2 June 2017

Service delivery in Indigenous Communities
Queensland Productivity Commission
PO Box 12112
George Street, QLD, 4003

YARRABAH ABORIGINAL SHIRE COUNCIL’S SUBMISSION TO THE QUEENSLAND PRODUCTIVITY COMMISSION – SERVICE DELIVERY IN REMOTE AND DISCRETE ABORIGINAL AND TORRES STRAIT ISLANDER COMMUNITIES

Yarrabah Aboriginal Shire Council (‘YASC’ or ‘Council’ or ‘Yarrabah Council’) understand that the Queensland Productivity Commission has been asked to examine what the Queensland Government spends on services to remote and discrete communities. The aim of the inquiry is to identify what works well to improve outcomes for remote and discrete Aboriginal and Torres Strait Islander communities, and why; and what could be improved. In undertaking the inquiry, Council understands that the Commission will investigate and report on:

- The levels and patterns of government investment in services to remote and discrete Aboriginal and Torres Strait Islander communities in Queensland, including key drivers of expenditures and how these have, and are likely to, change over time;

- Interactions between investments made by State, Commonwealth, and local governments, as well as the private sector, including the role of third party service providers;

- The range of service delivery programs in remote and discrete Aboriginal and Torres Strait Islander communities, whether programs are related to response, management and/or prevention and early intervention, and whether there is duplication or a lack of coordination across programs;

- Best practice approaches for evaluating the effectiveness and efficiency of service delivery in remote and discrete Aboriginal and Torres Strait Islander communities. This should include a program evaluation framework that can be used to assess the effectiveness and efficiency of service delivery in remote and discrete Aboriginal and Torres Strait Islander communities, and inform future Government investment;

- An evaluation of the design and delivery of existing Government services, including whether services are based on good practice, are co-designed with communities, delivered in a culturally capable way, and maximise opportunities for building local skills and jobs. Where appropriate, case studies may be used to demonstrate if, and how, existing services are supporting improved outcomes for remote and discrete Aboriginal and Torres Strait Islander communities;

- The identification of investment practices and/or services and programs that are likely to be most effective in improving outcomes for remote and discrete Aboriginal and Torres Strait Islander
communities, and the key characteristics of those programs;
Comparisons with relevant services delivered in other jurisdictions, or other benchmarks from available literature; and

Recommendations to improve the effectiveness and efficiency of Queensland Government investments and services in achieving social, cultural, economic, and environmental outcomes in remote and discrete Aboriginal and Torres Strait Islander communities.

Council would therefore like to provide information to the Commission to assist in their Inquiry.

**ISSUE: INADEQUATE FINANCIAL ASSISTANCE GRANT (FAG) (COMMONWEALTH) AND STATE GOVERNMENT FINANCIAL AID (SGFA)**

**Overview**

Financial Assistance Grant programme funding is provided under the Local Government (Financial Assistance) Act 1995 (Cth). Section 8 of that Act specifies the formula that the Treasurer of the Commonwealth (the Treasurer) is to apply each year to calculate the escalation factors used to determine the funding under the Financial Assistance Grant programme. The escalation factors are based on changes in the Consumer Price Index and population.


YASC provide the basic functions the community needs but do not have a rates base to draw upon – either commercial or residential. The State Government Financial Aid (SGFA) is therefore provided as recurrent grants as a financial contribution (in lieu of rates) to meet the costs incurred by Indigenous councils in the provision of local government services.

Funding allocations are determined based on the size of the recipient council; and the recipient council must expend its annual funding allocation within this time and cannot carry over its funding allocation to the following year. These services covered by SGFA are outlined in the table below.

**Table 1 Services covered by SGFA**

<table>
<thead>
<tr>
<th>Area</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>General public services</td>
<td>Council office, transactions, governance, leadership, advocacy, information, public halls, showgrounds, community engagement</td>
</tr>
<tr>
<td>Public order and safety</td>
<td>night patrols, public nuisance, street lighting, public space control, litter, natural disaster relief and mitigation, lifeguards, control of declared pests/plants, fire services, animal control</td>
</tr>
<tr>
<td>Health</td>
<td>inspection/licensing of food, vermin and vector control, refuse services, waste management, community health, immunisation, hospitals</td>
</tr>
<tr>
<td>Recreation and culture</td>
<td>parks, playgrounds, sports fields and venues, swimming pools, libraries, public internet, galleries, museums, heritage, festivals</td>
</tr>
<tr>
<td>Transport and roads</td>
<td>footpaths, traffic control, parking, public transport, ferries, barge</td>
</tr>
<tr>
<td>and</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Category</th>
<th>Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication</td>
<td>landings, jetties, airports, television services, internet services</td>
</tr>
<tr>
<td>Other economic affairs</td>
<td>economic development, tourism promotion, industrial estates, residential land, tourist facilities/venues, caravan parks, camping areas, other business activities, sale yards, quarries</td>
</tr>
<tr>
<td>Education</td>
<td>public awareness campaigns, community education</td>
</tr>
<tr>
<td>Essential services</td>
<td>water supplies, waste water systems, gas, drainage, flood mitigation</td>
</tr>
<tr>
<td>Public amenities</td>
<td>land development, town planning, building control/certification, public conveniences, picnic areas, environmental protection, natural resource management, environmental acquisitions, beach control, environmental licensing, recycling, erosion control, cemeteries.</td>
</tr>
</tbody>
</table>

**Commission considerations**

a) Yarrabah’s population is inaccurate and there have been numerous calls for the Government for assistance to provide a more robust mechanism to survey the true population of Yarrabah. This is all the more critical when the value of such important grants as FAGs use the population of the community in the formula for the amount of the FAG allocated. It currently does not account for the significantly larger population serviced by YASC.

b) The pause to the indexation of FAGs represented a significant loss for Council, given the Council's sensitivity to even a slight reduction in funding due to:
   - Council providing most services in the community and if these services are affected the impact is not buffered through the private economy as it is elsewhere.
   - The local economy does not have the cash flow and buffer afforded by a mainstream economy with access to private cashflow.
   - There is already fluctuating access to dollars which are far more stable in the mainstream economy.
   - Inflation has a very real and unavoidable impact on service provision in Yarrabah without that private economy as a buffer.

c) While the pause provided for ‘federal budget repair’, the immediate bottom line ‘gains’ at a Federal level have led to great losses felt on the ground that will never be regained. As outlined above, the pause did not account for the inflation that Council’s had to continue to incorporate into their own service provision, and as such has compromised service provision that, with continuing thread bare income, will be impossible to ever regain.

d) Council plays a critical role in providing services for the Queensland people that live in Yarrabah, however, have inequitable access to the dollar figure required to provide services comparable to those provided to other Queenslanders. The dollars required for providing services to the community is insufficient, and Council relies on ad hoc funding to fill the gaps. This makes planning critical for standard community development that the balance of Queenslanders enjoy impossible, particularly in the absence of private investment and initiatives that bolster that development. This further widens the gap between indigenous and non-indigenous Australians who already suffer from below average indicators.
e) With regard to the SGFA, the NLP State government seriously compounded the impacts of inadequate funding in 2012 by reducing the SGFA by 10% and then another 2% in 2013. A 12% reduction plus not accounting for inflation has had a dramatic impact on service provision in Yarrabah.

f) The funding is determined based on the size of the recipient council. This does not account for the actual needs of the community that may have been met via rates collected for the residential and non-residential landuses.

g) Yarrabah does not receive the service charges that the State provide per social housing house for those communities that signed 40 year leases with the government over those houses. This is not taken in to account in the SGFA allocations. This represents another gap in funding that Yarrabah does not receive.

h) The SGFA is a subsidy only and Council is expected to meet all other associated costs.

i) The recipient council must expend its annual funding allocation within this time and cannot carry over its funding allocation to the following year. There is a lack of understanding by Departments about the practical implications of not being able to roll over funding into the next financial year.

j) Council is unaware of all funding that comes to Yarrabah and has asked both Federal and state government for funding mapping. To date, while this has been promised it has not been provided.

**ISSUE: YARRABAH’S INACCURATE STATUS FOR FUNDING ALLOCATIONS - ALTERNATIVE / UNIQUE STATUS TO THAT OF ‘OUTER REGIONAL’ FOR YARRABAH REQUIRED**

**Overview**

The Australian Government identified the concept of remoteness as an important dimension of policy development. The provision of many government services is influenced by the typically long distances that people are required to travel outside the major metropolitan areas. The purpose of the Remoteness Structure is to provide a classification for the release of statistics that inform policy development by classifying Australia into large regions that share common characteristics of remoteness1. The rationale used by the ABS to develop a classification system to provide decision makers with ready access to statistics, is one that assumes that distance to service centres from outside those centres is the key determinant for accessibility2.

---

Commission considerations

a) A key strategic matter is that Yarrabah is classed under the Accessibility/Remoteness Index of Australia (ARIA) as ‘outer regional’. This negatively impacts on the funding allocations and requirements for Yarrabah, as it does not accurately reflect our actual status.

b) ARIA has been chosen by the Government as the common indicator of need for all Australian communities. The Australian Government’s use of ARIA – one based on distance from service centres – rather than a multivariate methodology is inappropriate in determining interdepartmental funding needs for Yarrabah. Indeed, the Australian Bureau of Statistics recognised such a need for a multivariate methodology.

c) The ABS stated: “In most cases, several variables, besides remoteness, may be pertinent, and remoteness ...is not intended to be a “stand alone” indicator of advantage or disadvantage” (ABS 2003). Yarrabah simply does not share the common characteristics of access for other ‘outer regional’ areas of which it has been classified that are imbedded assumptions within the ARIA remote classifications system.

d) The nature of the disadvantage felt by Yarrabah people is comparable with those indigenous communities classified as ‘remote’ due to the shared unique history of indigenous people in Australia, despite proximity to services. Indeed, ABS statistics also show that disadvantage and remoteness also correlate with the high representation of Indigenous people in remote areas. Yarrabah, being an Indigenous community - but close to a service centre - has an access classification of ‘outer reginal’ due to its proximity to Cairns, despite the predominantly indigenous population and the associated acute collective and individual unmet needs.

e) Examples of the incredible impact this has in Yarrabah are in health and education in the table below. This is despite the fact that community members face the same education and health challenges.

Table 2 Comparison of Interdepartmental service provision funding based on status of remoteness

<table>
<thead>
<tr>
<th>Sector</th>
<th>Common Challenge / funding area</th>
<th>Service</th>
<th>Status: Outer Regional</th>
<th>Status: Remote</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education</td>
<td>School Attendance Officers (SAO)</td>
<td>Yarrabah: 0</td>
<td>e.g. Doomadgee: 8 - 10</td>
<td></td>
</tr>
<tr>
<td>Education</td>
<td>Self-funded team for attendance from school staffing</td>
<td>Allocate this funding to SAO – fund attendance out of money that should go toward teaching.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Education</td>
<td>Retaining teachers – turn</td>
<td>Rated Remote Area Incentive</td>
<td>Rated Remote Area Incentive</td>
<td></td>
</tr>
<tr>
<td></td>
<td>over every 3 to 4 years</td>
<td>Scheme: 5</td>
<td>Scheme: 7</td>
<td></td>
</tr>
<tr>
<td>------------------------</td>
<td>-------------------------</td>
<td>-----------</td>
<td>-----------</td>
<td></td>
</tr>
<tr>
<td>Scheme: 5</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Scheme: 7</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Missed opportunity for</td>
<td>Perceived no need due</td>
<td>e.g. Doomadgee – all staff housed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>staff due to lack of</td>
<td>to proximity to Cairns</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accommodation</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Health</td>
<td>Pharmaceutical benefit</td>
<td>Funded through Pharmacy Guild – subsidy for transport and medication up to a certain $</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>and transport</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>$100 – medication a consistent price despite medication.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Specialists</td>
<td>Access to specialist funding</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

f) It is therefore the clear position of YASC that while Yarrabah is not able to be given a ‘remote’ classification due to its proximity to a service centre, it should instead be given a unique status that accurately reflects accessibility and need of the Yarrabah community. This is evidenced by the more accurate and appropriate measure of access - the social economic standards identified through SEIFA - rather than the assumptions imbedded in ARIA classifications which is simply based on spatial units determined by road distance alone. Yarrabah has drafted a position paper outlining this issue (Refer Attachment A).

g) This matter has been raised with Minister Scullion who returned a letter in October 2016 acknowledging the matter.

**ISSUE: HOUSING INDIGENOUS-LED REVIEW INTO REMOTE HOUSING**

In December 2008, the Queensland Government signed the National Partnership Agreement on Remote Indigenous Housing (NPARIH). The agreement between the Commonwealth of Australia and the States and Territories has facilitated significant reform in the provision of housing for Indigenous people in remote communities to address overcrowding, homelessness, poor housing conditions and severe housing shortage in remote Indigenous communities.

Yarrabah and Cherbourg were two discrete Indigenous communities that were not included in the NPARIH due to their proximity to services, that is, they were defined as ‘outer regional’ rather than ‘remote’, despite the nature of the disadvantage felt by Yarrabah people being comparable with those indigenous communities classified as ‘remote’ (refer Annexure A of the attachment). They have instead been included in the broader National Affordable Housing Agreement (NAHA), which provides the framework to improve housing affordability and homelessness outcomes for Australians.

Despite the work to date, beyond any measure of doubt, homelessness and overcrowding still present the two greatest problems for the Yarrabah people thereby impacting on their health, wellbeing and safety. Annexure C of the attachment provides extracts from representatives of applicants on the very high and high needs list, detailing the true cost on the individual's mental and physical health and wellbeing as a result of the housing crisis in Yarrabah.
Council has a disproportionate responsibility in meeting community member’s needs – both in the real and – importantly - perceived expectations. As a result of the wide span of services YASC are actually responsible for, most community members and indeed government agencies also assume YASC are responsible for the delivery of services outside of their roles and responsibilities, their funding, specified skill sets and statutory reach. YASC inadvertently endure the stress, cost and risk in filling the gap in services at the risk of other service provision, or are negatively targeted and pressured for not meeting these needs. This is further detailed in sections below.

Homelessness and overcrowding in Yarrabah is at a catastrophic level. Council are only able to house 365 families, while a further 700 families remain homeless. Council also need to maintain, repair and upgrade houses to the Community Housing Standards. Council currently have enough land to build new homes, however are unable to due to a gap in funding. The funding required to ensure that all Yarrabah people have access to a home in keeping with acceptable living standards, at a minimum, approximately M$460. Council therefore requested that it be included in the revised NPARIH Program and funded appropriately within that framework. Since the release of the Federal Budget, and the restructure of this funding delivery, it is still unclear as to what funding will be available, and in what model post 2018. This places an incredible stress on Council and the community and is unequitable.

ISSUE: SUBMISSION BY YARRABAH ABORIGINAL SHIRE COUNCIL TO DEPARTMENT OF HOUSING AND PUBLIC WORKS ON THE 10 YEAR HOUSING STRATEGY

Overview

In June 2016 Council lodged their submission with the DHPW regarding the 10 year housing strategy. YASC understand that the Queensland Government is committed to implementing a significant reform agenda to reduce homelessness in Queensland by providing affordable housing options and tailored support to people for the duration that they need it. The Department of Housing and Public Works (DHPW) is the representative of the State in executing this agenda.

Commission considerations

a) A number of key points were presented to the State regarding this strategy a summary of which is as follows, which still apply to date.

b) In order to effectively strategize for the next 10 years, demographic analysis based on accurate data collective is imperative. The true facts are required about the actual current and future demand and how to design for those needs. If zero people on the waiting list and zero homelessness is the target, a true understanding of need is required. In the absence of facts this is guess work and no 10 year strategy will be successful without those facts.

c) YASC require genuine support in determining accurate numbers of those actually waiting for placement in housing in Yarrabah. Initial estimates are that averages of 15 people are residing in each house despite the number of bedrooms (up to as many as 30 occupants per house). This equates to an estimated 4,400 people residing in social housing in Yarrabah. If, theoretically, all the people currently on the waiting list were housed tomorrow, how many other Yarrabah people
(residing within and out of Yarrabah) would simply fill their place on the list?

d) Yarrabah people deserve good design. A change in design policy to reflect larger households and their required house and site layout provides a wonderful opportunity to catch up with a modern dynamic approach to housing provision. To succeed, the way we do business must adapt by accepting these community realities and needs, rather than systematically falling back on generic design. Understanding the cultural and family makeup of living in Yarrabah in a housing market that is only social housing (aside from recent home ownership leases) is critical to a successful 10 year strategy.

e) Given the tremendous scope of work YASC are willing to deliver for their community, the absence of this proven support will greatly disadvantage the entire housing system. Due to the scale of the role of being accredited under the National Housing Regulatory System in the context of all other commitments, YASC require continued and secure support in the delivery. YASC must be confident that those providing successful, highly valuable and proven support to YASC, such as QShelter, can and will continue to do so. Ongoing funding for successful support services should be assured by the State.

The full submission has been included as Annexure D to the Attached.

**ISSUE: THE PUBLIC TRUSTEE OF QUEENSLAND**

**Overview**

As outlined above, housing and homelessness is at crisis point in Yarrabah. Mental illness and disability also affect many Yarrabah people, who in turn have guardians, Trust Officers and money in Public Trust of Queensland.

**Commission considerations**

a) In 2015, Council as trustee received an expression of interest for a home ownership lease for a client of the Queensland Public Trust (client)

b) The client is homeless and required tenure over land the community culturally and historically acknowledge belongs to him, which required formalisation through a 99-year home ownership lease. This was approved by Council.

c) In September 2015, the Public Trust was provided with an Agreement to Lease and all relevant details to finalise a home ownership lease for the client in response to their request for that information to release $4,000 for the land payment.

d) On the 14th October, the Public Trustee required further costings and details, the contact in Council who could provide those costings was given to the Public Trustee.

e) On the 8th March next year, after the Council officer returned from Maternity leave, an update was requested from the Public Trust about the case status.

f) On the 11 April, a response was received from Public trust that the Trust Officer had left. She stated that she was unable to give an update and requested an overview.

g) 13th February 2017, the Trust Officer required further information, which was answered by
Council. This information had been offered or provided 12 months earlier. However, all information was provided in full again.

h) In response to an email from the client’s Worklink officer, who had enquired about the status of the lease – given the client was still homeless and quite distressed – further contact was made to the Trust Officer on the 16th Marcy 2017 asking if she could update on this case. The response was simply, ‘Not at the moment’.

i) It has been nearly two years since the initial contract was given to the Public Trust to finalise to enable the client to have a home. This matter is still unresolved and with the Public Trust to finalise.

j) The client is still homeless.

**ISSUE: CLOSING THE GAP – EMPLOYMENT SERVICES - ADDITIONAL FUNDING - PLACE BASED APPROACHES**

**Overview**

As outlined by the Federal Government, in consultations with Indigenous Australians there was consistent feedback that Indigenous organisations are not being given the chance to deliver services in their community for the betterment of their community.

The Yarrabah trial will allow jobactive employment services to be delivered in the community by the community. This will benefit Indigenous Australians in Yarrabah as jobactive services will be better aligned to the community’s social and economic priorities. The pilot will not impact Transition to Work or Disability Employment Services. To build the capacity of Yarrabah to deliver jobactive services, a flexible funding pool will be available to deliver local employment projects, for example a community skills development activity. This builds on the recent announcement by the Minister for Indigenous Affairs to invest $1.1 million to assist the Yarrabah Aboriginal Shire Council to provide Work for the Dole activities for 100 job seekers in Yarrabah and help generate new community relevant economic opportunities.

This proposal will impact all 700 Indigenous Australians in Yarrabah who are receiving assistance through jobactive. Funding is for $5.0 million over four years with the start date being 1 January 2018.

The Australian Government will work with the Yarrabah community and the Yarrabah Aboriginal Shire Council to build their capacity to deliver jobactive services in their community.

The Government will engage with the existing jobactive providers about their phased withdrawal and to ensure Indigenous Australians enjoy continuity in service provision.

**Commission considerations**

a) When CDEP was taken from Yarrabah a sense of pride and self-worth was sucked from the community as there were no longer activities, just Job Active providers trying to find jobs.

b) Unemployment went sky high and Yarrabah become welfare driven.
c) Over the last couple of years ‘Work for the Dole’ activities have been introduced, not real funding for activities, however this will change when CDP like activities commence.

d) This place based pilot project represents a positive move by the Federal Government to respond to a pressing issue and demonstrates faith in YASC to fulfil this role successfully.

ISSUE: PLACE BASED APPROACHES REMOVED FROM YARRABAH IN OTHER HIGHLY CRITICAL AREAS

Overview

As outlined in above sections, funding is inadequate to deal with the vast issues that Yarrabah faces. All funding, therefore must be used in a highly efficient and effective manner. A coordinated approach across all sectors is more critical in communities like Yarrabah who rely solely on funding with minimal, inconsequential or negative (i.e. funding leaked to outside parties) private sector investment.

Yarrabah’s history of community development, therefore, is strongly linked to the funding bodies, political inclinations and the governments ‘memory’ of funding succession.

The ‘place based’ approaches to service provision are proven to provide targeted attention to localised matters and therefore highly efficient and effective in that context. However, many service providers and not for profits will seek funding for the Cairns region as a whole, using Yarrabah data and needs in support of their funding submission. Funding then ‘leaks’ from the community: while Yarrabah statistics are included in the funding, Yarrabah is not directly, or is disproportionately, funded in community. Given the challenges that Yarrabah faces, Yarrabah statistics are therefore highly valuable for funding applications for third parties, however, if not directed back to Yarrabah have significant detrimental impacts.

Commission considerations

a) Government has changed the mechanism for delivering family intensive support requiring higher qualifications that no one in community has. Council are no longer able to deliver this and it is now being delivered by Wuchopperer Heath Service Ltd in partnership with Gurriny Yealamucka Health Service.

b) Federal government transferred Municipal funding to the State. This funded up to four council positions. The State has now instead issued the funding as Sustainability funding – a one off $506,000 and Council is no longer able to fund these positions and had to make them redundant.

c) Suicide prevention funding which employed staff in Yarrabah was reallocated to Lifeline, and is now absorbed into their overarching funding. Previous local support has been replaced by the 1800 phone number which is insufficient and unacceptable for Yarrabah’s specific and highly acute needs.

d) Indigenous Community Links is an information service dedicated to helping indigenous residents and visitors to the Cairns area access vital services and information. Federal Government has rescoped Indigenous Community Link to Youth program.
Yarrabah’s history of community development, therefore, is strongly linked to the funding bodies, political inclinations and the governments ‘memory’ of funding succession. As an example, the federal government funded National Jobs Creation program when CDEP ceased. This included six positions. These positions, however, disappeared when federal government when to AIS funding.

As outlined in above sections, funding is already inadequate to deal with the vast issues that Yarrabah faces. All funding that enters Yarrabah must be coordinated to ensure efficiency.

The first step to such co-ordination is to understand the funding that enters Yarrabah and the scope of that funding. A central portal must be created and become available to ensure accountability for the funding flowing through the community, or the region in the name of the community.

There are a lot of other services being funded in Yarrabah but we are not sure who to and how much we have asked both state and federal governments for their funding mapping, this has been promised but never delivered.

ISSUE: TENURE SECURITY AND DELIVERY OF SERVICES

Overview

Yarrabah Council is both the Local Government Authority and the Trustee of the Yarrabah Deed of Grant in Trust. Service delivery by Yarrabah Council and by third parties requires Council to provide space or buildings for these service providers to deliver their services.

Commission considerations

a) These parties all have their own leasing teams or solicitors who require lease terms and have their internal policy relating to tenure security. So, while Council is the lessor and uses templates for leasing and tenure in line with relevant legislation and policy, third parties place their own national, state or organisational templates to Council with very little leeway, or requiring extended explanations as to why, these are inappropriate for the local context. These often do not account for the specific requirements of the Aboriginal Land Act 1991, or are intensely bureaucratic in their execution.

b) This places unnecessary strain on Council resources, especially if they need to use a solicitor and drags out tenure security which might be a hold point for the delivery of those services. It also eats in to the overall funding allocated for the given project, taking valuable funding from the community. In addition, the longer the negotiations take, the higher likelihood that the case will be handed to another officer thereby increasing inefficiencies.

For your information, the list of services offered in Yarrabah have also been attached.

If you wish to discuss any of these matters further, please contact me on 07 4056 9120 or via email on randrews@yarrabah.qld.gov.au.
Regards

Ross Andrews

Mayor

Attachments:

HOUSING INDIGENOUS-LED REVIEW INTO REMOTE HOUSING: Submission to the federal Government.

List of services offered in Yarrabah
INDIGENOUS-LED REVIEW INTO REMOTE HOUSING

SUBMISSION BY YARRABAH ABORIGINAL SHIRE COUNCIL AS A LOCAL GOVERNMENT AUTHORITY AND AS TRUSTEE OF THE YARRABAH DEED OF GRANT IN TRUST

OVERVIEW

Yarrabah Aboriginal Shire Council (YASC) has two overarching roles that impact on the provision of housing in Yarrabah; within their role as a Local Government Authority and within their role as Trustee of the Deed of Grant in Trust (DOGIT).

Most social housing sits on DOGIT. The purpose of the DOGIT is: ‘For the Benefit of Aboriginal People Particularly Concerned with the Land’. All decisions about land made by YASC in the capacity as Trustee of that land are done so with the purpose of the DOGIT as the guiding principle.

Up until 2008, no Aboriginal person in Yarrabah could own a home. Amendments to the Aboriginal Land Act 1991 at that time allowed, for the first time in Yarrabah history:

- residential leases of up to 99 years;
- leasing options of up to 99 years for significant commercial developments; and
- renewable 30 year commercial leases; and
- leasing options of up to 99 years for housing bodies;

While access to homeownership is now available, social housing will always be required in one form or another. Regardless of ownership safe secure and functional homes are the priority.

In December 2008 the Queensland Government signed the National Partnership Agreement on Remote Indigenous Housing (NPARIH). The agreement between the Commonwealth of Australia and the States and Territories has facilitated significant reform in the provision of housing for Indigenous people in remote communities to address overcrowding, homelessness, poor housing conditions and severe housing shortage in remote Indigenous communities.

Yarrabah and Cherbourg were two discrete Indigenous communities that were not included in the NPARIH due to their proximity to services, that is, they were defined as ‘outer regional’ rather than ‘remote’, despite the nature of the disadvantage felt by Yarrabah people being comparable with those indigenous communities classified as ‘remote’ (refer Annexure A). They have instead been included in the broader National Affordable Housing Agreement (NAHA), which provides the framework to improve housing affordability and homelessness outcomes for Australians.
In 2008, YASC was invited to enter into the Indigenous Housing Arrangement, also referred to as 40 year leases (IHA): whereby portion of the Deed of Grant in Trust (DOGIT) improved by public housing is leased to the State Government pursuant to that agreement. The IHA was a requirement of the Commonwealth to secure tenure for the assets in which they were investing. Under the IHA, the Queensland Government (via the Department of Communities at the time) proposed to directly manage, collect rental income, perform repairs and maintenance, upgrade existing and construct additional housing in these communities for the term of the lease, being 40 years. In addition, under the payment the community received a once-of upfront payment per lease, and annual payments for services the 40 year lease term. YASC determined that they wanted to continue to manage their own housing, and did not agree to the 40 year leases.

WORK TO DATE

There have been significant positive changes in the land and asset administration of Yarrabah over the past 10 years as a result of:

- Native Title Determinations
- Tenure resolution as a result of the Native Title Determinations
- Development of Indigenous Land Use Agreements
- Transfer of reserves with social housing on them to YASC as the Trustee
  - Survey of all assets on DOGIT – that is, over 600 assets allocated to individual allotments allowing for immediate commercial and home ownership leases and general efficient asset and tenure management (RILIPO)
- Development Approval for all existing land uses (RILIPO)
- Survey and transfer of transferrable land to the RNTBCs
- Formalising existing home ownership through 99 year leases
- Further 35 99 year leases for home ownership, with two new builds by lessees
- Registration National Regulatory System for Community Housing

The following local indigenous businesses have also commenced in Yarrabah as a result of BAS contracting Council to complete new construction, upgrades and repairs & maintenance in
Yarrabah:

- Eddie Prior Plumbing
- Chukaan Painting Service
- Harvey Thomas Roofing

These businesses now employ local people; both tradespeople and labourers. In addition, YASC employs:

- 3 x Painters (tradespeople)
- 8 x Carpenters (tradespeople)
- 2 x Carpentry Trades Assistant
- 6 x Carpentry apprentices
- 3 x Boilermakers

A copy of the final training, employment and economic opportunities report for the houses built in 2015-16 is attached as Annexure B.

The three key areas of progress are outlined below.
YARRABAH COUNCIL HOUSING YARRABAH PEOPLE

Despite the work to date, beyond any measure of doubt, homelessness and overcrowding still present the two greatest problems for the Yarrabah people thereby impacting on their health, wellbeing and safety. Annexure C provides extracts from representatives of applicants on the very high and high needs list, detailing the true cost on the individual’s mental and physical health and wellbeing as a result of the housing crisis in Yarrabah.

YASC has determined that their benchmark must be a ‘Zero Wait List’: that is, zero people on the housing register (‘wait list’) and zero homelessness; and those homes are to the correct standard.

YASC are in the unique and challenging position of being responsible for the various elements that impact on housing and homelessness and achieving a zero wait list and zero homelessness. In amongst these roles, YASC:

- Is a housing provider that manages the tenancy and associated maintenance of 364 social

...
houses in Yarrabah; and

- Is the authority responsible for strategic land use planning – particularly relevant in providing readily available land for the development of residential land; and
- Is the authority responsible for statutory planning – receiving and assessing development applications; and
  - Is the authority who is responsible for the provision of trunk infrastructure for water, sewerage and drainage; and
- Is responsible for the maintenance and management of the system that provides those same services - water, sewerage and drainage to social housing; and
- Is responsible for rubbish collection from social housing, and the expensive ‘out of community’ disposal of that rubbish; and
  - Is responsible for the gazetted roads throughout Yarrabah that provide safe access to housing; and
- Manages 306 hectares of DOGIT - the land upon which most assets sit in Yarrabah; and
  - Manages lands where approximately 50 homeless Yarrabah families reside in wait for placement into community houses; and
  - Manages the sale of social housing for the purpose of home ownership; and
  - Issues leases to other stakeholders to facilitate development of housing for their housing needs necessary for successful service provision.

YASC is also responsible for Native Title and Cultural Heritage (NTCH) compliance with regards to housing and assets and associated activities as they apply to the requirements set out in the Yarrabah Local Government Indigenous Land Use Agreements.

Council has a disproportionate responsibility in meeting community member’s needs – both in the real and – importantly - perceived expectations. As a result of the wide span of services YASC are actually responsible for, most community members and indeed government agencies also assume YASC are responsible for the delivery of services outside of their roles and responsibilities, their funding, specified skill sets and statutory reach. YASC inadvertently endure the stress, cost and risk in filling the gap in services at the risk of other service provision, or are negatively targeted and pressured for not meeting these needs. Examples of this related to housing provision include:
• Specialist homelessness services - services that are funded specifically to assist people who are homeless or at risk of homelessness. Assistance provided by specialist homelessness services are for people who are homeless or at imminent risk of homelessness, and people who are housed but at risk of homelessness; and

• Disability services – houses that are designed, tenanted and managed with specific needs of residents with disability and mental health needs; and

• Specialist Child Protection Housing – houses that are designed, tenanted and managed with the specific needs of children under protection at the front and centre; and

• Women at Risk - housing to cater for the specific needs of marginalised women; and

• Non-government; not for profit; health services providers housing – housing not provided through other providers with residency in Yarrabah, and may include housing for those delivering short term or casually funded programs; and

• Staff Housing - housing for staff employed to deliver YASC services who are otherwise not eligible for social housing; and

• Higher Income tenants - housing for community members who ordinarily in ‘main stream’ communities would be ineligible due to their higher income.

YASC lodged their submission to the State of Queensland for the 10 year Queensland Housing Strategy in June 2016 which details the challenges and issues faced by Yarrabah regarding housing (refer Annexure D) and matters for the Government to consider as they move in to the next 10 years of housing provision.

The Housing ‘Market’

In Yarrabah, social housing is the only housing available on the ‘market’. The housing register (‘wait list’) is the only entry point into either social housing or home ownership in Yarrabah. Residents wanting to own their own home must be the head tenant of the house. While those on Centrelink are not restricted from finance by IBA to purchase their home, those that are able to service their loan are usually employed, and therefore unlikely to be eligible for social housing. Residents are able to also purchase land for home ownership. At this point two have built new homes on their blocks of land, one through IBA. Many owner builders rely on other methods of payment, such as superannuation.

Others have built their homes overtime, and went through home ownership leases to formalise tenure and secure their existing asset.
Social housing as the only market in a community poses both obvious and subtle problems:

- The existing overcrowding in houses negatively impacts on the health and wellbeing of all occupants, thereby increasing the over number of people as ‘high need’ for each occupant who is, and who is not, a tenant

- As the time spent on the wait list increases, the personal impacts that increase the individuals level of need, thereby increasing the overall numbers in the highest need category

- As those living outside community (for the purpose of having a residence) fall in to the category of low need, Yarrabah people are disadvantaged in attaining a social housing house when they move out of Yarrabah so as not to become homeless

- All those on the wait list are subject to the number of houses available in the community despite their need – at present all houses that have funding are allocated

- The oldest documented application on the wait list is 1996. The needs of those at that given time may have changed and therefore disrupt their position on the wait list

- Resentment builds when an individual is perceived by other applicants to have lower needs, who was on the wait list for less time receives placement in a house

- Those that want to purchase a home can only use Indigenous Business Australia (IBA) as their financer and are limited to the products that IBA offer

- Those that are above the income threshold for social housing in effect, and ironically, become homeless

- The current funding for increasing the standard of a house for sale is taken from the maintenance budget for social housing, causing additional stress on an inadequate budget

- If the budget for maintenance is down to emergency works only, YASC are unable to invest in increasing a house to a standard for sale, thereby stifling home ownership

*How many are actually waiting for a home in Yarrabah?*

If zero people on the waiting list and zero homelessness is the target, a true understanding of need is required. Relying on Census data along with the number of line items on the wait list proper provides a grossly low and inaccurate number.

YASC have requested genuine support in in determining accurate numbers of those living in the
community, and those actually waiting for placement in housing in Yarrabah (on the wait list and/or homeless).

Initial estimates of averages of 15 people residing in each house despite the number of bedrooms (up to as many as 30 occupants per house) equates to an estimated 4,400 people residing in social housing in Yarrabah.

To cross check the observations, sample collections were done by the tenancy management team at Yarrabah. The objective was to formalise accurate numbers by collecting application forms for all occupants that are living in community housing in Yarrabah that are not on the wait list or on the tenancy agreement – who are technically homeless and unaccounted for. To undertake this accurately as possible is a labour intensive task. To provide a snapshot: housing staff visited nine houses in Ambrym Street (Oct 2015), which are on average 4 bedroom dwellings. They asked that all adults (i.e. those over the age of 18) who had not previously applied for a house to fill in housing application forms. These nine houses alone yielded 55 applications.

This also raised another question: if all the people currently on the wait list were housed tomorrow, how many other Yarrabah people (residing within and out of Yarrabah) would simply fill their place on the list?

In the absence of any further project work on increasing the accuracy of this data, YASC take a number of variables in to account when determining housing numbers:

- The 185 applications processed and included on the wait list
- Of those applications the total occupancy estimate is 1,054
- There are a further 200 applications awaiting processing and inclusion on the wait list
- Of the existing 365 social houses, 208 are documented as over occupied, that is, over the ‘housing entitlement numbers’ for the given number of bedrooms based on the ‘property listing number of occupants’
- 1,440 people therefore are listed as residing in those 208 over occupied houses
- Based on sample data collection, an average of five people per house are not accounted for on the tenancy list, the wait list or the ‘property listing number of occupants’ adding a further 1,040 people unaccounted for on any list
- Local health services also provide an average of 80 babies born to Yarrabah families a year
Accounting for the above figures, to immediately house the applicants on the wait list, get all existing houses back to condition and eliminate overcrowding, Yarrabah people need:

- A minimum of 700 new builds
- A minimum of M$231 to develop those 700 houses\(^1\)
- Associated operational works of a minimum of $M120.5\(^2\)
- A minimum of 52 hectares of developable land for housing
- A minimum of M$14.04 for upgrades to existing housing stock to get them up to standard\(^3\)
- A minimum of M$4.26 for repairs and maintenance to existing housing stock to get them up to standard\(^4\)
- A minimum of M$2.75 for community infrastructure such as parks and open space, pathways and cycle paths

**LAND AVAILABILITY**

Since the transfer of a large part of the DOGIT to the two RNTBCs, Yarrabah now has 2\% of the total Local Government Area (refer Figure 1). Of that 2\%, 66\% is already developed or committed or is constrained (including protected environmental and cultural values). A further 17\% of land is required to house those in immediate need (as outlined above), leaving 17\% of DOGIT left for any future needs – be it housing or community facilities (refer Figure 2). Figure 3 outlines what land uses make up that 66\% of developed, committed or constrained land.

\(^1\) Based on an average of $330,000 per house based on Yarrabah Djenghi
\(^2\) $172,250 per lot based on Yarrabah Djenghi works
\(^3\) Based on BAS condition assessments done in 2013 assuming the 117 under a score of 6 requires an average upgrade of $120K per house to get it up to standard
\(^4\) Based on BAS condition assessments done in 2013 assuming the 213 between 6 and 9.5 requires repairs and maintenance of $20K per house to get it up to standard
The Australian Government uses the Accessibility/Remoteness Index of Australia (ARIA) to determine the funding needs of communities. The index is calculated simply by spatial units determined by road distance from service centres – rather than a multivariate methodology. Consistent with Australian Bureau of Statistics advice that multiple variables should be
considered in funding decisions, the Yarrabah Aboriginal Shire Council considers the method to be inappropriate in determining interdepartmental funding for Yarrabah. While the Yarrabah Aboriginal Shire Council accepts that that Yarrabah is not able to be given a ‘remote’ classification due to its proximity to a service centre, we argue that we should instead be provided with a unique status that accurately reflects the poor accessibility and socio-economic need of the Yarrabah community. This is evidenced by the more appropriate, multivariate measure - the Socio-Economic Indexes for Areas (SEIFA). Annexure A outlines Yarrabah’s position on this subject.

CONCLUSION

Homelessness and overcrowding in Yarrabah is at a catastrophic level. Council are only able to house 365 families, while a further 700 families remain homeless. Council also need to maintain, repair and upgrade houses to the Community Housing Standards. Council currently have enough land to build new homes, however are unable to due to a gap in funding. The funding required to ensure that all Yarrabah people have access to a home in keeping with acceptable living standards, at a minimum, approximately M$460.

Therefore Yarrabah seriously needs to be included in the revised NPARIH Program and funded appropriately within that framework.
Yarrabah Aboriginal Shire Council

POSITION PAPER – YARRABAH’S INACCURATE ACCESSIBILITY STATUS

The Australian Government uses the Accessibility/Remoteness Index of Australia (ARIA) to determine the funding needs of communities. The index is calculated simply by spatial units determined by road distance from service centres – rather than a multivariate methodology. Consistent with Australian Bureau of Statistics advice that multiple variables should be considered in funding decisions, the Yarrabah Aboriginal Shire Council considers the method to be inappropriate in determining interdepartmental funding for Yarrabah. While the Yarrabah Aboriginal Shire Council accepts that Yarrabah is not able to be given a ‘remote’ classification due to its proximity to a service centre, we argue that we should instead be provided with a unique status that accurately reflects the poor accessibility and socio-economic need of the Yarrabah community. This is evidenced by the more appropriate, multivariate measure - the Socio-Economic Indexes for Areas (SEIFA).
Overview

The Accessibility/Remoteness Index of Australia (ARIA) has been chosen by the Government as the common indicator of need for all Australian communities. The Australian Government’s use of ARIA – one based on distance from service centres – rather than a multivariate methodology is inappropriate in determining interdepartmental funding needs for Yarrabah. Indeed, the Australian Bureau of Statistics recognised such a need for a multivariate methodology. The ABS stated: “In most cases, several variables, besides remoteness, may be pertinent, and remoteness … is not intended to be a “stand alone” indicator of advantage or disadvantage” (ABS 2003). Yarrabah simply does not share the common characteristics of access for other ‘outer regional’ areas of which it has been classified that are imbedded assumptions within the ARIA remote classification system.

The nature of the disadvantage felt by Yarrabah people is comparable with those indigenous communities classified as ‘remote’ due to the shared unique history of indigenous people in Australia, despite proximity to services. Indeed, ABS statistics also show that disadvantage and remoteness also correlate with the high representation of Indigenous people in remote areas. Yarrabah, being an Indigenous community - but close to a service centre – has an access classification of ‘outer reginal’ due to its proximity to Cairns, despite the predominantly indigenous population and the associated acute collective and individual unmet needs.

It is therefore the clear position of Yarrabah Aboriginal Shire Council (‘YASC’) that while Yarrabah is not able to be given a ‘remote’ classification due to its proximity to a service centre, it should instead be given a unique status that accurately reflects accessibility and need of the Yarrabah community. This is evidenced by the more accurate and appropriate measure of access - the social economic standards identified through SEIFA - rather than the assumptions imbedded in ARIA classifications which is simply based on spatial units determined by road distance alone.

Access and the Remoteness Structure

The Australian Government identified the concept of remoteness as an important dimension of policy development. The provision of many government services is influenced by the typically long distances that people are required to travel outside the major metropolitan areas. The purpose of the Remoteness Structure is to provide a classification for the release of statistics that inform policy development by classifying Australia into large regions that share common characteristics of

---

1 http://www.abs.gov.au/AUSSTATS/abs@.nsf/7d12b0f6763c78caca257061001cc588/a30c81b7fcf02aeeca2570 ec00e215b!OpenDocument
remoteness\(^2\). The rationale used by the ABS to develop a classification system to provide decision makers with ready access to statistics, is one that assumes that distance to service centres from outside those centres is the key determinant for accessibility\(^3\).

As outlined by the University of Adelaide, the Accessibility/Remoteness Index of Australia (ARIA) was developed by National Key Centre for Social Applications of GIS (GISCA) as an unambiguously geographical approach to defining remoteness. As a comparable index of remoteness that covers the whole of Australia, ARIA provides a measure of remoteness that is suitable for a broad range of applications including assisting in service planning, demographic analysis and resource allocation.\(^4\)

The University of Adelaide’s Hugo Centre for Migration and Population Research states that the major advantages of ARIA over other methods of measuring remoteness are:

- it is a purely geographic measure of remoteness, which excludes any consideration of socioeconomic status, "rurality" and population size factors;
- it is flexible and can be aggregated to a range of spatial units, used as a continuum or classified;
- the methodology is conceptually clear;
- it is precise; and
- it is relatively stable over time.

However, as outlined by the ABS, underlying the concept of remoteness in the ARIA project is the measurement of the physical road distance between where people live and the places those people travel to in order to obtain goods and services, and to enjoy opportunities for social interaction. Socioeconomic factors are deliberately not included so no assumptions are made about the availability of public versus private transport. Nor is actual time taken to travel included in the definition. ABS states that while road distance is a better indicator for travel time than say direct, as the crow flies distance, it is still an imperfect indicator of remoteness.\(^5\)

The ABS and Australian Institute of Health and Welfare (AIHW, 2004)\(^6\) also highlight some flaws of the ARIA. The AIHW argues that remoteness may not be the only issue affecting the health and other social issues of a community, for example, “localities where a large proportion of the population is Indigenous, or where health outcomes are worse, could arguably require higher levels of funding than other remote localities” (p. 20). The ABS also advised caution in using remoteness

\(^2\) http://www.abs.gov.au/websitedbs/D3310114.nsf/home/remoteness+structure#Anchor2a
\(^3\) http://www.abs.gov.au/websitedbs/D3310114.nsf/home/remoteness+structure#Anchor2a
\(^4\) http://www.adelaide.edu.au/apmrc/research/projects/category/aria.html
\(^5\) ABS • ABS VIEWS ON REMOTENESS • 1244.0 • 2001 11
classifications in isolation from other measures of advantage or disadvantage when addressing policy issues such as funding (ABS 2003). However, as a comparable index of remoteness that covers the whole of Australia, ARIA is used for a broad range of applications including assisting in service planning, demographic analysis and resource allocation. Yarrabah, however, simply does not share the common characteristics of access for other ‘outer regional areas’ – of which it is classified - that are imbedded assumptions within the above classification system. That imperfection briefly described by the ABS is therefore evident in the classification of Yarrabah extending beyond the simple reasons of access to public and private transport.

Socio-Economic Indexes for Areas as a preferred indicator of Access for Yarrabah

The Socio-Economic Indexes for Areas (SEIFA) is a product developed by the ABS that ranks areas in Australia according to relative socio-economic advantage and disadvantage. SEIFA is commonly used in determining areas that require funding and services; identifying new business opportunities; and research into the relationship between socio-economic disadvantages and various health and educational outcomes.

The ABS has four indexes to measure advantage and disadvantage, all with different variables influencing how an area is ranked. Different departments may use different indexes depending on the variables most relevant. When taking a whole of government approach in determining accessibility for the purpose of funding then, ARIA may be an appropriate measure to determine accessibility most of the time. However, if an area is close to a service centre, but ranks consistently on the four indexes as being within the same decile of those in remote areas with specific regard to accessibility and associated disadvantage, then it is clear that the SEIFA is most appropriate method to determine assistance to increase accessibility.

Yarrabah is consistently ranked towards or at the bottom of SEIFA – as ‘most disadvantaged’ (see Figures 1 – 4). Where access is evidenced by goods, services and social interactions actually attained and the social-economic benefit of that access, the statistics that demonstrate the acute needs of Yarrabah people reflect a completely different picture to the status that ARIA affords to Yarrabah – one actually comparable to a community with ‘remote’ status. Therefore, relying unwaveringly on the assumption that ARIA is appropriate in all cases for all areas becomes a counterproductive and inequitable measure for policy and funding decisions. If it were appropriate, then the ranking on the SEIFA should correlate with its proximity to service centres which it clearly does not. Yarrabah social

---

economic conditions are so acute that it is critical to use the most precise and appropriate measurement tool.

For the four indexes of SEIFA:

1. The Index of Relative Socio-Economic Disadvantage (IRSD) summarises variables that indicate relative disadvantage. This index ranks areas on a continuum from most disadvantaged to least disadvantaged. A low score on this index indicates a high proportion of relatively disadvantaged people in an area. Yarrabah has a ranking of 1 and is most disadvantaged (refer Figure 1).

2. The Index of Relative Socio-Economic Advantage and Disadvantage (IRSAD) summarises variables that indicate either relative advantage or disadvantage. This index ranks areas on a continuum from most disadvantaged to most advantaged. An area with a high score on this index has a relatively high incidence of advantage and a relatively low incidence of disadvantage (refer Figure 12).

3. The Index of Economic Resources (IER) summarises variables relating to the financial aspects of relative socioeconomic advantage and disadvantage. These include indicators of high and low income, as well as variables that correlate with high or low wealth. Areas with higher scores have relatively greater access to economic resources than areas with lower scores (refer Figure 13).

4. The Index of Education and Occupation (IEO) summarises variables relating to the educational and occupational aspects of relative socio-economic advantage and disadvantage. This index focuses on the skills of the people in an area, both formal qualifications and the skills required to perform different occupations. A low score indicates that an area has a high proportion of people without qualifications, without jobs, and/or with low skilled jobs. A high score indicates many people with high qualifications and/or highly skilled jobs (refer Figure 14).

Comparing the relevance of the four SEIFA indexes against the indicator of accessibility that ARIA uses confirms that ARIA is fallible in picking up the unique and acute aspects of disadvantage particularly faced by Indigenous communities. It is YASC’s position that a multivariate technique must instead be used to determine accessibility for Yarrabah rather than the single criteria of distance. ABS, in their 2011 technical paper on SEIFA also state that ‘for the purposes of SEIFA, the ABS continues to broadly define relative socioeconomic advantage and disadvantage in terms of people’s access to material and social resources, and their ability to participate in society’, making SEIFA an appropriate substitute to ARIA for determining accessibility.
DRAFT POSITION PAPER – YARRABAH’S INACCURATE ACCESSIBILITY STATUS

Figure 1 ABS Index of Relative Socio-Economic Disadvantage (ABS accessed September 2016)

Figure 2 ABS Index of Relative Socio-Economic Advantage and Disadvantage (IRSAD) (ABS accessed September 2016)

Figure 3 ABS Index of Economic Resources (IER) (ABS accessed September 2016)

Figure 4 ABS Index of Education and Occupation (IEO) (ABS accessed September 2016)
ANNEXURE B: FINAL TRAINING, EMPLOYMENT AND ECONOMIC OPPORTUNITIES REPORT FOR THE HOUSES BUILT IN 2015-2016
## Indigenous Project Tracking Status

### PROJECT DETAILS
- **Project No.:** PN 72163_CSQ 483
- **Project Type:** Building
- **Locality:** Yarrabah
- **Client/Agency:** DHPW
- **Date:** 29-06-16
- **Total Project Cost (inc GST):** $2,383,467
- **Project name:** 9 x DH-New Construction

### TRAINING POLICY (MINIMUM) REQUIREMENTS

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Core Requirement</th>
<th>Additional Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apprentice/Trainees (new entrants)</td>
<td>1,040</td>
<td>Calculated IEO Plan</td>
</tr>
</tbody>
</table>
| Other Workforce                      | 693              | 86,684                 
| **Total CORE Deemed Hours**          | 1,734            | 86,684                 |

### APPROVED INDIGENOUS ECONOMIC OPPORTUNITIES PLAN (IEOP)

<table>
<thead>
<tr>
<th>Total IEO Plan Agreed Value</th>
<th>CORE Deemed hours</th>
<th>IEO PLAN Other apprentices/ Workforce Employment</th>
<th>IEO PLAN Local Indigenous Business, Goods and Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>9,000</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

### TOTAL ACHIEVED AGAINST INDIGENOUS PROJECT (Core and IEO Plan)

<table>
<thead>
<tr>
<th>Actual Costs and hours worked</th>
<th>Total IEO Plan Agreed Value</th>
<th>CORE Deemed hours</th>
<th>IEO PLAN Other apprentices/ Workforce Employment</th>
<th>IEO PLAN Local Indigenous Business, Goods and Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Project</td>
<td>9,000</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

**Progressive Percentage actuals against requirements:**
- **Core and IEO Plan:** 848%
- **Local Indigenous Business, Goods and Services:** 759%

**Estimated Progress of Project against actual hours worked:**
- **IEO PLAN:** 327%
- **Other apprentices/ Workforce Employment:** 388%
- **Local Indigenous Business, Goods and Services:** 795%
The table below details Achievements against the IEO Plan: employment requirements to meet compliance for this project.

### CORE REQUIREMENTS - Local Aboriginal and Torres Strait Islander Apprentice and Trainee Employment/Training Hours (new entrants and other workforce).

<table>
<thead>
<tr>
<th>First Name</th>
<th>Surname</th>
<th>Engaged as</th>
<th>Trade area</th>
<th>Employer</th>
<th>Agreed hours</th>
<th>Accumulated achieved hours</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Apprentice</td>
<td>Carpenter</td>
<td>YASC</td>
<td>260</td>
<td>1,292</td>
<td>152</td>
<td>152</td>
<td>152</td>
<td>152</td>
<td>152</td>
<td>152</td>
<td>152</td>
<td>152</td>
<td>152</td>
<td>152</td>
<td>76</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Apprentice</td>
<td>Carpenter</td>
<td>YASC</td>
<td>260</td>
<td>1,292</td>
<td>152</td>
<td>152</td>
<td>152</td>
<td>152</td>
<td>152</td>
<td>152</td>
<td>152</td>
<td>152</td>
<td>152</td>
<td>152</td>
<td>76</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Apprentice</td>
<td>Carpenter</td>
<td>YASC</td>
<td>260</td>
<td>1,292</td>
<td>152</td>
<td>152</td>
<td>152</td>
<td>152</td>
<td>152</td>
<td>152</td>
<td>152</td>
<td>152</td>
<td>152</td>
<td>152</td>
<td>76</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tradesperson</td>
<td>Carpenter</td>
<td>YASC</td>
<td>0</td>
<td>1,412</td>
<td>135</td>
<td>160</td>
<td>160</td>
<td>160</td>
<td>160</td>
<td>160</td>
<td>160</td>
<td>160</td>
<td>160</td>
<td>76</td>
<td>143</td>
<td>148</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tradesperson</td>
<td>Blocklayer</td>
<td>YASC</td>
<td>0</td>
<td>202</td>
<td>16</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>80</td>
<td>106</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Labourer</td>
<td>Blocklayer</td>
<td>YASC</td>
<td>0</td>
<td>195</td>
<td>76</td>
<td>160</td>
<td>160</td>
<td>160</td>
<td>160</td>
<td>160</td>
<td>160</td>
<td>160</td>
<td>160</td>
<td>65</td>
<td>124</td>
<td>81</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Labourer</td>
<td>Blocklayer</td>
<td>YASC</td>
<td>0</td>
<td>1,145</td>
<td>76</td>
<td>160</td>
<td>160</td>
<td>160</td>
<td>160</td>
<td>160</td>
<td>160</td>
<td>160</td>
<td>160</td>
<td>65</td>
<td>124</td>
<td>81</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tradesperson</td>
<td>General</td>
<td>Construction</td>
<td>0</td>
<td>128</td>
<td>128</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tradesperson</td>
<td>Carpenter</td>
<td>YAC</td>
<td>0</td>
<td>344</td>
<td>40</td>
<td>152</td>
<td>152</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1,106</td>
</tr>
</tbody>
</table>

**Percentage achieved against planned Apprentice/Trainee hours to date:** 84.8%

**Number of apprentices/trainees:** 7 7 6 7 7 7 0 1 2 8 8 5

### IEO PLAN - Local Aboriginal and Torres Strait Islander OTHER Apprentices/Workforce Employment Hours.

<table>
<thead>
<tr>
<th>First Name</th>
<th>Surname</th>
<th>Engaged as</th>
<th>Trade area</th>
<th>Employer or RTO</th>
<th>Agreed hours</th>
<th>Accumulated achieved hours</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Tradesperson</td>
<td>Carpenter</td>
<td>YASC</td>
<td>76</td>
<td>175</td>
<td>76</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tradesperson</td>
<td>Plant Operator</td>
<td>YASC</td>
<td>38</td>
<td>38</td>
<td>38</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tradesperson</td>
<td>Plant Operator</td>
<td>YASC</td>
<td>38</td>
<td>38</td>
<td>38</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tradesperson</td>
<td>Plant Operator</td>
<td>YASC</td>
<td>38</td>
<td>38</td>
<td>38</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tradesperson</td>
<td>General</td>
<td>Construction</td>
<td>0</td>
<td>240</td>
<td>40</td>
<td>40</td>
<td>40</td>
<td>40</td>
<td>40</td>
<td>40</td>
<td>40</td>
<td>40</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tradesperson</td>
<td>Bricklayer</td>
<td>MHeinemann</td>
<td>80</td>
<td>80</td>
<td>80</td>
<td>80</td>
<td>80</td>
<td>80</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tradesperson</td>
<td>General</td>
<td>Construction</td>
<td>23</td>
<td>160</td>
<td>80</td>
<td>80</td>
<td>80</td>
<td>80</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tradesperson</td>
<td>General</td>
<td>Construction</td>
<td>160</td>
<td>160</td>
<td>80</td>
<td>80</td>
<td>80</td>
<td>80</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tradesperson</td>
<td>General</td>
<td>Construction</td>
<td>160</td>
<td>80</td>
<td>80</td>
<td>80</td>
<td>80</td>
<td>80</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tradesperson</td>
<td>General</td>
<td>Construction</td>
<td>160</td>
<td>80</td>
<td>80</td>
<td>80</td>
<td>80</td>
<td>80</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tradesperson</td>
<td>General</td>
<td>Construction</td>
<td>160</td>
<td>80</td>
<td>80</td>
<td>80</td>
<td>80</td>
<td>80</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tradesperson</td>
<td>Painter</td>
<td>STM Painting</td>
<td>75</td>
<td>15</td>
<td>20</td>
<td>20</td>
<td>20</td>
<td>20</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Labourer</td>
<td>General</td>
<td>Construction</td>
<td>40</td>
<td>40</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Labourer</td>
<td>General</td>
<td>Construction</td>
<td>40</td>
<td>40</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Labourer</td>
<td>General</td>
<td>Construction</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Percentage achieved against planned Other Workforce to date:** 18.8%

**Number of Other Workforce employees:** 1 7 7 2 2 3 0 3 1 0 0 40
### Local Aboriginal and Torres Strait Islander Business Supply and/or Subcontractor details

The table below details the additional IEO Plan local business supply requirements achieved for this project.

<table>
<thead>
<tr>
<th>Name of Business/Supplier</th>
<th>Goods and/or Service</th>
<th>Est. Cost</th>
<th>Accumulated Actual Costs</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
</tr>
</thead>
<tbody>
<tr>
<td>YASC</td>
<td>Plant / Machinery</td>
<td>46,486</td>
<td>46,486</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>200</td>
<td>200</td>
<td>200</td>
<td>200</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gilpul Cafe</td>
<td>Food</td>
<td>1,000</td>
<td>200</td>
<td>200</td>
<td>200</td>
<td>200</td>
<td>200</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Island &amp; Cape</td>
<td>Food / Fuel</td>
<td>3,000</td>
<td>400</td>
<td>400</td>
<td>400</td>
<td>400</td>
<td>400</td>
<td>400</td>
<td>400</td>
<td>400</td>
<td>400</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Eddie Prior Plumbing</td>
<td>Plumbing</td>
<td>5,000</td>
<td>1,000</td>
<td>1,000</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bert Harris Painting</td>
<td>Painting</td>
<td>5,000</td>
<td>25,000</td>
<td>8,000</td>
<td>17,000</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Total Business Supply/Services Est. Costs**: $10,000

**IEOP Progress % - (Actual vs Est Costs)**: 759%

**Accumulated Business Supply/Services Actual Costs**: $75,886
<table>
<thead>
<tr>
<th>Engaged as</th>
<th>(All)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Row Labels</strong></td>
<td><strong>Count of Surname</strong></td>
</tr>
<tr>
<td>(blank)</td>
<td></td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td></td>
</tr>
<tr>
<td>Engaged as</td>
<td>(All)</td>
</tr>
<tr>
<td>------------</td>
<td>-------</td>
</tr>
<tr>
<td><strong>Row Labels</strong></td>
<td><strong>Count of Surname</strong></td>
</tr>
<tr>
<td>(blank)</td>
<td></td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td></td>
</tr>
<tr>
<td>Trade type</td>
<td>Employed as</td>
</tr>
<tr>
<td>---------------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>Carpenter</td>
<td>Apprentice/Trainee</td>
</tr>
<tr>
<td>Civil Construction</td>
<td>Tradesperson</td>
</tr>
<tr>
<td>Concreter</td>
<td>Labourer</td>
</tr>
<tr>
<td>Electrician</td>
<td>Plant Operator</td>
</tr>
<tr>
<td>General Construction</td>
<td></td>
</tr>
<tr>
<td>Glazier</td>
<td></td>
</tr>
<tr>
<td>Labourer</td>
<td></td>
</tr>
<tr>
<td>Painter</td>
<td></td>
</tr>
<tr>
<td>Plant Operator</td>
<td></td>
</tr>
<tr>
<td>Plasterer</td>
<td></td>
</tr>
<tr>
<td>Plumber</td>
<td></td>
</tr>
<tr>
<td>Tiler</td>
<td></td>
</tr>
<tr>
<td>Water Waste Water</td>
<td></td>
</tr>
<tr>
<td>Bricklayer</td>
<td></td>
</tr>
</tbody>
</table>
ANNEXURE C: EXTRACTS OF LETTERS OF SUPPORT FOR APPLICANTS TO BE HOUSED AS VERY HIGH / HIGH NEEDS

‘He lives in a shelter which he has built but he has no running water. He is swimming in the creek to bathe. He has no power apart from a generator which he runs at night.’

‘Applicant’s living situation causes stress, leading to arguments which is not healthy when working full-time’

‘Applicant - a chronic disease sufferer - sleeps on lounge when carer is not in Yarrabah’

‘Why as a young married couple with no children are we being overlooked, as they would like to be independent and live on their own’

‘Applicant suffers from a chronic respiratory condition and the constant damp and overcrowding in their house is causing his respiratory symptoms to increase, thus his health is deteriorating’

‘Applicant’s health is also suffering. She has been to our hospital on multiple occasions over the last few years with respiratory infections. The damp and overcrowding are contributing to this’

‘Applicant states she is homeless, and is roaming from home to home with her 6 year old son. Doesn’t have a stable home and doesn’t see how going home to home is suitable and healthy for her son.’

‘Applicant states that up to 13 people live together in the current household which has 4 bedrooms and 1 working toilet. Applicant feels exhausted in this current living situation both applicant and wife experienced ongoing health issues this year.’

‘… where she is currently residing it is also occupied by her in-laws and finding it difficult to do her own personal things in the house’

‘Applicant states that she is currently residing in a 3 bedroom home with 5 Adults and 2 children living there. Overcrowded.’

‘Applicant requires review by the specialist regularly for his condition and it is paramount that we maintain his lung health to the best of our ability’

‘… overcrowded and son has Autism, desires own home.’
‘…diagnosed with cancer ...still undergoing review and treatment, at present sharing house with other family and has to sleep in lounge r o o m.’

‘from an educational point of view the provision of consistent accommodation have been very important for (Son of applicant), he uses hearing aids and the system is of assistance in ensuring that he is actively participating in teaching processes in the classroom.’

‘…applicant living with parents with 3 young children. Two have asthma & eczema, one of whom was hospitalised for severe infection related to eczema. Four them sleep in the same room, 3 of them in one bed in which obviously impacts on children's skin infections. Back yard is of concern as animal have unlimited access to the yard. It’s unsafe for her children to play’

‘Overcrowding in the home and health issue for applicants children. The children suffer with Bronchiolitis which is caused by smoking in the home. Applicant has no authority to make decisions in the home due to tenancy arrangement’

‘Applicant, partner and family have no housing of own, living in overcrowded accommodation with up to 21 people in a 3 bedroom house. Her 2 youngest children are suffering from recurrent bronchiolitis which is being exasperated by living in such crowded conditions with constant exposure to infectious pathogens’

‘The family is currently in emergency housing in Cairns while they wait for a permanent position to become available. Prior to this the family were currently living in a tin shack in the bush. They could only access creek water and drink it but did not have any hot water facilities unless they heated it on a fire’

‘…applicant has a number of chronic health conditions including diabetes, and the lack of permanent housing and poor living conditions are detrimental to his health and wellbeing’

‘…applicant is currently living in a tin shack in the bush with her 3 children aged, 2,9, and 10yrs. Their generator is broken so they do not have electricity. They can access creek water and drink it but do not have hot water facilities unless they heat it on a fire’

‘…applicant has a number of medical problems including asthma and hypothyroidism. Particularly her asthma is being exacerbated by her current living environment, as she has no enclosed walls. Dust and smoke are known triggers for her asthma and she is having worsening symptoms recently’
‘...applicant is currently suffering from a medical condition which is aggravated by his current living conditions. An improvement in his accommodation would be beneficial to his health. Applicant is also living in makeshift humpy on family property’

‘applicant is living in overcrowding household currently residing with family members. They're 4 bedrooms with 8 adults and 7 children. Her main concern is to have her own housing accommodation’

‘...the house has 4 bedroom with 4 adults and 9 children aged between 7yrs and 17 yrs living there permanently, other family members stay at the house throughout the week’

‘Client and husband tried moving themselves and their children onto a family members block of land for some quiet and stability for their little family, the accommodation is a basic 1 room shed, with no water, electricity and open to the wildlife ie: snakes, it’s not safe or appropriate living conditions and had to return to mothers home’

‘With so many people in the household it’s causing lack of sleep, affecting the children’s education and causing finical strain on the family. With fewer services as there are in cairns the family aren’t able to link into other programs for housing support’

‘...applicant living in an overcrowded 4 bedroom home at mothers with 11 people residing there’

‘...tenant is residing in a 4 bedroom home with 7 Adults and 6 children living there. Overcrowded’

‘...states that applicant is currently living with parents for over 20 years; the house has 4 bedrooms and presently accommodates 7 adults and 5 children’

‘...applicant has been living with mother, 5 kids and other family members for 15 years now and are overcrowded living in this 2 bedroom flat’

‘...applicant has now 5 children and is desperate for own accommodation soon as kids cannot study or have their own privacy. Son had been recently diagnosed with allergies that require urgent medication assistance if needed’

‘...applicant and her four children were living with her parents in a 3 bedroom house. At present she is living in a donga with her four children being 5 years and the eldest 10 years old. One of her children suffers from an ear infection since he was born; living under this condition has contributed to the ill-health of her child’
‘...applicants current home they are living in is unsuitable due to the violence and alcohol misuse occurring there. Having 3 children appropriate housing provided to applicant and children will assist them from being at risk of entering the Child Protection System. Ongoing exposure to violence and alcohol misuse will have a long term impact on these children which will affect their development and future’

‘...applicant states that she is living homeless in a makeshift humpy on the beach with her 7 children between the ages of 10 months - 14 years old (2 Girls & 5 Boys). Also states living condition isn’t suitable for herself having a toilet but no bathroom, living in a tin shack’

‘...the applicant and her daughters reside with her parents, uncle, her brother his partner and their child. Consequently the applicant often endures sleep deprivation, disrupted parenting routines, high noise levels and a lack of privacy due to overcrowded living circumstances; which is impacting on her social and emotional wellbeing’

‘...applicant lives with mother/mother in-law in a four bedroom home which is overcrowded with 16 people, ten children and 6 adults. Applicant and family of 8 were camping on the beach in a tent and tired of being homeless moving from family to family’

‘...applicant currently residing with family - 7 people in a 3 bedroom home. Currently 5 in 1 bedroom home’
ANNEXURE D: SUBMISSION BY YARRABAH ABORIGINAL SHIRE COUNCIL TO DEPARTMENT OF HOUSING AND PUBLIC WORKS ON THE 10 YEAR HOUSING STRATEGY
Our ref: LD 2016 HS

30 JUNE 2016

Department of Housing and Public Works VIA
EMAIL: housingstrategy@hpw.qld.gov.au

SUBMISSION BY YARRABAH ABORIGINAL SHIRE COUNCIL AS A LOCAL GOVERNMENT AUTHORITY
AND AS TRUSTEE OF THE YARRABAH DEED OF GRANT IN TRUST

OVERVIEW

A safe and secure home for Yarrabah people, whether they be single individuals or families, is critical in allowing individuals to have a choice as to not only the home they are living in, but the people with whom they live. At present, however, homelessness and overcrowding present two of the greatest problems for the Yarrabah people thereby impacting on the health, wellbeing and safety of Yarrabah people.

YASC understand that the Queensland Government is committed to implementing a significant reform agenda to reduce homelessness in Queensland by providing affordable housing options and tailored support to people for the duration that they need it. The Department of Housing and Public Works (DHPW) is the representative of the State in executing this agenda.

In the absence of the number of homes required to house the population on number and demographic diversity, homes have filled to well and truly beyond capacity in Yarrabah. At present, based on sample data collection by YASC, homes have an average of 20 people living in them at any one time; and there is a need for an additional 700 dwelling based on the current waitlist data. Members of these households range in age and needs which a home cannot provide a base for, when stretched so well beyond its limits.

Head tenants may allow overcrowding in their home in response to broader responsibilities, at the risk of their own security of tenancy, home life conditions and the general conditions of their primary occupants. Many Yarrabah people must constantly make decisions weighing the needs of their immediate family with those of homeless relatives; relatives who may also include vulnerable children and adults. Complex and stressful decisions are made which in turn impact on both those homeless and, existing members of households.

Yarrabah Aboriginal Shire Council- roles, responsibilities and pressures

Yarrabah Aboriginal Shire Council (YASC) has two overarching roles that impact on the provision of housing in Yarrabah; within their role as a Local Government Authority and within their role as Trustee of the Deed of Grant in Trust (DOGIT).

Yarrabah Deed of Grant in Trust is the tenure most social housing sits on. The purpose of the DOGIT is: *For the Benefit of Aboriginal People Particularly Concerned with the Land*. All decisions about land made by YASC in the capacity as Trustee of that land are done so with the purpose of the DOGIT as the guiding principle.
The road from social housing to home ownership rests between YASC as Trustee, and YASC as a Local Government: statutory processes in the Aboriginal Land Act 1991 involve YASC in both these capacities. Up until 2008, no Aboriginal person in Yarrabah could own a home. Yarrabah Council have taken up the challenge of facilitating home ownership and through their commitment and effort followed a long process to sell the first social housing in Queensland under the amended Act.

While access to homeownership is now available, social housing will always be required in one form or another. Regardless of ownership, safe secure and functional homes are the priority. YASC are in the unique and challenging position of being responsible for the various elements that impact on housing and homelessness.

In amongst these roles, YASC:

- Is a housing provider that manages the tenancy and associated maintenance of 320 social houses in Yarrabah; and
- Is the authority responsible for strategic land use planning - particularly relevant in providing readily available land for the development of residential land; and
- Is the authority responsible for statutory planning - receiving and assessing development applications; and
- Is the authority who is responsible for the provision of trunk infrastructure for water, sewerage and drainage; and
- Is responsible for the maintenance and management of the system that provides those same services - water, sewerage and drainage to social housing; and
- Is responsible for rubbish collection from social housing, and the expensive 'out of community' disposal of that rubbish; and
- Is responsible for the gazetted roads throughout Yarrabah that provide safe access to housing; and
- Manages 306 hectares of DOGIT - the land upon which most assets sit in Yarrabah; and
- Manages lands where approximately 50 homeless Yarrabah families reside in wait for placement into community houses; and
- Manages the sale of social housing for the purpose of homeownership; and
- Issues leases to other stakeholders to facilitate development of housing for their housing needs necessary for successful service provision.

YASC is also responsible for Native Title and Cultural Heritage compliance with regards to housing and assets and associated activities as they apply to the requirements set out in the Local Government Indigenous Land Use Agreements.

YASC follow guiding principles in administering their roles and responsibilities that impact on housing in Yarrabah:

- Yarrabah people are entitled to safe, secure and functional housing; and
- No Yarrabah person should be disadvantaged as a result of inadequate housing.

Objectives of YASC relating to housing include:

- To provide housing in both the needed numbers and diversity, i.e. provide the appropriate level of service to the demographic needs of the community i.e. young people, older people, health, people transitioning from prison, homeless, disability.
- To increase the occupation of vacant land currently leased by Yarrabah People for residential purposes:
• To make the best use of income from existing housing stock via rental, funding and the sale of social housing for home ownership;
• To identify the number of people - and their housing needs- living outside of Yarrabah waiting for the opportunity to move back home.
• Investigate different housing styles to meet needs

As a housing provider, YASC is required to provide secure, affordable housing to a range of individual families and seniors within the Yarrabah Local Government Area. Yarrabah Housing Management Services ('Tenancy Management') currently manages, as landlord, approximately 380 community houses, ten employment related houses and six community houses on blockholder leases within their Housing portfolio. The properties are government owned community houses.

Council has a disproportionate responsibility in meeting community member’s needs - both in the real and - importantly - perceived expectations. As a result of the wide span of services YASCare actually responsible for, most community members and indeed government agencies also assume YASC are responsible for the delivery of services outside of their roles and responsibilities, their funding, specified skill sets and statutory reach. YASC inadvertently endure the stress, cost and risk in filling the gap in services at the risk of other service provision, or are negatively targeted and pressured for not meeting these needs. Examples of this related to housing provision include:

• **Specialist homelessness services** - services that are funded specifically to assist people who are homeless or at risk of homelessness. Assistance provided by specialist homelessness services are for people who are homeless or at imminent risk of homelessness, and people who are housed but at risk of homelessness; and
• **Disability services** - houses that are designed, tenanted and managed with specific needs of residents with disability and mental health needs; and
• **Specialist Child Protection Housing** - houses that are designed tenanted and managed with the specific needs of children under protection at the front and centre; and
• **Women at Risk** - housing to cater for the specific needs of marginalised women; and
• **Non-government; not for profit; health services providers housing** - housing not provided through other providers with residency in Yarrabah, and may include housing for those delivering short term or casually funded programs; and
• **Staff Housing** - housing for staff employed to deliver YASC services who are otherwise not eligible for social housing; and
• **Higher Income tenants** - housing for community members who ordinarily in 'main stream' communities would be ineligible due to their higher income.

**USING FACTS AS THE FOUNDATION OF Planning FOR THE NEXT 10 YEARS**

In order to effectively strategize for the next 10 years, demographic analysis based on accurate data collective is imperative. The true facts are required about the actual current and future demand and how to design for those needs. If zero people on the waiting list and zero homelessness is the target, a true understanding of need is required. In the absence of facts this is guess work and no 10 year strategy will be successful without those facts.

YASC require genuine support in determining accurate numbers of those actually waiting for placement in housing in Yarrabah. Initial estimates are that averages of 15 people are residing in each house despite the number of bedrooms (up to as many as 30 occupants per house). This equates to an estimated 4,400 people residing in social housing in Yarrabah. If, theoretically, all the people currently on the waiting list were housed tomorrow, how many other Yarrabah people (residing within and out of Yarrabah) would simply fill their place on the list?
To have accurate information to successfully plan housing for the next 10 years, adequate funding and support is required to determine the actual numbers that should be on the waiting list and where those people are currently residing. Sample collections have been done by the tenancy management team at Yarrabah. The objective was to formalsie accurate numbers by collecting application forms for all occupants that are living in community housing in Yarrabah that are not on the waiting list or on the tenancy agreement - who are technically homeless. To undertake this accurately as possible is a labour intensive task. To provide a snapshot: housing staff visited nine houses in Ambrym Street (Oct 2015), which are on average 4 bedroom dwellings. They asked that all adults (i.e. those over the age of 18) who had not previously applied for a house to fill in housing application forms. These nine houses alone yielded 55 applications.

A fact based strategy would need to include funding appropriate for the development and execution of methodology for the comprehensive data collection, data analysis - particularly demographic analysis - to feed in to the 10 year strategy.

Further to the above, due to the specific health needs of indigenous people, disproportionate and ever increasing investment is required by YASC for disability modifications to cater for the higher than average community members with mobility health issues. YASC require additional data collection, analysis and funding based on facts with regard to forward projections of demand for disability modifications to ensure that YASC need never have to rationalise decisions about highest needs when budgeting.

**MATIERS THAT CAN BE DEALT WITH THROUGH A PEOPLE CENTRED APPROACH**

Yarrabah people deserve good design. A change in design policy to reflect larger households and their required house and site layout provides a wonderful opportunity to catch up with a modern dynamic approach to housing provision. To succeed, the way we do business must adapt by accepting these community realities and needs, rather than systematically falling back on generic design. Understanding the cultural and family makeup of living in Yarrabah in a housing market that is only social housing (aside from recent home ownership leases) is critical to a successful 10 year strategy.

Housing needs to respond to the market rather than rely on historical approaches to housing in indigenous communities. It has been proven time and time again that the current design parameters fail in Yarrabah. Houses are being worn out prior to their end of life because they are an inappropriate design. Continuing to use an unsuitable design policy is not good strategy. The standard departmental housing design policy is totally inappropriate for community style living. The government must change to adapt and suit Yarrabah community lifestyle and family composition. In doing this, the government will further demonstrate genuine respect for indigenous culture.

To base the strategy on a people centred approach, the day to day decisions tenants must make in the Yarrabah community and culture must be understood, acknowledged and respected. As outlined in the introduction, head tenants are being put in the difficult, stressful position of making day to day decisions about opening their homes to family in need. For many families in need, being homeless may be the end result of a series of pressures and complicated events, and to turn away these people would be unthinkable and culturally abhorrent for most Yarrabah people.

Providing a people centred approach, therefore, must begin with genuinely acknowledging the specific design requirements of the Yarrabah People. To simply build more houses using the current standard design policy is inappropriate and has proven unsuccessful. Indigenous families traditionally and culturally like to live together. They want to support each other and enjoy each other’s company to live a happy and healthy life. They also want to make choices that balance the needs of all their family and their social and cultural responsibilities. So despite the need for people to live in overcrowded homes due to housing
shortages, Yarrabah people want the choice to live in larger family homes, designed for their lifestyle which accounts for a balanced approach to family health and safety along with their social and cultural obligations. The current design policy is therefore outdated and culturally insensitive and would never survive if Yarrabah people had the same choices as if they could engage in the free market.

There are a number of practical advantages in changing the design policy. Importantly for Yarrabah, a higher number of people housed in a given area is a more efficient use of constrained land. The average community family need a six to nine bedroom home with a communal living area which has access to outside facilities for cultural food preparation. Ensuring that the yard is incorporated into the design, and includes features to facilitate healthy lifestyle choices should be fundamental to changes in policy and housing development. In addition, given the current and future needs for disability modifications, disability modifications should be incorporated into design from the beginning.

Ensuring the design model is supported by a tenancy management arrangement that suits the increased numbers and changed dynamic is also critical. This must also cater for any aspirations for home ownership.

SUPPORT FOR YARRABAH ABORIGINAL SHIRE COUNCIL AS A SERVICE PROVIDER

Given the tremendous scope of work YASC are willing to deliver for their community, the absence of this proven support will greatly disadvantage the entire housing system. Due to the scale of the role of being accredited under the National Housing Regulatory System in the context of all other commitments, YASC require continued and secure support in the delivery. YASC must be confident that those providing successful, highly valuable and proven support to YASC, such as QShelter, can and will continue to do so. Ongoing funding for successful support services should be assured by the State.

Housing staff must be able to execute their important and stressful role with the best training available. At this point, however, training for staff is literally impossible. TAFE South East Queensland are the only service providers that deliver Certificate 3 in Community Service / Housing Services. Having no training available in Queensland for this important task is unacceptable. It has critical implications to the delivery of housing services and places undue stress and risk on the housing staff and management.

TAFE South East Queensland has proven to be highly inadequate in delivering many training courses, particularly, relating to housing and community services. YASC have been greatly disappointed with their service delivery. YASC have been in discussions with this TAFE for eight months, trying to have staff trained through the only course available. TAFE do not have content available: they are currently still drafting the curriculum - the curriculum having changed with no alternate package written and ready to deliver.

Further to the above, additional pressure has been placed on individual staff who has invested time into training under an old package, to be told during that training that it is no longer current, and that they needed to begin again. Further time had to be spent by senior staff to negotiate prior learning for these individuals who would have otherwise been forced to repeat through no fault of their own.

Research in to alternative training providers shows that for the alternative training provider the costs of providing training is unfeasible. YASC are therefore locked in to using and dysfunctional training provider.

YASC staff have provided further feedback to the survey questions - refer Attachment A to this letter.

YASC have an enormous responsibility throughout many sectors to the community, and often bolder other service providers in various ways. YASC are committed to using this to advantage, working with the
State Government in new ways to address these overarching issues, and acknowledge that this will require best use of skills available across many agencies and service providers.

A change in service provision is required to meet the specific and acute needs of Yarrabah people based on facts and accurate information.

Regards

Ross Andrews
Mayor
ATTACHMENT A

THEME 1-SUSTAINABLE COMMUNITIES

How do we create an environment that enables a human services approach to housing that puts people at the centre in Queensland? Change the way we see, think and talk about social housing.

*Place people at the centre of what we do.*

*Develop systems and approaches that meet the needs of the person rather than departments requirements where possible.*

*We need to work with relevant stakeholders who have the ability to provide solutions to the issues that we face, i.e. have no support for obtaining Occupational Therapist assessments and reports for residents under 50 years old.*

*To create a client focused approach means that we need to fully understand the needs of our clients; whether it be disability, family makeup, cultural, housing aspirations. The waitlist is a start in pulling together the statistics of Yarrabah demographics, however, it is necessary to talk to the residents (existing and aspiring residents). We need to consider the transition from social housing to home ownership and how to facilitate.*

*It would be good to establish a framework for Yarrabah so that when designing the houses than these points can be considered. The first step would be to develop a Terms of Reference and then advertise within the community for membership to the committee, this would allow for a cross section of the community and stakeholders to participate and minimise the committee being high jacked for personal agendas.*

What do the department and other service partners need to do to operate more effectively as human service providers?

*Services need to provide effective support regardless of a client’s situation.*

*Services need to work together to provide the support needed.*

*Place people at the centre of what we do.*

*Acknowledge culture as a key consideration in housing provision and management.*

*We need agencies to be solution focused and to be flexible to meet the diversity of needs within the community. This can be achieved by applying a case management approach to the partnership between community and government departments. The current system is not effective as it is problem focussed and there is no real partnership as the government is stiff using carrot and stick approach.*

How can we maximise the contribution of housing to social and economic development and environmental outcomes in Queensland?

*By providing more houses, give opportunities for accessible and affordable home ownership.*

*Need to identify the social, economic and environmental drivers for the community as they will differ. For Yarrabah, we need to develop a matrix to fully understand the drivers and competing priorities. When developing a model for Yarrabah this needs to be established early in the process.*
What are the key issues we need to work on together?

Affordable housing, Affordable support services, economic development strengthen links between social housing and other support services including: primary health; mental health; drug and alcohol support; counselling; support services for people with disability; assistance for older people living in socio/housing; and specialist services working with victims of family and domestic violence.

What are the opportunities for the non-government sector (private and community) to achieve better outcomes for people and communities through housing?

Yarrabah specific - For housing we need land. Therefore we need to look at a variety of models that include working with the Prescribed Body Corporates to develop housing in the community. We know that the government will not agree to building social homes on private leases, however, there are other models than can assist people to achieve this goal, i.e. tenants of social housing who have the financial capacity to achieve this. Build on what other communities have been able to achieve.

Do existing legislative frameworks provide the right level of protections for housing consumers, and how could they be improved to ensure fairer and more equitable access to housing?

No- the RTA Act needs to be reviewed

Are there differences in issues and approaches for housing that need to be considered in rural, remote and regional communities?

Yes we have insufficient homes for the number of community members

Yes there are. Access to public transport and services, family connectivity and dynamics of the community off need to be considered.

The development of trunk infrastructure is critical to open up land for social housing development and for private residential development and home ownership. Simply asking YASC to choose land with services is now next to impossible with infill development maximised and developable fond as serviced running out.

Yarrobah is also subject to both the restraints and the flexibility that the Aboriginal Land Act 1991 provides in leasing land for development. Freehold land is not a prerequisite to connecting with outside markets and the brooder economy. The State needs to explore the boundaries of development on Indigenous Communal Land rather than default to a standard approach to tenure.

THEME 2 HOUSING AFFORDABILITY

How can we improve people’s access to sustainable and affordable housing by making better use of existing assets, subsidies and incentives? For example, incentivising the market and non-government sector to respond to people and communities.

Rent to buy or State support outside of that available through /BA is critical.

Opening up the finance market to other financial institutions is critical in topping in to the brooder economy.
How can we improve housing affordability through sustainable housing practices such as energy efficient designs and other initiatives?

*Investigate different products that suit our environment and ensure that we are making the best use of the available land.*

*Yarrobah have between 27 - 30 year rural residential and home ownership leases. These are outside of the trunk infrastructure and the onus is on the lessee to ensure that they provide off the grid services to meet their needs. It would be beneficial to genuinely explore environmentally friendly services for these rural residential blocks, making the land available earlier for people to move from social housing to their land leases.*

What are the benefits of creating an affordable rental sector, and what needs to happen for that to be successful?

*We need land to build more homes.*

How should the department work with its partners to extend the supply of social housing? For example, renewal of the existing social housing portfolio and financing and developing new supply.

*Renewal of the existing social housing portfolio and financing and developing new supply by population of communities. Build flexibility into the system where we can change property styles, classifications and configurations, adjust policy requirements, rent models and develop pathways to residential independence.*

*Consider the future needs rather the existing need to allow for diversity of social housing.*

What is the role of community housing providers in delivering people-centred services, responding to local needs, and growing supply through potential housing transfers in the future?

*Housing providers are the interface for social housing. They need to be supported fully in executing this government responsibility.*

*Recognise that there will always be people who need social housing for the long term. Provide appropriate and enough housing options and services. Identify ways to help people achieve greater levels of independence. Provide the connections to services and support people to live happier, healthier, safer lives.*

*They play an important role; however, it is reliant of capturing the correct information and engaging with the community.*

What is the role of local governments in housing affordability and how can the State better support this? For example, if we provided incentives, or implemented ‘inclusionary zoning’ for affordable housing at a local government level, where (or how) would you see this working and what would it deliver?
THEME 3 RESPONSIVE HOUSING SYSTEM

What should be the roles and relationship of government and the non-government sector in the delivery of homelessness and housing assistance in the future?

*Who is actually responsible for the homeless must be understood. The community has enormous expectations of what YASC must do for the homeless* Once roles and responsibilities are understood, an integrated/ intergovernmental strategy to reduce homelessness to zero must be developed and implemented in Yarrabah. The task is so big and so important that it must involve all agencies at a local level, supported fully by the State.

Government sector needs to work with the housing provider to provide access to appropriate housing. In Yarrabah there is a need for housing to meet needs of: younger people moving out of home, single parents, aged, disabled, single.

How do we better develop and integrate the housing and homelessness service systems so they operate as one housing assistance system centred on people’s needs and what is required to make this happen?

*Cooperation and transparency of who is funded for what. Too many services are funded but do not deliver adequate services or any services at all - there is no accountability of real outcomes.*

*YASC ends up being expected or required to deliver outcomes that other providers may actually be funded for.*

How do we best support collaborative regional and local place-based initiatives? For example, how do we make best use of our collective limited resources to achieve outcomes for people?

*The State need to be open and willing to consider dynamic solutions and adjust policy to reflect that. The State also need to have a quicker turn around in actually considering the dynamic ideas and be willing to work with communities to develop them and adjust them with statutory requirements in mind. In a community where only one type of housing is readily available, more say in the design of the house would support the concept of ownership, acknowledge the long relationship families have to some houses. This would further encourage home ownership.*

How can government support innovation in the development of mechanism s that will increase the finance and investment available for homelessness and housing assistance?
**Women’s Resource Centre**

**What is your organisation aim:** Provide support and advice, advocacy and referral for any women and children issues.

**Programs or activities provided:**
- Advocate for women in the community
- Young mother’s Drop in Centre
- Link women to services

**Is a referral needed?:** Yes

**If so what’s the process:** Services can refer and women can self-refer

**Age demographic/Targeted group:** Women of all ages

**Is there a cost for your service:** No cost

**Opening hours:** Monday - Friday 9:00am - 5:00pm

**Phone Number:** 40569481

**Where you’re located in Yarrabah:** 9 Workshop Street, Yarrabah (building in Bishop Malcolm Park)

---

**Women’s Refuge Centre**

**What is your organisation aim:** To assist all women and children escaping domestic & family Violence.

**Programs or activities provided:**
- Provides emergency accommodation for women & children escaping domestic and family violence.
- Provides counselling, support, referrals information.

**Is a referral needed?:** Yes

**If so what’s the process:** All referrals via police. Self referrals, police, Gurriny Health, other women’s groups, DV connect, other womens shelters across the Cape & QLD.

**Age demographic/Targeted group:** Women of all ages

**Is there a cost for your service:** No cost

**Opening hours:** 7 days/week, 9am-5pm shelter is staffed, after hours on-call.

**Phone Number:** 40569481

**Where you’re located in Yarrabah:** Stanley Street, Yarrabah Qld 4871
**Yarrabah Community Justice Group**

*What is your organisation aim:* Leadership on justice initiatives & issues; input into Youth Justice Conferencing; referral to courts; Legal Aid Youth Specific services; Local Community Members.

*Programs or activities provided:*

*Is a referral needed?:* Yes

*If so what's the process:* Through the court process

*Age demographic/Targeted group:* Varying ages

*Is there a cost for your service:* No

*Opening hours:* Monday to Friday - 8:30am to 5pm

*Phone Number:* 40569156

*Where you’re located in Yarrabah:* Gindaja Treatment and Healing Centre on Back Beach Road.

---

**Youth Justice**

*What is your organisation aim:*

*Programs or activities provided:* Supervise Court Orders

*Is a referral needed?:* Yes

*If so what’s the process:* Through the Court system

*Age demographic/Targeted group:* Youth aged from 10 - 17 years of age who are sentenced under the youth justice legislation

*Is there a cost for your service:* No

*Opening hours:* 9:00am - 5:00pm Monday – Friday. Visiting service to Yarrabah 1 day per week (Thursday's)

*Phone Number:* Ph: 40483741

*Where you’re located in Yarrabah:* same office as Probation & Parole staff at Beach Street, Yarrabah.
RAATSICC (Remote Area Aboriginal & Torres Strait Island Child Care)

**What is your organisation aim:** To provided early intervention to families that have been identified by Child Safety to assist families entry/re-entry into the Child protection system.

**Programs or activities provided:**

Is a referral needed?: Yes – from? Can people self-refer?
If so what’s the process: Call intake on 07 4030 0900

**Age demographic/Targeted group:** Families

Is there a cost for your service: No

**Opening hours:** Monday to Friday – 8:30am to 5:00pm

**Phone Number:** 0473 241 905

**Where you’re located in Yarrabah:** Old Hospital, Loban Lane.

---

Yarrabah PCYC (Police Citizens Youth Club)

**What is your organisation aim:** After school and vacational activities for children aged 5 -17 year old.

**Programs or activities provided:**

- Night program for youth aged 12 - 25
- Family Camps
- Family Night time activities (Operated Daily)

Is a referral needed?: No

If so what’s the process:

**Age demographic/Targeted group:** Young people aged 5-25 years

Is there a cost for your service?:

**Opening hours:** Monday - Friday 2:00pm -10:00pm

During School Holiday - 10:00am - 6:00pm

**Phone Number:** 0740 569112

**Where you’re located in Yarrabah:** Back Beach Road
ACT for Kids – Intensive Family Support

What is your organisation aim: Provide case management support to families at risk of entering the statutory child protection system.

Programs or activities provided:

Is a referral needed?: Yes

If so what’s the process:

- Child Safety
- QLD Health,
- QPS,
- Education QLD
- NGO's and
- Self-referrals.

Age demographic/Targeted group: Families at risk of entering the statutory system

Is there a cost for your service: No

Opening hours: 9:00am - 5:00pm Monday - Friday

Phone Number: 4033 5800

Where you’re located in Yarrabah: Visit Yarrabah as required

---

ACT for Kids – Family and Child Connect (FaCC)

What is your organisation aim: To provide advice, information and/ or referrals to any person/s interested in the safety and wellbeing of children and families.

Programs or activities provided:

- Linking families to services

Is a referral needed?: Yes

If so what’s the process:

- Organisations
- Self-referrals.

Age demographic/Targeted group: Whole families

Is there a cost for your service: No

Opening hours: 9:00am - 5:00pm Monday - Friday

PhoneNumber: 133264

Where you’re located in Yarrabah: Visits Yarrabah as required
Mission Australia

The Circles of Care program aims to help families and Schools work together to achieve positive outcomes for children’s learning and wellbeing. Whether it be by supporting a family at home with help from community agencies or setting and working towards goals with the child’s school. Circles can help identify needs and goals to work together as a “Circle of Care” for referred families.

Programs or activities provided:
- Various programs to suit parents and children at Yarrabah State School.

Is a referral needed?: Yes
If so what’s the process:
- Yarrabah State School
- Other local government and non-government organisations
- Self-referrals

Age demographic/Targeted group: Prep and Primary School Children, attending Yarrabah primary School.

Is there a cost for your service: No
Opening hours: Monday – Friday 8:30am – 4:30pm
Phone Number: 0475803140
Where you’re located in Yarrabah: Shop 2 Noble Drive, Yarrabah

Communities for Children (CFC) is an early intervention and prevention program that aims to improve the development, health and wellbeing of children aged 12 and under by addressing local needs and encouraging community participation. The approach to supporting children and families is collaborative and targeted. Several organisations work together to start local children on a positive path and build a stronger, safer community.

Programs or activities provided:
- Dad’s Program
- Yarrabah Breakfast Program
- Family in the Arts (FITA) Program

Is a referral needed?: Yes
If so what’s the process:
- Self-referrals
- By organisations

Age demographic/Targeted group: 0 - 12 years
Is there a cost for your service: No
Opening hours: Monday – Friday 8:30am – 4:30pm
Phone Number: 0455 087 309 or 0437 731 088
Where you’re located in Yarrabah: Shop 2 Noble Drive, Training Centre
**Yarrabah Aboriginal Shire Council**

**Indigenous Community Links** program is designed to support Indigenous community members and their families, by providing links and referrals to a range of mainstream and Indigenous services, such as welfare and social support, employment, family violence, health (including drug and alcohol services), legal, child care and housing. Services also encourage the development and fostering of relationships with other service providers by promoting access and pathways to their services, including through the provision of Internet access.

**Programs or activities provided:**
- Administrative support
- Free Computers & Internet service
- Community Events & Sorry Business
- Emergency Reliefs
- Hiring of meeting rooms

**Is a referral needed?:** Yes
**If so what’s the process:**
- By organisations
- Self-referrals

**Age demographic/Targeted group:** All ages

**Is there a cost for your service:** No

**Opening hours:** Monday to Thursday 8:00 am to 4:48 pm, Friday 8:00 am to 12:45 pm

**Phone Number:** 07 40569120

**Where you’re located in Yarrabah:** Noble Drive, Training Centre

**Indigenous Knowledge Centre** is a place for community to gather to enjoy reading; we also lend books, DVDs and other items.

**Programs or activities provided:**
- Public access to Information Technology and devices
- Public programs including First 5 Forever reading program, Tech Savvy, Ozebots, Culture Love, Play group, Mums and Bubs, Dads and Bubs
- Upcoming programs to include Mojo, Computer repairs,
- Promotion of programs that encourage the capture and retention of traditional knowledge, culture and languages.
- Family history research
- Preservation of materials

**Is a referral needed?:** No

**Age demographic/Targeted group:** All ages

**Is there a cost for your service:** No

**Opening hours:** Monday – Thursday 9:00am – 4:45pm, Friday optional 9:00am -1:00pm

**Phone Number:** 0438 319 095

**Where you’re located in Yarrabah:** IKC Building Noble Drive.
School & Community Partnerships Program (SCPP) / School Engagement Officers (Truancy).

Programs or activities provided:
• Work with families in getting the children back and engaged in school.
• Provide incentive programs for re-engaged children.
• Homework club. (Tuesday afternoons).
• Vacation Care Programs.

Is a referral needed?: No

Age demographic/Targeted group: Students who attend Yarrabah State School

Is there a cost for your service: No

Opening hours: Monday to Friday 8:00 am to 4:45 pm.

Phone Number: 40569120

Where you’re located in Yarrabah: IKC Building Noble Drive.

Yarrabah Social Housing
All tenants are responsible for doing their own pest management, keeping property clean and free from any rubbish. 2 x domestic animals only and No horses allowed.

Programs or activities provided:
• Tenancy Management
• Routine inspections
• Works requests refer to BAS 1300 650 910 or by using the Blue phone.

Is a referral needed?: No

Age demographic/Targeted group: Whole Community

Is there a cost for your service: No

Opening hours: Monday to Thursday 9:00 am to 4:00 pm. Fridays 9:00 am to 11:30 am.

Phone Number: 40569120

Where you’re located in Yarrabah: Administration Building, 56 Sawmill Road.

Municipal Services
Programs or activities provided:
• Rubbish Collection
• Rates
• Roads

Is a referral needed?: No

Age demographic/Targeted group: Whole Community

Is there a cost for your service: Yes

Opening hours: Monday to Friday 8:00 am to 4:30pm.

Phone Number: 40569120

Where you’re located in Yarrabah: 56 Sawmill Road.
**Rev Lloyd Fourmile Aquatics Centre**
The Aquatic Centre also holds a number of events through the year, such as
Dive-in movie nights for families
- Pool Parties
- Swimming competitions for Children
- Check in with Aquatic Centre Manager for dates and times.

**Programs or activities provided:**
- Wednesday - The public, children/youth swimming lessons
- Thursday - Women in sports personal fitness training with Mat De Rose
- Friday - Survival swimming for women

**Is a referral needed?:** No

**Age demographic/Targeted group:** Whole Community

**Is there a cost for your service:** Yes

**Opening hours:**
- Monday & Tuesday Closed, Wednesday- 4pm – 7pm
- Thursday- 4pm – 7pm (8:30 for night-time planned activities), Friday- 4pm – 7pm
  (8:30 for night-time planned activities), Saturday-10am – 4pm, Sunday-10am – 4pm

**Phone Number:** 40569337

**Where you’re located in Yarrabah:** Backbeach road, Yarrabah (next to PCYC)

---

**Yarrabah Daycare Centre**
The first 5 years of a child’s life is the most important. While at the Yarrabah Daycare Centre your children will gain many skills and become capable and confident learners. Early Childhood Centres provide children the opportunity to learn and to interact with other children. They are great experiences for all ages.

The Yarrabah Daycare Centre is a 42 place centre where 0- 5 year olds are educated using the early years framework. Children at the centre have access to technology and a variety of resources. Educators help children prepare for life at school and help set the foundations.

**Programs or activities provided:**
- Daycare activities

**Is a referral needed?:** No

**Age demographic/Targeted group:** 6 weeks - 5 year old Children

**Is there a cost for your service:** Yes

**Opening hours:**
- Monday – Friday 7:30am – 5:30pm

**Phone Number:** 40560765

**Where you’re located in Yarrabah:** Sawmill Road next to the Pre-Prep Building.
**QGAP Services**

**Programs or activities provided:**
- Provide state Government Services including postal service

**Is a referral needed?:** No

**Age demographic/Targeted group:** Whole Community

**Is there a cost for your service:** Yes

**Opening hours:** Monday to Friday 8:00 am to 4:30pm.

**Phone Number:** 40569120

**Where you’re located in Yarrabah:** 56 Sawmill Road.

---

**Mutkin Residential & Community Aged Care**

**Aged Care Residential** to cater for the elderly people, to keep our people in Yarrabah where they can be surrounded by family.

**Programs or activities provided:**
- Provides residential care for up to 15 clients

**Is a referral Needed?:** Yes

**If so what’s the process:**
- By Family members
- By Organisations

**Age demographic/Targeted group:** Elderly Community Residents

**Is there a cost for your service:** Yes

**Opening hours:** 24 Hours/7 days a week

**Phone Number:** 0740 569 290

**Where you’re located in Yarrabah:** Back Beach Road

---

**Home & Community Care (HACC)** Provide meals and home care, medical support for elderly clients living at home.

**Programs or activities provided:**
- Meals on Wheels

**Is a referral Needed?:** Yes

**If so what’s the process:**
- By Family members
- By organisations

**Age demographic/Targeted group:** Elderly Community Residents

**Is there a cost for your service:** Yes

**Opening hours:** Monday – Friday 8:00am – 5:00pm

**Phone Number:** 0740 569290

**Where you’re located in Yarrabah:** Back Beach Road
**Gindaja Treatment & Healing Indigenous Corporation**

**Women’s Group** empowers women. Program is delivered 1 day a week.

**Programs or activities provided:**
- Provides women activities
- Provide ATODS support/advice

**Is a referral Needed?:** No

**If so what’s the process:**

**Age demographic/Targeted group:** Open for all Women

**Is there a cost for your service:** No

**Opening hours:** Monday - Friday 8:00am -5:00pm

**Phone Number:** 0740 569156

**Where you’re located in Yarrabah:** Back Beach Road

**Men’s Group** empowers men. Program is delivered weekly.

**Programs or activities provided:**
- Provides men activities
- Provide social support

**Is a referral Needed?:** No

**If so what’s the process:**

**Age demographic/Targeted group:** Residential Clients at the rehabilitation Centre.

**Is there a cost for your service:** No

**Opening hours:** Monday - Friday 8:00am -5:00pm

**Phone Number:** 0740 569156

**Where you’re located in Yarrabah:** Back Beach Road

**Warrior Program** empowers men. Program is delivered 3 days a week.

**Programs or activities provided:**
- Provides men activities
- Provide social support

**Is a referral Needed?:** No

**If so what’s the process:**

**Age demographic/Targeted group:** Residential Clients at the rehabilitation Centre.

**Is there a cost for your service:** No

**Opening hours:** Monday - Friday 8:00am -5:00pm

**Phone Number:** 0740 569156

**Where you’re located in Yarrabah:** Back Beach Road
Family Well Being empowers clients with life skills. Program is delivered 1 day a week.

Programs or activities provided:
- Provide social support

Is a referral Needed?: No
If so what's the process:

Age demographic/Targeted group: Individual family members

Is there a cost for your service: No
Opening hours: Monday - Friday 8:00am -5:00pm
Phone Number: 0740 569000
Where you’re located in Yarrabah: Workshop Street

Substance Misuse rehabilitation. Gindaja provides live in accommodation for up to 21 residences with a wide range of Alcohol and Drug rehabilitation treatment programs.

Programs or activities provided:
- Alcohol & Drug rehabilitation treatment programs.

Is a referral Needed?: Yes
If so what’s the process: All referrals for residential centre are through the Drop In Centre.
Age demographic/Targeted group: Any person over the age of 18
Is there a cost for your service: No
Opening hours: Monday - Friday 8:00am -5:00pm. Residential Centre 24hours a day/7day a week
Phone Number: 0740 569156
Where you’re located in Yarrabah: Back Beach Road

Alcoholics Anonymous. Gindaja provides live in accommodation for up to 21 residences with a wide range of Alcohol and Drug rehabilitation treatment programs.

Programs or activities provided:
- Alcohol & Drug rehabilitation treatment programs.

Is a referral Needed?: Yes
If so what’s the process: All referrals for residential centre are through the Drop In Centre.
Age demographic/Targeted group: Any person over the age of 18
Is there a cost for your service: No
Opening hours: Monday - Friday 8:00am -5:00pm. Residential Centre 24hours a day/7day a week
Phone Number: 0740 569156
Where you’re located in Yarrabah: Back Beach Road
Counselling Program for all community residents

Programs or activities provided:
- Counselling program - Offers Individual or group counselling and support regarding Alcohol and Drugs

Is a referral Needed?: Yes
If so what’s the process: All referrals for residential centre are through the Drop In Centre.
Age demographic/Targeted group: Any person over the age of 18
Is there a cost for your service: No
Opening hours: Monday - Friday 8:00am -5:00pm. Residential Centre
24hours a day/7day a week
Phone Number: 0740 569156
Where you’re located in Yarrabah: Back Beach Road

Alcohol & Drug Prevention & Awareness

Programs or activities provided:
- Alcohol & Drug Prevention, Awareness and Education

Is a referral Needed?: Yes
If so what’s the process: All referrals for residential centre are through the Drop In Centre.
Age demographic/Targeted group: Any person over the age of 18
Is there a cost for your service: No
Opening hours: Monday - Friday 8:00am -5:00pm. Residential Centre
24hours a day/7day a week
Phone Number: 0740 569156
Where you’re located in Yarrabah: Back Beach Road

Cultural Activities, Recreational Activities and Outings

Programs or activities provided:
- Provides recreational and cultural activities for residential clients

Is a referral Needed?: Yes
If so what’s the process: All referrals for residential centre are through the Drop In Centre.
Age demographic/Targeted group: Any person over the age of 18
Is there a cost for your service: No
Opening hours: Monday - Friday 8:00am -5:00pm. Residential Centre
24hours a day/7day a week
Phone Number: 0740 569156
Where you’re located in Yarrabah: Back Beach Road
**Welfare Support** - Residential and day clients

**Programs or activities provided:**
- Advocate on behalf of clients regarding: Housing, Child Safety, Court and SPER

**Is a referral Needed?**: Yes

**If so what’s the process:** All referrals for residential centre are through the Drop In Centre.

**Age demographic/Targeted group:** Any person over the age of 18

**Is there a cost for your service:** No?

**Opening hours:** Monday - Friday 8:00am -5:00pm. Residential Centre
- 24hours a day/7day a week

**Phone Number:** 0740 569156

**Where you’re located in Yarrabah:** Back Beach Road

---

**Shanty Creek Rehabilitation Centre**

**Residential Rehabilitation Centre, Mareeba**

**Programs or activities provided:**
- Queensland Drug & Alcohol Council (QDAC) Adults seek drug and Alcohol rehabilitation 18+
- Residential Care facilities 20-24 bed facility
- Provides alcohol & drug Counselling and support services

**Is a referral Needed?**: Yes

**If so what’s the process:** Referral from Cairns Office Bunda St -

**Age demographic/Targeted group:** Any person over the age of 18

**Is there a cost for your service:** No?

**Opening hours:** Office Hours: Monday - Friday 8:30am -5:00pm.
- Residential facility: 24hours a day/7day a week

**Phone Number:** 0740 865300

**Where you’re located:** 294 Shanty Creek Road, Mareeba, QLD, 4880
**Worklink**

**Personal Helpers & Mentor Service (PHaMS)**

Programs or activities provided:
- Provide support services to clients with severe mental health concerns

Is a referral Needed?: Yes

If so what's the process:
Age demographic/Targeted group: Any person over the age of 16

Is there a cost for your service: No

Opening hours: Monday - Friday 8:00am -5:00pm.

Phone Number: 0740 569444

Where you’re located in Yarrabah: Gunggandji PBC office – Loban Lane (Old hospital)

---

**Partners In Recovery.**

Programs or activities provided:
- Provide support services to clients with;
- Diagnosed mental illness
- Have complex needs

Is a referral Needed: yes

If so what's the process: Self-referral or through an agency
- Via Phone: Call 1800367747
- Via email: FNQPIR@centacarecairns.org
- Website: www.fnqpartnersinrecovery.com.au – there is a referral page on the website
- Or pop in to the PHaMs office at the old hospital and see Nancy on Mon, Wed or Fridays

Age demographic/Targeted group: Mid-twenties to 64

Is there a cost for your service: no

Opening hours: In Yarrabah on Monday’s, Wednesday’s and Fridays generally from 9:30am to 3:45pm but am flexible.

Phone Number: 0428 804 056

Where you’re located in Yarrabah: Gunggandji PBC office – Loban Lane (Old hospital)
True Child & Family Service provides therapeutic and education services specialising in sexual assault, sexual abuse and sexual reactive behaviours. We work from a trauma-informed base and understand the specific impact trauma has on a child's development. Our therapists employ a variety of modalities including play, art, experiential, expressive, narrative and talk therapies. Counselling is free, confidential and always at the child's pace. Where there is a need or invite by local agencies.

Programs or activities provided:
- Counselling is free
Is a referral Needed?: Yes
If so what's the process:
Age demographic/Targeted group: Children & Young People
Is there a cost for your service: No
Opening hours: By Appointments or referral.
Phone Number: 0740 313 590
Where you’re located in Yarrabah: No office space.
Yarrabah Seahawks Rugby League Football & Sports Club Aboriginal Corporation

Yarrabah Seahawks Junior Rugby League Football Club
Programs or activities provided:
• Runs the Junior Rugby League
Is a referral Needed?: No
If so what’s the process:
Age demographic/Targeted group: 06 to 17 year olds
Is there a cost for your service: Yes, Registration fees.
Opening hours: Monday’s & Wednesday’s Training days
Phone Number: 0475 872 968
Where you’re located in Yarrabah: Jilara Oval - Back Beach Road

Yarrabah Seahawks Senior Rugby League Football Club
Programs or activities provided:
• Runs the Senior Rugby League
Is a referral Needed?: No
If so what’s the process:
Age demographic/Targeted group: 18 years + older, Local Community Members
Is there a cost for your service: No
Opening hours: Tuesday’s & Thursday’s are Training Days.
Phone Number: 0401 571 360
Where you’re located in Yarrabah: Jilara Oval - Back Beach Road
Yarrabah State School

Yarrabah State School – Primary Campus.
Programs or activities provided:
  • Educational programs
Is a referral Needed?: No
If so what’s the process:
Age demographic/Targeted group: Pre – Prep to Year 6
Is there a cost for your service: No
Opening hours: Monday to Friday 8.00am – 4.30pm.
Phone Number: 0740 560666
Where you’re located in Yarrabah: Noble Drive.

Yarrabah State School – Secondary Campus
Programs or activities provided:
  • Educational programs
Is a referral Needed?: No
If so what’s the process:
Age demographic/Targeted group: Year 7 to Year 10
Is there a cost for your service: No
Opening hours: Monday to Friday 8.00am – 4.30pm.
Phone Number: 0740 560666
Where you’re located in Yarrabah: Back Beach Road

Yarrabah RATEP Centre & JCU Campus – Primary Campus
Programs or activities provided:
  • RATEP programs for Indigenous Teacher Training
Is a referral Needed?: No
If so what’s the process:
Age demographic/Targeted group: 18yrs & over
Is there a cost for your service: Yes
Opening hours: Monday to Friday 8.00am – 4.30pm.
Phone Number: 0740 560666
Where you’re located in Yarrabah: Noble Drive
Gunggandji PBC NTRB Aboriginal Corporation – Traditional Owners

Programs or activities provided:
• Ranger Program
• Land & Sea Management

Is a referral Needed?: No
If so what’s the process:

Age demographic/Targeted group: Whole of Community
Is there a cost for your service: No
Opening hours: Monday to Friday 8.00am – 4.30pm.
Phone Number: 07) 40569126
Where you’re located in Yarrabah: Loban Lane

Gunggandji-Mandingalbay Yidinji Peoples PBC Aboriginal Corporation – Traditional Owners

Programs or activities provided:
• Varies funding.

Is a referral Needed: No
If so what’s the process:

Age demographic/Targeted group: Whole of Community
Is there a cost for your service: No
Opening hours: Tuesday’s, Wednesday’s & Thursday’s – 10:00am to 5:00pm.
Phone Number: 0439 433 330
Where you’re located in Yarrabah: No office space in Yarrabah.
Queensland Health

Accident and Emergency & Acute Care.

Programs or activities provided:

• Provide medical assistance.

Is a referral Needed?: No

If so what's the process:

Age demographic/Targeted group: Whole of the Community

Is there a cost for your service: No

Opening hours: 24 hours/7 days per week.

Phone Number: 42264103

Where you’re located in Yarrabah: Bukki Road.

SBYHN: School Based Youth Health Nurse

Programs or activities provided:

• Works with young people, school staff and parents to Promote Health and Wellbeing.
  - create a supportive healthy school environment.
  - Connect people with other support services.

Is a referral Needed?: No

If so what’s the process:

Age demographic/Targeted group: High school students, teachers, staff and parents

Is there a cost for your service: No

Opening hours: Every Second Monday; Every Wednesday & Friday 8:30am - 4:00pm During the School Term at Yarrabah High School.

Phone Number: 07 40560333

Where you’re located in Yarrabah: Back Beach Road.

Alcohol, Tobacco & Other Drugs Service (ATODS) Clients seeking any Alcohol & Drug Intervention or assessments for the Rehabilitation Centre.

Programs or activities provided:

• Provide Counselling Services
  - Alcohol & Drug Education/information
  - Health Promotion

Is a referral Needed?: No

If so what's the process:

Age demographic/Targeted group: Whole of the Community

Is there a cost for your service: No

Opening hours: 24 hours/7 days per week.

Phone Number: 0740 56 9156

Where you’re located in Yarrabah: Back Beach Road.
Child & Youth Mental Health Service (CYMHS).
Programs or activities provided:
• Psychiatrist & Psychologist are available to meet with clients, school staff, community organisations and families of children and young people suffering mental health issues

Is a referral Needed?: Yes
If so what’s the process:
• By organisations

Age demographic/Targeted group: 0-18 years with mental health issues.
Is there a cost for your service: No
Opening hours: By appointments at GYHS
Phone Number: 4226 3400
Where you’re located in Yarrabah:– Bukki Road.
Queensland Police

Queensland Police Service: Maintain law and order in Community.

Programs or activities provided:
- Enforce alcohol management plan
- Community policing
- Proactive policing

Is a referral Needed?: No
If so what’s the process:
Age demographic/Targeted group: Whole of the Community
Is there a cost for your service: No
Opening hours: 24 hours/7 days per week.
Phone Number: 0740 569142
Where you’re located in Yarrabah: Back Beach Road.

Queensland Police Service

Programs or activities provided:
- Adopt a Cop to foster trust and build better relationships between children and the police

Is a referral Needed?: No
If so what’s the process:
Age demographic/Targeted group: School Children
Is there a cost for your service: No
Opening hours: 24 hours/7 days per week.
Phone Number: 0740 569142
Where you’re located in Yarrabah: Back Beach Road.
Queensland Transport & Main Roads

Indigenous Driver Licensing Unit
Programs or activities provided:
- Provides a mobile drivers licensing unit: Including
  - Written Test
  - Practical Driving test
  - Licence Renewal
  - Licence Replacements
  - 18+ Cards
Is a referral Needed?: No
If so what’s the process:
Age demographic/Targeted group: All drivers aged 16 and over.
Is there a cost for your service: No
Opening hours: Visits Yarrabah 3 - 4 times a year
Phone Number: 0740 458503
Where you’re located in Yarrabah: Training Centre, Noble Drive.

Queensland Corrective Services

Probation & Parole Services
Programs or activities provided:
- Provide assessment and reporting of offenders on Probation & Parole
- Is a referral Needed?: Yes
If so what’s the process:
- By the courts.
Age demographic/Targeted group: Client who are on probation & parole
Is there a cost for your service: No
Opening hours: Drive – In Monday, Tuesday, Wednesday 10:30am - 2:30pm
Phone Number: 0740 483344
Where you’re located in Yarrabah: Relocated to the old YASC Ranger Station on Beach Street.
Courts Innovations - The unit services an area from Thursday Island to Mackay.

Programs or activities provided:
- Provide support and Training to Justice Group coordinator and members.

Is a referral Needed?: No
If so what’s the process:
Age demographic/Targeted group: Justice Group Coordinator and Members.
Is there a cost for your service: No
Opening hours: Visits when required.
Phone Number: 0740 481 416
Where you’re located in Yarrabah:

Magistrates & Children Courts
Programs or activities provided:
- Magistrates and Children’s Court services administration of justice system

Is a referral Needed?: No
If so what’s the process:
Age demographic/Targeted group: General Public.
Is there a cost for your service: No
Opening hours: Most Wednesdays when courts are sitting
Phone Number: 0740 483 300
Where you’re located in Yarrabah: Back Beach Road.
Aboriginal & Torres Strait Islander Legal Service

Legal Service
Programs or activities provided:
- Provides legal advice and representation regarding Criminal, Civil, Family and Child Safety Matters
Is a referral Needed?: No
If so what's the process:
Age demographic/Targeted group: Any person who is seeking legal advice and representation
Is there a cost for your service?: No
Opening hours: Monday to Friday 8:30am – 4:30pm at 78 Spence Street Cairns.
Solicitor Drives into Yarrabah 1 day a week on Wednesdays.
Phone Number: 0740 466400
Where you’re located in Yarrabah: Works out of the Court House when in Yarrabah

Cairns Community Legal Centre Inc. (Incorporating Seniors Legal & Support Service)

Seniors Legal and Support Services
Programs or activities provided:
- Provide free legal and support services for seniors who are experiencing or at risk of experiencing elder abuse or financial exploitation.
Is a referral Needed?: No
If so what’s the process:
Age demographic/Targeted group: Seniors aged 50 years and older
Is there a cost for your service: No
Opening hours: Monday - Friday 9:00am - 4:00pm
Phone Number: 0740 317179 or 1800 062
Where you’re located in Yarrabah: Contact Cairns office to make appointments.
**Qld Indigenous Family Violence Legal Service (QIFVLS)**

**Legal Service**

**Programs or activities provided:** Provide Legal Advice in relation to:

- Family and Domestic Violence
- Family Law
- Criminal Injuries and Compensation
- Sexual Assault
- Victim Support
- Child Protection

Counselling services for:

- Domestic and Family Violence
- Sexual Assault

**Is a referral Needed?** No

**If so what’s the process:**

**Age demographic/Targeted group:** Aboriginal and Torres Strait Islander peoples who are victims of family violence and/or sexual assault.

**Is there a cost for your service:** No

**Opening hours:** Monday - Friday 8:30am - 5:00pm at Level 2/101-111 Spence Street, Harvey Norman Complex, Cairns

**Phone Number:** 0740 300400

**Where you’re located in Yarrabah:** Visiting Service on Wednesday’s when Court in session.

---

**Legal Aid Queensland**

**Legal Service**

**Programs or activities provided:**

- Provides legal advice.

**Is a referral Needed?** No

**If so what’s the process:**

**Age demographic/Targeted group:** Any person who is seeking legal advice and representation.

**Is there a cost for your service:** No

**Opening hours:** Monday - Friday 9:00am - 5:00pm at 42-52 Abbott Street Cairns.

**Contact person:** Deon Singleton, Conference Organiser

**Phone Number:** 0740 48 1149

**Where you’re located in Yarrabah:** Visiting Service on Wednesday’s when Court in session
Job Services Australia (JSA)

Quality Innovation Training Employment (QITE)
Programs or activities provided:
  • Employment Agency
Is a referral Needed?: No
If so what’s the process:
Age demographic/Targeted group: All Job Seekers
Is there a cost for your service: No
Opening hours: Tuesday’s Wednesday’s 9:00am - 3:30pm
Phone Number: 0740 308600 or 1800 354 414
Where you’re located in Yarrabah: Loban lane

Workways Australia
Programs or activities provided:
  • Employment Agency
Is a referral Needed?: No
If so what’s the process:
Age demographic/Targeted group: All Job Seekers
Is there a cost for your service: No
Opening hours: Monday – Thursday 9:00am - 4:00pm
Phone Number: 0740 416086
Where you’re located in Yarrabah: Shop 5 Noble Drive

NEATO Employment Services
Programs or activities provided:
  • Employment Agency
Is a referral Needed?: No
If so what’s the process:
Age demographic/Targeted group: All Job Seekers
Is there a cost for your service: No
Opening hours: Every Tuesday 9:00am - 4:00pm
Phone Number: 0740 384900
Where you’re located in Yarrabah: Shop 3 Noble Drive
Department of Human Services

Centrelink
Programs or activities provided:
- Financial Capacity / Support
- Provide Centrelink service to community resident

Is a referral Needed?: No
If so what's the process:
Age demographic/Targeted group: Whole of Community
Is there a cost for your service: No
Opening hours: Monday - Friday 8:30am - 4:30pm
Phone Number: 1800 136 380 Free Call between 8:00am – 5:30pm
Where you’re located in Yarrabah: Esplanade Road

Yarrabah Arts Precinct, Includes:
The Menmuny Museum and the Arts and Crafts Centre

Cultural Affirmation
Programs or activities provided:
- Provide cultural and historical information and display historical and cultural artefacts from the community and Produces local Arts & Crafts for sale.

Is a referral Needed?: No
If so what's the process:
Age demographic/Targeted group: Community Members, tourists and school groups
Is there a cost for your service: No
Opening hours: Monday - Friday 8:00am - 4:00pm
Phone Number: 0740 569 249
Where you’re located in Yarrabah: Back Beach Road

Indigenous Consumer Assistance Network (ICAN)

Financial Counselling Service
Programs or activities provided:
- Provide Financial Counselling and Advocacy consumer assistance

Is a referral Needed?: No
If so what's the process:
Age demographic/Targeted group: Whole of Community
Is there a cost for your service: No
Opening hours: Weekly visit to Yarrabah on Thursdays.
Phone Number: 0740 311073 or 1300 369 878
Where you’re located in Yarrabah: In the GYHS Building on Workshop Street.
Churches

St Albans Parish (Church) The church does not receive any funds for any programs but is totally reliant on Sunday takings and donations, but would love to do more outreach programs in other areas of need.

Programs or activities provided:
- Sunday school
- Music
- Outreach
- women's/men's group
- spiritual support
- counselling

Is a referral Needed?: No

If so what’s the process:

Age demographic/Targeted group: Whole of Community

Is there a cost for your service: No

Opening hours:.
Phone Number: 4056 9443
Where you’re located in Yarrabah.: – Gribble Street.

New Life Church

Programs or activities provided:
- Sunday school (we call it Kid zone)
- Youth every Friday night
- Social/Emotional/Spiritual Support by appointment unless emergencies

Is a referral Needed?: None needed

If so what’s the process: Just rock up!

Age demographic/Targeted group: Whole of Community. Kid zone: 4-11yrs Youth: 12-18yrs

Is there a cost for your service: No

Opening hours: 10am Sundays, 6.30pm Friday nights for Youth
Phone Number: 0468957668
Where you’re located in Yarrabah.: Beach Street.

Living Light Gospel Church

Programs or activities provided:
- Sunday Service
- Arts & Crafts (Margaret & Joy) on Tuesdays with the Elders Group.

Is a referral Needed?: No

If so what’s the process:

Age demographic/Targeted group: Whole of Community

Is there a cost for your service: No

Opening hours: 5:00pm to 7:00pm
Phone Number: 0476 195 480 or 0405 463 863
Where you’re located in Yarrabah.: located at PCYC, Back Beach Road.
Private Enterprises

Yarrabah Supermarket  
**Programs or activities provided:**
- Provide House hold grocery items  
**Is a referral Needed?:** No  
**If so what’s the process:**  
**Age demographic/Targeted group:** Whole of Community  
**Is there a cost for your service:** No  
**Opening hours:** Monday - Friday 7:00am -7:00pm, Saturday & Sunday 7:30am - 5:00pm  
**Phone Number:** 0740 569 178  
**Where you’re located in Yarrabah:** Esplanade Road Yarrabah

Diliga Takeaway  
**Programs or activities provided:**
- Normal customer service in take away food.  
**Is a referral Needed?:** No  
**If so what’s the process:**  
**Age demographic/Targeted group:** Whole of Community  
**Is there a cost for your service:** No  
**Opening hours:** Monday - Sunday 6:00am -8:00pm  
**Phone Number:** 0740 569 555  
**Where you’re located in Yarrabah:** Back Beach Road

Gulpil Café  
**Programs or activities provided:**
- Normal customer service in take away food.  
**Is a referral Needed?:** No  
**If so what’s the process:**  
**Age demographic/Targeted group:** Whole of Community  
**Is there a cost for your service:** No  
**Opening hours:** Monday – Saturday 09:00am - 04:00pm  
**Phone Number:**  
**Where you’re located in Yarrabah:** Esplanade Road

Island & Cape Servo Shop  
**Programs or activities provided:**
- Provide fuel and some general house hold items  
**Is a referral Needed?:** No  
**If so what’s the process:**  
**Age demographic/Targeted group:** Whole of Community  
**Is there a cost for your service:** No  
**Opening hours:** 7:00am- 6:00pm - 7 Days a week  
**Phone Number:** 0740 569188  
**Where you’re located in Yarrabah:** Range Road
Dirringhi Consultancy

Programs or activities provided:
- Consultancy service regarding:
  - Community development
  - Cultural Awareness
  - Education & the Arts
  - Leadership
  - Events Managements

Is a referral Needed?: No
If so what's the process:
Age demographic/Targeted group: Community businesses, organisations, government agencies & individuals.

Is there a cost for your service: No
Opening hours: Monday to Friday 9:00am - 5:00pm
Phone Number: 0406 116 221
Where you’re located in Yarrabah: 42 Sawmill Road

Yarricino

Programs or activities provided:
- Normal customer service in take away food

Is a referral Needed?: No
If so what’s the process:
Age demographic/Targeted group: Whole Community

Is there a cost for your service: No
Opening hours: Monday – Friday 7:00am - 2:30pm
Phone Number: 0459 601 251
Where you’re located in Yarrabah: Shop 1 Noble Drive – Indigenous Knowledge Centre.
Yarrabah Rural Fire Brigade

Programs or activities provided:
• Provide fire fighting services

Is a referral Needed?: No
If so what's the process:
Age demographic/Targeted group: Whole Community
Is there a cost for your service: No
Opening hours: On call
Phone Number:
Where you’re located in Yarrabah: Fire Station on Workshop St
GURRINY YEALAMUCKA HEALTH SERVICE

What is your organisation aim: Mission: Gurriny, as the community controlled health service will lead the advancement of equitable health outcomes for the people of Yarrabah. 
Vision: Gurriny will “Close the Gap” through progressing quality health care services that are underpinned by gold standard governance and business practices

Primary Health Clinics

Programs or activities provided:
- GP consultations
- Pathology
- Imaging
- Wound management
- Tele-health
- Referrals and recalls
- Ophthalmology and optometry clinic
- Physiotherapy and Exercise Physiology clinics
- Dermatology clinic
- ENT clinic
- Paediatrician clinic
- Paediatric Cardiology
- Audiology
- Cardiac Rehabilitation
- Endocrinologist/Diabetes Outreach
- Client Transport Services

Is a referral Needed?: Yes
If so what’s the process: Self or GP

Age demographic/Targeted group: Whole Community

Is there a cost for your service: All services are free to the clients

Opening hours: Monday to Friday 8:30am – 4:30pm

Phone Number: 42264102

Where you’re located in Yarrabah: 1 Bukki Road

Maternal and Midwifery

Programs or activities provided:
- ANC Clinic
- Post natal Clinic
- Pedi-Pods program
- Diabetes in Pregnancy Project
- Baby Bags program
- Women’s Health Clinic
- Midwifery Services

Is a referral Needed?: Yes
If so what’s the process: Midwife, Self or GP

Age demographic/Targeted group: Whole Community

Is there a cost for your service: All services are free to the clients

Opening hours: Monday to Friday 8:30am – 4:30pm

Phone Number: 42264102

Where you’re located in Yarrabah: 1 Bukki Road
Child Health

Programs or activities provided:
- Child Health Nurse
- Immunisation
- Nephritis
- Child Health Checks
- Early Rheumatic Heart Disease Screening
- Ear, Nose and Throat Clinics
- Paediatric Clinics
- Playgroup

Is a referral Needed?: Yes
If so what’s the process: Self or GP

Age demographic/Targeted group: Whole Community
Is there a cost for your service: All services are free to the clients
Opening hours: Monday to Friday 8:30am – 4:30pm
Phone Number: 42264102
Where you’re located in Yarrabah: 1 Bukki Road

Dental Service

Programs or activities provided:
- Child dental program
- Adult dental program

Is a referral Needed?: Yes
If so what’s the process: Self or GP

Age demographic/Targeted group: Whole Community
Is there a cost for your service: All services are free to the clients
Opening hours: Monday to Friday 8:30am – 4:30pm
Phone Number: 42264102
Where you’re located in Yarrabah: 1 Bukki Road

Chronic Disease

Programs or activities provided:
- Care Co-ordination Nurse and outreach community services
- Renal and Dialysis Education and Clinic
- Dermatology education Clinic
- Eye Clinic
- Diabetes education Clinic
- Podiatry education and Clinic
- Palliative care
- Home medicine review
- Rhematic Heart Health program

Is a referral Needed?: Yes
If so what’s the process: GP

Age demographic/Targeted group: Whole Community
Is there a cost for your service: All services are free to the clients
Opening hours: Monday to Friday 8:30am – 4:30pm
Phone Number: 42264207
Where you’re located in Yarrabah: 1 Bukki Road
Sexual Health
Programs or activities provided:
- Hepatitis program
- Young person health Check
- Sexual health Check
- Women’s health Check
- Men’s Health Check
- Health promotion
Is a referral Needed?: Yes
If so what’s the process: Self or GP
Age demographic/Targeted group: Whole Community
Is there a cost for your service: All services are free to the clients
Opening hours: Monday to Friday 8:30am – 4:30pm
Phone Number: 42264207
Where you’re located in Yarrabah: 1 Bukki Road

Social and Emotional Wellbeing
Programs or activities provided:
- Community engagement and networking
- Grief and Loss, Grief and Loss Counsellor
- Psychologist
- Healthy Lifestyles
- Life promotion
Is a referral Needed?: Yes
If so what’s the process: Self or GP
Age demographic/Targeted group: Whole Community
Is there a cost for your service: All services are free to the clients
Opening hours: Monday to Friday 8:30am – 4:30pm
Phone Number: 42264207
Where you’re located in Yarrabah: 1 Bukki Road

Men’s Health
Programs or activities provided:
- Men’s Group
- Adult Health Checks
- Men’s Playgroup
- Men’s Place
Is a referral Needed?: Yes
If so what’s the process: Self
Age demographic/Targeted group: Whole Community
Is there a cost for your service: All services are free to the clients
Opening hours: Monday to Friday 8:30am – 4:30pm
Phone Number: 42264207
Where you’re located in Yarrabah: 1 Bukki Road
Youth Well Being

Programs or activities provided:
- Youth Forum
- Cultural Connections program
- Culture Rebound – Connected Yarrabah Youth
- Weekly Youth group

Is a referral Needed?: Yes
If so what's the process: Self or community

Age demographic/Targeted group: Whole Community

Is there a cost for your service: All services are free to the clients
Opening hours: Monday to Friday 8:30am – 4:30pm
Phone Number: 42264207

Where you’re located in Yarrabah: 1 Bukki Road

Program times: Transport services operate across the weekend. Other services vary depending on the need of the client and may be provided 24/7 if the need substantiates