



Gold Coast Project for Homeless Youth

Breaking the Cycle of Homelessness

Annual Report

2017-2018

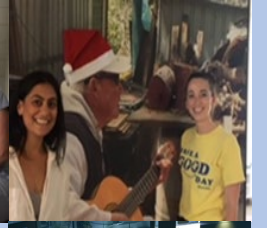


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Welcome from the President

GCPHY has spent another 12 months supporting hundreds of vulnerable young people on the Gold Coast. These young people are travelling from greater distances as we offer the only immediate accommodation in an expanding geographic area.

I would like to thank everyone who has supported the GCPHY in any way as the organisation has expanded and adapted to the challenging and changing dynamics of homelessness on the Gold Coast and beyond.



The staff and management of GCPHY should be commended for their resilience, compassion and passion for their work and the people in their care. Bill Hoyer House has been operational now for 21 months since it's the launch in December 2016 responding as our second Crisis facility to support an over flow of referrals. As anticipated, Bill Hoyer House successfully supported over 116 young people to connect, gain support and secure accommodation. Bill Hoyer House has demonstrated the need to support referrals into youth homelessness services. The Management Committee report that they are impressed with the continued efforts of the GCPHY staff, volunteers and everyone involved to maintain a high standard and quality of care.

I am happy to advise that we have secured 5 years of recurrent funding from the Department of Housing and Public Works to support the continuation of our Residential Programs and Mobile Support. The Strategic Plan going forward, in response to consultation with young people and stakeholders will focus and continue to build on our housing and supports within communities to ensure inclusiveness. In review of funding availability and moving towards future implementation of Housing First recommendations governed by the sector we will continue to evolve to meet the growing needs of young people between the ages of 16-25 years. Future organisational goals include creating opportunity through building community partnerships, developing pathways to education and employment and social enterprise.

As we focus on our service delivery, staff culture and maximising the use and value of our assets I consider the next 12 months of GCPHY should provide additional services and programs to our young people and further develop our staff and volunteers to provide exceptional outcomes for everyone engaged with our service.

Andrew Antonopoulos
President



Treasurer Report

I am pleased to be able to present the following comments, as well as the attached Statements and 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 2017-2018 financial year.

The attached Auditor's statements summarise the Project's year performance and end of financial year position, with net assets/equity of \$2,606,352 in the GCPHY Inc. account and net assets/equity of \$376,531 in the GCPHY Foundation account. The total income for the respective reporting period for the GCPHY Inc. account was \$2,330,561, and while \$2,224,180 was received from state and federal government in recurrent and non-recurrent grants, the valuable contribution from volunteers, individuals and organisations, whose support and generosity have made such a critical impact on our profile is seen as,

- vital in supporting the Project's ability to provide facilities and services for young people that would not otherwise have been achievable.
- their involvement directly assists with the social development of the young people who use the service.
- helps the Project fulfil its obligations and purpose.
- allows us to realise the intent of our philosophy and mission statement.

The 2017-2018 financial year was again dominated by funding from the Department of Housing and Public Works,

- with a grant of \$1,757,136 to provide Mobile Support, Temporary Immediate Support Accommodation and Temporary Transitional Supported Accommodation for homeless youth on the Gold Coast,
- it was also the final year of a two year grant of \$175,000 to provide additional Mobile Support,
- as well as a one off injection of \$250,000 to provide Temporary Immediate Support Accommodation at Bill Hoyer House.

I would also like to take this opportunity to acknowledge and thank committee members and all staff for their accountability and management of the Project's resources, in particular Angela, Pauline, Sarah and Pat for the crucial part that their actions and decisions play in managing the difficult accounting processes, timetabling, scheduling, reporting, and the acquisition and implementation of operation services. The combined application and belief by these people in the shared vision 'for all young people on the Gold Coast to have a safe, secure home', has enabled the Project to successfully deliver the outputs and outcomes of our 2017-2018 service agreements with the Department of Housing and Public Works, and in so doing ensuring recurrent funding over the next five years to address youth homelessness on the Gold Coast.

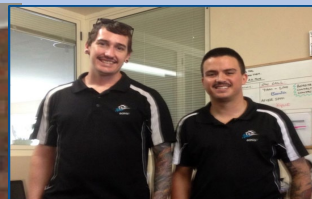
The attached Auditor's Reports and audited Financial Statements reflect the Project's diligent and accountable management of its appropriated and donated finances over the 2017-2018 financial year, and I recommend that the report and statements be accepted and endorsement by the members present at the 2018 Annual General Meeting.

Thank you
Graham Smith





Reflecting on the achievements of those that came before us, to continue to build a community centred around human connection





General Manager Report

It is with great privilege that I report to the Management Committee and the Community regarding the service delivery activities of the Gold Coast Project for Homeless Youth for 2017-2018.

It's been a challenging year supporting the homeless youth. GCPHY has provided support to 156 young men and 116 young women from across the East Coast of Australia. Young people between the ages of 15-20 years have required the highest level of support. Challenges include an increased level of complex mental health concerns, an increased level of young people with an intellectual disability, young people with youth justice issues, and drug and alcohol and behavioural concerns. Often a young person will present with multiple complex concerns. We have received referrals from individuals, families, Child Safety, Youth Justice, specialist housing services, hospitals, drug and alcohol, community services and the police. Case work has been complex and extensive in order to support outcomes. Specialist supports have been limited due to changes in the Community Mental Health and the Disability Sectors with the roll-out of NDIS and drug and alcohol specific services that support detox and rehabilitation are stretched. Youth Justice is also stretched and young people are reluctant to leave the Gold Coast to gain support. Programs have been developed across all services to assist with the development of life and living skills, pre-employment support, and to provide education to assist with informed decision making and improve residents' understanding relating to domestic violence, sexual health, positive relationships, and youth justice.

There has been a underlying pressure to provide support to an increasing volume of young people experiencing homelessness with a high level of complexity. We have been challenged in our ability to be responsive to individual complexities amidst a climate of concern around being adequately resourced. The greatest challenge has been leaving no stone unturned in trying to secure ongoing funding for Bill Hoyer House. GCPHY has continued to build and strengthen its foundations, deliver on annual operations plan goals, improve service delivery, meet funding reporting requirements and has relentlessly explored every avenue for new opportunities to re-position the service going forward. During this period the service model and our capacity to be responsive to the needs of young people has been reviewed and as a result, we believe that we can survive and thrive in a new climate, providing support in communities applying the Housing First Initiative.

I would like to acknowledge the Teams' achievements for the year which include; support provided to over 270 young people to achieve individual outcomes, active partnerships across many sectors, exceeding stakeholders' expectations, improved efficiencies, effective service delivery, team training and skill building, service resilience and the ability of the organisation to respond appropriately to meeting the needs of service users. Thank you for an outstanding commitment to building an ethical, strong and collaborative team to improve the overall effectiveness of the organisation's service delivery. You have all done a marvellous job in a challenging environment and I thank you.



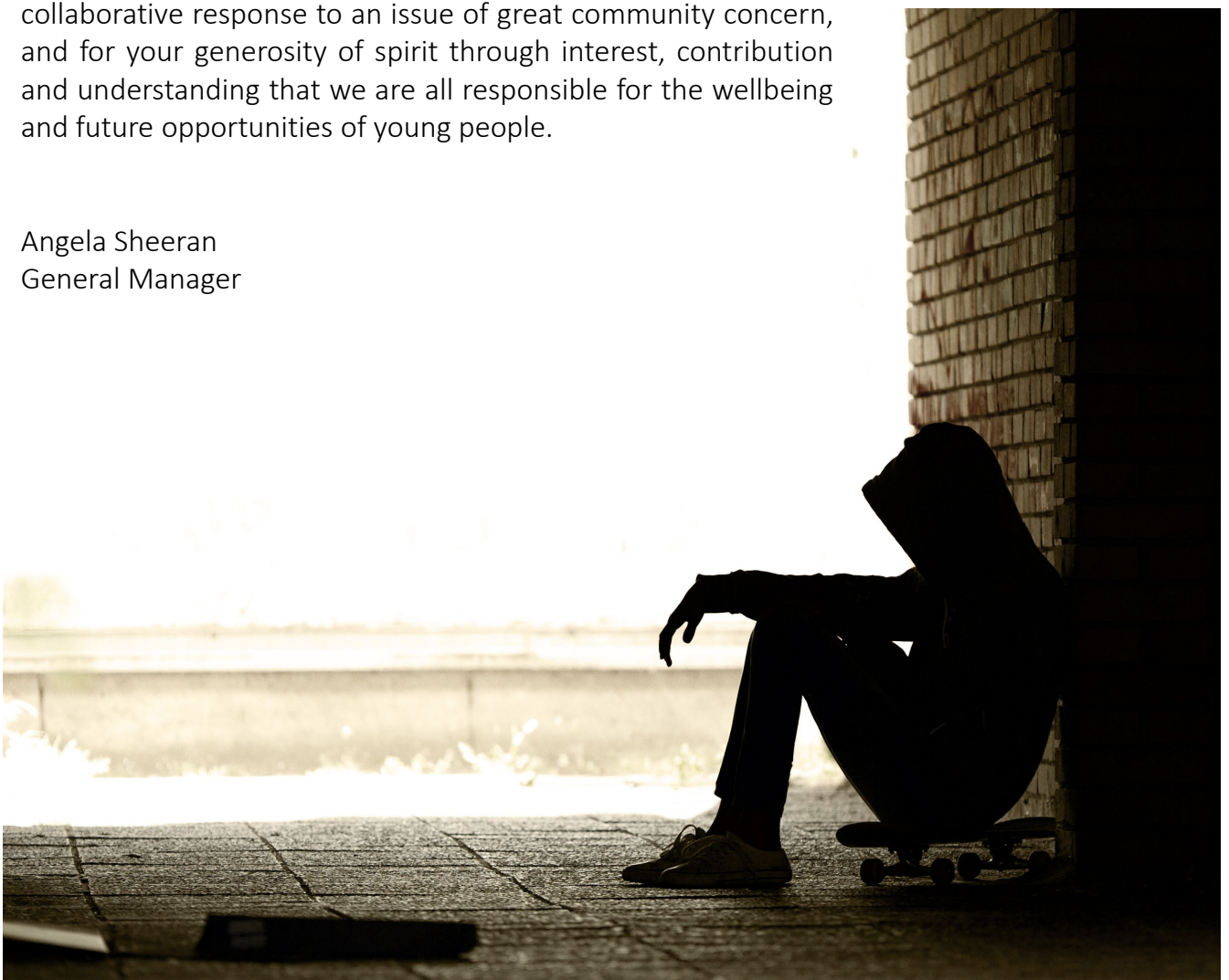
General Manager Report

There has been some movement of staff and some changes of teams with the resignation of Team Leaders Israel Bull (Mobile Support and S.T.A.Y.) and Jared Erasmus (Jessica Dunne Lodge). We would like to thank Israel and Jared for their commitment to Gold Coast Project for Homeless Youth and recognise their role in supporting the facilitation of change and in building resilience to improve the lives of the young people supported in their programs. We wish you well in your future endeavours.

The focus of the GCPHY Operation Plan for the next 12 months will be to continue to increase our capacity to provide accommodation opportunities, embedded within communities that provide stability and support that assist young people to work towards self-determination through housing first initiative; Expanding service deliverables to include life skill, training, employment; and social enterprise ventures to improve outcomes for young people who are wishing to participate in activities that support active citizenship - at any capacity.

I would like to thank the Gold Coast Community for the ongoing collaborative response to an issue of great community concern, and for your generosity of spirit through interest, contribution and understanding that we are all responsible for the wellbeing and future opportunities of young people.

Angela Sheeran
General Manager





What does home mean to you?

We asked young people – How can we help to meet your needs...

Home is somewhere that friends and family can visit.

Home is where I'm able to decorate my room with things that I love.

Somewhere I can have a pet.

Being able to have my own diffuser in my room.

Where the people around you respect who you are.

Home is a place where you can truly be yourself.

Home is where I'm able to choose who I live with.

Home is where you can truly be yourself.

Somewhere I can do whatever I want.

Home is where you should feel completely at ease, loved and happy.

Somewhere I can have my goldfish

Someone I'm not scared to be

A place where you can be comfortable in your own skin.

A warm place with hot chocolate and grandma blankets.



Somewhere that has a nice communal feel

Home means a place to stay and go back to after you finish your day

Home is a safe place where you feel respected, heard and liked.

Somewhere to think...

Home is a safe place where I can feel and be comfortable.

Home is where there is someone to talk to.

Home is a place that has an equal amount of good and bad but at the end of the day you should feel welcome and like it's your home.

Safe, to live my own life independently.

Safety, comfort, and peaceful.

A place to build memories as well as a way to build future wealth.

Where I can be left alone.

Somewhere I'm supported to live my dreams.



What was your first impression coming into the house?

My first impression when I saw the house I'd be staying in was that it looked to rich for me and maybe I was in the wrong place.

The most helpful was just having a roof over my head a warm bed, food and people to talk to and help you reach your goals – what ever that may be.

I thought it was very new, very friendly but it sort of looked like a rehab or a watch house.

I was very nervous and scared at the same time.

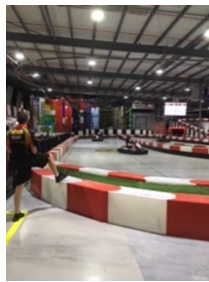
A very clean, relaxed and pleasant environment with lovely and kind youth workers

How am I going to live with all these people...

What a fancy house.

In the beginning I thought it was strict, structured and clinical...

I thought I'd just move on quickly but I got comfy and wanted to stay because of the help I got and the friendships I built with other people.



What would you say to someone else in the same position?

Get your head up and don't try to do it on your own, there's people out there that want to and can help you. Just stay strong and life will bet better.

The house is amazing – you should contact GC Homeless Youth.

Probably the best place to go if you're in a sticky situation.

I would definitely suggest the service to someone else to help them.

No matter how scared or worried you are its always good to think about something positive.

Think first, because everything will work itself out. Keep a positive and open mind in rough times so that one day you can say " I beat the world".

Take the time you have in the service to work on what you really want to do. Not all the workers are scary or unapproachable and having good relationships with the staff makes things easier.



What are your personal goals?

My personal goals are to finish year 12 and looking forward to going home next year. I'm looking forward to my dream job and helping young people like me in the future.

I'd like to travel and be a professional gamer.

I'd like to be a youth worker and support and help kids after living in a service. I want to help change lives for the better.

To build my music career, learn science and mostly study biogerontology after 25 or 30. I'd like a job.

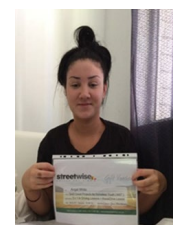
Finish high school and get a good paying job.

Get my own place and study to become a paramedic.

To get my licence and earning good income.

To excel in school and get into university with an OP3

I'd like to have a humble abode. Obtain my drivers licence, and to start my own business.



How can we support you to achieve your goals – what do you need?

You need people to talk to being on the streets is lonely. You don't have any blood family but you have your street family which sometimes is better than blood family.

To be free living on my own.

I need a laptop

My freedom and independence

Support to maximise my study time and really good internet for assignments, work and training.

Supportive people around me

The thing that's been the most helpful to me was getting help from all the youth workers and opening up to people, I believe that was hard for me

I just need a job so I can get some money



To be honest right now I just need a good head space and positive words to complete my personal goals.



What do you want people to know about homelessness?

One thing I'd like people to know about homelessness is that nobody on this earth is homeless by choice it's because of a situation we find ourselves in. Being homeless just means that you found yourself in a situation that made you homeless.

There is help out there



Homeless people are still humans.

Homelessness doesn't mean what society thinks it is...

It's not a bad thing and if anything it will help you grow and develop as an individual



That everyone who you will meet in this service will be going through the same sort of problems and you are not alone.

BEING HOMELESS SUX

There are places for support and they are not full of nuns. Yes, they can be strict but with the amount of homelessness and stupidity from street youth rules are a good idea.

People who are homeless aren't all dirty, smelly creeps who want your money for drugs. They are people that just have hit a hard time in life. Most people who are homeless don't mean any harm and if they start talking to you its coz they don't have family around them so they get lonely.

And for kids who are homeless you just get the "Oh, just go home it can't be that bad", well we wouldn't be on the street if it wasn't bad.



Our Services

Goals

- Reduce the cycle of homelessness.
- Provide outstanding support services, delivered by a skilled and informed workforce.
- Empower young people to lead safe and healthy lifestyles by making informed decisions.
- Provide and promote opportunities through building successful community partnerships.
- Offer services, programs and supports within a trauma informed individualised framework to optimise outcomes.
- Be adequately resourced to facilitate optimisation of outcomes for young people.

During 2017-2018 we provided support to young people through the following Programs and Supports services.

Immediate Housing – Lawson House & Bill Hoyer House

Immediate Housing provided a total 14 beds to support young people presenting as requiring immediate housing support needs. The service goals relate to address housing, non-vocational and vocational concerns. Immediate Housing supported over 150 young people during this time.

Transitional Housing – Bannister and Jessica Dunne Lodge

These services provide an opportunity for young people to have a more long term housing opportunity whilst they engaged with education and employment opportunities in a supported environment. Transitional support provided assistance to over 40 young people to maintain employment, complete education goals and seek more permanent housing opportunities..

Programs

Connecting young people to community and improving access has been our focus this year. All accommodation services have provided access to a range of programs during the year, with a full monthly program of activities to all young people who reside in the services. Activities include; The Gold Coast Suns – Health and wellbeing program, Oz Harvest nutrition program, pre-employment programs – LEAP Program, Drug and alcohol program, living skills, life skills, anger management, sexual health, community activities, social events.

Mobile Support Program

The Mobile Support community outreach program has supported over 80 young people to seek and maintain accommodation, manage tenancy and link to community support. Goals of the this program are to support young people presenting as homeless and in need of accommodation, support those at risk of being evicted from accommodation or the family home, support those in receipt of an eviction notice from an existing tenancy or require support to sustain a tenancy. Mobile Support also provides support for those new to living independently and assists with living skill development and connecting to allied health, legal, education and employment supports.

S.T.A.Y - Independent Accommodation

Finding suitable accommodation opportunities on the Gold Coast for young people has been challenging over the years. The development of the S.T.A.Y program, where we have provided support through head leasing 4 properties has allowed Gold Coast Project for Homeless Youth to maintain ongoing case work whilst promoting independence to over 15 young people this year. We hope in the future that this program will be expanded to increase opportunity for young people to focus their attention on education and employment goals.



What does Homelessness look like to you?

Sam - 17, has successfully completed his online White Card, obtained his Learners driver licence, registered with five different labour hire agencies and is currently enrolled and attending a Certificate II in Automotive, four days a week. Through the support of Westpac Sam has been able to gain the financial support he needed to obtain his license and PPE gear in the hopes it will increase his employability. Sam has been put forward to interview for a paid six-month traineeship. Sam will be moving into transitional support once he has had his first driving lesson and has engaged in emotional support through counselling.

Bryan - 17, has been in Australia for 10 years and experiences difficulties working towards his goals because of complex trauma from his childhood. As a result, Bryan also has significant substance abuse concerns which has in the past affected maintaining his relationships, social connections, employment, education and accommodation. Case management goals were initially to assist him to maintain his housing and an introduction to Drug and alcohol services to seek treatment. Brian completed an eleven-day residential detox, where he was able to view his situation differently and learn new strategies of coping with his trauma and substance use. Brian is currently attending an automotive course and is working on gaining employment to be able to transition into shared accommodation.

Kate - 18, requested support after her accommodation broke down due to change her mother's mental health. Kate, was overwhelmed and understandably very emotional, she required a high level of support. Kate had lost her job due to unstable accommodation and therefore has lost her ability to seek a private rental. Kate received support through the Mobile Support Program to find accommodation, first through a placement in S.T.A.Y, as well as referral to counselling and employment support, and support to maintain her relationship with her mother. Kate was referred for an interview for an Administration Traineeship with local Government, and completed and obtained her certificate. Through case management Kate was able to follow her budget plan which enabled her to gain her licence and purchase a car. After receiving 12 months of support Kate has transitioned into private rental and has gained an excellent employment opportunity interstate.

Tony - 16, he had been living on the streets and sleeping rough for twelve months. He spoke openly and explained that he had anxiety about coming into a homeless service and said that he was happy sleeping in his tent, he believed that it was safer for him than living with others. After meeting with Tony and explaining the program he was open to listening to the way the organisation could support him. He decided to accept the offer of support and started his journey with immediate support. Tony completed his initial support goals and joined a Getting Ready for Work course. With ambitions to gain an apprenticeship as a Diesel Mechanic he enrolled in a Certificate III.

Alice - 19, mother with three young children. Requested support with addressing her need to move from inappropriate housing/living conditions. Alice had experienced domestic and family violence and felt she needed support to move forward. Alice disclosed that she had difficulties comprehending court documentation and financial contracts/leases etc. and felt overwhelmed trying to get everything sorted out. A case plan was put in place to address accommodation, transport, financial management and legal support for family court and a DV order. A budget was also put in place where Alice worked with her case worker to gain a private rental property. She was able to gain brokerage to assist with her car repairs. Having a vehicle enabled Alice to drop off and collect children from school/day care and provided independence to attend appointments and other engagements. Alice's Case Worker supported her to attend legal aid appointments and secure legal representation for Family Court & DV matters. Alice and the children are happy and doing well - empowered, moving towards being debt free, and not afraid anymore.

Cameron - 17, has a significant history of trauma and has been a witness to extreme violence. He was supported to attend an in-house program to assist with addressing Men and Family Wellbeing with a clinical facilitator. Cam wasn't really interested in participating however after some encouragement he joined the program and found the facilitator to be great. He requested ongoing support and after his first session, stretched his arms to the sky with a deep breath and exhaled with a sense of relief stating that he has never felt so light.

Supporting young people to write their own stories....



Andrea - 16, entered immediate accommodation after being referred by her school while completing year 12. Andrea experienced a family relationship breakdown due to conflict. Andrea migrated to Australia with her family 5 years ago. She has a history of complex mental health concerns, trauma, sexual violence and other health issues that impact on her day to day living. Andrea requires a stable environment and support to manage her medication and diet and attend medical appointments. She has been supported to engage with clinical support, allied health specialists and tutoring. Andrea is working towards completing year 12, is involved in various activities in the community to build her work skills and is interested in pursuing training within the childcare industry.

Carl - 17, returned to immediate support after his first placement ended with him transitioning into shared accommodation. Carl now realises that he was not able to manage his substance use independently and unfortunately he became involved with the justice system and his accommodation broke down. Carl was re-engaged with AOD supports and is using harm minimisation strategies to support his accommodation and social/emotional wellbeing. Carl has been able to maintain his accommodation, and finalise outstanding legal issues, with the positive outcome of community service. Carl has been accepted into transitional support and will continue to receive assistance for AOD, and relationship and emotional wellbeing through ongoing counselling and support.

Bill Hoyer House has accommodated seventy (70) young people during 2017-2018. The cultural diversity of the young people has educated and provided new experiences of culture and food to the house this year. The external support from our community has been overwhelming. The Gold Coast Suns continued to assist the young people with the Health and Wellbeing Program. Bill Hoyer House now has three vegetable gardens that have been donated from our local Lions Club and maintained by its wonderful volunteers. The PCYC boxing program encouraged health and fitness, Lives Lived Well provided drug and alcohol education and support, QLD Sexual Health have faithfully supported with their ongoing program, and Centrelink - thank you for the provision of your in-house support. The young people have accessed these supports and many others. Without the ongoing commitment of our community partners the young people would not have as many opportunities to feel included in their community.

One of the young people that BHH has supported was a male from the NSW region who was referred into BHH from an external service provider. During the young persons stay they were supported with AOD issues, family conflict and legal matters. The young person completed a Certificate I and then gained paid employment. The young person exited BHH into shared accommodation and is currently living in their own apartment with paid fulltime work. The young person has a new social network through their employment and has sustainable housing.

Bill Hoyer House has an amazing team that over the last twelve months have been challenged with changes and with the complexity of the young people seeking support. The professionalism, compassion, open-minded and positive attitudes of the staff has reflected in the outcomes that the young people have achieved. We have seen young people complete year 12 and attend formals, gain paid employment, reconcile with family reconciliation, and attend youth camps, science fairs, go-karting, bowling, fishing and many more fun times and experiences.

Young people have been supported to achieve their goals with the purchase of PPE work wear, driving lessons, driver license, public transport, and interview clothing all through the Westpac Community Grant. Thank you Westpac for the opportunity to extend the support we can provide to young people who access our service.

In the last twelve months 50% of the young achieved half or more of their goals, with 52% of young people exiting BHH into sustainable housing. 65% of the referrals into BHH were males, with ages 16 and 17 monopolising 73% of the referrals. The main presenting issue for young people referring into BHH was family break down followed by Mental Health and AOD issues.

Kylie Minchinton
Team Leader



Lawson House

Emma - 17, has recently been in hospital and relocated to the Gold Coast. She presented with clinical mental health concerns. Emma had no family or health supports in place when she arrived and had travelled independently to the Gold Coast. Whilst in service Emma was supported with referrals into clinical mental health support for further diagnosis. Emma's health concerns were challenging. She found it difficult to live with other people and found that their individual behaviours exacerbated her health concerns. She found moderating her own behaviour difficult and displayed risky behaviour. It was challenging finding appropriate accommodation and support for Emma as she would have greatly benefited from a Mental Health Step Up Step Down Program to ensure that she received the right support to assist with managing mental health. She declined referral to a service in another area that could provide that kind of support. Unfortunately we were not successful in finding suitable accommodation for Emma as she felt that independent living was not what she wanted. Emma's health declined and she returned to hospital to engage in further treatment.

Evan - 17 had been accessing housing services since the age of 16. His family had been supported by child safety services since he was 12. Evan has a history of extensive cannabis use and complex behaviours, and had been through immediate and transitional housing several times. Each time his placement ended as his behaviour was assessed as high risk. On his last stay in immediate accommodation, Evan was able to identify his needs, set case management goals, identify and connect with a support network and external services and transition into semi-independent housing and employment. Learnings from Evan's previous support periods provided insight into his emotional needs and wants and barriers to maintaining semi-dependant living arrangements. Evan has been fortunate to have gained an employer that is understanding of his support requirements in the workplace and Evan feels that he is able to communicate well with his employer.

Lawson House supports young People 16 – 18 years of age, who have experienced homelessness or are at risk of homelessness and disadvantage. Residents came from varying degrees of homelessness such as “couch surfing” or “sleeping rough” on the streets, or from family homes where they had been abused or the relationship had broken down to the point they could no longer reside there. The main factors reported to be contributing to homelessness were drug misuse (predominantly cannabis and methamphetamine), mental health (most of the young people entering the service have some form of mental health or trauma), relationship breakdown and domestic violence.

This year 90 young people accessed Lawson House and were supported with client-centred case management to actively work toward achieving their life goals, with skills to live independently, and supported to engage in education or employment as well as address any barriers towards maintaining education, employment or accommodation. This client-centred approach enables young people to break the cycle of homelessness.

Lawson House has been supported throughout the year by community organisations, which has been beneficial and greatly appreciated by the young people. Support from community organisations enables young people to enjoy the same experiences and social engagement within the community other young people experience.

The Suns AFL Football Team have been a great support to the young people. Touke and Peter have facilitated a Healthy Eating Program, providing the food and a cooking program, and provided tickets to access their home games for entertainment. The young people attended the Suns Sleepout and they have provided an annual activity for all young people to attend the Game Over Indoor Karting Track. This has been a valuable partnership with the Suns and has provided the young people with social experiences within the community.

PCYC Broadbeach provide a Boxing and Exercise program, transporting the young people to PCYC Broadbeach each week.

Lives Lived Well facilitate the Youth Outreach program within the service to support with AOD information and engage in AOD counselling for their ongoing support.

OzHarvest facilitated a Nutrition and Healthy Eating program within the service. OzHarvest has supported GCPHY through both the Nourish and NEST programs over the years.

Gold Coast Sexual Health provided a sexual health educational program. Several Job Active Providers supported education and employment opportunities.

Thanks you to all that have contributed - we are grateful for your support.

Marie Calleja
Team Leader



Bannister House & Jessica Dunne Lodge

Jason, homeless for 12 months prior to receiving support in transitional housing support, enrolled in Year 11 this year. This was a great outcome for Jason as he had not done well at several High School resulting in being expelled from both. Jason is committed to completing Year 11 and undertakes a two-hour journey to and from school each day on public transport. Jason has embraced school life and has made some new friends, he is completing the required assessments and is talking about his future and goals with positivity. Jason openly expresses how much he is enjoying these positive changes in his life.

Cassandra - 17, has a history of homelessness with no family supports available to support. She entered the service when her shared accommodation broke down and she requested support. Cassandra completed all case management requirements and continued with accommodation supports moving to independent living. Cassandra is a resilient and focused young woman. She has shown a great deal of determination in completing training even though she is required to travel for over an hour for a 7 a.m. start. She obtained her learners permit, and through case management assistance budgeted to cover all associated costs herself.

Ben - 17 entered the service to complete his year 12 studies. He was not able to stay in the family home due to a breakdown in his family relationship. Ben was diligent in applying himself to completing year 12. He received outstanding grades and was able to apply for his University course of choice. Ben has moved close to his university after being accepted into his course of choice to continue on his journey of further education. Ben was excited and appreciative for all of the support that he received, he was ready to begin this new chapter in his story.

The two transitional houses, Bannister House and Jessica Dunne Lodge, work closely together to provide safe accommodation and individualised support for young people, from diverse and sometimes traumatic backgrounds. When young people refer into organisation, we partake in an interview process where the processes and procedures are clearly explained, and there is also the opportunity for the young people to voice their own goals and expectations for their time in the service.

The houses are made to feel homely, safe and comfortable and as a team we work with each young person through a case management system to provide support to achieve these goals. A great deal of support is required to link other services in, as often there are mental health concerns along with alcohol and drug use. Working together with other services to support the young people broadens our scope as a service to enable a collaborative approach to address many areas of concern in a holistic manner.

The goals many young people entering transitional accommodation have are to complete their education, or to obtain suitable and sustainable employment in the community. Through traineeships and apprenticeships many young people are consistently reaching these goals.

Relationships with families can also be difficult for the young people to manage. Linking in with services such as Headspace and private psychologists, provides an opportunity where issues can be communicated and addressed to build resilience and assist young people to understand and communicate their requirements and needs, and address conflict in a healthier manner.

Developing plans to maintain independent living along with mentoring and communication are also important aspects of our service. There is a major focus to build on existing living skills in transitional accommodation, such as cooking, cleaning, completing chores and maintaining a clean bedroom, budgeting and conflict resolution. Through intensive support these goals can be easily achieved, and secure future accommodation can then be sourced and maintained.

Transitional Support programs Bannister and Jessica Dunne Lodge supported 43 young people during 2017-2018 and have seen many young people achieve amazing outcomes, through the support of services we have utilised this year such as Headspace, ADAWS, The Salvation Army, Insync, Lives Lived Well, Centrelink, The Nerang Neighbourhood Centre, OzHarvest, Men and Family Counselling, and Gold Coast Youth Service just to name a few.

We would like to thank all who have assisted us to provide this great service this year, this has enabled our young people a greater opportunity to reach independence.



Mobile Support Outreach & S.T.A.Y. Program

Supported Transitional Accommodation for Youth

Mobile Support received a referral from Robina Hospital Youth Mental Health Team requesting support for Kyle with finding accommodation. Kyle had self-discharged and was staying in motel accommodation. Kyle presented as frightened/nervous and explained he was now homeless with no money for food or accommodation. Kyle stated that he had been trying to stop his drug use and had spent time in hospital for drug induced psychosis after his accommodation had become unstable due to rent arrears. Kyle had limited housing options due to high risk behaviours and incidents of reactive aggressive behaviour, inappropriate sexualised behaviour and violent outbursts. Kyle was happy to receive support and options were discussed. Contact was made with a service in another region that agreed to provide specialist support and a referral was completed. Brokerage and transport was provided for Kyle to connect to the service.

Dylan - 21, gained support for 12 months in the S.T.A.Y program and successfully transitioned into a private rental. Dylan requested support after being evicted for rent arrears from a unit where he had been couch surfing for 6 months. Dylan had a part-time job and was drinking alcohol heavily and had also been using Ice (Methamphetamine). Dylan had no support network and expressed a feeling of hopelessness. While in S.T.A.Y he addressed his drug/alcohol use, and budgeting and employment issues. Dylan is now an advocate for others, has completed his first year of an apprenticeship, used his savings to buy a car and has a positive outlook on life through an increased feeling of self-worth and self-confidence. It's a credit to you Dylan, [well done](#).

The Mobile Support Team provide support to young people aged 16-25yrs who are homeless or at risk of homelessness with individually tailored case planning support that focuses on finding and maintaining stable accommodation and then moving forward with life goals.

This year the program supported 82 young people representing a 9% increase on the previous year. The main issues for young people presenting this year were housing affordability, sleeping rough, relationship/family break down and unemployment. Mental health issues, substance abuse and domestic violence were the next most common reasons for young people requesting support. Case plans were also completed for trauma related issues and for re-integration to the community post incarceration or immigration/displacement. The Mobile Support Team members are Israel Bull (Team Leader), Amanda Carroll and Steve Poulson (Case Workers).

Referrals were received from a broad section of the community including the Department of Corrections, Centrelink, hospitals (including mental health), alcohol and other drugs (AOD) services, immigration support services, Department of Child Safety, Local Council and members of the public e.g. where staff responded to requests for direct intervention/support from council regarding rough sleepers in the Northern Gold Coast area. The Mobile Support Team met with Gold Coast Local Drug Action Team (GCLDAT) to provide feedback for a government study currently being undertaken regarding the climate of drug and alcohol use on the Gold Coast.

Staff engaged with immigration services to support the growing cohort of young people of Eastern African origin to assimilate into the community through accommodation and education options. Staff attended stakeholder meetings with child safety representatives regarding support for siblings and for the children of current Mobile Support clients.

The Supported Transitional Accommodation for Youth Program (STAY) is in its 6th year and is now comprised of four two-bedroom units providing accommodation for eight young people aged 16-25yrs. This year 95% of young people from STAY transitioned to private rental situations, two young people completed residential rehabilitation programs for substance abuse and one young person used the program to successfully reintegrate back into the community after being released from prison.

The Mobile Support Team supported transitions of young people from GCPHY residential services to implement the "continuum of care" model providing wrap around support. They were involved in the collection and transport of generous donations from the local community with furniture, white goods and clothing distributed to young people across all of our programs and services.

Thanks to Angela Sheeran General Manager, Pauline Tibbertsma Administration Manager and the Management Committee for your ongoing support. The Mobile Support Team look forward to the year ahead.

Israel Bull
Team Leader

END YOUTH HOMELESSNESS

Thank you...

The outcomes the Gold Coast Project for Homeless Youth is able to achieve are only possible because of the commitment, hard work, generosity and efforts of many individuals and organisations. We would like to acknowledge and thank our many supporters for their generous support over the last 12 months.



Government

The Gold Coast Project for Homeless Youth receives funding for its services from the Department of Housing and Public Works. We would like to acknowledge the importance of their funding and express appreciation for their professionalism and collaboration in working towards improving outcomes for young people on the Gold Coast experiencing homelessness.

Young People

The Gold Coast Project for Homeless Youth would like to thank the young people it has had the privilege of assisting over the past 12 months supporting to link into community support and find stable accommodation.

Volunteers and Students

Thank you to our volunteers and students, we appreciate their time and commitment.

Partnerships

GCPHY acknowledges our community partners across many health and community service organisations and their commitment to collaboration. We look forward to strengthening our partnerships in the coming year.

Funded by



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Carol McLaughlin and friends
Cherie Faulder
Chirn Park Chempro and Michelle
Church of the Latter Day Saints
Circus Rio
City of Gold Coast Div 4 Christmas Party
and Cr. Kristyn Boulton
Darrell Brown
David Joyce and St. Kevin's Parents and
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Dr Bill Hoyer and Nora Hoyer-Schweiter
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Grill'd Pacific Fair
Hair Aid – Krystal and team
Hannah Williams
Harper Financial Services
Helping Hands
Holland Real Estate
Horizon Housing
Icon Training – Peter Mills
Jan & Cheryl Hatcher
Jenny – Hillson (Mobile Support).
Joanne Andersen
Karen Dunne
Larry's Fixit Service
Leah Heritage and Friends
Leah Sampson
Leanne Ferguson
Libby Stokes
Linda Wells
Linnea Ericsson
Lions Club Runaway Bay
Lions Club of Gold Coast Mermaid
Broadbeach
Lions Club of Nerang – Highland Park
Lions Club of Robina
Linda Geary
Lives Lived Well
Luke Billington
ManageMe Property Management

Mandalas
Marilyn "Milly" Burnell
Mario Fairlie
Men and Family Counselling –Simon
Santosh
Michael Miller & Rob Truscott
Narellan Pools
New Home Group
Mario Fairlie
Maurice Verna
Mayor and Mayoress Tate
Mental Illness Fellowship of Queensland
Mohammed Meer
Moir Lockhart and Friends
Monstr Clothing
Narellan Pools
National Council of Jewish Women – Gold
Coast Chapter
Order of St John Knights Hospitaller
OzHarvest Gold Coast
Palm Beach Currumbin State High School
Partners in Recovery Gold Coast
PCYC, Monaco St
Peter Morgan
Quantum Property Services
Queensland Airports Ltd
Ray White Runaway Bay
Ria Quell
Rise Up Gold Coast
Rotary Club of Hope Island
Rotary Gold Coast and David Baguley
Sarah-Louise Lutton
Share the Dignity
St. Hilda's School
St. John's Ambulance Australia
St. Stephens College
Selbies Gold Coast Office National
Steve Katlarovski
Hon. Steven Ciobo, MP
Steve & Marie (Mobile Support)
United Hands of Hope
Villaworld Homes
Volunteering Gold Coast
YBASS
Way360
Westpac Good2Give
Whitehead Crowther Lawyers – Michael
Kilmartin, Solicitor
Zone Planning Group

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City of Gold Coast
QLD Department of Infrastructure and
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Department of Human Services –
Centrelink

Grant Recipients of:

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Grant –
Hon. Steven Ciobo, MP.

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Hon. John-Paul Langbroek, MP

Memberships

Australian Association of Adolescent
Health
Care for Life Suicide Prevention Network
Gold Coast Homeless Network
Gold Coast Youth Network
Lifelong Learning Council
Our Community Pty Ltd
Queensland Council of Social Services
Queensland Shelter Inc
Volunteering Gold Coast
Youth Affairs Network Queensland

Trusts and foundations

Westpac Foundation
CommBank Foundation
Gold Coast Mayoress Charity Foundation
Thyne Reid Foundation

Volunteers, ongoing

Peter Hanson, gardener extraordinaire



Administration Office

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E: admin@homelesseyouth.com.au

Referrals

24 hrs a day, 7 days a week,
365 days a year.

Referrals are taken 7
days/week, 7am-8pm

LAWSON HOUSE

Immediate Accommodation
Support

P: 07 5564 8360

BILL HOYER HOUSE

Transitional Accommodation
Support

P: 07 5537 6339

Tenancy Program & Outreach Support

Mon-Fri 8.30 a.m. to 4.30 p.m.

P: 07 5537 6090

M: 0434 488 199

F: 07 5537 5147

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