



2022/2023

ANNUAL REPORT

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Acknowledgement of the Traditional Owners of this Land

Yaandina Community Services acknowledges the traditional owners of the Ngarluma and Kariyarra lands on which its services are located. We pay our respects to the Elders, past, present and emerging, for they hold the memories, the traditions, the culture and hopes of First Nations peoples across this country.



Introduction

Yaandina Community Services acknowledges the traditional owners of the Ngarluma and Kariyarra lands on which its services are located. We pay our respects to the Elders, past, present and emerging, for they hold the memories, the traditions, the culture and hopes of First Nations peoples across this country.

Operating since 1975 and with its headquarters in Roebourne, Yaandina Community Services Ltd (Yaandina) is a multi-functional, multi-funded charity providing localised wrap-around,

client-centred services from birth to ageing for people living in the Pilbara.

Through the delivery of life education, recreation, therapeutic interventions, practical support, care and well-being programs, Yaandina provides services to children, youth, families and the elderly that are aimed at improving quality of life in the communities it services.

In 2016, Yaandina became a company limited by guarantee in recognition that it had evolved and grown to become the largest local not-for-profit community services provider in the Pilbara. The organisation now employs more than 120 staff in a range of specialist roles.

Yaandina's comprehensive suite of programs includes:

Aged and community care and disability support services

residential care, day respite and support coordination;

Alcohol and other drugs services

community prevention, counselling and therapeutic intervention, sobering up, detoxification, rehabilitation and transitional housing;

Family, youth and children services

community prevention, parenting, counselling, support, intervention and recreation.

Yaandina delivers its services through face-to-face, individual, group, online and outreach programs within its residential and day respite facilities and purpose built treatment and counselling centres. Yaandina has four residential facilities. It has a sobering up service for overnight recovery, a detoxification service for short term stay (a minimum of five nights), a 24 bed rehabilitation centre at Turner River south of South Hedland and a thirty bed aged care facility at 58 Hampton Street Roebourne.

Vision

Yaandina's vision is to be the leading and trusted provider of innovative and responsive care, education and well-being services to the community.

Mission

Yaandina's mission is to deliver person-centred care, education and well-being services to improve the quality of life of community members.

Purpose

Yaandina's purpose is:

1. to run as a not-for-profit working toward that charitable purpose.
2. to ensure that regional communities within the Pilbara have equitable access to high quality accredited aged and community care;
3. to ensure children, families and young people have the opportunity to participate in programs that enhance their confidence and well-being;
4. to ensure that individuals affected by trauma, alcohol abuse and drug misuse are provided with the breadth and depth of services to support them on their healing journey.
5. to ensure that the services that Yaandina delivers are culturally appropriate, safe, secure and respectful.

Operating Environment

Legislation

Yaandina operates within a broad legislative framework that includes but is not limited to:

- ***Aged Care Act 1997 (Cth)*** and subordinate legislation
- ***Child Care Services Act 2007***
- ***Children and Community Services Amendment Act 2021***
- ***Disability Services Act 1993 (WA)***
- ***Fair Trading Act 2010 (WA)***
- ***Fair Work Act 2009 (Cth)*** and ***Fair Work Regulations 2009***
- ***Financial Management Act 2006***
- ***Income Tax Assessment Act 1936 (Cth) (as amended)***
- ***Income Tax Assessment Act 1997 (Cth) (as amended)***
- ***Work Health and Safety Act 2020***
- ***Privacy Act 1988 (Cth)***
- ***State Records Act 2000 (WA)***
- ***Superannuation Guarantee (Administration) Act 1992 (Cth)***
- ***Work Health and Safety Act 2011 (Cth)***

Yaandina is enabled by the following legislative frameworks:

1. ***Corporations Act 2001***
2. ***Australian Charities and Not-for-Profit Commission Act 2012***
3. **Local government authority regulations**

Standards

Yaandina's service delivery is aligned with:

- **Australian/New Zealand Standards**
- **Aged Care Quality Framework**
- **Alcohol and other Drugs Human Services Standard (WANADA)**
- **NDIS Quality and Safeguarding Framework**
- **Standard for Therapeutic Communities and Residential Rehabilitation Services**
- **Australasian Therapeutic Communities Essential Elements (ATCEEs)**
- **National Principles for Childsafe organisations**
- **Charities and Not-for Profit Governance Standards ACNC 2013**

Memberships

Yaandina is a member of the following organisations:

- **Aged and Community Services Australia (ACSA)**
- **Australian Charities and Not-for-Profit Commission**
- **Australasian Therapeutic Communities Association (ATCA)**
- **Chamber of Commerce and Industry WA (CCIWA)**
- **Community Employers WA (CEWA)**
- **Karratha and Districts Chamber of Commerce and Industry (KDCCI)**
- **Pilbara for Purpose (P4P)**
- **Western Australia Network of Alcohol and Other Drug Agencies (WANADA)**
- **Western Australia Council of Social Services (WACOSS)**
- **Youth Involvement Council (YIC)**

Chairperson's Report



I would like to begin by acknowledging the Ngarluma traditional custodians of the land where Yaandina Community Services operates, and thank their Elders and emerging leaders for the role they play in looking after country and perpetuating knowledge and culture.

Our hard working team of employees at Yaandina have had their work cut out for them in 2023, and the Board would like to thank them for their motivation and resilience, in pursuit of making ours a better community for all. Working in the community services sector is often challenging, but our team has consistently demonstrated passion and commitment toward our clients. Our people are definitely our most important asset, and we appreciate all your efforts throughout the year.

Recruitment of staff has continued to be our biggest challenge. Attracting and retaining skilled people to Yaandina in competition with other employers in a tight skills market has proven difficult. This has been complicated by a critical lack of affordable housing within the City of Karratha, and the inherent disadvantage of living in a remote location. Sometimes this has required our team members to not only deliver in their own roles, but also cover for other vacancies within their team, which has made it difficult to deliver services effectively and consistently.

Our previous CEO Sue Leonard resigned at the beginning of the year to pursue other opportunities. Under Sue's stewardship, we were able to enshrine processes that ensure Yaandina fulfills its compliance requirements, as well as developing and documenting the strategic direction of our organization through consultation with staff, board members and external stakeholders. The Board appreciates Sue's contribution and we wish her and all the staff that have left Yaandina this year all the best in their future endeavours.

Fortunately we had a ready made replacement within our own ranks with Manager Corporate Services Emma Dumbrell. Emma has been with Yaandina for many years in various roles, and had previously acted in the CEO role where she navigated our organization through the vagaries and challenges of Covid-19. Emma was appointed to the CEO role in April and has been doing a great job in demanding circumstances.

Some of our highlights for the year included:

- **Residential Aged Care re-accreditation being secured in May through to 2027**
- **Yaandina Board participation in the Governing for Reform Program**
- **Successful navigation through the challenges of the aged care reforms**
- **Service delivery enhanced through a renewed focus on collaborative partnerships and cultivating relationships**

No doubt the year ahead will bring its own challenges, but we have proven as an organisation that we will adopt a growth mentality when tested. That creative approach will help us to continue to move forward and improve.

Ross Humphries

Deputy Chairperson

Board Profiles



Cr Garry Bailey JP

Chairman

Garry is a City of Karratha Councillor, Roebourne Post Master and Justice of the Peace. He is a well-known resident of Roebourne and has lived here for over 30 years. Garry was chairperson of Yaandina Family Services Board prior to Yaandina becoming a not-for-profit company limited by guarantee. He has been in this current role since 26 January 2016. Garry's knowledge and understanding of Roebourne and its surrounding communities provides excellent guidance for the Board and Yaandina's leadership team.



Ruth Ellis

Deputy Chair

Ruth has lived in Roebourne for over 50 years, where she has married and raised her family. Ruth has worked in many roles in the community, including as Manager of the Sobering Up Shelter and Roebourne Visitor Centre. She has also been on the Committee of Roebourne Primary School P&C, Roebourne Advisory Group and St John Ambulance. Ruth is currently a committee member of the Wickham Community Association, Yirramagardu Community Association and the Pilbara Aboriginal Church.



Fiona White-Hartig JP

member

Fiona worked in the political arena in Canberra before working in the community sector for many years. Fiona has a boundless interest in community services and works hard to support her local community through the Wickham Community Association and the Roebourne Advisory Committee.

Board Profiles



Ross Humphries

member

Ross currently works as a Specialist in the Community Engagement team at Rio Tinto. He is of Nyoongar heritage and has experience working within the resources, local government and education sectors as well as volunteering with various local sporting and community groups.



Miranda Cecich

member (commenced 15 December 2020)

Miranda specialises in the delivery of transformational human resource and organisational development projects. She has managed engagements to develop operating models, aligning operations to strategic objectives and identifying performance improvements in large, complex organisations. Miranda has extensive experience managing senior stakeholders and large teams and has worked within the resource, community and not-for-profit sectors.



Emma Dumbrell

Company Secretary

Emma has held the role of Company Secretary since January 2016. Emma is a practice manager with many years of experience in bookkeeping, staff supervision and business development who brings a broad cross-section of skills to Yaandina.



Sue Leonard

CEO (23 November 2020 –current)

Sue has over 35 years' experience working in the public, private and not-for-profit sectors predominantly in the north-west region of Western Australia. Sue's experience is in education, training, workforce, economic and community development. Sue holds tertiary and vocational education and training qualifications. She is a member of the Governance Institute of Australia.

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