareness that they are their child's first teacher. The Early Learning Facilitator and the

two play helpers create a safe and non-confrontational setting for families to build peer support networks and engage in relevant workshops and activities. A range of other local community organisations are involved in running sessions within the program. While the group is based at the Drop in Centre, regular outings are held. Transport is available for families and morning tea and lunch is provided.



## Most Significant Change Project

During the year BYFH partnered with YACWA, ECU and a number of other organisations in a research project on a Transformative Evaluation (TE) technique based on Most Significant Change methodology. BYFH involvement ensured that the project had regional involvement.

The project outline was to collate information on how to showcase the true impact that 'open youth work' programs have for the young people who engage in them and for the community as a whole. It is often a challenge for youth service providers to tell the real story of how a young person feels they have been impacted by a particular engagement or program. Anecdotally youth workers on the ground see huge outcomes being achieved on a regular basis, but that story is not told; this then has an impact on how programs are perceived by the community and funders.

### The project intended to address the following issues:

- the need for professional and organisational development for youth workers to effectively evaluate youth work programs and share the impact
- the need to foster and support a culture of reflective practice, action learning and peer learning for youth workers
- the need to improve the way benefits and outcomes of youth work are reported and understood by those outside the profession, including funding bodies, politicians, parents and community members
- The action/research project established a network of youth work programs, which collaborated to implement a process to identify, develop and communicate the impact of youth work.

### The project objectives were:

- Embed the innovative, highly effective, robust and sustainable Transformative Education (TE) method of evaluating youth work, adapted to the Western Australian context of youth work
- Contribute to youth work workforce development and link this to previous MSC work at Lotterywest
- Demonstrate new knowledge and evidence of the impact of youth work to inform Western Australian policy and contribute national and internationally to youth work policy and practice
- Identify, compare and contrast the impact of youth work on young people and upon their wider communities across the five youth work settings in a variety of locations
- Identify what works, the processes that brought about these outcomes and how they were achieved

- Communicate and disseminate this new knowledge via appropriate accessible media (could include reports, policy briefings, open access e-book, conferences, short YouTube presentations as appropriate)
- Produce recommendations for policy makers / funders
- Exchange information with similar youth work projects happening in Europe (UK, Estonia, France, Italy, and Finland)

To achieve the project objectives, a number of Youth Workers were trained in the Transformative Evaluation method. These Youth Workers then, supported by the Manager, trained other Youth Workers across their organisation. Over a one-year period the Youth Workers implemented three cycles of the TE process in their organisation. They generated a large number of Most Significant Change stories, which were collated and used to demonstrate to stakeholders the significance of professional youth work practice. The stories captured the impact local programs across WA are having for at-risk young people's safety, wellbeing and development.

The researchers also used the data collated to develop a sustainable on-line training resource in Transformative Evaluation to enable youth workers across Western Australia to be better able to evaluate their practice, and identify the impact of their work, and link with similar resources developed in Europe.

To find out more about the project and see the final report, contact the BYFH office



## Organisational Branding

BYFH have continued to develop resources as to strengthen the organisational branding and increase awareness of the services and programs available. The organisation have also continued to have a strong social media presence with regular updates on Facebook, Instagram and the organisations website.



BYFH have a range of promotional materials that are regularly provided to other organisations as well as directly to clients, friends and family members.



BYFH have had a strong focus on branding since the organisations start in 2014 and will continue to ensure that the community is provided with accurate and up-to-date information.

During the year BYFH have undertaken further renovations to the premises, and the Hall, where most programs are run out of have got a fresh new look. The Department of Prime Minister and Cabinet and the Kimberley Development Commission played a huge part in making this happen.

### Before and after pics



BYFH have also completed the outdoor parent engagement facility, which came about due to a successful grant through the Department of Prime Minister and Cabinet. The area is well utilised and the parents and children now have a brand new indoor and outdoor venue at the Drop In centre. BYFH will continue to seek fund to beautify the premises and ensure that the children, young people and families using the service feel ownership of the space.



# Support Us!

**Broome Youth and Families Hub is a non-for-profit organisation that relies on government funding and the generous support of our community. You can support us and our mission in the following ways;**

- Donate funds via our website [www.byfh.org.au](http://www.byfh.org.au) (Donations are tax deductible)
- Like and follow our social media accounts (Facebook and Instagram). Share our posts and invite friends to like our pages too.
- Support our fundraising events.
- Help spread the word of what supports we offer.
- Join our Management Committee and be part of the inner workings of the organisation.
- Volunteer at our youth and/or family programs.

