



Yes Unlimited

24
25

Annual Report



Acknowledgement of Country

Yes Unlimited would like to acknowledge the traditional custodians of the land that we work on, the Wiradjuri people, and pay our respect to Elders past, present and emerging.

We recognise and respect the resilience, strength and pride of the Wiradjuri people and all First Nations people, and honour their cultural heritage, knowledge, beliefs and continuing connection with the land and rivers.

A special thank you to our local community for their generous advice, guidance, and support of our work this year.

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A message from our Leadership Team

To our dedicated staff, invaluable community partners, generous donors, and the people we are here to serve:

It is with gratitude and resolve that we present our reflections on the 2024-25 year, a period marked by both an immense strain on our community plus clear determination from many to drive progress on the issues we care about.

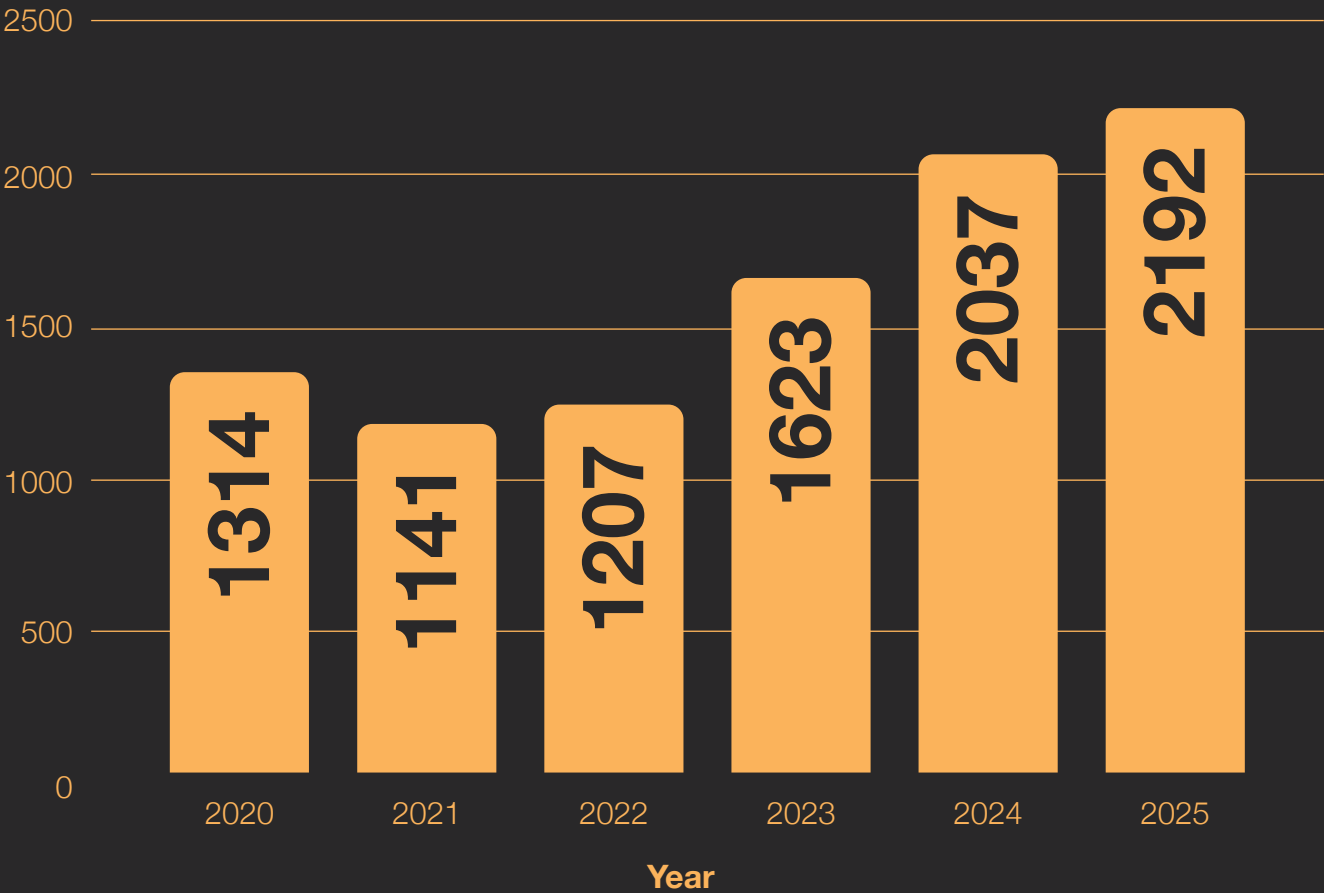
Homelessness, domestic, family and sexual violence (DFSV) and many of the issues faced by young people are

not easing. Homelessness has surged across NSW with a 50% increase in people sleeping rough since 2020. While community awareness is growing and there are indications that attitudes are changing, DFSV continues to erode the safety and wellbeing of victim-survivors, their children, and the broader community. Young people are telling us that social isolation, mental ill-health and the cost of living are weighing heavily when they think about their pathway to adulthood.

When the scale of these challenges feels overwhelming, it's our locally driven outcomes that provide us with optimism and the tangible clues to persistence:

- **This year our team of 50 staff reached over 4,000 people:** That means 4,000 lives touched directly with support to sustain tenancies, find a safe place to sleep, receive hands-on case management or help getting ahead of a crisis before it started.

People Sleeping Rough (NSW)



Rough realities: Rising homelessness and housing insecurity in Sydney & NSW. Homelessness NSW August 2025



Homelessness and the issues Yes Unlimited cares about are solvable – if we make them a priority.



- **Locally grown innovation:** The Albury Project just celebrated its 7th birthday! Think about that: a young person who started high school back in 2019 has had the right supports available during every single year of their high school journey. Out of the 728 young people we identified as being at-risk of homelessness, an incredible 95% never needed a crisis homelessness service, proving that systemic early intervention is the best defence.

- **New service infrastructure:** Midway through 2026, Yes Unlimited and our partner Housing Plus will open 'Betty's Place East', our brand-new Core and Cluster Women's Refuge. This critical expansion will add seven units of crisis accommodation, giving more women and children leaving DFSV a safe, welcoming place to start over. We are actively building the infrastructure our community needs.

We are particularly buoyed by the strides our peak body Homelessness NSW (of which our CEO is Chair) have made in approaching this problem strategically. Their most recent campaign '**A Place to Call Home and the Support to Keep It**' calls on the NSW government to immediately increase funding for homelessness services by 50% and commit to a 10% target of all housing in NSW being social housing.

The underpinning theme of Yes Unlimited's strategic plan for 2023 to 2026 is 'Positioning for Excellence'. Strategic objectives this past year have included intensive efforts on our local DFSV reform agenda, laying the groundwork for the establishment of the Albury DFSV Access Point. This systemic partnership will see the rollout of a single-entry support system for women and children experiencing domestic, family, or sexual violence, reducing the burden of service navigation for the people we assist. Since our last published annual report, Yes Unlimited achieved ASES accreditation – an internationally recognised quality improvement framework – ensuring our organisational infrastructure is robust and future-ready.

While the context we work in may shift, our foundational values are non-negotiable, and over the coming year, we will focus on strengthening our operational foundations, elevating our client services, and reinforcing our workplace culture. Key areas of work will include ensuring we have a seat at the table in conversations about homelessness and DFSV, investing in and supporting efforts to increase housing supply in Albury, achieving operational readiness for opening the doors to the new women's refuge, and expansion of our early intervention programs.

The crucial work of Yes Unlimited is only possible through our collective efforts. To our team of 'Yes-ers', your daily empathy, unwavering commitment to our values and resilience under immense pressure are at the heart of Yes Unlimited. To our Board of Directors, thank you for your diligent governance and strategic oversight that keeps our effort focused. To our generous donors and community partners, your continued support and collaboration enable every new beginning and successful outcome we achieve.

And most importantly, to the people we serve, your courage and determination to overcome adversity inspire us every single day. We step into the new year with a strengthened commitment, knowing that together we can, and will, build a community where everyone has the resources and opportunities they need to thrive.

Homelessness and the issues Yes Unlimited cares about are solvable – if we make them a priority.

Di Glover, Chief Executive Officer and Jon Park, Client Services Manager



Our big hairy audacious goal

Future generations without homelessness by **2050**

Our Purpose

Investing in people; building thriving communities.

Our Values

At Yes Unlimited being values-led isn't just something we say. It's something we believe in our hearts and aspire to live every day. Here's what we think is most important at Yes Unlimited:

Clients First

We are deeply on our client's side.

We are eternally optimistic and don't give up.

We actively support client's autonomy.



Doing it Together

We partner for impact.

We capitalise on diversity.

We build dynamic teams.

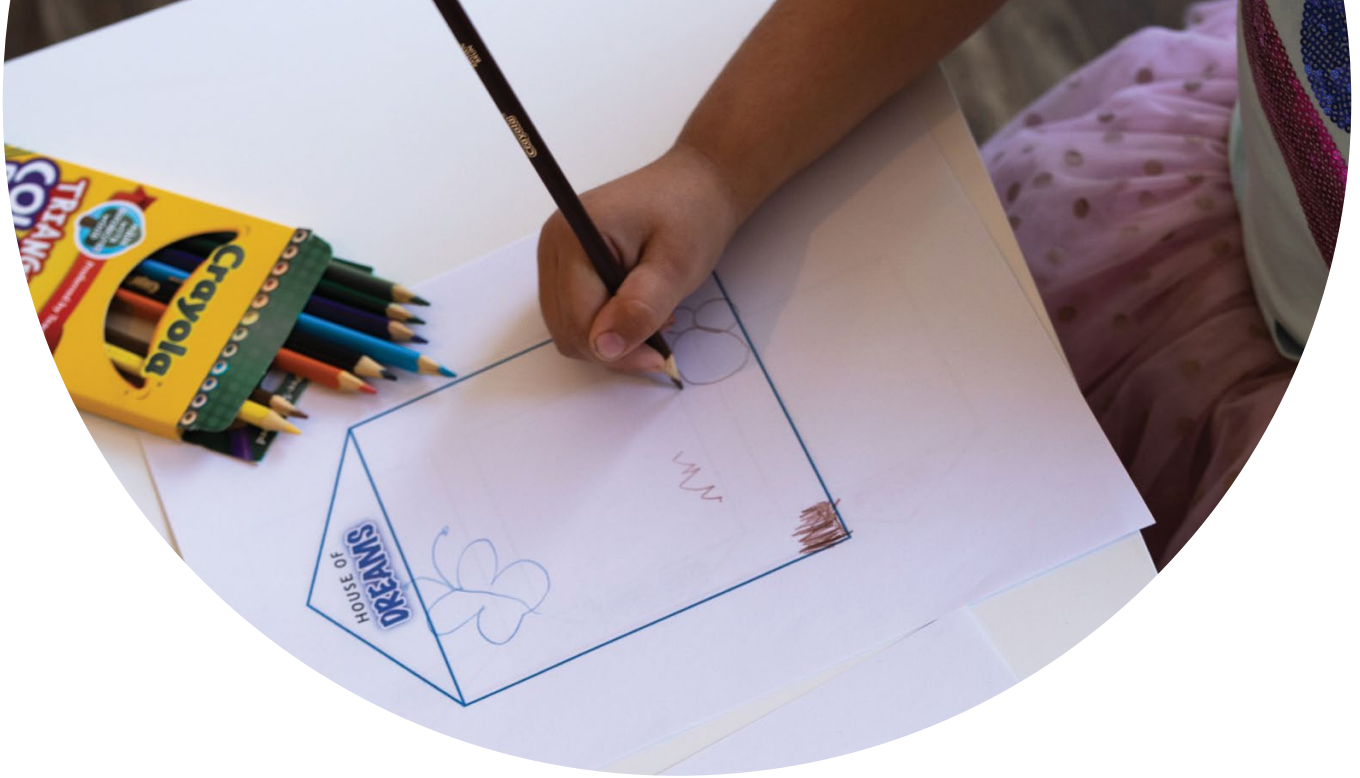
Leaders in Practice

We are brutally honest with ourselves about what's working and what is not.

We are creative, innovative and purposeful in our practice.

We are always learning.





Model of practice & organisational culture

Yes Unlimited has developed an evidence-based Model of Practice that broadly outlines the things that are most important to us as an organisation.

It highlights the knowledge we draw on and most importantly, the way we think about our work with clients, the community and each other. It's based on three core areas of knowledge and theoretical thinking:

The five foundations for ending homelessness

The Five Foundations (Yfoundations 2026) shape the scope of our work, the structural changes we focus on, and assist in defining the issues we are addressing in terms of a holistic understanding of what wellbeing encompasses. Systems and relationships are the foundations people need to thrive.

Trauma informed practice

Trauma Informed Practice provides us with a deeper understanding of human behaviour and the impacts of cumulative trauma, the importance of healthy attachment and relationships, and the critical need for both worker and organisational self-awareness.

Strengths based, asset and talent focused

The Strength Based/Open Talent philosophies are an expression of our organisational values and our core belief about people; that they are experts in their own lives, that they have the capacity to grow and change and that people should not be defined by their problems.

Importantly, the 'way of thinking' presented through the model is applicable across the organisation, from direct practice, leadership, governance, and program design to administration. Ultimately our goal as an organisation is to foster an emotionally intelligent workforce that is highly attuned to the nuances of our complex work, and positioned to respond in a purposeful, empathic, and informed manner.

Alongside our model sits our Organisational Culture Agreement. As a team we know that a robust culture makes work a better place to be, helps us work together more effectively, encourages growth and most importantly gets better outcomes for the people we work with. If we are to 'contain' the distress our clients' experience, then we must first be 'contained' ourselves. Here's a bit of a taster of the rules that guide our work together:

Bring passion and enthusiasm.

Remembering that we are working towards future generations without homelessness and that while our views, backgrounds and approaches may differ we are all united in purpose.

First assume best intentions.

People make the best decisions they can with the information they have at any given time. Misinformed assumptions can damage teams and undermine trust, ask before assuming.

Challenge and be challenged.

Recognising that it is our diversity that makes us strong and that different opinions combined with a willingness to work towards solutions together achieves best outcomes. Be up front, direct and name the issue. This is not personal!

Recognise fixed points of view.

While it's ok to have views or opinions that you are not willing to change, others may not share these views and it is important to understand where other people are coming from. In teams compromise is a necessity.

Know that the personal and professional are inherently connected.

As a trauma informed organisation, we have an obligation to invest in our own development. Recognise and own your 'stuff', no one else has responsibility for this.

Remember that we are human.

The work we do is emotionally taxing. Look after yourself and each other so that you can do your best work.

Celebrate successes. Learn from the challenges and share the journey with your team, especially the wins!

Of course, what's on paper doesn't matter nearly as much as how we live it! What we really invest in is ensuring all of us personally internalise these ways of thinking, positioning us to respond more compassionately and effectively to the community we are here to serve.



70% of staff have worked with Yes for more than 2 years and 46% for more than 5 years. 23% have been with us for more than 10 years.



Homelessness

Overview

Our homelessness services include The Hub – a centralised access point for all related services in Albury.

Our services include brief intervention and assessment, case management, and support to sustain tenancies in social housing, as well as refuge accommodation (Broughton House) and early intervention services to support young people to thrive. Access to our DFSV services and support also begin at The Hub, including refuge accommodation for

women and their children at Betty's Place. Additionally, we sub-contract homelessness services to Vinnies in Deniliquin and Albury.

Our homelessness services have supported 1155 people with housing related needs across our organisation in the past 12 months.



“Hello Amber you absolute LEGEND... Just wanted to say a MASSIVE thanks and high fives to yourself and your team... You absolutely made the process of finding a rental property stress free and made it so easy... The world is a better place with you and your TEAM in it... Thanks again legend” – **Centralised Intake at the Hub Client**





Highlights

The Network for People Sleeping Rough

As we've seen the number of people sleeping rough rise over the last few years the need for a coordinated and proactive response has become increasingly evident. We've established a local taskforce of key services, *Homes NSW, Albury City Council, Carevan and Albury Wodonga Health*, focused on breaking down barriers by bringing critical services directly to vulnerable people, meeting them where they are.

Our specialist staff conduct weekly visits to areas where people are staying, have launched a QR code to make it easier for community members to request support when they notice someone sleeping rough and have developed simple pathways for service activation for council rangers, library staff, train station staff and other 'first points of contact'. We are particularly proud of the compassionate approach and leadership demonstrated by Albury City Council, that serves as a model when compared to punitive approaches seen elsewhere.

Partnering for impact

It takes a community to address homelessness, and we are inspired by the people, organisations and businesses that have risen to the challenge alongside us. Kennedy's Meats donate a weekly supply of groceries to residents of our crisis accommodation. Albury Wodonga Health provides outreach health services alongside the Yes Unlimited Sustaining Tenancies team. Carevan provides home-cooked meals. Albury Wodonga Aboriginal Health Service host our Aboriginal Welcome Worker regularly to bring homelessness services directly to people, and our co-located partners Verto Tenancy Services and Services Australia provide critical services from our 'one-stop-shop' at The Hub. There are so many people doing what they can in a very difficult context for our community

Youth housing that works

Young people are bearing the brunt of the housing affordability crisis with many simply priced out of the current market, and few social housing options available to this cohort.

One 'bright spot' has been the effectiveness of our medium-term semi-independent units based on the same block as our Broughton House Refuge. These two units are a steppingstone to independence, giving young people who are homeless a safe place to call home, coupled with onsite support to develop the skills and confidence to transition to adulthood. Over 75% of young people who have stayed in the units over the last several years have successfully transitioned to their own private rental, with the remaining 25% returning to live with family or entering alternative supported accommodation. We know what works for youth homelessness; we just need more of it!



Broughton House units

CLIENT STORY

Persistent and consistent support

Jim presented as a client in immediate need of support, regularly dropping in to see our Centralised Intake team (CIA) at the Hub and displaying worsening behaviours due to deteriorating mental health. He frequently appeared angry, confused and distressed, often resulting in emergency services being called. A pattern emerged: upon hospital discharge Jim, who had no fixed address, no phone and was deeply untrusting of services, would quickly disengage, leading the cycle to repeat.

The Yes intake team recognised that a conventional approach was failing and developed a plan to work with Jim at a slow but consistent pace. A Welcome Worker began chatting with Jim over a coffee in the front space, which became a regular routine. Over time, as trust was built, Jim disclosed some of his history which included significant abuse as a child, periods of imprisonment and

regular hospital admissions relating to his mental health. As Jim became more open to support, the team offered practical assistance; a new phone, meals and transport to obtain his medications. At the same time, they began coordinating with local mental health services to organise a treatment review and were able to engage with his NDIS provider for daily living assistance and Homes NSW to progress his application for social housing.

Since this time Jim's mental health has stabilised and he is no longer presenting regularly in distress, though he still comes in for a coffee. He is engaging with several services and while he is still waiting for long term housing, he is maintaining a pay-by-week arrangement in a local caravan park.

With personalised and consistent support, Jim is on the right track. Now he just needs a system to deliver to what he really needs; somewhere to call home.

“I have gained more independence through managing my own meals, having more responsibility in maintaining cleanliness, and having the opportunity to sense what it is like to live on my own. Living in the unit has helped me step up and be accountable for my decisions.”
Medium Term Unit Resident, Age 17

Outcomes and impact

How homelessness looks in Albury:

35.9% of all clients identified as male

61.8% identified as female

2.3% selected Other / Prefer not to say

Top 3 main presenting reasons for men

1. Housing Crisis 43.8%

2. Housing Affordability Stress 11.4%

3. Domestic and Family Violence 5.7%

Top 3 main presenting reasons for women

1. Domestic and Family Violence 49.7%

2. Housing Crisis 25%

3. Housing Affordability Stress 8.4%

Network for People Sleeping Rough in the last 12 months:

66 People received outreach support where they were sleeping rough

50% of people engaged in long term support as a result of an outreach visit

Sustaining Tenancies in Social Housing:

94 Referrals received

80 Clients accepted into the program

14 Clients declined support

100% have sustained their tenancy

Looking ahead

While the increasing rates of homelessness can feel insurmountable, we know what the solutions are.



We need enough affordable and social housing, so that people on a range of incomes can attain and sustain somewhere safe to call home. We need a responsive spectrum of services to prevent homelessness from happening, or when it does occur, to allow us to quickly move people out of it. And we need a strategy that cuts through all levels of government to deliver the housing and support services our community needs.

The human cost alone should be enough to convince anyone that this is a problem that cannot be ignored, but it's not the only cost. Research from 2021 has shown that the average cost

to government for people experiencing 'chronic' homelessness (repeated cycles of homelessness) is a staggering \$706k per person over a six-year period (Pathways to Homelessness Report, 2021). When considering the impact on health services, emergency services, the justice system and other critical services, we would argue there is an economic imperative to urgently address this issue.

Put simply, we can't afford not to make homelessness a priority.

In the year ahead we look forward to working alongside our peak bodies, particularly Homelessness NSW, in

driving the campaign 'A Place to Call Home and the Support to Keep It', calling for more affordable housing and an immediate increase in funding for support services. We will also continue developing our localised responses, exploring ways to expand our reach to people who are sleeping rough. We will keep partnering with community housing providers to grow the range of housing options available to people and refine our early intervention services for young people. We will continue to advocate for the systemic change and investment required to ensure every person in our community has a safe, secure, and affordable place to live.



Government policy moves at the pace of public opinion. If you agree that the status quo on homelessness isn't good enough, make sure the people who represent you know about it.

Domestic, Family and Sexual Violence

Overview

Our services for women who have experienced domestic, family and sexual violence (DFSV) include crisis support and accommodation through Betty's Place women's refuge, and case management support services for women to live safely free from violence through the Staying Home Leaving Violence (SHLV) program.

This year saw the expansion of SHLV to Deniliquin as part of a co-located partnership with Vinnies Services.

In the last 12 months, Yes Unlimited provided DFSV related services to 385 women and their children in Albury and Deniliquin.



Big Cheque Mothers Day Lunch

Highlights:

A community stepping up

It truly takes a community to change the narrative on DFSV, and Albury has powerfully stepped up to the plate. We've seen incredible engagement, from over 400 people attending our 40th birthday event to hear Dave Kramer's compelling message about 'calling men in' to be part of the solution, to local Rotary Clubs holding key events, and the pleasure of working alongside local Men's Sheds to spread the message. The community's financial commitment is equally strong, with the last Traverse Alpine Groups Mother's Day Lunch breaking previous records by raising \$140,000 for our DFSV services. Go Albury!



Mothers Day Lunch

"I cried about coming to Bettys as I didn't want to go into a refuge however when I got there, I felt like I could be safe. While I was there, I formed really good relationships, and it helped me to put things in place for where I wanted to be in life. I felt very safe and supported not just by my case manager but all the staff at Bettys. When I received my own property, I cried as Bettys was such a safe environment and felt like a home. It will always have a special place in my heart and has helped changed my life." – **Bettys Place Resident**



The Albury Care and Access Partnership team



Yes Unlimited's 40th Birthday event with Dave Kramer



Bettys Place Mothers Day Lunch Auction



Yes CEO Di Glover accepting the donation cheque from the Mothers Day Lunch

Building a systemic approach to DFSV

This past year saw significant progress in our community driven reform process for DFSV services in our partnership with the *Albury Women's Centre, Linking Communities Network; Court Advocacy Service, Albury-Wodonga Aboriginal Health Service and Albury-Wodonga Health's Sexual Assault Service*. Together we've been aligning our services to work in a more coordinated way and co-designing a simpler access point to ensure women and children get the right services, at the right time. Excitingly, this work will culminate in the launch and promotion of the Albury Domestic, Family and Sexual Violence Access Point in the coming months.



Albury Wodonga Health's Violence Abuse and Neglect team have been highly involved this year in the Albury Care and Access Project (ACAP) – now launched as Albury Domestic, Family and Sexual Violence Access Point. Yes Unlimited team has been very easy to work with, and it is clear they are highly invested in the best outcome for our community, and particularly this vulnerable population. Any time we have made contact to request assistance, there is always a strong notion of care and concern for the client as well as professionalism and respect for our staff. It has been a pleasure to work so closely with the team and to now see some real opportunity for change and better outcomes for our community.” – **Katy McCarron**
Acting Manager VAN Albury Wodonga Health



After leaving a violent marriage you're going through so many challenges, worries, fears. You're not only dealing with what's happened to you, but what your future will look like. Having the support of Anna definitely gave me confidence to believe in myself and know that I'm going to be ok.” – **Deniliquin Client**



Delivering the Small Steps for Hannah program as part of SHLV in Deniliquin.

Expanding our reach and partnerships

We were thrilled to have the opportunity to bring the highly successful Staying Home Leaving Violence program to Deniliquin, an area that has some unique challenges in terms of distance from major centers and access to specialist DFSV services. It's been a wonderful development to co-locate with our long-time partner, Vinnies. We are particularly grateful for the way they've welcomed us into their community and shared their invaluable local knowledge with us.

CLIENT STORY

Rebuilding a life takes time and support

Hayley initially presented to Yes Unlimited several years ago feeling stuck in a violent relationship and struggling with a substance use issue which she relied on to cope. Over the years Hayley intermittently engaged with our service, building a sense of trust and beginning to test the idea of what it might be like to re-build a life independently. More recently, with a new baby on the way, the pattern of violence from her partner escalated. With the current

housing affordability issues in Albury, she felt she had no choice but to stay in this dangerous situation.

Stressed and afraid, Hayley presented to Yes Unlimited again where our initial focus was on stabilisation. She began developing a plan alongside her case manager, who supported her entry into a detox program, followed by a three month stay in Betty's Place Women's Refuge. From this stable base she was able to begin counselling to explore safer ways of coping. She undertook

a DFV psychoeducation program to better understand her situation, and accessed the Start Safely program which allowed her to obtain her first private rental in her own name.

Hayley is now building the kind of life she wants for herself and her child. She has a stable home free from violence, she no longer uses substances to cope and as a real sign of how far she has come, she wants to share her story and help others with their own healing journey.

Outcomes and impact:



Betty's Place Women's Refuge

Of the women and children who stayed at Bettys Place over the last 12 months:

- 40% secured their own tenancy
- 17% returned to their own home, with the person using violence moving out
- 21% moved into supported accommodation (transitional housing/aged care)

Of the women who received DFV support through Yes Unlimited:

- 100% said they felt safer as a result of the support they received
- 93% said our service helped them access the services needed
- 98% said our service provided comprehensive support

Love Bites Respectful Relationship Program:

- Delivered in 7 schools reaching 686 Young People



Looking ahead

It is heartening to witness the momentum generated by our community this past year. Real and lasting change on DFSV will only be achieved through culture change, and Albury has powerfully mobilised in progressing towards this shared reality. This commitment starts with education: we successfully delivered the respectful relationships program Love Bites to over 600 students across seven local high schools this year, representing a significant investment in prevention.

2026 brings two major boosts to our local service systems capacity. The addition of new crisis accommodation and funded support services at Betty's Place East will provide sanctuary for more women

and children than ever before. Simultaneously, the launch of our Albury Domestic, Family and Sexual Violence Access Point will create a simpler, coordinated entry system, ensuring more women and children get the support they need.

It is critical that we move beyond mere crisis management and build a robust system focused on prevention, safety, and recovery. Alongside this we need to 'call boys and men in' to non-shaming conversations that encourage respect and accountability, and challenge restrictive ideas of what it is to be a 'man'. This is complex cultural and systemic change, which means the solutions must be layered across individual, organisational, community, and societal levels. Albury

is off to a great start in this work with teams of champions emerging in our region, and we thank all of them for their commitment to building a community free from violence. There is more work to be done and alongside many others, we are here for it. Bring on 2026!



Young People



Overview

Our services for young people include specialist homelessness support and accommodation at Broughton House, and early intervention and recreational services through the Hive Youth Resource Centre and The Albury Project.

In the last 12 months, Yes Unlimited provided services to 1457 young people aged between 12 and 25 in Albury and surrounds.

Highlights

The Albury Project's 7th birthday

It's hard to believe that our locally grown and led initiative turned seven this year! That's a complete seven-year cohort of students who have experienced early intervention as a norm, rather than an exception. Indications that it is working are promising; every year fewer young people are being identified as 'at risk of homelessness', young people who are at school are reporting higher levels

of engagement (meaning they are more likely to stay in school) and our partner schools are telling us The Albury Project has radically reshaped the way wellbeing supports work in their school environment. With all these strong outcomes, we now need the NSW Government to commit ongoing funding so that we can continue to grow this systemic approach to early intervention.



The Albury Project staff member was such a great role model and really helped me stay motivated through Years 11 and 12. I'm first in my family to make it through high school! I'm so thankful for everything you did for me - it meant a lot knowing you believed in me." – **Albury Project Participant**





Unveiling our new
Reconciliation Week shirts

A Hive of activity

It's been hard to catch a breath at the Hive Youth Resource Centre with all the action happening out there this year. Our partnership with headspace Albury-Wodonga continues to go from strength to strength with the addition of outreach headspace services delivered from the Hive, bringing services directly

to Lavington where they are needed. We've had some amazing youth-led activities with the launch of the Hive's very own comic book as part of the Write Around the Murray Festival, an epic road trip to Melbourne for the Annual Pride Ball, school holiday programs that consistently book out well in advance, and we've had

hundreds of young people attend some great events such as the Friday Night Discos and Hivefest.

We were also very excited to launch our Yes Unlimited shirts for Reconciliation Week, beautifully designed by local artist Darren Wighton and a group of young people from the Hive.





Honey with young people at The Hive

Honey: everyone's favorite team member

Honey the golden retriever has well and truly established herself as a critical part of the Yes Unlimited team. She's also the cheapest, insisting only on being paid in regular treats and cuddles, in return for her valuable service! Over many years we've had feedback from residents at Broughton House that they would love to have a house pet, and it's been wonderful to see the therapeutic impact she's had across our sites. On any given day you can find Honey dressing up and looking fabulous at the Hive, providing a listening ear to a young person at Broughton House, or doing the rounds at a staff meeting making sure everything is in order.

QUOTES ABOUT HONEY

"Honey is a healthy distraction and makes me feel happy" – **Broughton House Resident, 18**

"Honey calms me down" – **Broughton House Resident, 17**

"Honey cheers me up when I have had a hard day and helps me feel less anxious. She is really calming and fun to hang out with at The Hive". – **Hive Participant, 14**



Honey dressing up and looking fabulous

CLIENT STORY

First in their family to finish high school

Completing the HSC is challenging enough without facing homelessness at the same time. Leo was identified through the Albury Project survey process as experiencing homelessness - couch surfing from place to place due to a difficult family situation. Despite this, Leo was determined to finish his final year at school.

He moved into Broughton House's crisis accommodation for a short stay to build some stability, before transitioning to our medium-term housing for the rest of Year 12. During his ten-month stay, Leo worked with staff on developing essential living skills, planned with school welfare staff

to manage his study load, linked in with a mental health counselor, and started building a plan for the kind of future he wanted.

With this critical foundation, Leo celebrated several milestones: his 18th birthday, being the first in his family to finish his HSC and finally gaining entry to university to study for his dream job. He has now successfully transitioned to on-campus accommodation and loves the 'uni lifestyle'. In his words, "I just wouldn't have been able to finish school without this support," proving how the right supports can change the entire trajectory of young lives.



I just wouldn't have been able to finish school without this support"

Outcomes and impact

The Albury Project

13,203

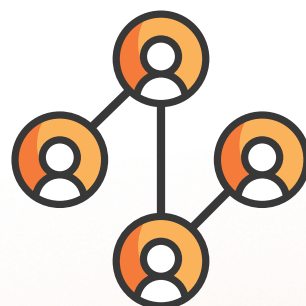
AIAD surveys completed between 2019-2025

728

young people provided with an early intervention response over 7 years

95%

of the young people who needed support have not had to use a homelessness crisis service





Outcomes and impact

The Hive

313

young people attended
one of our School Holiday
Programs in 2025

There were over

2,500

sign-ins for our regular afternoon
'Chillout Sessions' at the Hive

Our school and community
events reached over

4,200

young people

QUOTES ABOUT THE HIVE

"It is such a welcoming, inclusive and supportive environment, as are the people who run the organisation. Having somewhere to go and someone to turn to (that isn't always Mum and Dad) is so important and very needed within the community. The kids have grown in their confidence, independence, and socially. It has been the biggest blessing being able to watch as they are encouraged, guided and cheered on by others - a community, that truly seems to care." – **Charmaine and Chris, Parents.**

"The Hive Youth Resource Centre has been a saving grace for our family. What began as a safe place for my teen son to be a few afternoons each week, for social connection in a new town, quickly became an ongoing source of opportunities for growth and thriving. Now more than ever we need services that meet immediate needs of young people, whilst also investing in their futures, and The Hive achieves this with creativity and joy." – **Yindi, parent.**

Broughton House

75% of young people accommodated at Broughton House identified 'relationship and family breakdown' as the reason for their homelessness. **Of the young people who stayed at Broughton House in the last 12 months:**

23%

Returned to live with family

38%

Entered an independent living arrangement

23%

Entered our supported transitional housing

15%

Entered alternative crisis accommodation



Cooking the evening meal at Broughton House Youth Refuge

Looking ahead

This year, our team, and the young people we serve have achieved amazing outcomes. We've celebrated generational shifts, such as young people becoming the first in their families to complete high school, or young people getting their first job. We've seen youth Change Makers stepping up as local leaders and shaping a more positive dialogue about young people by sharing their own stories. Our service responses to young people have expanded and matured into a spectrum of integrated, holistic care, that better meets their diverse, and sometimes complex needs.

These victories are hard-won, especially given the current landscape where social isolation and the persistent crisis in housing affordability continue to undermine the stability of many young lives. As a service, the uncertainty of the funding environment, particularly in initiatives like the Albury Project where the outcomes are so compelling, poses a significant threat to the sustainability of these critical, successful programs.

Therefore, while we celebrate this year's achievements, it is time to consolidate what we know works and to secure its sustainability. We call on government to commit to long-

term funding alongside a plan to expand early intervention, so that it is no longer considered innovation – it is considered business as usual. Crucially, we will continue to push for a strategy to establish a spectrum of affordable housing options that young people can access. Within our sphere, we remain dedicated to building a community free from violence by expanding the Love Bites Respectful Relationships Program, developing better ways to connect with disengaged students and fostering connections that reduce social isolation. A community where young people thrive is better for all of us.

The Yes Changemakers

Changemakers is Yes Unlimited's youth reference committee, a group of local young people who meet regularly to discuss youth related issues, inform our organisation on how to respond to these issues and work to achieve social change on the things they care about.

Tell us about yourself!

Name: Rei Rei

Age: 16

School: James Fallon High School

Goal: To keep doing events and improving connections in the community

Why did you decide to become a Changemaker?

I decided to become a Changemaker to improve my leadership skills and gain confidence while making more connections with other young people with the same mindset.

What is one thing you're looking forward to as a Changemaker?

I'm looking forward to meeting new Changemakers in the coming years and strengthen bonds with current Changemakers.

What would you say is an achievement so far as a Changemaker?

I've significantly improved my confidence, and a lot of people have picked up on the fact I've made a lot more friends which has helped me become more social.





Name: Kit

Age: 14

School: Murray High School

Goal: My goal is to become more confident in myself

Why did you decide to become a Changemaker?

I became a Changemaker to increase my social opportunities and to develop my leadership skills.

What is one thing you're looking forward to as a Changemaker?

One thing I'm looking forward to is all the opportunities and events. Also being able to build my communication skills.

What would you say is an achievement so far as a Changemaker?

An achievement of mine is I have grown as a person in many ways, such as I'm a lot calmer and can communicate my feelings better.

Name: Maddy

Age: 18

School: Murray High School

Goal: To build confidence

Why did you decide to become a Changemaker?

To develop confidence and help others become proud of the person they will become.

What is one thing you're looking forward to as a Changemaker?

To help others build connections, make new friends and make people overall feel safe and respected.

What would you say is an achievement so far as a Changemaker?

Helped other Changemakers feel good and proud of themselves. Encouraged everyone to share their opinions and know they are valid. The connections I have built in Changemakers will last a lifetime.



Name: Ruby

Age: 14

School: Murray High School

Goal: My goal is to become more confident

Why did you decide to become a Changemaker?

I decided to become a Changemaker because I wanted to be more confident in myself because I wasn't as confident.

What is one thing you're looking forward to as a Changemaker?

I would like to work on my skills during events. I feel I can do better when talking to people and understanding their feelings. I am hoping this is something I can work on during the year and look forward to accomplishing it.

What would you say is an achievement so far as a Changemaker?

I used to struggle when talking to people and even though I would like to continue working on this, I feel like it has improved as well as my confidence.

Tell us about yourself!



Name: Holly

Age: 13

School: Albury High School

Goal: My goal is to make new friends

Why did you decide to become a Changemaker?

I joined Changemakers to make connections and friendships, also for the opportunities the committee brings.

What is one thing you're looking forward to as a Changemaker?

The thing I am most looking forward to is the retreat. I like that we will be going as a team and can work together and have fun.

What would you say is an achievement so far as a Changemaker?

Meeting new people who have become my friends.

Name: Cruz

Age: 13

School: Murray High School

Goal: My goal is to make new friends

Why did you decide to become a Changemaker?

I became a Changemaker to meet new people.

What is one thing you're looking forward to as a Changemaker?

I can't wait to go on retreat and for all the future events we are going to create together as a team.

What would you say is an achievement so far as a Changemaker?

An achievement so far would be completing the comic book and my food handling confidence during events and programs.



Name: Emma

Age: 15

School: Billabong High School

Goal: To be on a top team for rugby

Why did you decide to become a Changemaker?

I decided to become a changemaker to make new friends and help with activities.

What is one thing you're looking forward to as a Changemaker?

One thing that I am looking forward to as a changemaker is seeing people enjoy their experience at the hive.

What would you say is an achievement so far as a Changemaker?

An achievement that I have made as a changemaker is being able to talk to a bigger group and having more confidence.



Name: Mia

Age: 12

School: Albury High School

Goal: To help out with more things and to do a lot more stuff I would have never done before

Why did you decide to become a Changemaker?

I wanted to do more stuff and be more productive and help our community more and wanted to make some new friends and meet more people.

What is one thing you're looking forward to as a Changemaker?

I'm really looking forward to our retreat and how fun it will be and all the

amazing things we will do, and we will all have each other to talk to and just have a amazingly fun weekend and I'm also looking forward to ending this year with some pretty great friends and having people to talk to when I'm not feeling myself.

What would you say is an achievement so far as a Changemaker?

Meeting more people and making more friends and doing stuff like the escape room that helps me work with others better.

Name: Janice

Age: 16

School: James Fallon High School

Goal: Travelling in the future

Why did you decide to become a Changemaker?

I like to try new things especially culture and dancing.

What is one thing you're looking forward to as a Changemaker?

I became a changemaker because it helps my confidence a bit as well as meeting new people.

What would you say is an achievement so far as a Changemaker?

More active and meeting new people, as well my confidence is way better than it was.



Name: Iliza

Age: 13

School: James Fallon High School

Goal: To be a professional Barrel Racer

Why did you decide to become a Changemaker?

Because I like helping people.

What is one thing you're looking forward to as a Changemaker?

Our retreat – the whole experience. I haven't done anything like that before.

What would you say is an achievement so far as a Changemaker?

Metting new people and growing my leadership skills.

Doing it together:

Future generations without homelessness by 2050

Our goal is audacious: future generations without homelessness by 2050. While this target feels immense, our value of 'doing it together' means we aren't working alone. We know that ending homelessness is everyone's responsibility, and we are grateful to

have committed partners who readily share their resources, expertise, and passion in the pursuit of our goal.

Collaboration amplifies the impact we can achieve, enabling us to stretch and leverage our resources

to support more people in more ways. Over the 2024-25 year where demand for our services continues to outweigh our funding, these relationships with our partners have been more critical than ever.

Our collaborative project partners

- Albury City Council
- Homes NSW
- Carevan
- Albury Wodonga Health

The Albury Project

- Albury High School
- James Fallon High School
- Murray High School
- headspace Albury Wodonga

- CYMS
- Albury City Council
- Upstream Australia

Albury Domestic, Family and Sexual Violence Access Point

- Albury-Wodonga Aboriginal Health Services
- Linking Communities Network Ltd – WDVCS

- Sexual Assault Services – Albury Wodonga Health
- Women's Centre for Health and Wellbeing Albury Wodonga

The Hub colocation partners

- Verto Tenancy Advice
- Services Australia
- Argyle Housing



Our corporate supporters

- Border Trust
- Kennedy's Meats
- Zanda
- Hume Bank
- Southern Cross Austereo



Our program, service and project funders

- NSW Department of Communities and Justice
- Commonwealth Bank
- Border Trust
- Albury City Council
- SSA Club

Our service partners

- CareVan
- Housing Plus
- Quamby
- Kirinari
- Homes NSW
- LCN
- Vinnies

Our major fundraising partners

- Traverse Alpine Group

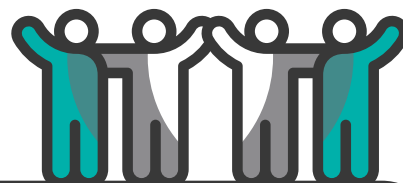
We extend a heartfelt thank you to all sponsors of the Betty's Place Mother's Day Luncheon fundraising event.

Our people

At Yes Unlimited we are dedicated to maintaining a positive workplace, one where our staff feel cared for and valued.

We take pride in the stability of our team: over 45% of our employees have been with us for more than five years, and 20% have celebrated ten years or more with Yes! We are deeply grateful for the commitment every member of our team displays each day as they live our values, advance our goals, and make a real difference in our community.

This year we especially want to acknowledge Michelle Milligan, Jelena Keljin, and Kira Pace, who each reached ten years of service in 2024-2025!

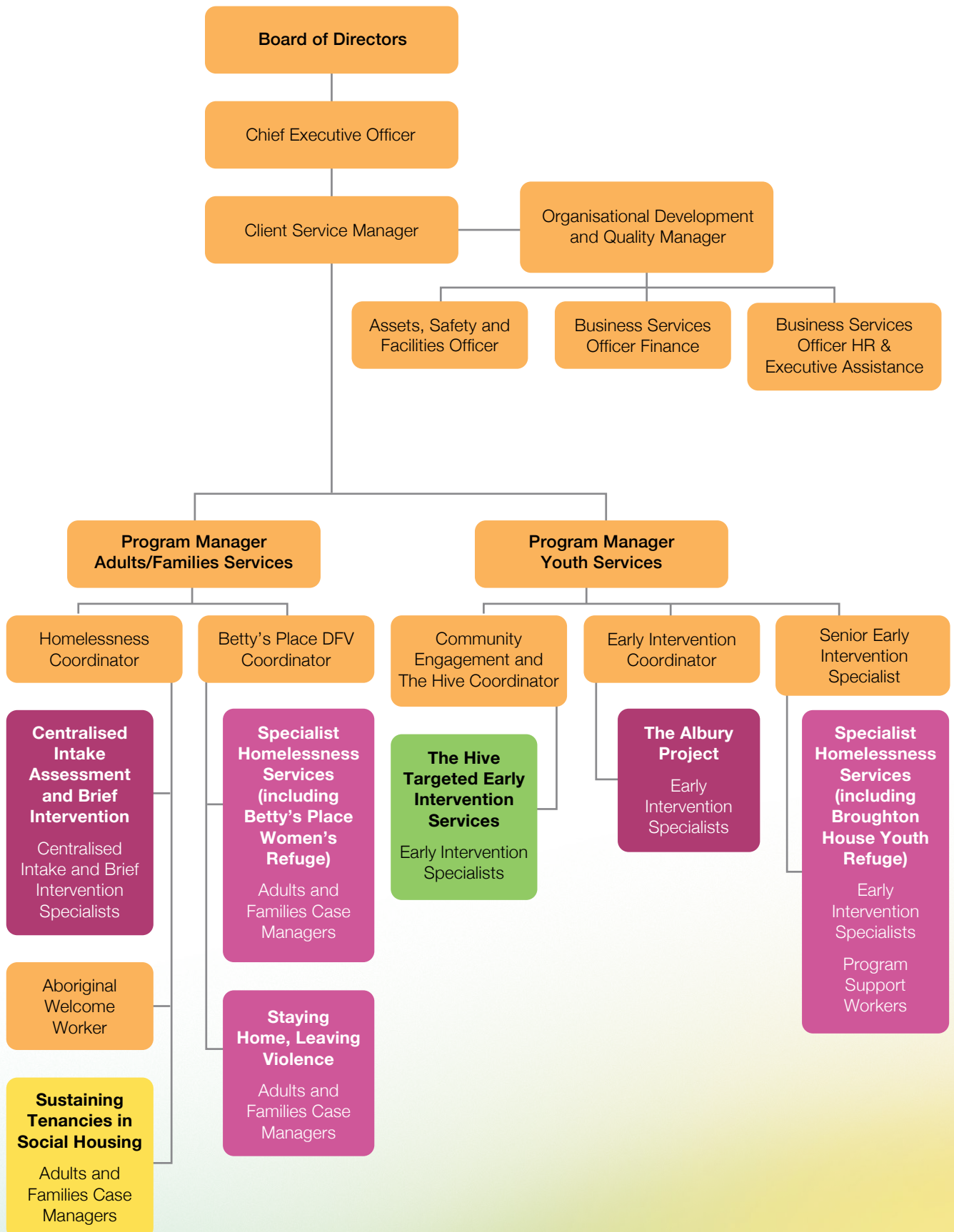


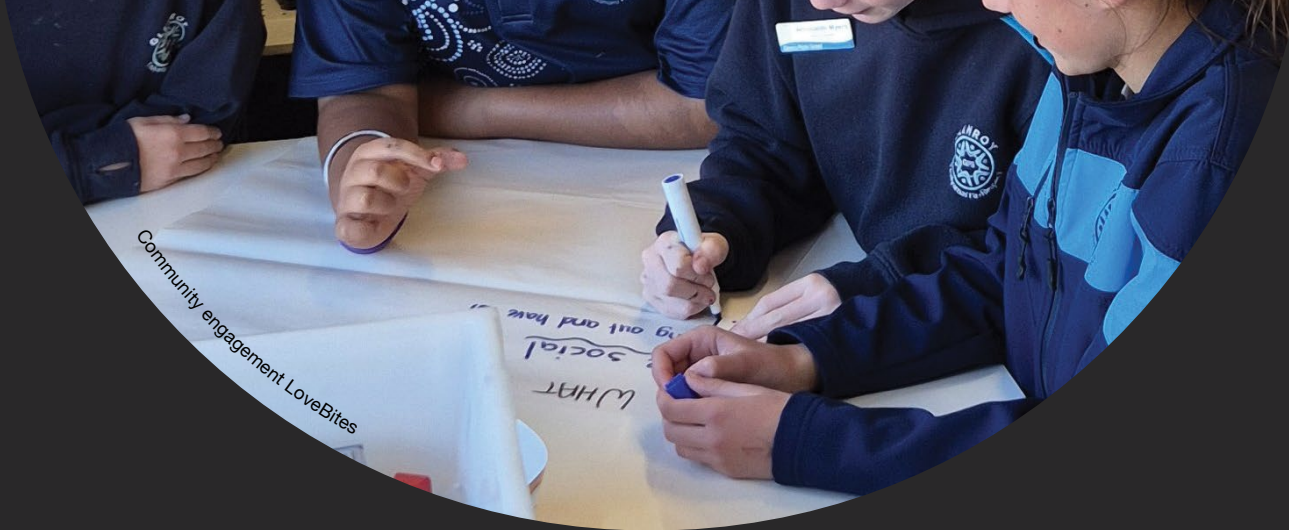
Board of Directors

- **Dave Gaukroger** – Chairman
- **Heather Downey** – Vice Chair
- **Jennefer McCrum** – Treasurer
- **Tracey Fraser** – Secretary
- **Michael Brigden** – Director
- **Joanne Mathey** – Director
- **Jason Schneider-Fuller** – Director
- **Joseph Lumanog** – Director
- **Trent Dean** – Director
(resigned November 2024)

Executive Team

- **Di Glover** – Chief Executive Officer
- **Jon Park** – Client Services Manager
- **Bec Glen** – Organisational Development and Quality Manager
- **Kira Pace** – Program Manager – Adults and Families Services
- **Tam Quinn** – Program Manager – Youth Services





Albury – a community that cares

At Yes Unlimited we are constantly inspired by the way our community shows up for the issues we believe are important. Albury is a community who cares, learns, supports and advocates for real change - and we are proud to be a part of it!

Community education

Education helps to build a safer, more informed and empowered community. In 2025 our team delivered education on domestic and family violence, homelessness and issues impacting young people across a range of community settings including men's sheds, volunteer groups, schools, at public events and sporting clubs.

This education includes delivery of the evidence-based healthy relationships program LoveBites, a key initiative for Yes Unlimited and a significant investment in the health and wellbeing of young people in our community. Running the junior and senior programs in local secondary schools means that to date almost 700 young people have experienced this unique exploration of what safe and healthy relationships look like.



Community campaigns and events

Our value of 'doing it together' guides how we show up for Albury. Beyond hosting our own events, we're proud to support community-led initiatives—from sponsoring NAIDOC Week and hosting Reconciliation Week at The Hive to advocating for inclusion, housing security, and safety. For us, a strong community is one where everyone is seen and supported, whether we're championing Wear it Purple Day, standing together during the 16 Days of Activism, or walking together at the Walk Against Violence.

This focus was the heart of our 40th Birthday celebration, which we marked with a community conversation led by

Dave Kramer. By focusing on respectful relationships and local safety, we used this milestone to look forward rather than back. We remain dedicated to working alongside our community to build a safer, more connected future.

Yes Unlimited actively supported Albury Rotary Club's Say NO to Domestic Violence campaign, supporting a number of events, which included our CEO Di Glover speaking alongside Phil Cleary at the keynote event. Di also delivered a keynote address to the NSW Environmental Education conference, at the invitation of Charles Sturt University.

We also participated in the Albury City Pride Month event at QE2 Square and were involved in this year's national Youth Homelessness Matters Day event, to raise awareness and public discussion about child and youth homelessness.



Connecting with culture and community

We are extremely proud to live, work and play on Wiradjuri Country. Many of the issues Yes cares about the most disproportionately affect Aboriginal people in our community. We continue to embrace as many opportunities as we can to listen, learn and build heartfelt connections with the community, under the leadership of Giilangyaldhaanygalang Vision Keeper Aunty Ruth Davys.

Our cultural immersion activities this year included a session at the Albury Wodonga Aboriginal Health Service

Men's Shed, a morning tea with members of the Stolen Generations Support Group, and our Board or Directors experiencing a meaningful evening of reflection and learning, playing the board game "Ngandhi Bala-Dhu?" with Aunty Ruth.

Yes Unlimited was a silver sponsor of the NAIDOC Festival as well as being a stallholder, engaging with community members through a range of activities during the festival.

During National Reconciliation Week, Yes was proud to launch our staff shirts, which were designed through a collaboration with a local artist and Aboriginal young people at The Hive. We held a community event at The Hive which was attended by around 50 people and featured a moving Acknowledgement of Country and mural talk by one of our young Changemakers, cultural storytelling and dance by James Fallon High School's Maliyan Mob, and a kangaroo sausage BBQ.



Maliyan Mob dancing at our Reconciliation Week event at The Hive



Yes at the NAIDOC Festival

Financial Summary

Yes Unlimited appointed SDJA Audit Specialists as our auditor for the 2025 financial year.

We continue to partner with The Breakthrough Office for our accounting functions and are grateful for our work together and for their continued support.

Full audited financial statements for the 2025 financial year can be found under Yes Unlimited's profile on the ACNC website: www.acnc.gov.au/charity/charities/b3824e70-39af-e811-a960-000d3ad24282/documents/



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Yes Unlimited
Auditor's Independence Declaration to the Directors of Yes Unlimited
For the Financial Year Ended 30 June 2025

In accordance with the requirements of section 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012*, as lead auditor for the audit of Yes Unlimited for the year ended 30 June 2025, I declare that, to the best of my knowledge and belief, there have been:

- No contraventions of the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the auditor; and
- No contraventions of any applicable code of professional conduct in relation to the audit.

SDJA

SDJA

Simon Joyce
Simon Joyce
Director
28 October 2025
Sydney, New South Wales

Liability limited by a scheme approved under Professional Standards Legislation

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Statement of Profit or Loss and Other Comprehensive Income

Yes Unlimited
For the year ended 30 June 2025

	NOTES	2025	2024
Income			
Revenue			
Revenue	2	7,207,509	6,370,813
Total Revenue		7,207,509	6,370,813
Total Income		7,207,509	6,370,813
Expenses			
Employment Costs	3	4,368,725	4,034,394
Client Support Services	3	1,568,006	1,546,365
Regeneration	3	129,204	176,014
Programs and O&M		34,473	34,281
Insurance		56,619	46,273
Interim audit	9	3,958	19,345
Rent	5	21,091	14,865
Out of Expenses		615,638	541,371
Total Expenses		6,397,082	6,437,712
Surplus/(Deficit), before income tax expense		810,427	(66,899)
Income Tax Expense		-	-
Net Surplus / (Deficit)		810,427	(66,899)
Other Comprehensive Income		-	-
Total Comprehensive Result for the Year		810,427	(66,899)

The accompanying notes form part of these financial statements.

Approved for and on behalf of: Yes Unlimited

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How you can help

We love it when the community gets involved with supporting our work, and there are plenty of ways to contribute to a future without domestic and family violence, and homelessness.

Donations

Your donation provides the resources we need to be responsive and creative in the face of rapidly changing needs. As a donor to Yes Unlimited, you are providing hope, stability, and dignity for those experiencing domestic and family violence, and homelessness across our region, and support for young people to grow into thriving adults.

Your Support in Action: Stories of Impact

Here are just two examples of how your generosity has transformed the lives of people in our community.



CASE STUDY 1

Reuben, aged 14, struggled with school attendance after a parent's serious illness required him to take on caring responsibilities for his younger siblings. As he fell behind, the resulting isolation took a toll on his mental health. To break this cycle, Reuben's caseworker used community donations to fund private tutoring sessions focused on his most difficult subjects. These sessions gave Reuben the confidence to return to the classroom, reconnect with friends, and prioritise being a student again.

CASE STUDY 2

Alana had been in a violent relationship for several years and, with the support of the Yes Unlimited team, developed a plan to leave with her three children. They arrived at Betty's Place Women's Refuge with only the essentials. With Christmas approaching and very few finances, Alana was eager to provide a sense of normalcy for her children after their traumatic experience. Using donated vouchers, Alana was able to enjoy an experience many take for granted - doing her own holiday shopping to select personalised gifts that were just right for her family.





How your contributions are used

Beyond direct client support, which covers essentials like food, transport, and medical costs, community contributions enhance our service in the following ways:

- **Prevention:** Helping us expand the LoveBites program to more young people and enhancing early intervention through targeted therapeutic group work.
- **Maintaining Therapeutic Spaces:** With two refuges (and another on the way), a centralised service Hub, and a youth centre, your support helps in keeping our client and staff spaces welcoming, safe, and appropriately equipped.
- **Investing in Young People:** Providing therapeutic and developmental supports – such as educational activities and camps – for young people who might otherwise miss out on opportunities for peer connection.
- **Living our 'Clients First' Value:** While base funding struggles to keep pace with rising costs, your generosity helps us to prioritise client needs while maintaining the responsible, compliant infrastructure required to run a service of our size.

Corporate Partnerships

A corporate partnership can turn your professional capabilities into vital support for those that need it the most. Here are the local businesses we are lucky enough to work closely with.

Kennedy's Meats

Kennedy's Meats generously provide meat and other food products across our entire service, from our nightly resident dinners at Broughton House Youth Refuge, community sausage sizzles and chill-out sessions at the Hive, to starter packs for people who are moving into a new home. Our clients receive a healthy dose of quality protein because of this incredible partnership.

Southern Cross Austereo

Our partnership with Southern Cross Austereo has been instrumental in amplifying messages that we think matter. Through the production and broadcast of high-quality radio campaigns, they are helping us reshape the local narrative around homelessness and domestic violence. By highlighting our young people as the amazing assets they are, Southern Cross Austereo ensures our message of hope and positivity reaches every corner of the community.

Traverse Alpine Group

Our long-running partnership with the Traverse Alpine Group culminates every year in a pre-Mother's Day luncheon that raises significant funds for our domestic and family violence services. Rosy and her team continue each year to up the ante on their efforts for this service, and we couldn't be more grateful for their continued support.

Bequests

A gift in your Will is a powerful way to leave a lasting legacy of safety and stability for our community. By choosing to include Yes Unlimited in your estate planning, you are making a foundational investment in a future where homelessness and family violence no longer limit a person's opportunities. These visionary gifts allow us to plan for the long term - ensuring that our refuges, therapeutic programs, and support services will provide hope for generations to come. Whether large or small, a bequest is a profound final gesture of solidarity with those seeking a life of dignity and safety.

Thank you to our donors



Every donation, no matter the size, is so important to us. To all our donors, who appear here by name or who choose to remain anonymous – your generosity and investment in our community is deeply appreciated.

- Albury United Soccer Club
- Albury Wodonga Martial Arts
- Amanda Skrypczak
- Bec Hollis
- Bev's Weekly Dance Group
- Border Caravan & Camping Leisurefest
- Bradys Social Golf Club
- Bridgewood Homes
- Brock Burrum Netball Club
- City Central Church
- CWA Jindera
- Darren and Julie Eddy
- Hamish McNair
- Holbrook Crafts
- Howlong Football & Netball Club
- John Greenfield
- Kay Bratt
- Kay Penaluna
- Kim & Bryan Seaton
- Melinda Ritchie
- Murray Group CWA
- Peta Stewart book launch
- Robert Wood
- Scots School Albury
- St Davids Uniting Church – Adult Fellowship
- Susan Boyd
- Suzy Schneider
- Terri Hollis
- Tim Tobin
- Traverse Alpine Group and everyone who attended the Mother's Day Luncheon and/or purchased a raffle ticket in the fundraiser
- WHR Allied Health

Contact Us

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