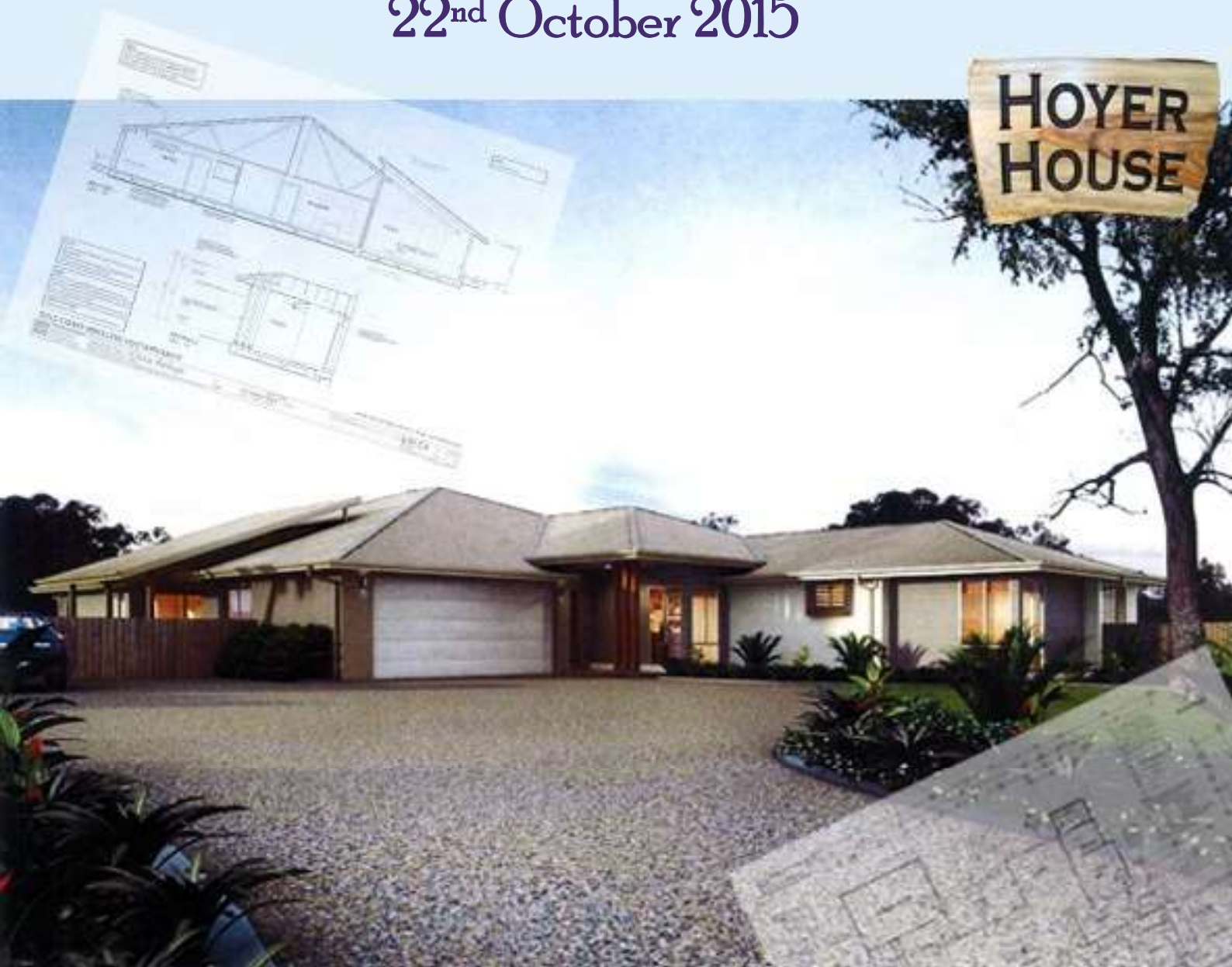


Annual Report 2015

Annual General Meeting

22nd October 2015





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

It has been one year since I was nominated and elected President and Chairman of the Gold Coast Project for Homeless Youth (GCPHY). What a year this has been, and what an outstanding organisation!

It did not take long to realise that our previous President, Dr. Bill Hoyer, had maintained the GCPHY with incredibly high standards of service delivery and that the foundations for the organisation were strong. It quickly became apparent that this GCPHY ship was sturdy and ready for growth!

I would like to especially thank the Management Committee for Financial Year 2015, including:

- Pru Lawson
- Val Jones
- Graham Smith
- Derek Cronin
- Kerrie Young

for their ongoing support and diverse contributions to the GCPHY. Their range of skills and experience has provided for a thoroughly contemplated and practically implemented strategy to take GCPHY in to the future.

Some noteworthy achievements in the past 12 months include:

Hoyer House: This new GCPHY facility, which will provide an additional 7 beds to Gold Coast homeless youth in crisis, has been a long journey and it is with great enthusiasm we start construction!

An extraordinarily special thanks to Villa World Limited and the various contractors and consultants, who contributed to receiving approvals and the regulatory necessities with Gold Coast City Council.

Construction on this facility will commence in or around mid September 2015 and we are anticipating completion by March – April 2016!

The impact of Hoyer House to the Gold Coast homelessness ecosystem cannot be understated. This will be a major contributing factor to the GCPHY mission of transitioning homeless youth to independence and providing sustainable solutions to a growing demand on the Gold Coast.

State Government Relations: Throughout the year we have regularly liaised with the State Government on various matters (as we always do), and this year we have met with the various Policy Advisors to the Minister, as well as personally meeting with Leanne Enoch MP.

This provided Minister Enoch and her policy advisors with a background to the GCPHY and our transitional service delivery model. It also provided us with an opportunity to discuss youth homelessness on the Gold Coast and the various matters that we felt required her attention.

We introduced the Government to the development of Hoyer House as a new crisis refuge for the Gold Coast to meet the unfortunate increased demands on Lawson House. Lawson House and Hoyer House (once operational) would be the only crisis refuges for homeless youth from Tweed Heads to Logan and as far inland as Ipswich!

In my opinion, GCPHY has a positive ongoing relationship with our State Government and we see this continuing as youth homelessness increases in our region.

Staff: What an extraordinary team at GCPHY! Management Committee has always kept a close relationship with the Staff at GCPHY and last year was no different.

Although challenging, GCPHY Management Committee (including myself and Derek Cronin) participated in an Obstacle Course challenge with team leaders and managers at the Project. Through gruelling trials of rope pulls and drags, tyre carries and obstacles, bear crawls and endless exhausting challenges the Management Committee and Staff at GCPHY overcame this course together.

The Staff at GCPHY from Managers to Volunteers share the passion and vision of the Organisation. You must all be commended for your dedication and effort to the GCPHY as our community presents to you vastly different young people with diverse and sometimes extraordinary circumstances. No challenge has been too big for the Staff as they work as a team to share experiences and grow together as the GCPHY progresses.

Strategy Day: The resilience and passion of the Staff was witnessed first-hand as Management Committee (including myself, Derek Cronin, and Kerrie Young) attended the GCPHY Staff Strategy Day. This connected Management Committee with Staff for a morning to discuss the current position of GCPHY and where Staff saw the future of this Organisation.

This Strategy Day was extremely useful for Management Committee to connect with our workers and understand what they wanted from us. Their messages were all heard, and the Management Committee is taking actions towards considering and implementing strategies that address the needs and aspirations of the GCPHY, the Management Committee, the young people in our services and the Gold Coast Community at large!

Management Strategy Day: The GCPHY Management Committee is made up of some new members of 1-2 years, some longer standing members of 3-5 years, and some wise and experienced members dedicating +10 years to the Organisation.

Pru, we won't mention length of term with us but rather extend an ENORMOUS thank you for all that you have taught me in the past year. I can't call every morning at 8am but I know when I do call you there will be a candid and extremely valuable conversation to be had!

With the various backgrounds and skillsets of Management Committee a Strategy Day was important to bring a concerted vision and mission to the forefront.

The outcomes of the Strategy Day are anticipated to streamline some operational aspects of the GCPHY and provide a greater focus on our service delivery to the young people to grow our successes with the young people in our care.

Bonita, GCPHY Operations Manager in 2015, your impact on the GCPHY has been astonishing! In the past 12 months I have met regularly with Bonita and witnessed ongoing positive change in Staff culture within GCPHY and a professional presentation to other Gold Coast community organisations and our State Government.

Kate & Jackie, the administration of GCPHY have never faltered. The administration of several facets of this organisation is not an easy task but the administration office has always been capable of delivering any outcomes asked of them. Thank you for the tireless efforts and please always know that you are appreciated from everyone involved with the GCPHY, both directly and indirectly.

The impact and role of everyone at GCPHY (both past and present) has made it possible for the GCPHY to embark on new projects and initiatives seeking to provide innovative delivery of care and services to homeless youth on the Gold Coast.

To Finish Last year was an exciting year, but rest assured we are primed for even more exciting times ahead!

It has been my pleasure and honour to serve as President and Chair of GCPHY for the previous 12 months and I thank everyone that has contributed to this Organisation, whether large or small.

This GCPHY is a testament to the positive outcomes that a collective can deliver. The ability of the GCPHY, an organisation of people working collectively toward a shared vision, has made significant differences in the lives of many young people and has made a positive social and economic impact on the Gold Coast.

Andrew Antonopoulos

President



Bonita (General Manager),
Mayoress Ruth Tate and Andrew
at the Mayoress Charity Ball



The GCPHY Obstacles Gone Mad Team



Treasurer's Report

I am pleased to present the following comments, and the attached Annual Reports of our independent Auditor on the financial operation and performance of the Gold Coast Project for Homeless Youth Inc. and the Gold Coast Project for Homeless Youth Foundation accounts, for the 2014-2015 financial year.

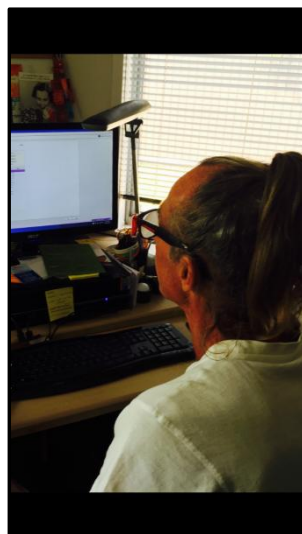
The attached Auditor's statements summarise our end of financial year position, with equity of \$2,083,621 for the GCPHY Inc. account and \$385,515 for the GCPHY Foundation account. The total income for the respective reporting period for the GCPHY Inc. account was \$1,774,838, and while \$1,518,438 was received from government grants, the valuable contribution from volunteers and donations has been vital in supporting the Project's ability to provide facilities and services for young people 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 process of timetabling, resource scheduling and acquisition of operation services to ensure that the Project operates within its finances and the guidelines of our service agreement.

The 2014-2015 financial year saw the end of a successful first year Service Agreement with the Department of Housing and Public Works, and current indicators suggest that this agreement will hopefully be re-funded until June 2018.

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 2014-2015 financial year, and I recommend that the Report and statements be accepted and endorsed by the members present at the 2015 Annual General Meeting.

Graham Smith
Treasurer





General Manager's Report

The organisation has had a very busy, challenging and rewarding year. Throughout the service we were able to assist over 160 young people with various types of support including accommodation, food, showers, hygiene, nutrition, medication, identification, transport, life skills, relationships, health, budgeting and sustaining tenancies. The stand out issues for young people this year were family breakdown, domestic violence, mental health and drug & alcohol issues.

We have had some amazing success stories from the littlest moments of a young person being able to cook their first meal all the way to young people moving out into independent accommodation and sustaining this for long periods of time. Once again a huge thanks needs to go to GC Suns for putting on outings like Face Your Fears Day and the massive White Christmas Event at Movie World. The young people in service talk about it for days after and it is great they can experience something they wouldn't normally have an opportunity to. Thanks also to OzHarvest who continue to support the project with various food donations which really assist us in keeping our grocery bills down.

It was unfortunate that as a service we had to turn away over 120 young people due to being at full capacity. We also had to turn away more young people due to the complexities and dynamics that sometimes occur in our accommodation facilities. It is great that the organisation is looking at expanding with the addition of a crisis facility in the new Bill Hoyer House. The future also looks positive for the potential for more STAY (Supported Transitional Accommodation for Youth) units to add to the already successful transitional model that GCPHY has already built.

It has been great that the Team Leaders this year have taken on extra responsibilities to assist in relationship building with other organisations and with internal procedures to make better efficiencies with staff member's use of time. Team Leaders, Staff, Volunteers and Students have all contributed to supporting young people who are homeless and at risk of homelessness on the Gold Coast. There have been trying times especially with illness and incidents however the team has pulled through with supporting and backing each other up where needed, so a massive thanks and congratulations needs to go to all of them.

I was involved in many local and regional events this year including presenting at various conferences and seminars relevant to the Homelessness field and I was also honoured to be nominated as the Acting Chairperson of the Gold Coast Homelessness Network. GCPHY was also involved in the GC HATS (Housing Assistance Triage Service) reference and evaluation group and the Home for Good Registry Week on the Gold Coast.

GCPHY participated and held a stall at the annual Homeless Connect event at Metricon Stadium. Young people were able to get a range of things from the day including clothes, toiletries and a whole lot of fun on the mechanical surfboard among other activities.

It was also great that GCPHY was able to hold an information session on the services that we offer and some great results and outcomes we have had. This session was well received by many services in and around the Gold Coast and we hope to make this an annual event.

GCPHY held a fantastic and fun team building day this year which we also hope to become an annual event. It gave staff an opportunity to really connect with each other and have their say on what they would like to see in the future of GCPHY. It was great that some Management Committee members were also able to be involved in this day to touch base with staff working on the ground.

This year we saw the departure of our hardworking Administration Manager Kate Amand. Kate put in tireless days with the Project and was involved in many of the larger projects including the move from the Queen Street Bannister House and construction of JDL. Kate was always one to keep us on our toes and her work was very much appreciated.

I would like to say a huge thank you to the Volunteer Management Committee for their time, dedication and support throughout the year.

Bonita Tyler
General Manager



Presentation at Youth Affairs Network Conference



Southport High School students identify reasons as to why young people might become homeless



The GCPHY Obstacles Gone Mad Team



Presentation of a 2015 signed jersey from Gold Coast Suns



Lawson House Report

Lawson House has continued to adapt to the ever changing face of homelessness, providing accommodation and support to 84 young people, aged 16-18, over the last financial year. Residents were provided with immediate supported accommodation and access to basic material assistance, often taken for granted by the general public. Residents came from varying degrees of homelessness such as “couch surfing” or “roughing it” on the streets. The main factors reported to be contributing to their homelessness were Drug and Alcohol, Mental Health, Relationship Breakdown and Domestic Violence. Residents were assisted in forging their own goals, an opportunity rarely afforded to them in the past, and working towards them with encouragement and support from our dedicated team of youth workers.

We are pleased to report that many positive outcomes were achieved over the year. A third of Lawson House residents moved on to Bannister House or Jessica Dunne Lodge, GCPHY’s own Supported Transitional Accommodation, to further develop their case plans and living skills. A number of residents went on to stay in shared accommodation, with some accessing assistance through our GCPHY Mobile Support Team, and a number of other young people reconnected with family.

The main focus in the work we do with young people is moving towards independence. Many young people don’t realise the potential and skills they have at their disposal, but with a little bit of guidance are able to identify the skills they have already acquired on their journey. Once identified, young people are able to develop methods in transferring those skills to areas of their lives that promote personal growth and positive connection to the community. This process cannot be done without the assistance of external services that we work with. A big thank you to GCYS (Gold Coast Youth Service), YHES House, Gold Coast Centre Against Sexual Violence, Ohana and Nerang Neighbourhood Centre to name a few.

Thank you to the Gold Coast Suns for providing the young people with memories that are often recounted around the dinner table. From tickets to the games at Metricon Stadium to the much anticipated Golf Day at Royal Pines, you are heroes in the eyes of many young people. OzHarvest have provided Lawson house with grocery hampers on a regular basis, which in tandem with the brand new commercial quality pots, pans and bakeware provided by Karen Hughes (Help Us Help Kids), are used to develop young people’s cooking skills and provide the necessary nutrition that promotes wellbeing.

Those not listed above are not forgotten. All who have contributed have played a vital role in the development of our service and we are forever grateful for the support.

Jared Erasmus

Team Leader



YW Lisa with bags of chips donated from OzHarvest



YW Caitlyn’s beautiful artwork



GC Suns players at Royal Pines Golf Day



Bannister House Report

This year Bannister has engaged the young people in many programs, some that have been created by staff themselves after identifying the gaps and restrictions that young people face. Bannister had a private social worker come and facilitate a personal development program that focused on emotional control and awareness. Healing Hands came and ran a yoga and massage group for the clients and there was a Cyber Safety information night. The programs that Staff created were a fitness program to support and encourage good mental and physical health, and a Friends with Boundaries program which ran over five weeks. This program assisted young people in understanding boundaries and self-care with others.

Bannister staff have supported young people this year in some amazing outcomes and achievements, it has been a year of transition and growth for all involved.

Here are just a few of the outcomes that Bannister has assisted with...

Three young people that have transitioned into their own property, signing a six month lease. The three young people were supported at Bannister from twelve months up to eighteen months. During this time they were employed, studied, formed long lasting relationships and become independent enough in all aspects. They still have the property they lease and there has been no breaches, all are employed and doing well. Bannister continues to support where needed.

Another young person was supported in getting her P-Plate driver's licence and then supported in purchasing her first car.

These are not all of the outcomes, but some of the highlights. Each young person has reached goals and achieved many things, from education, employment to being able to cook a cake and clean their own clothes. For some it is learning that they can trust an adult, for others learning that they can do anything they set their minds too.

Looking back over the last year, I can say it has been one that the staff and I are very proud of. The young people continue to surprise and inspire us all.

Kylie Minchinton

Team Leader



Plaster skull art workshop



YW Monique. Boundaries with Friends Program



Kylie with Saint Stephen's College



Jessica Dunne Lodge Report

Over the last year, Jessica Dunne Lodge (JDL) has provided housing and support to 21 young people. There have been celebrations and challenges, but overall the house has continued to do what we exist to do: to “encourage young people to reach their full potential by providing quality services in a safe and supportive environment” (GCPHY Inc. Mission Statement). We do not simply provide beds. We deliver an independent living skills program that assists in addressing barriers to sustaining tenancies. We do this in the knowledge that the longer a young person is able to sustain transitional accommodation before they move into the wider community, the less likely they are likely to return to a cycle of homelessness.

JDL maintained a predominantly female house this year with 14 females, 6 males, and 1 transgender young person. The primary reason for this was the high number of female referrals. 3 young people identified as Aboriginal or Torres Strait Islander and 3 as New Zealand citizens. Young people transitioned from JDL into family, friends or private rental accommodation.

Primary barriers to sustainable housing have included mental health concerns, substance use, relationships exhibiting domestic violence characteristics, and learning difficulties. Fresh initiatives in trauma-informed practice have included the use of an iPad with its associated mental health apps, wellness and activity programs, and a ‘Chill Zone’ to assist with emotional regulation. Other programs experienced included visits from a Mental Health Social Worker, and workshops on healthy relationships and boundaries. JDL also hosted the lantern-making project “Watershed” as well as the GCPHY Inc. Christmas lunch. Our annual highlight, however, was the generous donation of annual passes to three local theme parks.

We sincerely thank our many generous supporters and volunteers who have given of their time, resource or talent throughout this year. We also extend our appreciation to the staff for their hard work and dedication to the service and to our residents. As Helen Keller is quoted to have said: “Alone we can do so little; together we can do so much.”

Pauline Tibbertsma

Team Leader



‘Chill Out’ area



Movieworld



Artwork with FAMOUS Inc



Mobile Support Report

Once again this year the Mobile Support service has evolved. The team now consists of Israel (Team Leader) and Amanda (Youth Worker) who is now full-time after Sharon (YW) left GCPHY earlier this year. Mobile Support has also successfully supported a student (Juval) to complete his practical assessments and training for his Diploma of Youth Work.

Mobile Support reached the target number of clients for the year and continues to hold a strong client base. Through service visits to other local community organisations, educational institutions, networking, partnerships and word of mouth, Mobile Support continues to grow with the regular flow of clients from within GCPHY residential houses as well as external referrals.

The main issues presented this year have been the prevalence of ICE (methamphetamine) and opportunistic prostitution which stems from drug abuse, poverty and the internet (predominately social media). Due to this Mobile Support has furthered connections with AOD (Alcohol and Other Drugs) support groups and continued advocacy for clients wanting to enter residential detox/rehabilitation centres.

Mobile Support has played a large role in the logistics, sourcing and collection of donations from the local community this year, both for Mobile Support and GCPHY as a whole and currently have enough furniture in stock to furnish three units.

The Supported Transitional Accommodation for Youth (STAY) program has now been running for the past two and a half years 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 market 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. The young people entering STAY units have come through the GCPHY residential programs, as well as existing external clients of Mobile Support. All have benefited from the program and statistics have shown an excellent overall long term success rate (approx. 90%). On transition young people are given a rental reference and a copy of their rent ledger for prospective accommodation interviews and real-estate lease applications etc. 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 units or external case management Mobile Support staff provide tailored individual case planning 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

Team Leader



Good News Stories!

Lawson House

Staff supported a NZ young person (YP) who had no income, lived with chronic epilepsy and struggled to manage his medication which caused many seizures. Workers worked with YP on various medication management strategies. YP also struggled to find work and had limited supports and decided it would be best for him to return to NZ to family. Workers verified this was a safe environment for his return and supported him to get relevant documentation (through a great deal of advocacy) for him to be able to return to NZ.

Bannister House

Staff supported a YP who came into service when she was 16. She moved out of the service quite quickly but returned after her accommodation broke down. On her return she was able to learn valuable life skills and anger control strategies. YP transitioned the cottage where she showed independent living skills that she wouldn't have shown 12 months ago. She gained employment, got her licence and a car (with support of staff) and has since moved out independently and is doing well.

Jessica Dunne Lodge

A YP came into JDL after a very short stay in Lawson due to their level of anxiety. They engaged with Child and Youth Mental Health and also began studies in a Certificate II: Hospitality at a local college (both being huge steps). Through encouragement and support from workers, they learned to manage their own budgeting and appointments and take control of their own life. They later moved back to family, and said when giving feedback to the service: "They helped me out greatly and helped me gain much confidence... I've enjoyed my stay greatly".

STAY (Supported Transitional Accommodation for Youth)

MS Staff supported a YP with issues relating to drug use (ICE), associated legal issues, building relationships and visitation with her young daughter. The YP had a desire to make a break from her negative lifestyle so when a STAY vacancy became available she chose to take that spot and make a change. The YP is now empowered and attending support groups for her drug issues. She is also now working towards employment and a stable living routine to support reunification with her daughter.

Mobile Support

MS Staff supported a young mum who had fallen behind in rent due to her partner being off work. She was in fear of losing her accommodation and received a complaint from her children's school regarding them not having enough food in their lunches. Staff met with her property manager and brokered a payment plan for her rent arrears as well as providing some basic meal necessities for the family. MS are now actively engaged in case management with the family and working on a weekly budget and other living skills.

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

Arthur Earle Foundation
 Barbara Corrigan & friends
 Billabong Australia
 Brumbys
 Carol McLaughlin
 Chris Trainor (Canvas underwear)
 Eileen Wallace Trust
 Famous Inc
 Firefall Christian Church
 Gold Coast Community Fund
 Gold Coast Mayoress Charity Foundation
 Gold Coast Suns
 Greg Aspeling
 Grill'd Harbourtown
 Help Us Help Kids (Karen Hughes)
 Horizons Program
 Jan and Cheryl Hatcher
 Jodie Alderton (Harmony Hooves)
 John-Paul Langbroek
 Joyce and Osaka Uduwela
 JumPit Trampoline Park
 Karen Cane
 Kevin Holt Consulting

Live to Give
 Lorien Cameron
 Lucy Thompson
 Michael Oldham
 Moira Lockhart & friends
 OntheNet
 OzHarvest
 Product Of My Environment (Steve Baksa)
 Qld Community Foundation
 Qld Government Gambling Community Benefit Fund
 Robina Groves Children's Centre
 Rotary Club of Southport
 Saint Stephen's College Coomera
 Sanctuary Cove Lions Club
 Share the Dignity
 Stephen Hamilton & Kevin Liggins (Tracy Liggins Memorial)
 StreetSmart Australia
 Sue & Marcelle Agius
 Village Roadshow
 VillaWorld
 Wagon Stop (Bill and Nora Hoyer-Schweiter)



Bonita accepting donations from Chris Trainor from CANVAS



Kate accepting donations from Camille of Live to Give



Jackie accepting donations from Robina Groves Children's Centre

Gold Coast Project for Homeless Youth would also like to thank the amazing volunteers that we have had throughout the year

David Swaddle
 Jasmine Williams
 Trish Frost
 Kim Ellis

Lisa Adaway
 Kristi Johnson
 Gerard Friel

Some highlights from the past year...



Changing of the Presidential Guard

Andrew and Bill



**Christmas 2014 in our new ute
donated by GC Community Fund**



**Karen Hughes donated new
cookware for Lawson House**



Lawson House's veggie garden

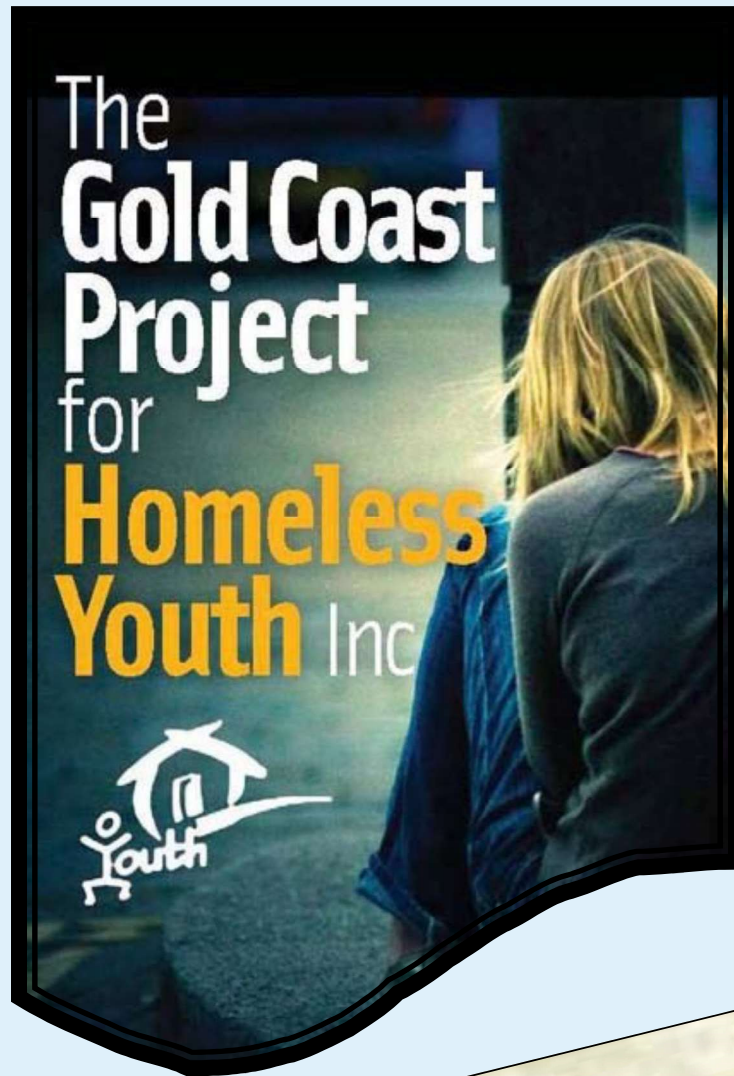


**Pauline and Mary-Anne test drive the
new bikes donated by StreetSmart**



**Cooking up a storm with food donations
from OzHarvest**





hello I would just like to say thank you for everything you guys did for me it helped alot when I got onto my feet I had an amazing time at lawson house and at JDL, I am pleased to say I have a full time job and is renting a house and I am engaged to be married August next year if it wasn t for the Gold Coast Project for Homeless Youth I dont know where I would be now.
thanks again

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