

40 Years of YES



### About the Artwork

This mural holds a significant place in the history of The Hive Youth Resource Centre. In 2018, we commissioned talented young artist Suzy Plummer to design and create a mural for our newly rebranded youth space. Suzy engaged many young people in the creation process, ensuring their voices and ideas shaped the artwork. The completed mural beautifully reflects the diverse elements that make The Hive a unique and welcoming space for young people, all tied together by the overarching theme of connection. Check it out next time you're in Lavington!

## Contents

|    |                       |    |                        |    |                             |
|----|-----------------------|----|------------------------|----|-----------------------------|
| 03 | 40 years of Yes       | 12 | Purpose & Values       | 24 | Homelessness                |
| 04 | Chairperson's Report  | 14 | Model of Practice &    | 30 | Domestic & Family Violence  |
| 06 | Executive Team Report |    | Organisational Culture | 36 | Ready to Make a Difference? |
| 08 | Our History           | 16 | Connecting to Culture  | 42 | Doing it Together           |
| 10 | Who is Yes Unlimited? | 18 | Young People           |    |                             |





Yes Unlimited would like to acknowledge the traditional custodians of the land, the Wiradjuri people, and pay our respect to Elders past, present and future. We extend our respect to all First Nations Peoples.

We recognise and respect their cultural heritage, beliefs and continuing connection with the land and rivers. We also recognise the resilience, strength and pride of the Wiradjuri and First Nations communities.

# 40 years of YES

From YES Youth Emergency Services to Yes Youth and Family Services and finally to Yes Unlimited; the word Yes has always been part of who we are. What started with a few dedicated Albury community members who cared enough to do something about the issues facing young people, is now an organisation that provides a range of essential and innovative services across our community.

As we reflect on four decades of work, we're immensely proud to remain 100% local to Albury and retain some of that youthful energy that kickstarted things in the early 80s. Like most 40-year-olds, we've accumulated a bit of wisdom over the years, and we hope you enjoy reading this snapshot of who we are, and where saying Yes has led us.



# Chairperson's Report



David Gaukroger  
**Chairperson Board of Directors**

While Yes Unlimited was originally created as a response to youth homelessness, we have grown significantly in scope over 40 years. Today we work to address homelessness and its causes for all affected cohorts, we support victim survivors of Domestic and Family Violence, and we continue to support young people through the myriad challenges that they face.

One of the most important things that we have learnt as we have broadened our focus is how our clients rarely face any of these issues in isolation. Homelessness and housing stress can be a result or a risk factor for someone experiencing violence. Young people are vulnerable to having one life challenge cascade into others as conflict at home leads to unstable housing and disconnection from schooling and other social supports. The risk of poverty and the social and health risks associated with it is much higher for people already experiencing disruptions to their life.



These issues cannot be adequately addressed in isolation and the systems designed to respond to people in crisis need to ensure that they are centred around the person and their needs, rather than program outcomes or siloes of responsibility. There are however some common solutions to a range of different issues, such as adequate public housing to address homelessness, to provide safe exits for people experiencing Domestic and Family Violence, and to reduce the incidence of housing stress in the market.

Yes Unlimited is incredibly proud of our focus on systemic improvement which has led to developments such as our Centralised Intake system for clients, The Albury Project and the successful

implementation of a number of other pilot projects that have delivered real improvements to people's lives while demonstrating their efficacy. We continue to advocate for systemic change as the key to addressing social problems.

Where Yes Unlimited truly excels is in our culture and how that meaningfully effects the way that we work to support our clients. Culture is not a buzzword at Yes Unlimited, it is a treasured resource that we continually invest time and resources into maintaining to keep our staff members safe and supported so that they in turn can help our clients to address the challenges that they are facing.

Yes Unlimited's culture also helps to drive innovative thinking, accountability and a healthy discontent with the environment that we find ourselves in as we strive for something better. The culture is a representation of our values, along with the work that we have done as a trauma informed organisation to ensure that we provide the best possible support for our clients.

We believe that change is possible, that solutions exist, and that we are part of making that happen.



# Executive Team Report



Di Glover  
**CEO**

The leadership team at Yes Unlimited are honoured to present this report marking 40 years of service to the Albury community. In the late 1970s a small group of concerned citizens got together and decided to do something about the growing issue of youth homelessness. Four decades on we are a much larger group of concerned citizens, with a much wider focus, with the same 'start-up' mentality of innovation from which it all began.



Jon Park  
**Client Services  
Manager**

In many ways the environment is tougher than ever. Government funding is no longer keeping pace with the cost of service-delivery, short-sighted policy is compromising the sector's capacity to collaborate and innovate, and issues like homelessness continue to worsen.



Despite this, we remain optimistic and committed to preserving the ‘heart’ of this unique organisation and a vision that things can be better for our community. If we are to keep clients at the centre of our efforts, we don’t think organisational growth can be solely about getting bigger and expanding our funding portfolio. It also needs to be about growing quality, nurturing community connectedness, and enhancing our agility to meet the needs of the people we are here to serve.

Preserving who we are means vigilantly protecting the things that make us unique. Here’s a few things we aren’t letting go of anytime soon:

- We love Albury and are proud to be 100% locally grown and led.

- We bend the rules to put clients first and are flexible about working in the ‘grey’.
- Our excellent people, teams, and the culture of trust they build are our greatest assets.
- We are here to drive change - not just service problems.

For 40 years, Yes Unlimited has been more than just a service provider; it’s been a keeper of hope, a catalyst for change, and a testament to the power of community. We can’t do this work alone and we want to acknowledge the passion and dedication of our staff, supporters, donors, and collaborators who show up when we need them.

Working together we can end homelessness. We can create a community where women and children are safe. We can build the conditions in which young people become thriving adults.

As we look ahead, we are filled with renewed determination to continue pushing boundaries, bending rules, and working alongside our community to create a world where every individual, regardless of their circumstances, has the opportunity to thrive. We’ve come a long way in 40 years, and the possibilities for the years ahead are, well... let’s just say they are Unlimited!



# Our History



First Youth  
Refuge established

1978

1982

1983

1985

1989

2002

2008

YES changes its  
name to Yes Youth  
and Family Services



**1978**  
First Youth Refuge – The first youth refuge, Broughton House, was established in Albury. In true grassroots style, a group of concerned community members got together and decided to do something about the growing issue of youth homelessness, employing one person to run the refuge.

**1982**  
Funding Expanded – Funding expanded to include 4 workers at Broughton House

**1983**  
YES Registered – Albury Wodonga Youth Emergency Services Ltd (YES) was registered with the Corporate Affairs Commission.

**1985**  
Counselling Service  
Lobbying and submission writing resulted in the formation of the Adolescent Family Counselling Service

**1989**  
Burdekin Report – 'Our Homeless Children', also known as 'The Burdekin Report', put the spotlight on youth homelessness at

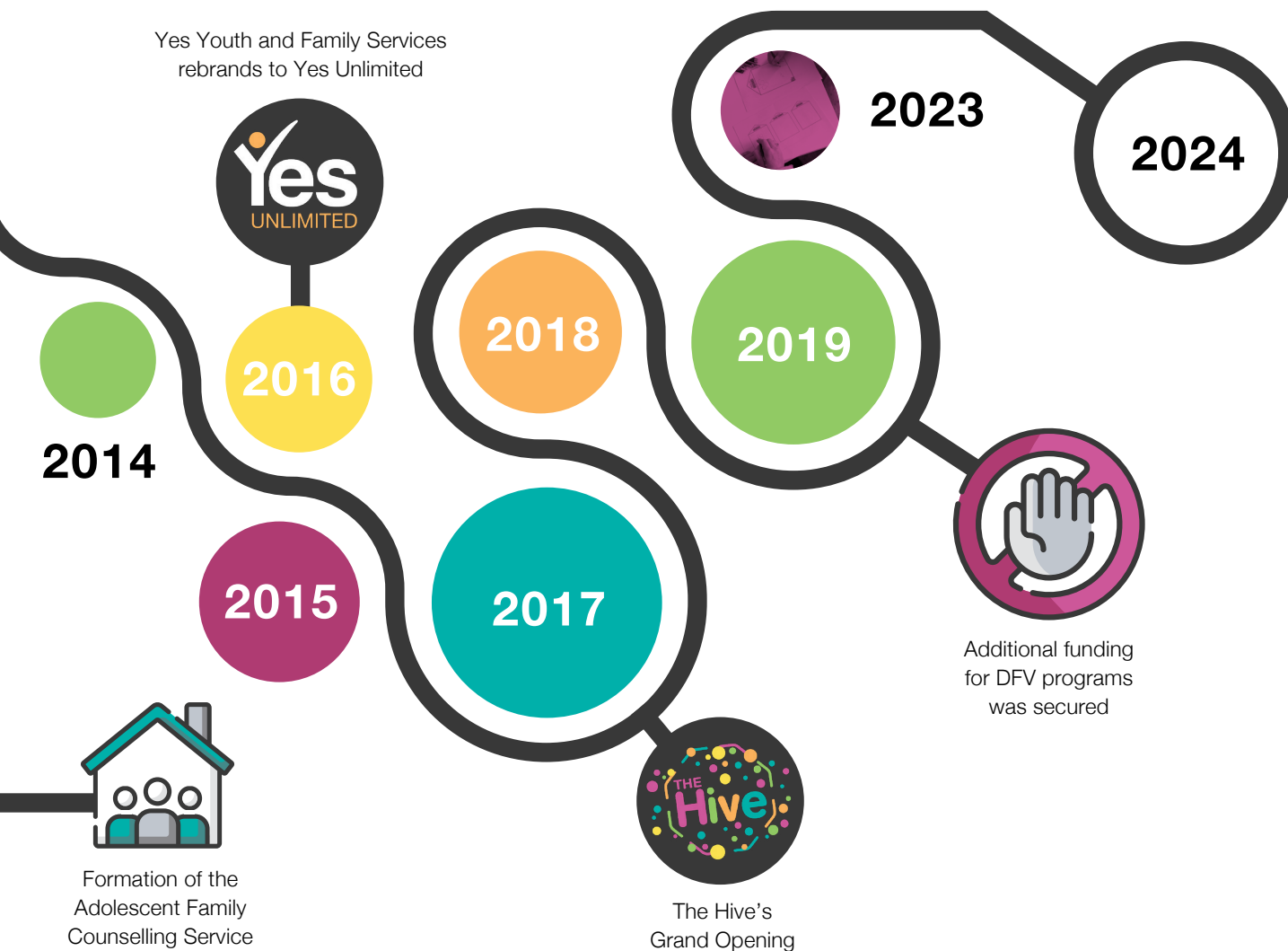
a national level and YES was granted funding for additional administration to coordinate service delivery.

**2002**  
Name Change – YES changes its name to Yes Youth and Family Services to reflect its growing scope and focus on integration.

Continual Evolution – Yes Youth and Family Services continued to evolve over subsequent years, delivering programs for young people involved in the juvenile justice system, foster care, mentoring programs, working in local schools, and further integrating our case management, therapeutic and accommodation services.

**2008**  
Hub Co-Location Project – The Hub Co-location project is launched bringing a range of partner services in our central office on Macauley street, creating a one-stop-shop for homelessness services.

Yes Youth and Family Services  
rebrands to Yes Unlimited



## 2014

Lead Agent – In the wake of the NSW reform of Specialist Homelessness Services in 2014, Yes Unlimited was successful in its tender to become the lead agent for all homelessness services in Southern Murrumbidgee, partnering with Vinnies Services, Homes Out West and Verto Tenants Advice. This new role saw other grassroots services, Betty's Place Women's

Refuge, Albury Supported Accommodation Service and The Place Youth Centre join the family, expanding both our capacity and client group.

## 2015

Launched System – Our innovative Centralised Intake, Assessment and Brief system is launched in Albury, aimed at simplifying access to homelessness services.

## 2016

Rebrand – Yes Youth and Family Services rebrands to Yes Unlimited, expanding our focus on young people to include a wider vision of 'Future Generations without Homelessness'.

## 2017

The Hive – The Hive Youth Resource Centre (formerly known as The Place) has its Grand Opening in its new site in the former Lavington Library.

## 2018

The Albury Project – The Albury Project early intervention partnership between local schools and services is launched.

## 2019

Additional Funding – Additional funding was secured for the 'Staying Home Leaving Violence' and 'Sustaining Tenancies in Social Housing' programs, positioning the organisation to take more of a focus on domestic and family violence and early intervention.

## 2023

New Women's Refuge – Yes Unlimited and partner organisation Housing Plus are successful in our bid to build a brand new Core and Cluster Women's Refuge for Albury.

## 2024

Yes Unlimited marks its 40th year of service – the possibilities remain Unlimited!





# Who is Yes Unlimited?

10

Yes Unlimited is a not-for-profit, community-based organisation that has been delivering a range of services and supports in Albury and surrounding areas for more than 40 years. We have a particular focus on working with young people, people experiencing homelessness and women and children escaping domestic and family violence.



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 heart 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 2024) 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.**



# Connecting to Culture

— 16 —

We are immensely proud to live, work and play on Wiradjuri Country. Many of the issues we care most about disproportionately affect Aboriginal people and we are committed to doing our bit towards genuine reconciliation.

**We've been on a real journey over the last few years, steadfastly led by Giilangyaldhaanygalang Vision Keeper Aunty Ruth Davys. We've learned about the ongoing impacts of our colonial history, visited special places, created cultural objects, shared stories, and connected with community in a whole new way.**

Some of it has just been good old-fashioned fun and communion, sharing delicious finger lime biscuits and wattle seed damper by the river or wild runs for cover to avoid an amateur boomerang thrower. Much of it has been profound, reflecting on our own biases, privilege, and challenging ourselves to do things differently. We've changed policy, adopted new practices, formalised partnerships and we've seen access to our services grow as a result.

Aunty Ruth and the Aboriginal community we've connected with have been generous and gracious in creating a safe place for us to think through some important organisational questions, and we thank everyone who has been involved. Connecting with culture and community is about doing lots of little things, doing them consistently, and doing them from the heart, a lesson we're learning that will carry us well into the future.



*"I've loved working with Yes Unlimited. Their openness to learning and willingness to challenge themselves is marambangbilang (deadly). They have created respectful reciprocal relationships and partnerships built on trust that ultimately benefit the community. They have been absolutely awesome to work with!"*

**Aunty Ruth Davys**  
Vision Keeper

This artwork [background] was created by local Aboriginal leader and artist Darren Wighton alongside a group of talented young people from James Fallon, Murray and Kandeer High Schools who were part of an art program delivered through the Hive. It depicts symbols and stories about our local area.



# Young People

It all started for Yes Unlimited with young people and Broughton House – Albury's first youth refuge, in 1978.



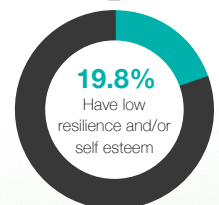
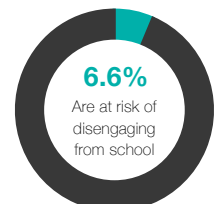
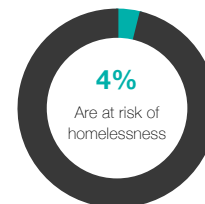
While we may be entering middle age, we still believe young people are Albury's greatest assets and that an investment in young people is good for all of us!

Young people today face a range of unique challenges with increasing levels of youth homelessness, an ever-changing online world to navigate, family breakdown, rising costs of living, and the prevalence of mental health and social isolation. They regularly bear the brunt of failing systems that they have little power to influence. On top of this, young people are often unfairly misrepresented by simplistic stereotypes, and problem-focused thinking.

For us, young people are a constant source of inspiration. By investing in their talents, focusing on their strengths, and having a community that nurtures their development, we can grow successful adults. We know this from experience and have countless examples of young people who, despite facing challenges, have gone on to achieve great things. Many have landed exciting jobs, amazed us with their resilience, become wonderful parents, taken on local leadership roles, or simply become happy, thriving contributors in our community. If we listen to young people, take their lead on the services we provide and commit to their development, we are all better for it.

**Almost 1 in 4 people (23%) of people experiencing homelessness are children and young people aged between 12 and 24 (ABS Census 2021) – that's 28,000 young people on any given night.**

**Of the 1805 public high school students surveyed in Albury:**



# Our services for young people include:



Specialist homelessness support and accommodation at Broughton House



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 **3,497** young people aged between 12 – 25 in Albury & surrounds.



# How we are driving change:

**Young people deserve a community that values them. Here's how we are supporting young people to thrive, not just survive:**

## The Albury Project

In 2018 a group of services and schools led by Yes Unlimited decided we were fed up with responding to the challenges young people face only once it had reached a point of crisis. With some amazing partners, we built a 'Community of Schools and Services', a systemic approach that pulls schools and services together, proactively identifying young people requiring support. We do this by surveying almost 2000 students every year, identifying and wrapping supports around those who need it before they show up to our services in crisis.

### Signs of Success

**55% of young people identified as 'at risk' in one year no longer flagged as 'at risk' the following year, indicating the effectiveness of early intervention approaches.**



## The Hive Youth Resource Centre

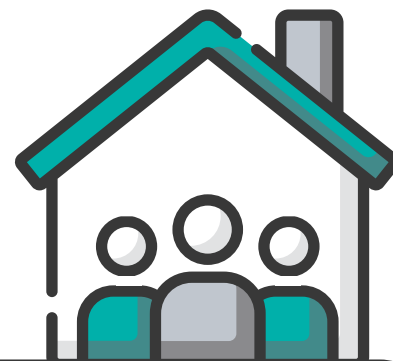
Located in Lavington, The Hive has become well known as a safe place where young people can find "somewhere to go, something to do and someone to talk to." It provides a low-pressure, youth friendly environment for a variety of activities and acts as a hub from which a range of services and supports can be accessed.



**Over 3000 young people have connected to Hive services in the last year. Almost 50% of sign-ins are young Aboriginal or Torres Strait Islanders, and we are seeing growing access from LGBTQI, neuro-diverse and young people from culturally diverse backgrounds.**

# Rethinking Youth Homelessness

The housing crisis has disproportionately hit young people, who are being progressively squeezed out of the housing market. We must prepare young people to do the best they can in this context, and our youth homelessness services have adapted to find inventive and flexible ways to support clients in a hostile housing environment. Family-focused work, employment skills, early intervention and extended crisis accommodation have become more critical elements of our service.



**This shift in our practice focus has led to a wider range of Refuge exit options for young people:**

**35%**

Stay with Family

**20%**

Shared Accommodation

**15%**

Transitional Accommodation

**15%**

Community/ Social Housing

**10%**

Did not Disclose

**5%**

Private Rental



## Change Makers Youth Leadership Group

This diverse group of amazing young people is a real-life example of our belief that all young people have talents and aspirations that can be harnessed. These young leaders regularly meet to discuss local issues, advise our organisation, design programs and activities, and advocate for other young people. They have become a valuable resource for Albury, participating in local and state government consultations, making sure young people are firmly at the table and their voices are heard on issues that affect them.



# How do we solve it?

The good news is young people aren't a problem that needs to be solved! With the right supports, and good people around them, we have every reason to be optimistic about our future generation. We need:



Youth-specific affordable and social housing options.



A community that sees and invests in young people as assets, not problems.



Increased funding for early intervention and family support.



To harness the talents and aspirations of young people.

# What young people say:

*"Staying at Broughton House helped me significantly to get my life back into order, with good habits and accountability. I'm excited and grateful to have been able to achieve my goals of finishing year 12 and getting into university".*

**Young Person, 17 years**

*"I've now escaped my abusive household, making an income and my attendance and grades are better than ever. If it wasn't for the Albury Project, I'm not sure I would have gotten the chance to get where I am, I couldn't be more grateful".*

**Young Person, 17 years**

*"Everyone is so nice and easy to talk to at The Hive. It's a really welcoming space where I can just be myself and express who I am. All the activities are really fun and they are free, I wouldn't be able to do these things without The Hive."*

**Young Person, 13 years**



# Homelessness

Yes Unlimited believes it is possible to see future generations without homelessness by 2050.

Homelessness is not an inevitability, it is not solely about housing, nor is it a choice. It is a complex interplay of structural and individual factors, but the solution starts by ensuring we have enough housing to meet a need that we believe is a basic human right. Everyone should have somewhere stable and safe to call home, coupled with the support they need to keep it.

The global pandemic brought the fundamental shortfalls of our national housing system to a head, dramatically impacting the Albury community. People who have never had issues with housing before are now walking through the doors of homelessness services, people are needing supports such as refuge accommodation and case management for longer, and the

crisis continues to escalate. Along with fewer housing options, the available government funding for support services is no longer keeping pace with the cost of service-delivery. Homelessness is a consequence of failing systems. The toll it takes on people's lives, not to mention the economic costs, is unacceptable.

**On any given night, 122,494 people in Australia are experiencing homelessness (ABS Census, 2021).**

The top 3 reasons for people accessing Yes' services since 2022 are:

- Housing crisis
- Domestic and family violence
- Financial stress / cost of living

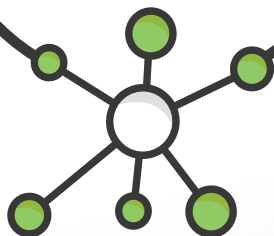


- **The average rent in Albury has increased by 34% since 2019.**
- **The rental vacancy rate in Albury has remained well below 2% since 2017, highlighting an ongoing and chronic undersupply of rental housing (REINSW).**
- **The majority of homelessness is hidden – people in crisis accommodation, rooming houses, insecure or overcrowded dwellings, or couch surfing.**

# Our homelessness services include:

**Our homelessness services have supported 1,184 people with housing related needs across our organisation in the past 12 months.**

The Hub - a centralised access point for all related services in Albury, with brief intervention and assessment for all new clients.



Case management, refuge accommodation for women and their children at Betty's Place and young people at Broughton House.

Early intervention services to sustain tenancies in social housing and to support young people to thrive. Additionally, we sub-contract homelessness services to Vinnies in Deniliquin and Albury.





# How we are driving change:

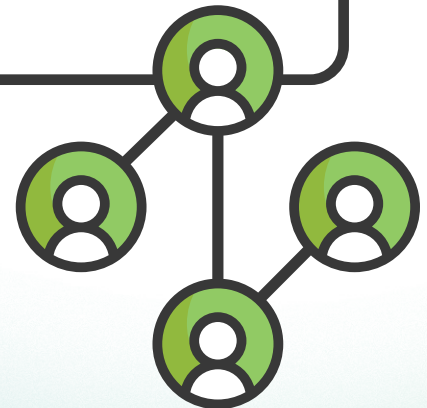
**While it's a tough time to work in homelessness, we are proud of what we've achieved for our community in this context. Here are a few things we think are worth celebrating:**

## Our Innovative Centralised Intake System

In 2014, we introduced a new system to address homelessness in Albury where previously, individuals had faced challenges in navigating between a fragmented network of local services. Our new system, developed with partners Vinnie's, Verto Tenants Advice, Homes Out West Community Housing and others, aimed to streamline access to support, alleviating some of the stress that comes with an experience of homelessness. Our "one-stop homelessness hub" on Macauley Street serves as a central location for information, resources, and assistance, making it easier for people to get the help they need around those who need it before they show up to our services in crisis.

### Using our resources effectively

**68% of clients presenting at Yes have their needs met at CIA through immediate support or brief intervention, with around 32% moving through to longer term support.**



## Increasing Early Intervention

The evidence is clear; the earlier someone becomes homeless and the longer they stay homeless, the worse their future trajectory is. The Albury Project is now embedded in local schools, proactively seeking young people who might need some extra support. Keeping young people connected to family and school is one of the best ways to ensure we have future generations without homelessness. Similarly, our Sustaining Tenancies in Social Housing has been an amazing success in supporting people to maintain the housing they have and stay out of the crisis system. When it comes to homelessness, the earlier support is provided, the better.

# 700+

## Clients Supported since 2019

**Since the Sustaining Tenancies program commenced in 2019 Yes has supported more than 700 clients to stay in their homes, with only one tenancy ending in eviction.**

## Network for People Sleeping Rough

While only 6.2 per cent of people without a home are sleeping rough, people in this situation face significant vulnerabilities. Alongside Albury City Council, Carevan, and Homes NSW, we've established and lead a local network aimed at coordinating a proactive outreach response that brings services to people, removing the barriers for them to access support.

## Testing 'Housing First' Approaches

Housing First is an evidence-based approach that emphasises housing as a fundamental human right. A stable, safe home is essential for wellbeing, and needed for someone to recover from mental illness; achieve academic success; move forward after domestic violence, and gain employment. Our experience with the Together Home program demonstrates the effectiveness of this approach, and we will continue to advocate for unconditional access to housing.



# How do we solve it?

**The state of homelessness in Australia is at a cross-roads, and something needs to give. We know what works - we just need the investment and the will to deliver it. What's needed is:**

- More affordable and social housing.
- A sustained increase to base-line funding for homelessness support services.
- A shift from a crisis focused system towards early intervention.
- Bold political leadership and a clear cross-governmental strategy.

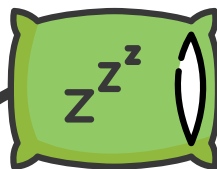
# Clients First: Our Values in Action

Home is more than just  
a roof over your head.



**99%**

Clients agreed that  
Yes staff treated  
them with respect.



**77%**

Clients were satisfied with  
their accommodation after  
receiving support from Yes.

**62%**

Clients were satisfied  
with the security of  
their accommodation  
into the future.



**83%**

clients agreed that their  
emotional state had  
improved after receiving  
support from Yes.



# Domestic & Family Violence

**Domestic and family violence (DFV) is the leading cause of homelessness for women in Australia, and contributes to more death, disability and illness in women aged 25 – 44 than any other preventable risk factor.**

Estimates suggest it costs the Australian economy \$21.7 billion each year (Our Watch, 2024). Unfortunately, Albury is not immune, with police reports indicating increasing DFV related assaults in the last few years.

DFV is not just overt physical violence. It encompasses a pattern of threatening, abusive or controlling behaviour rooted in a misuse of power. DFV is inherently a gendered issue taking place in a context of rigid gender stereotypes, sexism, gender inequality, and restrictive ideas about masculinity, alongside a chronic underfunding of specialised services.

There are however reasons for optimism. Women are now far more likely to seek help, the prevalence of DFV is declining and attitudes are changing. In recent years we've been

heartened (and a little overwhelmed!) by the number of people in Albury wanting to do something about this issue, which gives us hope that we are heading in the right direction.

It's time to double down on what we know makes a difference and broaden the strategies we have available to us. We believe 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, institutional, community and societal levels.

## In Australia

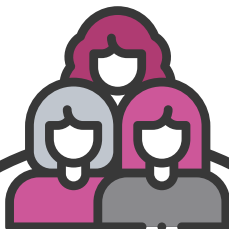
**1 in 6 women have experienced physical and/or sexual partner violence**

**1 in 6 women have experienced economic abuse**

**1 in 4 women have experienced emotional abuse from a partner**



# Our services for women who have experienced domestic and family violence include:

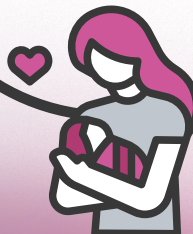


Crisis support and accommodation including Betty's Place women's refuge, and case management and home safety support services for women to live safely free from violence.



**100%** of women reported feeling safe during their stay at Betty's Place.

In the last 12 months, Yes Unlimited provided services to **468** women and their children in Albury.





# How we are driving change:

**DFV is at the front of the national consciousness and now is the time for action. Here's a few things we are proud to have led:**

— 32 —

## A New Women's Refuge for Albury

Our long-held vision for a new, state-of-the-art women's refuge in Albury, that advances the legacy of Bettys Place Women's Refuge became a reality in 2023, thanks to our partnership with Housing Plus. The soon to be built 'Core and Cluster' model will feature 7 fully self-contained units that can flexibly accommodate a variety of family types, plus communal facilities and onsite service provision. Bettys Place 2.0 will see more, and higher quality DFV crisis accommodation for women and children - a huge win for our community!

## The Albury Care and Access Project

Yes Unlimited has long been critical of the current system for supporting women and children experiencing violence in Albury. The system is fragmented, difficult to navigate, and often fails to provide comprehensive or appropriate support. To address these issues, we launched the Albury Care and Access Project, partnering with specialist services to create a more integrated system. Our goal is to establish a clear, accessible, and easily promoted system that centres the needs of women and children.



## Children at Betty's Place

It is critical to recognise children as victim-survivors in their own right. While they can be incredibly resilient, the trauma of DFV can cause great harm and our services must be responsive to these impacts. Our Bettys Place team have undertaken significant work in this area, including specialist training, incorporating child specific practice (e.g., using play and art, and child-focused case plans), setting up child friendly spaces, and improving access to family focused resources. Community donations have played a huge role in this area, funding family outings, cinema nights, and other opportunities for families to reconnect in a 'normal' setting.

## Love Bites and Prevention

The children really are our future when it comes to DFV and it is vital that conversations about respectful relationships start early. We've taken on the unfunded role of Love Bites coordination for the Albury area, delivering the healthy relationships program across our local schools. This program provides young people with a safe environment to examine, discuss and explore respectful relationships, laying a foundation for our future adults to make their own contribution to a community free from violence.

### LoveBites

**Since 2023, Yes Unlimited has delivered LoveBites to 502 students across our region. 90% of participants reported an increased knowledge about healthy relationships, sex and consent.**



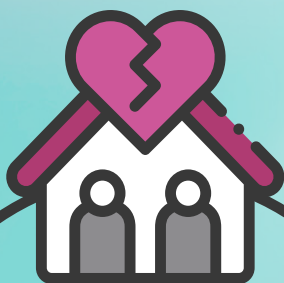


# How do we solve it?

**There are no single solutions for DFV, and its complexity demands a variety of tools, strategies, and levers for cultural and individual change. We need:**

- More social and affordable housing. Women should not have to choose between homelessness and staying in a violent relationship.
- Dialogue and conversations in homes, community and across government.
- Legislative and policing strategies that are trauma and DFV informed.
- To listen to victim-survivors when shaping our responses.
- A sustained increase to base line funding for DFV support services and primary prevention.

# Sobering Statistics:

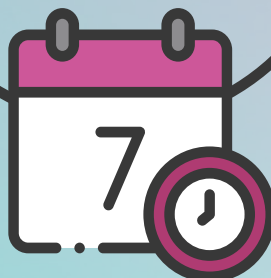


**43%** of people listed domestic and family violence as a reason for seeking support from Yes Unlimited in the 23-24 year.



The Albury LGA has seen an average **7.6% increase** in DFV related assaults in the last 5 years.

Yes Unlimited sees on **average 8-10 new women a week** presenting after an incident of DFV.





# Ready to make a difference?

Everyone has a part to play in supporting young people to thrive, building a community free from violence, and contributing to future generations without homelessness by 2050. With lots of people doing little things consistently, we can all contribute to real change.

# If you want ...

## ... future generations without homelessness

Give  
someone  
a Home

Got an available property,  
granny flat, or spare room?  
Consider having a chat with  
Yes Unlimited about making  
this available to someone  
who needs it.

Raise  
Awareness

Share information about  
homelessness with  
your friends, family, and  
community. Encourage  
them to get involved.

Invest  
in the  
community

Looking to invest in  
property? List it with a  
community housing provider  
for a low-risk option with  
high social returns!



Learn more from  
Homelessness NSW:  
**[www.homelessnessnsw.org.au](http://www.homelessnessnsw.org.au)**



# If you want ...

## ... a community free from violence

### Talk about it

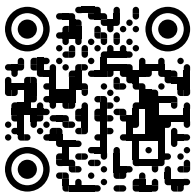
Attitudes and culture are shaped by the honest, respectful, and non-shaming conversations we have with each other.

### Educate Yourself

Know how to respond if someone discloses that they are experiencing DFV:  
Listen, validate, believe them, and support them to seek help.

### Learn from your kids

We are seeing more work happening in schools around healthy relationships - support their learning by talking about it at home.



Learn more from  
1800 RESPECT:  
**[www.1800respect.org.au](http://www.1800respect.org.au)**

# If you want ...

## ... to see young people thriving

Give a young person a chance

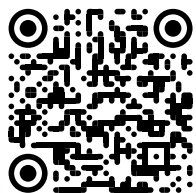
Have an employment opportunity? Want to share your skills or knowledge by mentoring? Have a chat with us about how you could be a positive influence in someone's life.

Challenge Stereotypes

Let's not buy into the negative hype about young people. We were all young once, think about what helped you get through that precarious time.

It takes a village, be a part of one

Young people thrive with lots of good people around them doing lots of little things. Think about how can you play a positive role in the life of the young people around you.



Learn more  
from Youth Action:

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



# Advocate about the issues you care about.

Policy moves at the pace of public opinion. If any of these issues matter to you, make sure your local state and federal representatives know about it by calling or writing to them.

# Donate to Yes Unlimited.

Your cash or equivalent donations allow us to be flexible, creative and targeted in the way we assist the people we work with, above and beyond any regular funding we receive. We'll make sure your donation is put to good use helping the people of Albury and surrounds.

**\$20**

Purchases basic necessities for someone doing it tough.

**\$120**

Gets a young person to school for a term with a bus pass.

**\$300**

Provides security equipment to keep someone's home safe.

**\$1200**

Covers the costs for Yes to deliver a LoveBites healthy relationships program for up to 70 students in a local school.

**\$600**

Makes a start towards setting up a new home.

**\$2000**

Can provide a week-long free school holiday program for up to 40 young people at The Hive.

## Your cash donations can help by:

- Contributing to our 'Living Life Fund'- which is essentially like a scholarship for 'out-of-the-box' type things that build on people's aspirations and talents, like an instrument for a budding musician, training course fees, or a new outfit for a job interview.
- Upgrades and extras for our refuges and client spaces – physical environments play a huge role in people's sense of safety, comfort and their ability to heal.
- Creating additional therapeutic and recreational group work opportunities for our clients.

**Donate via our website or contact us to discuss.**

**[www.yesunlimited.com.au](http://www.yesunlimited.com.au)**



# Doing it Together



**We can't do this work alone.  
A heartfelt thank you to the following:**

## Staff and Teams

A special thank you to the passionate people who show up every day to do the work we care so much about. Even when the pressure is on, and the challenges feel insurmountable our people tirelessly strive to live the values, putting clients first, doing it together and leading in practice. You are the ones who turn the words we say into the things we do.

## Board of Directors

Our gratitude also goes to our dedicated volunteer Board of Directors. Your steady leadership in this complex environment and the energy you bring in setting an organisational vision, has laid the foundation for our continued success.

## Our Community, Donors and Supporters

We love Albury and the community that gives our work legitimacy. Government funding is no longer keeping pace with the cost of running a service and your donations and support have never been more important! From the impressive fund-raising events to the quiet, regular donors, to the people who are there when we need them, we say a huge thank you!

## Clients

A final acknowledgment goes to the people we have the privilege of working with in our service every day. You allow us into your lives during difficult times, sharing your vulnerability and your stories of injustice. In doing so, you teach us how we can be better at what we do. Our sincerest gratitude to all of you for trusting us and for inspiring us with your courage and resilience.

We don't want to be a star; we want to build constellations and we love a good partnership at Yes Unlimited! Here's a shout out to all the organisations and the people in those organisations who partner with us to make a positive impact!



Al's Skate Co.  
 Albury City Council  
 Albury High School  
 Albury United Soccer Club  
 Albury Wodonga Child and Youth Mental Health Service  
 Albury-Wodonga Aboriginal Health Service  
 Albury-Wodonga Community Health  
 Albury-Wodonga Health  
 Border Trust  
 CareVan  
 City Central Church  
 CLONTARF  
 Create Foundation  
 Giilangyaldhaanygalang: Aunty Ruth Davys  
 headspace Albury-Wodonga  
 Homes NSW



Homes Out West  
 Housing Plus  
 Hume Riverina Community Legal Service  
 Indie School  
 James Fallon High School  
 Justin Clancy MP  
 Kandeer School  
 La Trobe University  
 Lavington Square and West End Plaza  
 Linking Communities Network  
 Maliyan Mob  
 Minus 18  
 Mission Australia  
 Murray High School  
 NAPCAN  
 NSW Department of Communities and Justice  
 NSW Department of Education



Our local Rotary Clubs  
 Personnel Group  
 Police Citizen Youth Club  
 Property Before Prada  
 Retro Youth Café  
 Rosy Seaton and the Traverse Alpine Group  
 Services Australia  
 SS&A Club  
 STARS  
 Steve Wilcox at AKPS  
 The Butcher at Arnolds  
 The Cats Pyjamas  
 The Women's Centre for Health and Wellbeing  
 Thurgoona Golf Club  
 Upstream Australia  
 Verto Tenants Advice  
 Vinnies Services









**Yes Unlimited**

Located at The Hub,  
562 Macaulay Street,  
Albury NSW 2640

(02) 60586 200

1800 885 355

[admin@yesunlimited.com.au](mailto:admin@yesunlimited.com.au)

[www.yesunlimited.com.au](http://www.yesunlimited.com.au)