



Annual Report 2013

Annual General Meeting
18th September 2013



*Because everyone should have the right to
a safe and secure home.*



Mission Statement

To encourage young people to reach their full potential by providing quality services in a safe and supportive environment.

Philosophy

Gold Coast Project for Homeless Youth Inc. believes in:

- the right of people to make choices in their own lives**
- the right of people to dignity, respect, privacy and confidentiality**
- the right of people to be valued as individuals**
- the right of people to access services on a non-discriminatory basis**
- the right of the community to accountable and responsive services**

Vision

For all young people on the Gold Coast to have a safe, secure home.



President's Report

Our organisation must address the needs, philosophical points of view and desires of many individuals, groups and contributors. We are first and foremost a charitable body supported by those who see our service as worthwhile and beneficial to all those we serve. We must be honest, productive, well balanced, progressive and accepting of every challenge, ranging from new ideas to bumps along the way. From structural foundations upwards to the young people, we must continually examine, present and verify our aims and objectives to those who give their support in mind and body.

Over the past years, to the present day, I am proud to report we have conducted ourselves in the manner described above. Our efforts have not strayed, weakened nor shirked in any manner. We remain strong and up to each task that comes our way.

To all who have contributed to the organisation's wellbeing and responsibilities over the past and immediate past year, I extend my sincere appreciation. It has been a good year. Many positive outcomes have been made possible by our staff, volunteers and those who support our service.

To all the young people who have come to our service, may the best things in life shine brightly in your time on this good planet. May your friends be many!

All the best to everyone and, again, thank you!

Bill L. Hoyer

President





Treasurer's Report

I am pleased to present the following comments, and the attached Annual Reports of our independent auditor for the operation and financial performance of the Gold Coast Project for Homeless Youth Inc. and the Gold Coast Project for Homeless Youth Foundation accounts, for the 2012-2013 financial year.

In summary the attached Auditor's statements show our end of financial year equity to be \$1,901,459 for the GCPHY Inc. account and \$334,740 for the GCPHY Foundation account, and total income for the respective reporting period of \$1,555,885 with \$1,509,122 being government funding.

While the Department of Communities grant increased for the 2012-2013 financial year, I would like to recognise the valuable contribution that volunteers and donations have provided in supporting the Project to provide facilities and services to the community that would not otherwise have been affordable.

I would also wish to acknowledge and thank Jackie McGrath, Kate Amand and Jackie Larsen for the critical part that they play in managing the important financial process of timetabling, resource scheduling and acquisition of operation supplies to ensure that the Project operates within its budget forecast.

The attached Auditor's Reports and audited Financial Statements reflect the Project's diligent and accountable management of its appropriated and donated finances over the 2012-2013 financial year, and I recommend the Report and statements for acceptance and endorsement by the members present at the 2013 Annual General Meeting.

Graham Smith

Treasurer



The Gold Coast Suns present a cheque for \$9780 at the annual RACV Royal Pines 'Golf Day for the Homeless and Disadvantaged Youth of the Gold Coast'



Operations Manager's Report

The Gold Coast Project for Homeless Youth continues to provide a contemporary 'wrap around' service for young people who are homeless or at risk of homelessness.

According to the Australian Bureau of Statistics, on any given night on the Gold Coast, there are about 45 young people (12-24 year olds) who are sleeping rough. The Gold Coast Project for Homeless Youth provides seven immediate (crisis) beds for the whole of the Gold Coast, as well as an additional twelve transitional (medium-term) beds.

Young people often say that it is because of their relationship with their parents that they are unable to remain at home. This could be because of family conflict, abuse, lack of emotional support or unresolved grief and loss.¹ "The impact of childhood trauma can be profound. A child can be left in a permanent state of hyper-arousal and fear, have a limited ability to regulate his or her emotions, become disconnected or 'dissociate' from their environment, lack the ability to concentrate due to being constantly hyper-vigilant, and possess an underdeveloped sense of self."²

This is the condition of most young people who refer to Lawson House and subsequently move on through the rest of the service. Case management isn't as simple as picking them up, brushing them off and telling them to 'get their act together'! It is often like peeling back an onion one layer at a time, as permitted by the young people. Sometimes, young people never get to the stage where they are comfortable enough to start dealing with their 'baggage' whilst in the service and youth workers acknowledge this and work with it. Often, an 'outcome' for a youth worker may be that the young person has a shower each day or returns by curfew as required, or that they sit at the table with other residents and staff and eat with cutlery...and the list goes on! These types of 'outcomes' are not recognised by any government body, however, for the young person and the staff, these small steps are important!

Taking steps towards healing can take years, yet the young people are usually at the Project for only a short amount of time which is why it's vital for services to collaborate and work together with young people, to listen to their story and assist them to identify goals and explore options for the future. The focus of service delivery is then changed so that services are built around people and tailored to their needs and goals. Staff recognise the importance of assisting young people to explore other community and family relationships that may provide and contribute ongoing support that will help to break the cycle of homelessness.

As the Operations Manager of the Gold Coast Project for Homeless Youth, it is a great privilege to work with a team of committed people who are optimistic and positive about the future of the amazing young people that we work with.

Jacki Larsen, Operations Manager

¹Crane and Brannock, 1996.

²Submission of Royal Australian & New Zealand College of Psychiatrists, Faculty of Child and Adolescent Psychiatry, Queensland Branch, 27 September 2012 [p9]; Barton, S, Gonzalez, R & Tomlinson, P 2012



Administration Manager's Report

I sit in the office, clicking away on the keyboard, filing, sorting, talking to various individuals and agencies on the phone. This is the kind of work I have done for years, yet this job is poles apart from any other I have ever had. What is the difference? A young person sticks their head around the door, all dressed up, and calls out "Good morning Kate. I've got a job interview this morning! Do you think I look okay?" That's the difference!

My working background has been in the private business sector, where there is a product or a service to sell and success is measured by sales figures. At the Gold Coast Project for Homeless Youth, 'success' is a far more elusive calculation. There are the 'big' success stories, such as a young person completing Year 12, or getting a job, or transitioning into independent accommodation. The 'small' successes can be just as remarkable though. The young person who learnt how to use cutlery, the one who learnt that daily showers are the norm for most people, the one who baked a tray of biscuits for the first time and was greeted with appreciation from the other residents. These are just some of the 'successes' that we are privileged to share with the young people of the GCPHY.

To all those who have donated their time, goods or money, a special thanks - donations provide all of those extras that we would otherwise be unable to supply. As an example, a young resident who was studying Year 12 last year was struggling with maths. Using funds kindly donated to the Project, we were able to provide him with a maths tutor which resulted in a pass in this subject.

Once again, my thanks to Jackie McGrath, Administration Assistant Extraordinaire, for the ongoing support and expertise she brings to the admin office. Thanks also to Jacki Larsen for the great job she has done this year in supporting the staff and young people of the GCPHY. As always, thanks to the Management Committee for their ongoing hard work and dedication to the Project.

Kate Amand, Administration Manager

Young people exiting the service are asked to fill out a feedback form. One of the questions is "What could be done to improve the service?" Here are some of the responses...

Fruit Loops

Proper food – cordial and bread rolls

Able to have a laugh or nap without being asked if we are on drugs (youth workers are a suspicious lot!)

Later curfew and bedtime



Lawson House Report

Lawson House is where young people begin their journey through the Project. Offering quality immediate (crisis) accommodation to young people at risk of homelessness, staff members have worked hard to support residents in a way that empowers them and respects their right to make choices in their own lives.

In the last financial year Lawson House has seen 77 young people come through its doors (43 male and 34 female), with some of these young people re-entering the service more than once. Of these, 33% had experienced sleeping rough or living in non-conventional accommodation prior to entering our service and 67% had experienced emergency accommodation. 41% had a diagnosed mental health condition. Seven young people identified as Aboriginal or Torres Strait Islander, eight as New Zealanders, with a total of 18 CALD (culturally and linguistically diverse) clients for the year.

Lawson House has continued to support all clients by referral to appropriate services in the Gold Coast area. These services have included health services, mental health organisations, and case-management and employment providers. External opportunities for social support have also been explored, such as Muay Thai martial arts, dance and scouts. The community also offers numerous ways to engage in education and



employment options. Changes in government funding have altered what is available to young people but staff regularly research and update details in order to offer residents the best possible range of choices. Discovering what it is that residents dream of becoming and supporting them in making that happen is a theme across the Project.

Alongside case-management, Lawson residents also have fun! They have attended numerous events including life skills and art classes, *White Christmas* at Dreamworld and the Gold Coast Suns' *Face Your Fears Day* at Sea World, as well as regular weekly outings.

Lawson House supports many young people in their passage into transitional (medium-term) accommodation, or into the community with follow-up by our Mobile Support team. The addition of the STAY houses to the program has meant youth workers can confidently offer young people the chance to begin a journey from the streets into independent housing with support at every stage.

Pauline Tibbertsma, Team Leader



Bannister House Report

Bannister House has seen many transformations take place over the past year. The Life Skills room was converted from the Mobile Support office into a place where young people can go and paint, draw and read in a space that has been created just for them. Bannister ran an art program which the young people engaged well with and we have some amazing art work as a result of this.

The young people were also involved in a physical fitness program in the past year. They engaged well with this program and activities included rock climbing, indoor soccer, tennis,



netball, cricket, volley ball and the gym. The Burleigh walking track and exercise route were also utilized as part of the fitness program. The young people all stated that after the work outs they felt good about themselves so it is disappointing that we are unable to continue with this program this year due to a shortage of funds.

The staff have been exceptional in supporting the Bannister House young people, and have contributed to many of the successful outcomes which we have seen over the last year. Here are a few of these...

A young male with severe trauma who was facing difficulties living in Bannister House and was at risk of losing his placement, was given an opportunity to move to the STAY house, which is an independent unit set up and monitored by Mobile Support. This young person has now been in the STAY house for 6 months and is doing very well.

Bannister House has two young females who have been living in the house for over 8 months. Both were chronic self harmers who have been supported in techniques to minimise and reduce the self harm, including helping them to find self soothing options and supports instead of the harmful behaviour. Neither has self harmed for 6 months now. One has finished her TAFE course while the other still has another semester to complete her TAFE course. These two young people are looking at being the next two residents for the new STAY house as they are both doing so very well.

As Team Leader of Bannister House, I would like to say that I believe that the youth worker team has built strong professional relationships and have been here to support each other through challenging times both personal and professional. The team has worked collaboratively to reach and achieve the outcomes that Bannister has seen over the last twelve months.

Kylie Minchinton, Team Leader



Jessica Dunne Lodge Report

It truly has been a wonderful year at Jessica Dunne Lodge (JDL), having housed 22 amazing young people and assisted them on their journey of personal development. These young people came here based on their desire to become independent and assimilate into their community. The dedicated team of youth workers at JDL (and the rest of the GCPHY) work closely with each young person. Through processes of self-identification, goal setting, consequential thinking and access to services, a great percentage of these young people were able to achieve their goals.

JDL has also seen a great deal of soft outcomes that have produced profound change within the young person's view of themselves or the world around them. These outcomes, though not measurable by any standards, are quite often more valuable in the long term as they form the foundation for the young person to build their future upon.

We have had a number of highlights throughout the year, including these "first time" situations experienced by young people at JDL.

- First time to Mini-golf (a kind donation by the Head family) - a day of excitement and camaraderie among the young people. To one young person, it meant a great deal more than trying to get a little ball from point A to point B - it was the fact that someone actually cared enough to make them a part of it.
- First time to the beach – a moment forgotten by most. The first time you smell the ocean breeze, your feet in the sand as the waves roll around your feet, the taste of salt on your lips and the calmness that washes over you. This was one of those very moments which profoundly affected a young person and aided them in making positive changes in their life.

Quote for the year ahead:

Accept what is in front of you, without wanting the situation to be other than it is. Study the natural order of things and work with it, rather than against it. For to try to change what is only sets up resistance. Nature provides everything, without requiring payment or thanks and provides for all without discrimination. Therefore let us present the same face to everyone and treat all men as equals. However they may behave. In this clarity of a still and open mind truth will be reflected.

Lao Tsu

Jared Erasmus, Jessica Dunne Lodge



Mobile Support Report

The Mobile Support Program commenced in October 2011 with its aim being to assist young people 16 to 25 years with sustaining a tenancy. This support can include (but is not limited to) assistance with life skills, budgeting, employment, education, health and wellbeing and access to other relevant support networks and services.

From July 2012 to June 2013 the Mobile Support Program reached well above its targeted number of clients. The program worked with 55 young people in the one year, with a departmental nominated target of 48. It was great to see that the program could cater to the tenancy needs of the young people that are being supported. Mobile Support clients have presented with a range of issues from lack of work, disengagement from education and a lack of knowledge about tenancy rights. Issues such as these can cause a lot of heartache for young people in the community who are trying to hold on to their tenancies. The rising cost of living and private rentals are also factors in the struggle that young people face to maintain their accommodation.

In saying this, Mobile Support has had some extremely successful outcomes for some young people who accessed the program. One young 20 year old female springs to mind when thinking about how a young person can work on barriers such as trauma, abuse, and mental illness and still be successful in completing the goals she had set for herself. With the support of the program over an 11 month period this young female was able to gain access to employment (and maintain this for over 6 months), get her license and visit Headspace on a regular basis. She and her partner were also able to obtain long term stable accommodation in the rental market after being removed from TICA (Tenancy Information Collection Agency blacklisting). It wasn't an easy year for this young person, but for her to overcome this many barriers in 11 months was an extraordinary achievement and assisting her through this journey, as a Mobile Support Worker, was very rewarding.

Mobile Support, with the assistance of the Management Committee and management, has also been able to introduce a STAY (Supported Transitional Accommodation for Youth) unit in the Labrador area. A fantastic relationship has been built with a local real estate agency so that the Gold Coast Project for Homeless Youth could head-lease a property in which two young people could gain longer term transitional housing on their journey to independent living. The unit has been successful for a period of 7 months with young people paying their rent on time and no damage occurring at the property. With the support of the organisation another STAY unit has been approved and we look forward to developing more innovative ideas like this to benefit young people in gaining valuable life skills and references to set them up for continued success towards independent living.

Bonita Tyler, Team Leader



Youth Worker Highlights 2013

When CH came home and told us that he had got the lead role in the school musical. He was over the moon!

Cath

Every day this past month has been a highlight! I learn something new from the young people every day. I love my job!

Sharon

Seeing a young person who has been in the service for quite a while receive an award from the Nerang-Highland Park Lions Club.

Bonita

AK had the biggest smile on his face when he told me that he had made garlic mash potato and a Mediterranean salad at home. This young person struggled to boil a potato only five weeks ago!

Jared, talking about the Mobile Support cooking program

I have perfected the fluffy pancake!

Pauline

A young person told me that I am a worker that they really trust.

Mary-Anne



Mary-Anne, Kylie and an ex-resident who volunteered her time all helped out at Homeless Connect Day 2013.



AGM Guest Chairs

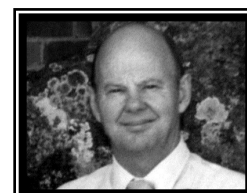
2012	Christine Smith	Former MP for Burleigh Heads, involved with the Burleigh Knitters
2011	Nicole Dyer	ABC Radio, Gold Coast
2010	Leigh King-Roach	President, Gold Coast Institute of TAFE's Hero Charity
2009	Dwight Walker	Paradise Timbers
2008	Barry Cronin	Barry Cronin, chairman of the Arthur Earle Youth Foundation
2007	Cr Dawn Crichlow	Gold Coast City Councillor (Barry Cronin was unable to chair due to delay at other meeting)
2006	Cr Dawn Crichlow	Gold Coast City Councillor
2005	Murray Cass	Honorary Solicitor
2004	Sue Koningen	Crossroads Rehabilitation
2003	Ian & Heather Yarker	Rotary Club of Ashmore
2002	Carol McLaughlin	Former GCPHY Chair
2001	Ken Bannister	Former GCPHY Chair



Nicole Dyer & Bill



Cr Crichlow & Bill



Ken Bannister



AGM 2012

Back row, from left: Lex Bell, Kris Zarins, Val Jones, Ron Kilner, Christine Smith
Front row, from left: Andrew Antonopoulos, Graham Smith, Bill Hoyer, Pru Lawson



Good News Stories

A young person had accessed our service on four separate occasions, always staying for short amounts of time. Her story, like so many others, stemmed from a severe family relationship breakdown. The first three times this young lady found her way back home only to later return to the refuge. Her fourth stay would be her last stay at Lawson House.

She was performing well at school and had been offered direct entry into a Diploma in Nursing but unfortunately she missed the deadline for direct entry to TAFE. However, the Youth Workers at Lawson helped her gain Centrelink payments and entry through hardship into the course of her choice - a Diploma in Nursing. Lawson House helped her maintain employment and student accommodation close to TAFE and work. We are very proud of her achievements. **Mary-Anne Wheeler, Lawson House**

Our service has seen a number of positive outcomes over the year. We've seen young people transition into independent living and others reconnecting with family and friends. Two young people entered our service for the first time out of necessity and left based on their choices. They later re-engaged out of choice, showing a great amount of growth and accountability for their choices. Both these young people would captivate the privileged listener, enthraling them with accounts of love, loss and life. They are both amazing young people and it is an honour and a privilege to be a part of their story.

Jared Erasmus, Jessica Dunne Lodge

A young person who has been in our service for 10 months turned 18 recently. This year, she helped at the Homeless Connect Day as a volunteer. The feedback from the young person was "I felt great to help such a great event and I plan on doing it again next year." On the day, she was very happy, engaging with other homeless people and assisting them with directions and friendly smiles. **Kylie Minchinton, Bannister House**

Mobile Support worked with a young female who was 20 years of age. She presented to the service with a number of issues including domestic violence, low self-esteem, unstable and unsafe accommodation, family breakdown, unemployment and a range of mental health issues as a result of childhood trauma. With the support of the Mobile Support Program this young person managed to become involved with Headspace to work on her mental health issues, gain stable employment and sustain this employment (which she had never done before for longer than 2 months), get her license, be removed from a real estate blacklisting (TICA), mend her relationships with those of her choosing and gain access to safe, affordable and sustainable accommodation. **Bonita Tyler, Mobile Support**

The Gold Coast Project for Homeless Youth Inc



would like to thank the following individuals and businesses for their kind and generous support during the year:

3N Consulting
Andrada Pty Ltd – Pru & Andrew Lawson
Ashmore Scout Group
Sam Atkinson
Deborah & Will Barclay
Bunnings Ashmore
Christine Smith & the Burleigh Knitters
Marilyn Burnell
Anita Chilcott
Barbara Corrigan & Friends
Cr Dawn Crichlow
Cronin Litigation Lawyers
Kaaren Currie
Jocelyn Dodsley
Domestic & Commercial Electrics (Glen)
Dawn Donovan
Judy Donovan
Duley Family
Russell & Debra Ebeling
Gold Coast Suns
Gold Coast Titans
GCCC Southport Library
GCIT Students
Gold Coast Community Fund
Cr Margaret Grummitt
Noel Grummitt
Alison Harris
Jan & Cheryl Hatcher
JBR Events
Laraine Jones
Valerie Jones
Paul Kennedy
G&S Keogh
Antone & Bianca Lamme
T&J Locher-Wehrlin
Moira Lockhart

Linda Lynch
Mr & Mrs Clyde Maddock
Elizabeth McKenzie
Carol McLaughlin
Judy Martin – ACSA
National Council of Jewish Women of Australia
Nerang-Highland Park Lions Club
North Gold Coast Christian Church
OHANA
Cathie & Phill O'Callaghan
OntheNet
Rory Orr
OzHarvest
Paradise Timbers (Dwight Walker)
Nancy Pearce
Pit Stop News Surfers Paradise
Taygan Prebble and Friends TAFE
Andrew Pyne – Evolve Constructions
RACV Royal Pines Resort
Julie Rasby
Robina Lions Club
Rotary Club of Mermaid Beach
Doe Rudd
Brad Rush – Gold Coast Arts Centre
Eddie & Josephine Seow
Michael & Marjorie Shambrook
Glenn & Sharon Sheares
Graham Smith
Soul Centre Community Pantry
StreetSmart Australia
Lucy Thompson
Pamella Thompson
Olga Veprek
The Wagon Stop – Bill and Nora Hoyer
Yeats Consulting
Kris & Suzanne Zarins

Gold Coast Project for Homeless Youth would also like to thank our amazing team of volunteers

Katy Baker
Jan Salvador
David Swaddle

Kim Ellis
Vanessa Flentjar
Shari King



Letters from the residents...

God sent me a guardian angel when you took me off the street... I've never felt better and I appreciate everything so much. I could turn this into a book but this is just the first chapter...

DC, resident 2013

All I wanted was a roof over my head and a bed to sleep in at night... I was so close to giving up and then I met all of you.

LT, resident 2012-13

Thank you for talking to me and always putting a smile on my face and making me laugh... I love you all and thank you for supporting me and being there for me more than anyone ever has.

ND, resident 2011-13

My first visit (to Lawson House) was at the age of 16. I was alone, I hated the world and myself... In one and half years, I am now completely independent, I own a car and am currently growing and improving my relationship with my family.

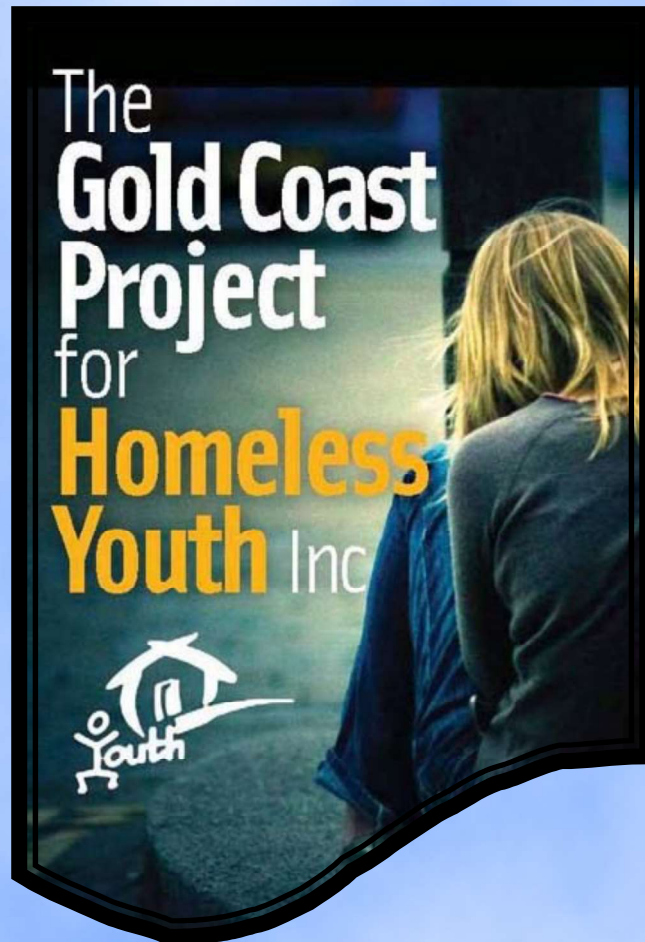
Most would think living in a youth refuge would be a disadvantage, but I think living in Lawson House has been the most advantageous experience I've ever had and I will never forget the help, support, encouragement, hope and love these people gave me.

KA, resident 2011-13



I know that at the end of every day, I have food to eat, clean water to drink and a comfy bed with a roof over it. But the best thing of all is knowing that I have a wonderful group of people that I can talk to if I need someone to listen...

BA, resident 2012



PO Box 2316
Southport QLD 4215
Phone: 07 5591 3746
Fax: 07 5591 1218
Email: gcphy@bigpond.net.au
Web: homelessyouth.com.au