A dense background of colorful balloons in various colors including red, orange, yellow, green, blue, purple, and pink. The balloons are scattered across the entire page, creating a festive and celebratory atmosphere.

Annual Report

Annual General Meeting

17th September 2014

The Gold Coast Project for Homeless



Celebrating 30 years
1984 - 2014



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 stock-in-trade is support!

Our currency is support!

Our reason for existence is support!

Our very survival depends on support!

Interlocking support for all concerned is essential to our service's success. A major part of the President's role is to ensure that all supportive arrangements are in place and functioning properly. I am proud to report that these important arrangements are alive and well. I can confidently state that over the past year, young people in our service have experienced very constructive support and guidance from our staff and others who augment our efforts.

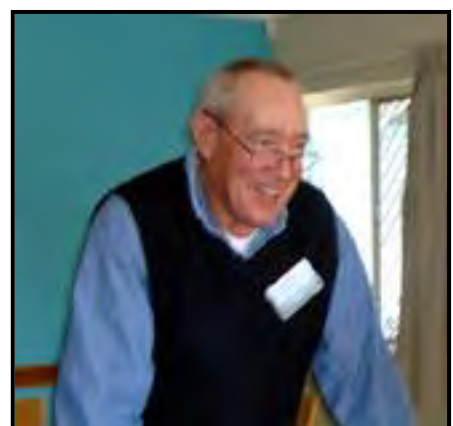
Thank you to all the youth workers, volunteers and other players in providing positive opportunities for the young folk. Your work is greatly appreciated and highly respected.

In addition to our day to day work, other critical interlocking support mechanisms which help the organisational train move forward include administration personnel, Government, community, corporate and of course the Management Committee.

From barbecues to newsletters, night meetings, activities for young people, good meals, music, laughter and some tears, networking, job experiences, mountain trips, artwork, charity events and safe warm beds, the Gold Coast Project for Homeless Youth is a pretty darn good place to be no matter what role you play. It has been my great privilege to have played a part in the midst of so many dedicated people. What a wonderful and fulfilling ride it has been.

Thanks again to everyone who has supported our service in any manner, large or small. Keep up the good work. I can assure you it's truly worthwhile.

Bill Hoyer, President





Treasurer's Report

I am pleased to present the following comments, and the attached Annual Reports of our independent auditor on 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 2013-2014 financial year.

The attached Auditor's statements summarise our end of financial year equity of \$1,921,568 for the GCPHY Inc. account and \$323,098 for the GCPHY Foundation account. The total income for the respective reporting period was \$1,532,018, and while \$1,476,190 was funded from government grants, I would like to recognise the valuable contribution that volunteers and donations have provided in supporting the Project's ability to provide vital facilities and services to the community that would not otherwise have been achievable.

I would also wish to acknowledge and thank Jackie McGrath, Kate Amand and Bonita Tyler for the critical part that their actions and decisions play in managing the important financial process of timetabling, resource scheduling and acquisition of operational services to ensure that the Project operates within its budget.

The 2013-2014 financial year saw the end of a successful three year Service Agreement with the Department of Communities, and in the final year saw the ownership and reporting functions being transferred to the Department of Housing and Public Works.

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 2013-2014 financial year, and I recommend that the report and statements be accepted and endorsed by the members present at the 2014 Annual General Meeting.

Graham Smith
Treasurer



Minister Tim Mander visited Lawson House with Rob Molhoek earlier this year.



Operations Manager's Report

Taking on the role of Operations Manager this past year has given me great insight into how an organisation can offer such a great transitional model for young people to move from Homelessness into Housing. The organisation prides itself in supporting young people to access the service through Crisis Accommodation (Lawson House), Medium Term Accommodation (Bannister House and Jessica Dunne Lodge), Transitional Independent Accommodation (The Cottage & STAY Units) or through Independent Living with Support (Mobile Support).

During the 2013/14 financial year, our service has unfortunately had to turn away 171 young people due to our crisis facility being full. This highlights the need for more than 7 crisis beds on the Gold Coast to ensure that young people have a safe place to be accommodated.

We have a range of young people who come from a variety of backgrounds and some of these young people are very vulnerable. They may have come to us due to relationship breakdowns, mental illness (personally or in the family), drug and alcohol issues, domestic and family violence or other traumatic events. We do our utmost as a service to assist them to deal with these vulnerabilities without them becoming reliant on us as a service.

As stated by the Department of Housing and Public Works in their "Homelessness to Housing Strategy 2020", it is about 'resilience not reliance'- developing skills and strength rather than dependence on welfare. Throughout the service we try to empower young people to take positive risks and make good decisions or at least learn from the negative ones to better equip them for independent living. As a service, we offer support where we can and refer to appropriate agencies in specified locations for specialised support.

We have had a number of major success stories in regards to young people finishing schooling or education, gaining and sustaining employment, paying rent and living independently, just to name a few. You might think that as Operations Manager the highlights would be about these major success outcomes for young people, however it can be the little things that you see daily that keep you going in such a rewarding job. These little things can be something as small as a young person getting a new pair of shoes that have been donated, a grin from ear to ear when they find out the Gold Coast Suns have organised for them to have a trip to Movie World (where they have never been before), how proud they are of themselves for showing another resident how to do their washing or how to cook a



cake, or a young person running to the car to assist a worker to carry the shopping inside.

As Operations Manager I am extremely grateful to have been offered this position at Gold Coast Project for Homeless Youth. Kudos needs to go to the dedicated volunteer Management Committee, Administration Manager & Worker along with the committed Staff, Volunteers and Students who put so much time into making the organisation what it is today.

Bonita Tyler, Operations Manager

Administration Manager's Report

The past year has been one of growth and change for the Gold Coast Project for Homeless Youth. The appointment of Bonita Tyler as our new Operations Manager has brought a dynamic new approach to the way that we prepare the young people for independent living. Bonita, formerly the Mobile Support Team Leader, is also responsible for the introduction of the STAY House program which has added another path to independence.

The young people have had access to a variety of programs this year, including art therapy, in-house counselling from mental health professionals and therapeutic workshops. There have been outings to Currumbin Wildlife Sanctuary, Thunderbird Park, the Surfers Paradise Festival, Golf Day at RACV Royal Pines, Face Your Fears Day and White Christmas at Movie World. These activities are made possible through the generosity of our many donors, supporters and volunteers.

The coming year will bring new challenges, including implementing the new standards under the Human Services Quality Framework and submitting a tender to the department for our future funding. Plans for the new house are now well under way and we are hoping that this project will commence in the near future.

I would especially like to thank all of the individuals, businesses and groups who have contributed to the Project this year. Whether your contribution has been a bag of clothes or linen, money, goods, food or services, without you, this organisation would not be able to support the young people to the same extent. Knowing that our community cares about the work that we do feeds our collective soul.

As always, I have worked closely with the Management Committee over the past year. For the first time since commencing my role as Administration Manager in early 2010, I am facing a Bill-less future! Bill has been my mentor and my teacher for over 4 years and has always trusted in my ability to perform the role (contrary to my own feelings about the matter in the early days!) On behalf of the organisation, it's friends and it's many supporters, we thank Bill for his amazing contribution over the past 25 years. We will miss Bill's enthusiasm and drive, his original ideas, his poetry and his stories.

As always, the team at the Gold Coast Project for Homeless Youth looks forward to another challenging and rewarding year.

Kate Amand, Administration Manager



Lawson House Report

As the immediate (crisis) accommodation for Gold Coast Project for Homeless Youth, Lawson House has enjoyed another year of success. Lawson House accommodates 16-18 year-olds from inadequate or unsafe housing situations and supports them in getting back on track with their lives, through a 24/7, two-worker support model and intensive case-management.

In the last financial year, Lawson House supported 86 young people over a total of 111 stays. We continue to see a high percentage of Aboriginal and Torres-Strait Islander and New Zealand clients.

Lawson staff have particularly sought to empower young people this year, supporting them in making informed choices for their lives. Part of this process includes referral to numerous services. This year, we would especially like to thank the Busy at Work program, Gold Coast Institute of Technology and Ohana for their educational programs. We have also worked closely with Youth Outreach Drug and Alcohol, Gold Coast Centre Against Sexual Violence, Headspace and Nerang Neighbourhood Centre. YHES House ran some informative workshops this year, as did NAB Bank, Youth Connect, Gold Coast Sexual Health Service, our Mobile Support team, and Gold Coast Youth Service.

As part of reducing the cycle of homelessness, staff across the service have been working on helping young people address the barriers which contribute to homelessness. This in turn assists young people in maintaining educational and employment options and, ultimately, sustaining accommodation. Primary barriers addressed include literacy (including telling the time), substance use and mental health. Lawson staff also continue to celebrate the little things – young people getting into a course, learning to put on makeup, baking a cake, passing a learner driver's test, or opening a bank account.

Special thanks again to the Gold Coast Suns for their support of homeless youth on the Gold Coast. We enjoyed Movie World in both December and July, as well as a jam-packed Homeless Connect Day, and used Horizons funding for a number of workshops and outings in collaboration with Gold Coast Youth Service and YHES House. As a service and as a Gold Coast network we are continuing to move towards smoother transitions and stronger team-work so as to offer our young people the best opportunities and ultimately build a healthier community.

Pauline Tibbertsma

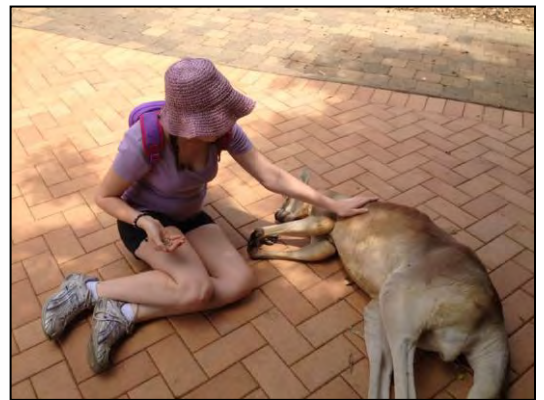




Bannister House Report

Over the last year, Bannister House has had some amazing experiences. One of the highlights was Face Your Fears Day at Movie World - the young people's faces had smiles from ear to ear. They went on every ride, some twice! Homeless Connect Day was another event that the young people participated in, with face painting, rock climbing, great food and great music. The grand opening and 'free ride day' on the Gold Coast Light Rail was an experience that everyone enjoyed. The young people were also taken to the Currumbin Wildlife Sanctuary and participated in the Treetop Ropes Course, which involved overcoming personal fears for some.

This year, our fitness program looked at alternative options that are good for the body as well as the mind. Deep meditation and yoga were two options that the young people chose. Other activities included tennis, rock climbing, walking and circuit programs. Art was a key feature in this year's programs with the Life Skills room now resembling an art gallery!



In an innovative program, the young people at Bannister were paired with key youth workers, matching interests and skills, and with the young person's best interest always in mind. This has given the young people and the staff one-on-one time to work towards goals. Recording of this data has allowed us to better observe the progress made by each young person.

Bannister House has had some great outcomes, including a young female who completed her first year of Psychology at university who has also transitioned into independent accommodation, several young people with a background in foster care who have gained new-found confidence and trust within our service, and others who have studied various Certificate III and IV courses at TAFE.

As Team Leader of Bannister House, looking back over the last year with the ups and downs with both young people and staff, I am so very proud of them all, and to be a part of the transformations, and a part of this growing family we call GCPHY.

Kylie Minchinton



Jessica Dunne Lodge Report

Jessica Dunne Lodge (JDL) provided housing and support for 23 young people over the past year, one up from last year.

Of these 23 young people:

- 12 were female and 11 male.
- 6 identified as indigenous and 3 identified as Culturally & Linguistically diverse
- 10 entered service at 16yrs, 11 entered at 17yrs and 2 entered at 18yrs.
- Upon exiting service – 6 reunited with family, 9 transitioned into independent / shared accommodation, 3 transitioned into the STAY houses, 4 were assisted in finding services better suited to their goal and location preferences. Only 1 young person exited service to destination unknown, declining any assistance from the service.

A key area for development that stood out over the year was early intervention around residents reacting to each other in difficult situations. There was a strong focus on building resilience and interpersonal skills while staying at JDL to better equip them for shared accommodation and the rigours associated with living under the same roof as several other unique individuals.

The highlights over the year included adventures to the Currumbin Wildlife Sanctuary high ropes course, a Suns Game at Metricon Stadium, trip to Movie World, drives up Tamborine Mountain, Yoga at the Broadwater and Movies in the Park to name but a few. Residents are regularly connected and updated with what is happening in the community around them and we are blessed as workers to share in the smiles, laughter and exchanging of knowledge that these young people may not otherwise have been privy to.

The staff members have displayed dedication to their craft, honing their skills and developing themselves as Youth Workers. Their ability to adapt and overcome obstacles is second to none. We are lucky to have so many passionate people under one banner who truly believe in the Gold Coast Project for Homeless Youth.

Quote for the year ahead:

“Words, like glass, obscure when they do not aid vision.”

Joseph Joubert

Jared Erasmus



Mobile Support Report

The Mobile Support program has seen a number of changes in the last twelve months with Bonita moving from Mobile Support Team Leader into the GCPHY Operations Manager role and Israel taking on the Team Leader position at Mobile Support with Amanda and Sharon working alternating shifts as Youth Worker/Case Managers. The Supported Transitional Accommodation for Youth (STAY) program has been developed and grown by Mobile Support and is now a large part of the weekly operations. As a result, Mobile Support also has more contact and communication with the residential houses (particularly the Team Leaders) to ensure an effective continuum of care throughout the organisation.

Mobile Support is a diverse program with clients' needs ranging from tenancy issues, living skills, financial management and employment seeking, to drug and alcohol dependency, mental health and domestic violence issues. Mobile Support has facilitated workshops such as "Cooking on a Budget" and Drug and Alcohol education among others.

The Supported Transitional Accommodation for Youth (STAY) program has been up and running for the past nineteen months and has been both challenging and exciting for staff and young people. The aim of the program is to give young people the opportunity to live independently while still having support when required, acting as a bridge to moving into fully independent accommodation. Young people in the program meet regularly with case managers, have weekly property inspections and pay the total rent of the property.

Staff work closely with the young people early in the STAY program to support them with challenges such as culture shock, financial management, living skills (cooking, cleaning etc.) and at times work as mediators between young people when the dynamics of the housemates is strained.

On transition, young people are given a rental reference and a copy of their rent ledger for prospective accommodation interviews and as Mobile Support now has a ute, we can assist with moving their belongings to new accommodation. The STAY program currently consists of two privately leased two bedroom units in Labrador.

Mobile Support continues to grow and change as the needs of individual clients change as they move through the program. Whether this is through the residential houses, STAY or external case management, Mobile Support staff provide support as needed. Mobile Support will continue to build relationships with the wider community forming partnerships where possible to ensure that all young people can move forward to independence and sustainable living.

Israel Bull



Early Days

In April 1984, a meeting was held with John Barnaby, Janet Klacek, Geoff Prentice, Max Christmas, David Straten, John Watter, Reg Hogan and Sean Moriarty. Apologies were made by Carol McLaughlin, Ken Grant, Claire Reading, Tom Walter, John Quilligan and Graham Adsett. Topics discussed included:

- A possible site for a hostel
- Possible support from a group of Gold Coast businessmen
- Possible patronage from the then Premier and his wife, Flo Bjelke-Petersen
- Possible support from the Ted Noff's Wayside Chapel

In June 1984, a final copy of a brief on the Project

- be prepared for distribution to the Premier and the Minister for Welfare Services and others
- an application for urgent funding of the Community Organiser position be prepared to be forwarded to the Minister.
- The Committee's Incorporation be fast forwarded
- Geoff Prentice to approach his Board, Lifeline, and request that Lifeline act financially on behalf of the Committee in the interim (Lifeline auspiced the Project)

At the July 1984 meeting, among many things discussed were:

- Application for an Establishment Grant
- Employment of a Community Organiser
- Application for Community Employment Program funding
- Incorporation and Management Committee
- Staff and program planning

It was hoped that incorporation would be within a month and the choice of the Management Committee to meet with the Justice Department criteria of four.

At the end of November 1984, the doors were opened with three houses, fourteen staff and \$284,500 received in Community Employment Funding

Ten months later, this had been reduced to 2 houses, 4 staff and \$70,000 per year to cope with a growing problem.

In 1986, Rob Borbidge MP awarded a further \$83,249 for another 10 months of funding and soon after, another \$4072 to carry through to the end of 1986. By October 1986, 16 beds were being used. Volunteer staff were being used on weekends but not without problems. \$39,999 was received from the Youth Supported Accommodation Program. The Gold Coast Project for Homeless Youth was well and truly up and running!

In 1985, three houses were operating:

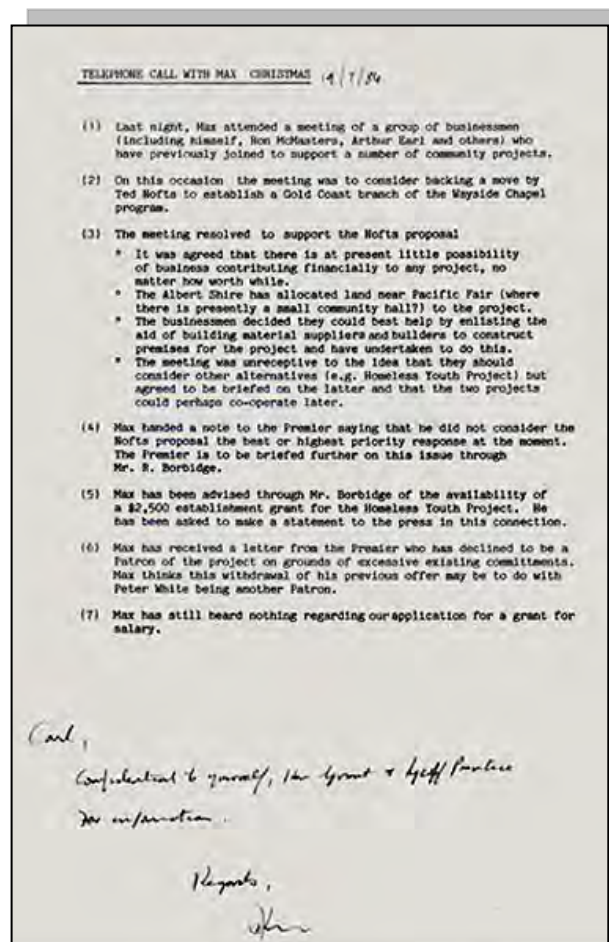
- 12-15 year olds were housed at 136 Ferny Avenue, Surfers Paradise, near where the Marriott Hotel now stands.
- 16-18 year olds were housed at Nesbitt Street, Southport
- Older people were housed at The Esplanade, Miami.

Several changes in location at Southport and Miami followed.

Max Christmas was acknowledged as the Patron of the Gold Coast Project for Homeless Youth.

We have had drug addicted Youth Workers, a fire at McLaughlin House and enough scintillating events to fill a short novel. Tears have flowed freely and smiles have been plentiful!

Written and researched by Pru Lawson



Original notes from phone call
with Max Christmas, 1984.



Office Bearers & Managers, Past and Present

Chairperson/President

Max Christmas

Ken Bannister

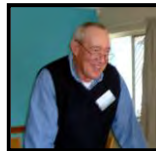
Carol McLaughlin

Bill Hoyer

Kristina Horrocks

Maxine Whitlock

Bill Hoyer



Deputy Chairperson/Vice President

Ken Bannister

Carol McLaughlin

Bill Hoyer

Brenda Amis

Dawn Donovan

Peter Makepeace

Andrew Antonopoulos



Secretary

John Barnaby

Carol McLaughlin

Pru Lawson

Treasurer

John Watter

Ron Conley

Rod Walsh

Lynn Yates



Dot Sloggett

Ian Pye

Tim Goh

Rachel Makepeace

Kris Zarins

Graham Smith

Managers

Gloria Marsh

Gene Lacey

Rhonda Owen

Lorraine Melling

Hugh Crago

Margaret Cox

Val Farrow

Ruth Knight

Steve Dowker

Madelyn Wilkinson

Jason McDonald/Kate Amand

Jackie Larsen/Kate Amand

Bonita Tyler/Kate Amand

Administration

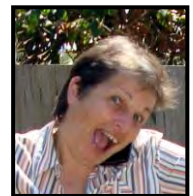
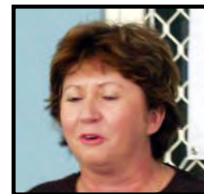
Dianne Neinert

Lynne Zac

Libby Price

Wendy Nash

Jackie McGrath



Gold Coast Project for Homeless Youth is indebted to our amazing team of volunteers, both past and present.

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:

Andrew Antonopoulos
Greg Aspelung
Billabong Australia
Bond University Students
Brumby's Bakery Benowa
The Burleigh Knitters
Carole Byron
The Church of Jesus Christ of Latter Saints, Isle of Capri
Brian Clarke (Day & Night Emergency Electrical)
Derek Cronin
Delaneys Lawyers
Jocelyn Dodsley
Domayne, Bundall
John & Helen Duley
Ed Harry Menswear
ESPL Coffee Shop
First National Commercial
GCIT Students
Gold Coast Basket Brigade
Gold Coast Community Fund
Gold Coast Suns
Grill'd Robina
Noel Grummitt
Stephen Hamilton
Jan and Cheryl Hatcher
Horizons Program
Laurie Jetson
Laraine & Kylie Jones
Val Jones
Kevin Holt Consulting
Minister John-Paul Langbroek
Pru & Andrew Lawson
Kevin Liggins

Angus Lockhart
Moir Lockhart and Friends
Joanna MacLellan
Carol McLaughlin
Merlo Coffee Southport
National Council of Jewish Women Australia, (Gold Coast Section)
No Name Lane
Michael Oldham
OntheNet
Oz Harvest
Tim Ping
RACV Royal Pines
Julie Rasby
Joseph Reweti (Crossfit Urban Energy)
Joshua Richards (NAB)
Robina Lions Club
Rotary Club of Surfers Sunrise
Graham Smith
Andrew Thomas (GC Suns)
Lucy Thompson (Beetles, Bugs and Butterflies)
TSS Aquatic Club
Asoka Uduwela
Villa World
The Wagon Stop (Nora and Bill Hoyer)
Dwight Walker (Paradise Timbers)
Warner Bros. Movie World
Judith Wassell
West Moreton Anglican College
Louise Woolnough
Kym Wesener
The Young Family (Bellbowrie)
Kris & Suzanne Zarins

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

Katy Baker
David Swaddle
Kim Ellis

Lisa Adaway
Lisa Sofoulis
Vanessa Taylor

2013/14 Photo Scrapbook



A day at Currumbin Wildlife Sanctuary, with thanks to the Rotary Club of Surfers Sunrise



Golf Day, courtesy of RACV Royal Pines and the Gold Coast Suns



Face Your Fears Day, with thanks to Movie World and the Gold Coast Suns



Art Workshops for the young people of GCPHY, GC Youth Service and YHES House, courtesy of the Horizons Program



Egg carton artwork, inspired and facilitated by Youth Worker Caitlyn



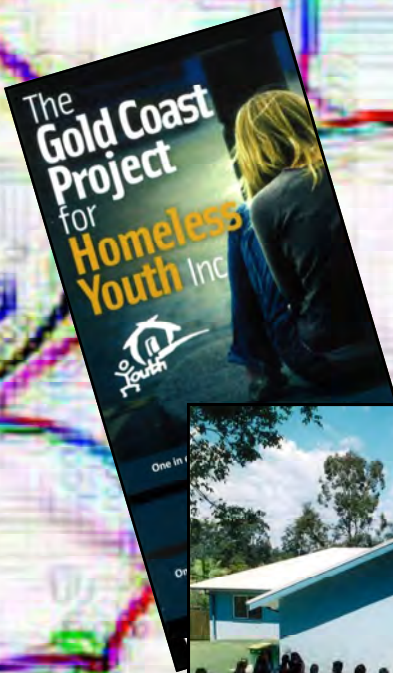
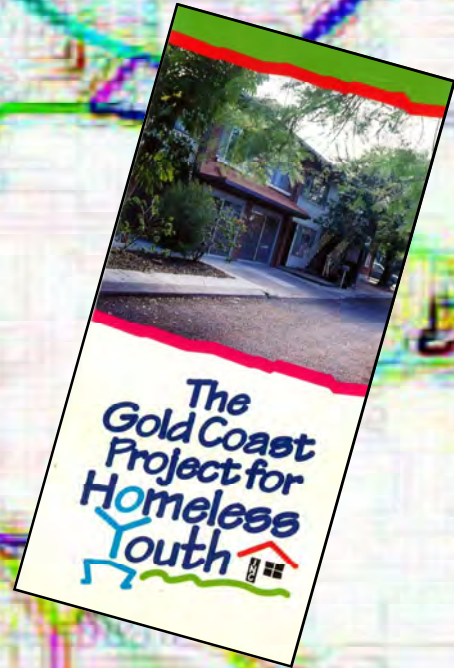
Another successful Bunnings BBQ Fundraiser—thanks to all who helped out on the day



Mobile Support's new ute, a Mazda B2600, kindly donated by the Gold Coast Community Fund



OzHarvest have donated an enormous quantity of food over the past year. Many thanks to Lee, Pasquale and the Team.



**Decade of helping
homeless youth**
Gold Coast Project For Homeless Youth
BY VALERIE JONES

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Homeless Youth**

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