

Gold Coast Project for Homeless  Inc.

*Breaking the cycle of homelessness*



# Annual Report 2016

Annual General Meeting

14th September 2016



# Mission Statement

MISSION STATEMENT

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

# Philosophy

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

VISION

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



# President's Report

At Gold Coast Project for Homeless Youth Inc. we strive to accommodate and support young people who are:

- In crisis and in need of immediate accommodation
- Disadvantaged or at risk and in need of transitional (medium term) accommodation
- Requiring the range of services offered by Mobile Support to assist young people in securing and sustaining stable accommodation.

Throughout the year we have continued to uphold the values of GCPHY and expand our capacity to support those most vulnerable in our community.

Now is time to reflect on the year just passed, and to strategise for the years to come ...

## ... Reflecting

The staff and volunteers at GCPHY have continued to provide an extraordinary service to our young people in care, and our Community. Regardless of the challenge, the staff at GCPHY have overcome.

To overcome these challenges means another young person is given a second chance, an opportunity, or a feeling of family that may be unfamiliar to them. In any event, GCPHY have continued to change the lives of young people and provide opportunity for them to transition to independence or reunite with family members under better circumstances and perspectives for their future.

Our Management Committee continues to strengthen and diversify. The dedication of the Management Committee to assist the organisation to grow and improve in service delivery is unwavering and impresses me every day.

**GCPHY** would not run without a dedicated **Management Committee**. I would like to thank the Management Committee, and acknowledge those members of the Management Committee who have moved on as well as those members who continue their journey.

It would take too many pages to note everything that has happened in the past 12 months. Some highlights include:

- Continued construction of Bill Hoyer House, which is nearly completed and ready to double GCPHY's capacity to accommodate and support homeless young people with immediate need.





- Collaboration with Villa World Limited in constructing Bill Hoyer House has been an absolute pleasure and their effort has been above anything that could be imagined! The Department has endorsed the following statement:

*The Department of Housing and Public Works commends the innovative collaboration of Villa World Limited and Gold Coast Project for Homeless Youth Inc., which has led to the construction of a new Crisis Refuge for homeless youth on the Gold Coast.*

*The collaboration of Villa World and Gold Coast Project for Homeless Youth is a great example of how not-for-profit and community organisations can come together to find innovative solutions to address youth homelessness in Queensland.*

- Hon Micheal (Mick) De Brenni (Minister for Housing and Public Works) spent some time with staff and young people at Lawson House to learn more about GCPHY and what we do.
- Fundraising efforts of GCPHY have also exceeded expectations. Thank you to the GCPHY Fundraising Subcommittee for Fundraising, Chaired by Derek Cronin, for their efforts throughout the year.
- Numerous fundraising, awareness community events were undertaken and I am proud of the numerous community partnerships developed throughout the years.

GCPHY continues to forge ahead with innovative and sustainable solutions to a complex and growing community problem.



## ... Planning

Many of our initiatives have come from our talented pool of youth workers, administrative staff and volunteers. Many of our strategies at GCPHY have been developed organically through the ideas and initiatives of our staff.

In the next 12 months, GCPHY hopes to:

- Have Bill Hoyer House fully operational as our second Crisis Refuge. We continue to explore solutions with the Department of Housing and Public Works
- Expand our successful programs such as STAY Program as our most successful self funded program.
- Further develop our existing community partnerships with Gold Coast organisations.
- Explore strategic partnerships with additional community organisations and corporates.
- Continue encouraging staff to consider and propose innovative growth to our service offering.
- Continue to develop our outstanding staff and attract more passionate and dedicated staff to work towards successful outcomes for our clients and our Community.

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

It continues to be my pleasure and honour to serve as President and Chair of GCPHY. I thank everyone that has contributed to this Organisation, whether large or small.

GCPHY remains a testament to the positive outcomes that a collective can deliver. Our volunteers and staff are expanding as our benefits to the community grow. It has been an exciting year to bring goals to reality and this next 12 months is intended to be as successful.

## **Andrew Antonopoulos President**



High tea at Bond University. From left: Andy Von Zeppelin, Annemaree Von Zeppelin, Andrew Antonopoulos, Shane Hough, Sallyanne Hough, Avril Quail, Prof Mark von Itzstein



# 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 2015-2016 financial year.

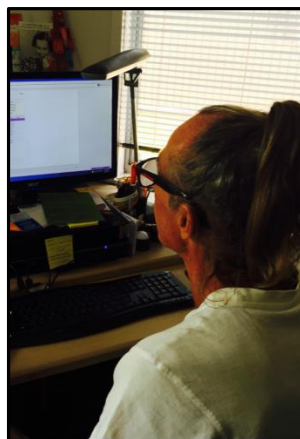
The attached Auditor's statements summarises the Project's year performance and end of financial year position, with equity of \$2,096,238 in the GCPHY Inc. account and \$603,426 in the GCPHY Foundation account. The total income for the respective reporting period for the GCPHY Inc. account was \$1,759,210, and while \$1,559,894 was received from state and federal government grants, the valuable contribution from volunteers and donations has been vital in supporting the Projects 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 and Bonita Tyler for the critical part that their actions and decisions play in managing the difficult processes of timetabling, resource scheduling and acquisition of operation services to ensure that the Project operates within its finances while delivering the essential output requirements of our service agreement.

The 2015-2016 financial year saw the beginning of a new service agreement with the Department of Housing and Public Works, and if current quarterly reporting figures retain the same level of success, then this agreement and the respective funding should continue 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 2015-2016 financial year, and I recommend that the Report and statements be acceptance and endorsement by the members present at the 2016 Annual General Meeting.

**Graham Smith**  
Treasurer



Our Treasurer hard at work



# General Manager's Report

Well what a year it has been – as we usually say, “challenging and rewarding”, while also being full of fantastic networking and collaboration with other services on the Gold Coast to get the best outcomes for young people who are homeless or at risk of homelessness. This year we were able to support and assist over 200 young people compared to 160 in the 2014/2015 year. This figure really highlighting the demand for our service.

We have been able to assist 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 issues (with themselves or in the family) and drug & alcohol issues (for themselves or family related).

The service had a focus on building up our life skills, healthy relationships and health and wellbeing programs within service. The Team Leaders worked extremely well as a Management Team to develop consistencies in processes across all of our residential facilities and within our Mobile Support program to better transition young people from crisis through to independence. The staff really took on extra challenges in regard to internal training with Departmental databases (QHIP/SHIP) and levels of case management increasing for young people in service. We also had assistance throughout the year from many volunteers, TAFE and university students.

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 independence and sustaining this for long periods of time. The young people who come through our service truly can be inspiring through the things they teach us. It is also exciting as youth workers to see the outcomes they achieve while they are in service and after they leave our service.

After winning an IKEA grant this year, we were able to have the IKEA team come in and renovate two rooms at Lawson House and they did an extraordinary job in a beautiful transformation of those two rooms. We were also lucky enough to receive a \$10,000 educational grant from Westpac which will assist young people with educational fees, school uniforms and supplies among other educational resources. The wonderful ladies at the National Council of Jewish Women of Australia (Gold Coast Section) Inc. also assisted us in donating some funds to purchase home starter kits for young people transitioning into independence. This was just some of the many donations and assistance we had throughout the year, so thanks to all who make regular donations to assist us to be able to offer a range of services and programs to young people who enter our service.

Once again a huge thanks needs to go to GC Suns for putting on outings like AFL match games, gym classes with young people 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.

Unfortunately, this financial year we turned away over 100 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. Hence, the addition of Bill Hoyer House which is due to be complete in August 2016. The fantastic partnership that has occurred with Villa World, many subcontractors and the community has made this possible and we are eternally grateful. The future also looks positive for the potential for more STAY units to add to the already successful transitional model that GCPHY has already built.

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 voted in to be Chairperson of the Gold Coast Homelessness Network. GCPHY has also been involved with the Gold Coast Youth Network and the Local Level Alliance to assist in collaboration and advocacy for young people. 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.

GCPHY held a fantastic and fun team building day this year which has 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.

I would like to say a huge thank you to the staff, volunteers, students and volunteer management committee for their time, dedication and support throughout the year.

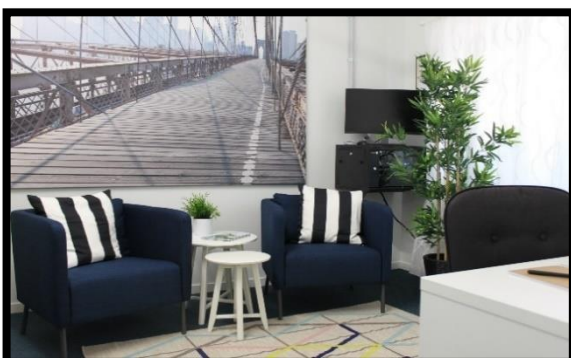
**Bonita Tyler**  
**General Manager**



Bill Hoyer House Mock-Up



Westpac Ambassador Jamie Prescott  
Presenting Derek Cronin with a \$10,000 cheque



Ikea's remodel of 'the flipside' at Lawson House



Sunny Ray and the Gold Coast Suns visiting  
Jessica Dunne Lodge





# Lawson House Report

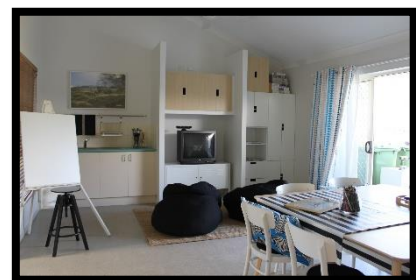
Through Lawson House, Gold Coast Project for Homeless Youth (GCPHY) strives to break the cycle of homelessness for young people aged 16-18 years, by providing immediate (crisis) accommodation, case management support and living skills. During the 2015-2016 financial year Lawson House accommodated 115 young people. The young people who access the service have come from a past of abuse, neglect and disadvantage, most with a history of repeated homelessness, with limited access to basic needs such as food and shower facilities.

The young people are provided with a safe and secure home-like environment with a client-centred approach to case management, where youth workers empower them to achieve their personal chosen goals of education, employment and living skills, while addressing other barriers of mental health, AOD and social phobias. Addressing these goals assists in a housing outcome of returning to the family home or transitioning into supported transitional accommodation or independent living.

GCPHY offers a continuum of care model of support for young people accessing the service, with the primary entry point being crisis accommodation (Lawson House), followed by transition into Bannister House or Jessica Dunne Lodge for transitional accommodation and/or into the STAY Program for semi-supported accommodation, finishing with an exit point of independence. This model enables the young people to stabilise their life, overcome the barriers which contributed to their homelessness, mature and gain the skills to live independently.

Lawson House has been freshly painted throughout, providing a bright, clean, and inviting environment for the young people. The life skills and flipside rooms have been transformed by Ikea, who have refurbished the rooms with modern décor, providing an inviting space to be utilised by the young people.

Lawson House also seeks to provide opportunities to build social skills through engaging with the general community, offering weekend activities such as drives, picnics and sporting events. All activities are supported by staff, and provide the young people with experiences other young people may take for granted. Lawson House also works alongside other services within the community. Gold Coast Suns have provided the young people with tickets into AFL home games. They also facilitate (with the help of Suns Players Touk Miller and Peter Wright) a health and wellbeing program, entailing physical fitness and healthy eating and cooking. PCYC have provided GCPHY with a fitness and boxing program twice per week. In addition, Gold Coast Youth Services assist with engaging young people in education and employment, OzHarvest provides meals and food, YHES provides support with emergency relief, basic needs and outreach support, and Headspace assists with Mental Health and Counselling. There are many more services and individuals that enable Lawson House to provide support and assistance to homeless youth on the Gold Coast.



Our new 'Living Skills' room



Ready to do art 'Ikea style'

**Marie Calleja, Team Leader**



# Bannister House Report

Bannister over the last twelve months has seen new challenges emerge, where some young people needed direct entry into Bannister due to the risk of them entering crisis. There was an increase in young people presenting with a disability, some mild, while others needed additional supports. The increase of young people presenting with a disability and homelessness is a concern, as they can be more vulnerable. The young people having had no official diagnoses during their infancy or early development meant that they were unsupported during the most important stages of development. Bannister was able to support the young people for an extended period of time, engaging them with specific services and supports to address the primary needs of the young people. Bannister worked closely with external services, government and non-government.

Bannister also had a makeover this year, with the interior completely painted. New furniture and beds for the young people.

The young people that have come through Bannister this year have enrolled or were enrolled in an education facility throughout their stay as this year the focus was on education for the young people that came through the service. With the average young person staying for fourteen weeks, and some much longer, Bannister had fantastic outcomes this year.

Bannister staff have supported young people this year in areas that were new to them, that at times challenged them, but always taught them and as a result increased their skill sets and more awareness surrounding self-care. The increased skills and awareness have given them the ability to support and understand the high complexity and diversity of the young people that we work with.

Bannister has worked with services, such as, YHES House, Gold Coast Youth Service, CNAP panels, Centrelink, Ohana, Arcadia College, Varsity Learning Centre, Headspace Southport, PCYC Nerang and Surfers Paradise and the GC Suns, just to mention a few. Together there has been better options and choices of support for the young people.

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

This year Bannister supported fourteen young people with disabilities, and trauma. The supports that have been accessed have seen three return to the family home with supports in place for the young person and the family, one holding a head lease of his own and supported to maintain the property, while another had his name put on a lease in a shared housing arrangement. Some have had services open up to them that they never had or thought they could access and as a result, will continue their journey within their community, feeling inclusive, secure and supported.

**Kylie Minchinton**  
Team Leader



Basketball hoop at Bannister House



Artwork at Bannister House



## Jessica Dunne Lodge Report

Homelessness continues to thrive on the Gold Coast. Year after year young people enter our service from a variety of backgrounds, many of which are filled with trauma that no one should be privy to. Apart from providing these young people with accommodation and support, the Gold Coast project for Homeless Youth provides these young people with a safe environment and a space where they can truly be themselves, as well as solace in knowing that there are people that care about them.

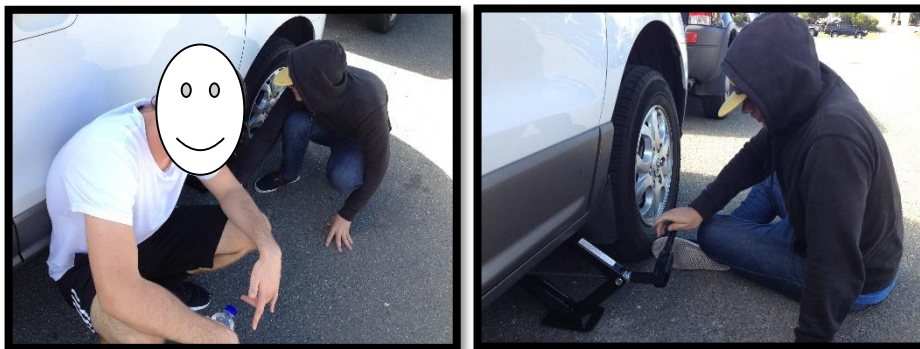
Jessica Dunne Lodge (JDL) provided accommodation and support to 19 young people over the year, maintaining a predominantly female house (continuing its trend from last year) with 12 female referrals and 7 male referrals. The majority of young people transitioned from JDL to family, friends or private rental accommodation.

The year has been filled with memorable events, be they through moments of great joy or much sadness. They ranged from waking up on time for school to finishing courses, finding jobs or giving up drugs, while celebrating birthdays and mourning loved ones. The difference for these young people was that they were now able to head to a room at the end of the night to sleep in a bed with a roof over their head, not having to add the worries of being homeless and alone to the top of the list.

Living skills and personal development are always at the forefront with many young people drawn to cooking as a means of escape from their day-to-day activities. Be it a hard day at school/work or a long day job searching, sitting down to a meal prepared by themselves and the banter of residents around the dinner table, is JDL's micro society working hard to assimilate and be a valuable asset to the greater community.

Thank you to those who donated and continue to donate their time, energy and resources to the organisation. Your efforts do not go unnoticed and are greatly appreciated by both staff and residents alike.

**Jared Erasmus**  
Team Leader



Utilising every opportunity to develop living skills. Residents learning to change a flat tyre after sorting donations for Homeless Connect Day.



## Mobile Support Report

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 referrals from within GCPHY residential houses as well as external referrals. The Mobile Support team consists of Israel (Team Leader) and Amanda (Youth Worker) with other GCPHY staff members Dayne and Carly having the opportunity to fill in occasionally at Mobile Support and learn the ropes.

The main issues presented this year continues to be the prevalence of ICE (methamphetamine) and opportunistic prostitution generally due to drug abuse, poverty and homelessness. The internet (predominately social media) is often used as a conduit for young people to engage in sex work. Mobile Support have also seen a marked increase in the number of young women with children suffering from domestic violence in need of accommodation and support.

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 clients and the GCPHY residential facilities.

The Supported Transitional Accommodation for Youth (S.T.A.Y) program has now been running for three and a half years. The aim of the program is to give young people the opportunity to live independently while learning about the private rental application process. Young people in the program meet regularly with case managers, have weekly property inspections and pay the 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 dynamic between housemates becomes strained. The young people entering STAY have come through the GCPHY residential programs as well as external referrals. Many young people have benefitted from the program with the success rate approx. 90%. On transition young people are given a rental reference and a copy of their rent ledger for prospective landlords and real-estate lease application process etc. Due to the 2018 commonwealth games staff have supported many clients into employment and traineeships on the Gold Coast.

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 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.

Thankyou

**Israel Bull, Team Leader**

Supporting a young person to set up their first home.





# Good News Stories!

## From Street to Home...

When Andrew came to **Lawson House** he didn't have anything except the clothes on his back. No ID, no toiletries, and no community support. Andrew had come over from New Zealand, and his family had returned home without him. **GCPHY** supported Andrew in obtaining identification, with some help from understanding banks and social services. He spent time job-seeking and learning valuable living skills. We were able to get in contact with family and secure emergency funds for him to return home.\*

## Family Breakdown...

Henry (16, male) transitioned directly into **Bannister House** after a period of extended conflict with family. Henry was living with high-functioning autism, anxiety and depression, and was connected with a number of services already for support. Youth workers worked with Henry over a period of nine months, during which time Henry learned basic living skills such as cleaning and cooking, and also skills around socialising with others. GCPHY was able to advocate for him to wait for a Department of Housing property, where GCPHY then transitioned. He was connected in with Mobile Support and Wesley Mission for external support after this time. Thanks to the team work of many Gold Coast services, Henry did not have to spend any of this time on the streets.

## A Brief Stay...

Felicity connected in with **Mobile Support** after her current accommodation had fallen through. She was able to secure a brief stay in **Jessica Dunne Lodge** while looking for an alternate rental. Felicity was highly independent and had strong living skills, but was still working through experiences and challenges in her life. Staff were able to support her in making informed choices about these challenges. Felicity quickly connected to other young people in the house and became a role model in terms of living skills. She found a property within two weeks and moved back out into the community. She was then supported by **Mobile Support**.

## STAY House...

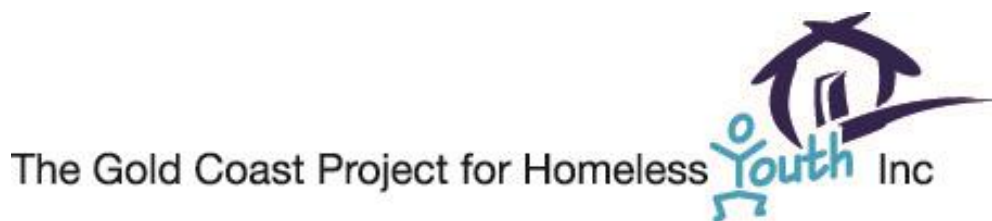
Thomas was a male in his early 20s, referred, to **Mobile Support** via a men's hostel. Thomas had recently been released from prison, was unemployed, using methamphetamine (ICE) and had pending legal charges. Thomas entered the Supported Transitional Accommodation for Youth (S.T.A.Y) Program. Staff worked with Thomas to develop a budget plan, living skills, resume, referrals for substance abuse and a regimented weekly routine. Thomas gained and completed a traineeship in construction, attended court and received community service (rather than prison) due to support and advocacy from GCPHY. Thomas learned how to maintain his living space, pay rent and maintain a budget. Thomas transitioned from STAY to independent accommodation and secured full time employment. Thomas continues to engage with Mobile Support as an external outreach client.

## Escaping Domestic Violence...

Sarah was 20 when she referred to Mobile Support from a local boarding house, needing support for herself and her 2-year-old daughter. Sarah had moved there to escape domestic violence, had very little money, no transport and was anxious about the uncertain future of her and her child. Youth workers met with Sarah and were able to support her with transport to interviews for shared accommodation, developing a budget plan, arranging the purchase and delivery of white goods and bedding and referring to specialist services for counselling support. Sarah is now living in private shared accommodation, where she and her daughter have their own private space. Sarah and her daughter are no longer homeless or at immediate risk of harm. She continues to engage with GCPHY.

**Your support kept these young people, and many more, off the streets this year.**

*Note.* Names and small details have been changed to preserve confidentiality



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

Andi Lothes  
Andrew and Megan Antonopoulos  
Anita Siedlecki, local artist  
APEX Scooters  
    Natasha & Andrew Markham  
Arthur Earle Youth Foundation  
Bartercard Foundation  
Barbara Corrigan & friends  
Basket Brigade  
Ben Taylor  
Bendigo Bank and Staff (Gold Coast)  
Bettles Family Trust  
Billabong Australia  
Brumbys Southport  
Busy At Work Inc  
C6 E, Surgical Orthopaedic Unit GCUH  
Carol and Robert McLaughlin  
Coomera Anglican College  
Cr Kristyn Boulton  
Cronin Litigation  
Cross Cranes  
Duley Family  
Firefall Christian Church (Sue & Marcelle)  
GCCC Community Grant Program  
Gold Coast Community Fund  
Gold Coast Mayoress Charity Foundation  
Gold Coast Suns  
Greg Aspeling  
Grill'd Pacific Fair  
Help Us Help Kids  
Horizons Program  
HW Litigation  
Ikea  
InaFlash Tattoo Removals  
James Hodgkinson  
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Jodie Wolfenden  
Judy Old  
Julie Rasby  
Justine Rausch  
Karen and Thomas Hughes  
Kevin Holt Consulting  
Lead A Better Business  
Little Miss Muffin  
Little Truffle Dining Room and Bar  
Merchant Charitable Foundation  
Michael Oldham  
Moelis and Company Aust  
Moirra Lockhart & friends  
MovieWorld  
National Council of Jewish Women of Aust  
Nerang Powder Coating  
Nikita Lucas  
OntheNet  
ONGC  
OzCare & Oznam Villa, Burleigh  
OzHarvest  
Palazzo Versace  
Palm Beach Currumbin Leo's Club  
Root Industries  
Rotary Club of Southport  
Simon Scott  
Saint Stephen's College Coomera  
StreetSmart Australia  
Surfers Paradise State School  
Tanya Potts  
Todd Antonopoulos Memorial  
VillaWorld and Staff  
Wagon Stop (Bill and Nora Hoyer-Schweiter)  
Westpac Foundation  
Wyndham Resorts

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

David Swaddle

Kristi Johnson

Brendon Cassar

# Some highlights from the past year...



The  
**Gold Coast  
Project**  
for  
**Homeless  
Youth Inc**



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