



The Gold Coast Project for Homeless  Youth Inc

# ANNUAL REPORT

2018-2019

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*Celebrating 35 Years of Supporting Homeless Youth on the Gold Coast*

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## Cause

### Breaking the Cycle of Homelessness.

## Vision

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

## Mission

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

## Values

Empathy, Respect, Resilience, Consistency, Understanding, Honesty, Flexibility, Empowerment, Compassion.

## Our 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, 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 responsibility of our community to be accountable and provide responsive services.

Gold Coast Project for Homeless Youth Inc. is a not for profit organisation and has been supporting young people 16-25 years who are homeless or at risk of homelessness on the Gold Coast for more than 30 years.

We provide:

- Advice and Referral
- Immediate (crisis) housing for young people 16-18yrs
- Transitional housing for young people 16-19yrs
- Semi-supported transitional housing through our STAY Program 16-25yrs
- Semi-supported transitional housing through our Transition to Education Program 18-25yrs
- Semi-supported transitional housing through the SPIN Program in partnership with Horizon Housing 16-25yrs
- Support to secure and/or sustain a tenancy 16-25yrs – mobile support (Tenancy & Support Program)
- Living & Life Programs and Activities
- Funding support for education, training, licencing through various sponsors

We rely on Government funding assistance from the Department of Housing and Public Works to meet the cost of service delivery in immediate and transitional housing. GCPHY's self-funded housing projects include the STAY Program and Transition to Tertiary Education Program supporting 14 young people to live independently. We also run several programs through donations and philanthropic means. Our young people also benefit from additional funds and partnerships such as items for moving into their own home, support with transport and school fees, and mental health assessments and services.



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## About Us

We provide more than a bed....

*We provide an environment for positive change in young people's lives.*

*We aim to reduce and prevent the cycle of homelessness and assist young people to sustain their tenancies.*

*We partner with the Gold Coast Community to raise awareness about Youth Homelessness and collaborate to find solutions.*

We deliver specific planned activities, programs and follow up support focusing on life skills to foster independence and tenancy sustainment, health and wellbeing, and social and community engagement.

Our Tenancy & Support Program uses a specialised case management approach to engage young people aged 16-25 years. We believe that Housing First is the best response to support young people to get back on track.

The Tenancy & Support Program works with young people to secure and sustain tenancies. We assist young people, and their families where appropriate, to resolve the issues that are putting them at risk of homelessness. We also support young people who are sleeping rough, couch surfing or living at home.

### Tenancy & Support Team (Mobile Support)

The Tenancy and Support Team (Mobile Outreach Support) supports young people who are 16 to 25 years of age. Service delivery commenced September 2011 and the team supports young people 16-25 years within communities to meet support goals and sustain tenancies. This Program is funded by the Department of Housing and Public Works.

### Supported Transition Accommodation for Youth (STAY) Program

GCPHY head-leases four two-bedroom units in the Gold Coast community and will increase to five in 2019-2020. This program supports a total of 10. Young people pay market rent to stay in these properties which are co-managed by the Tenancy and Support Team in partnership with local real estate agencies. This program evolved in January 2013 to assist with providing suitable, affordable housing to young people. This program is possible through the generous support of philanthropic funds and donations.

### Transition to Education Program

The Transition to Education program commenced in 2019 to support young people 18+ who were moving into education streams to stabilise housing and focus on learning outcomes. This year GCPHY supported 7 young people to engage and manage higher education opportunities.

### Transitional Accommodation

Bannister House and Bill Hoyer House have a shared capacity of 12 Transitional places to support 16-19 years develop living skills and focus on earning and learning activities. This Program provides 24-hour support and case management.

### SPIN Model (Community Housing)

In 2019, GCPHY has entered into a partnership with Horizon Housing and the Department of Housing and Public Works to trial the SPIN Model on the Gold Coast. This program will consist of 2-bedroom community-based housing opportunities supported by both Horizon Housing and GCPHY staff.

### Immediate Housing

Lawson House is a 7-bed facility offering immediate housing to support 16-18 years who require immediate placement with a focus on stabilisation and connection to essential services. Whilst this does not provide a long term housing option it does provide a great opportunity to support young people to develop goals and seek assistance from Allied Health Services, gain income support and address other non-vocational barriers, whilst the team works to provide other housing opportunities going forward.



## The Management Committee

### OUR PATRONS



QLD MP John-Paul Langbroek



Gold Coast Councillor Dawn Crichlow



Carol McLaughlin

The Gold Coast Project for Homeless Youth Inc. is a registered incorporated organisation, therefore is governed by a Management Committee. The organisation has been represented during 2018-2019 by Andrew Antonopoulos (President), Jamie Preston (Vice President), Pru Lawson (Secretary), Graham Smith (Treasurer), Karen Hughes (Committee Member) and Yohann Azlee (Acting Committee Member). We would also like to acknowledge our hardworking Operations Committee who oversee the weekly requirements of the service and programs, thank you Pru Lawson and Graham Smith for your ongoing commitment, we couldn't do it all without you.





## PRESIDENT'S REPORT



It has been a pleasure working with an amazing team at GCPHY! As the Gold Coast continues to expand, the need for people and organisations such as GPCHY grows immensely.

35 years of service to the Gold Coast is not possible without support from Local, State and Federal Government. GCPHY enjoys the support of the Queensland Department of Housing and Public Works (Department) and we appreciate the collaborative approach from the Department. Our operational funding constraints have caused GCPHY to restructure our service delivery, which has been done in a way to minimise impact to the young people.

Our collaborative approach with the Department has shaped our current position of services and provided GCPHY with a platform to grow. Our growth has thereafter focussed on diversifying our revenue streams and reducing any reliance on a single funding source for operational funding.

### Our Service

Resilience, passion, dedication, sympathy, empathy and genuine care for others has pushed our service to new heights. Everyone involved with GCPHY should commend themselves for pursuing achieving outstanding outcomes for the young people living and engaging with us. Our young people come from all over the Gold Coast, Queensland, Australia and beyond, which means that we are impacting the lives of families across the country!

As the service delivery continues to pursue best practice in youth homelessness, to meet the needs of young people and the community, the organisation has focused strategic attention to barriers to securing tenancies. Social enterprise, entrepreneurship, training and upskilling are traits that are not typically offered under a specialist homelessness organisation. GCPHY is not just a specialist homelessness service. Our staff, volunteers, residents, past residents and all other involved pursue and achieve outcomes that were once thought not possible.

Our year and all that is detailed in this AGM report (thank you to everyone who put this together!), demonstrates the ability of GCPHY to contribute and better the lives of our residents. Our expansion in services, training, programs and employment is intended to also better their prospects of achieving their version of success in life!

### Our Next Challenge

Extending our program and success for our young people requires adding new skills and resources to our team and corporate structure. This is not an inexpensive exercise, nor is it simple. GCPHY must adopt a business-like mentality to the operation of a social enterprise, whilst maintaining our socially responsible outcomes for young people.

GCPHY staff, volunteers and stakeholders have indicated a training and employment approach to our services is a valuable next step in our service offering. As this rolls out to the community and our young people, we must also ensure that our core service delivery is not compromised and continues to improve.

### Our Solution

Creating jobs. GCPHY is considering several enterprises that can be operated within the GCPHY structure that will create jobs for our young people. As we engage with the Gold Coast business community, we are identifying opportunities for starting up businesses that meet the objectives of the organisation.

The solution is currently in its infancy, and various elements will develop over the next 12 months. This includes a business structure to operate and fund enterprises, as well as a marketing and human resources solution to grow and staff a business.



I am proud to remain a part of GCPHY and not a day goes by that I am not impressed. I am impressed by everyone who engages with GCPHY, and the outcomes that a community and an organisation can achieve. It continues to be an exciting time for GCPHY, and the next 12 months should again see the organisation growing, developing and contributing massive value to the lives of those we serve!

**Andrew Antonopoulos, President**





## TREASURER'S REPORT

I am pleased to be able to present the financial statements and audit report of our independent auditor, on the financial operations of the Gold Coast Project for Homeless Youth Inc. and the Gold Coast Project for Homeless Youth Foundation accounts for the 2018/2019 financial year.

Our biggest challenges financially were the operation of Bill Hoyer House in good faith but unfunded for six months, preparing and transitioning our communication and IT services for NBN connection, and funding a major restructure in both staff and operational delivery of our Mobile Support Team. The restructure was necessary, to accommodate a variance in our agreement with the Department of Housing and Public Works who are looking to direct more of our efforts towards tenancies for young people experiencing homelessness.

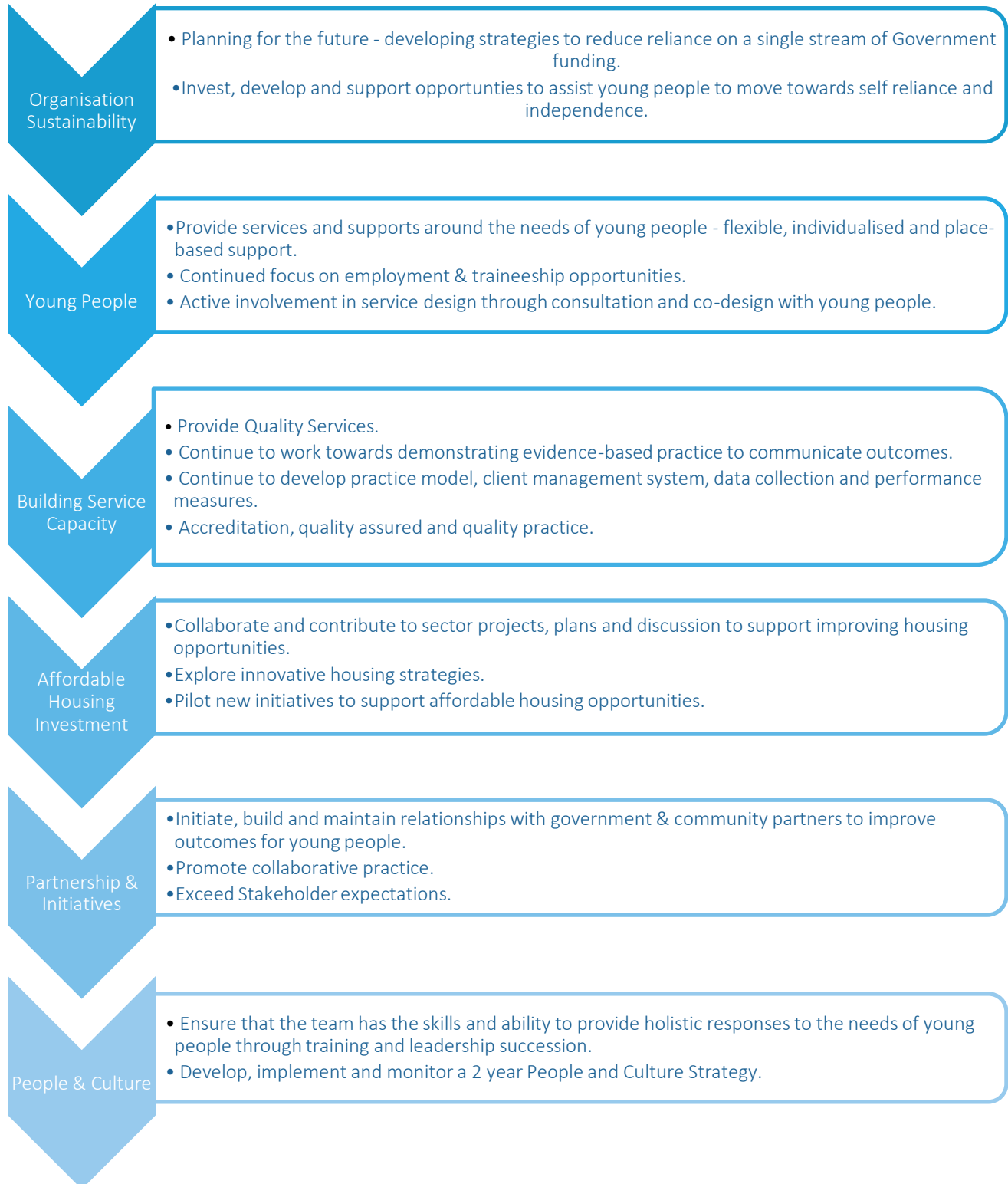
I would like to use this report as an opportunity to express my sincere thanks, to volunteers, to individuals and organisations, who generously support our vision through their time, and gifts of donations and skills. My thanks include Committee members and staff for their commitment, wisdom and dedication, and Angela, Pauline, Sarah and Pat for the crucial roles they play in managing the administration and operational processes of the Project. The presented auditors report and audited financial statements reflect their skills and abilities, and the Projects diligent and accountable administration and management of its appropriated and donated finances over the 2018/2019 financial year, and in closing ask that the reports and statements be accepted and adopted by members.

**Graham Smith, Treasurer**

## 2019 – 2021 Strategic Direction

### Breaking the Cycle of Youth Homelessness on the Gold Coast.

Our Strategic Goals and the results we seek to measure our achievement in working towards our goal.





## GENERAL MANAGER'S REPORT

It is with great privilege that I report to the Management Committee, Members and the Community regarding the achievements of the Gold Coast Project for Homeless Youth for 2018-2019.

It's been an amazing year, inspiring young people to dream, build individual capacity and achieve their goals. We have supported over 150 young people in our programs and services this year to build the futures that they want.

Achievements include responding to in excess of 1000 calls from the community seeking assistance, information and support. Independent housing opportunities, life and living skill development, training, opportunities, graduations, university placement, traineeships, apprenticeships, employment, licences, wellbeing, self-development goals, mental health recovery goals, social and community connection.

Our work this year is reflected not only in celebrating outcomes for young people but also within our framework. Service Delivery continues to improve in: Housing First, providing an affordable supply of housing opportunities to meet the demand and provide wrap-around support; Service Access - implementing the Youth Access Team to provide a clear entry point into services with comprehensive assessment that meets individual needs; Securing Department of Housing and Public Works funding for 5 years, which ensures the continuation and consistency of service delivery. Programs and Activities that assist with developing life and living skills to ensure that young people are well supported to prevent tenancy breakdown; Collaborative and individualised support options – working alongside multiple agencies including mental health, drug and alcohol, domestic and family violence, child safety, disability and justice; Accessibility, planning and development of key relationships for appropriate support to Aboriginal and Torres Strait Islander People to provide culturally responsive services and support; Measuring outcomes with the introduction of the Outcomes STAR, to ensure that we demonstrate the need for the continuation of immediate and transitional housing to support complex young people.

As discussed in last year's Annual Report the greatest challenge during 2018-2019 has been the organisations need to restructure in response to funding changes. Despite the restructure, we have continued to build and strengthen its foundations, deliver on the Annual Operations Plan, meet funding reporting requirements, and make provision for any potential future changes relating to funding or government direction.

Changes implemented in the restructure include the introduction of the Tenancy & Support Program. This Program encompasses all services, supports, training and programs. In total, our capacity to accommodate young people has increased from 33 accommodation places to 43 during the restructure and the rollout is to be finalised late 2019. Going forward our capacity to support young people at risk or experiencing homelessness will increase to over 50 at any given time.

This is reflected by an increase in STAY housing from 4 properties to 5 properties, 10 places (due to be in place in October), S.P.I.N. Community Housing places in partnership with the Department of Housing & Public Works and Horizon Housing providing a total of 10 places on conclusion of property allocation. Jessica Dunne Lodge currently supports the Transition to Tertiary Education Program, 4 places. Transitional Housing (Bill Hoyer & Bannister House) provide 12 accommodation places, Immediate Housing (Lawson House) now provides 7 places, a total of 43 places and the continuation of Mobile Outreach Support.

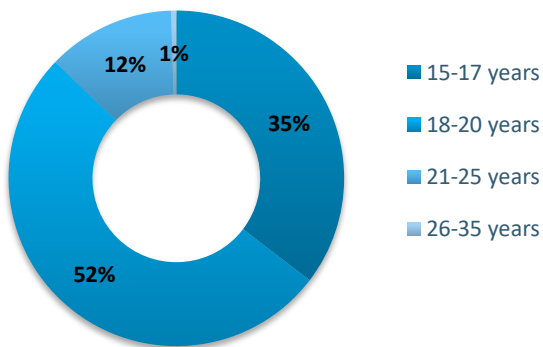
Our Operation Plan for 2019-2021 focuses on meeting the changing needs of young people, organisation sustainability, building service capacity – enhancing programs and support services to improve outcomes, promoting affordable housing investment across government and community sectors, investing in partnerships, initiatives and developing our People and Culture.

I would like to express gratitude and acknowledge the Team for maintaining strength and resilience in a period of transition and maintain the ability to assist young people to achieve outstanding outcomes in our time of change. I would also like to thank the Gold Coast Community for the ongoing generosity of spirit and contributions to support young people to achieve their goals and to aspire to reach their full potential and be active members of our community.

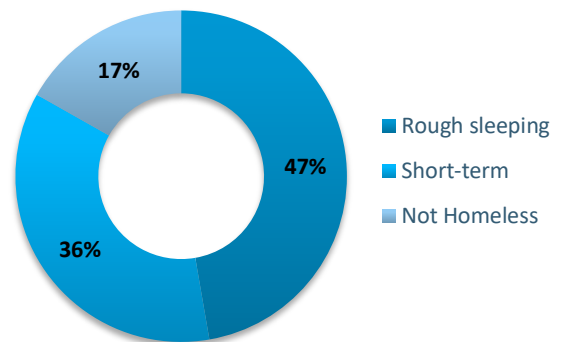
Angela Sheeran BSocSCWel

General Manager

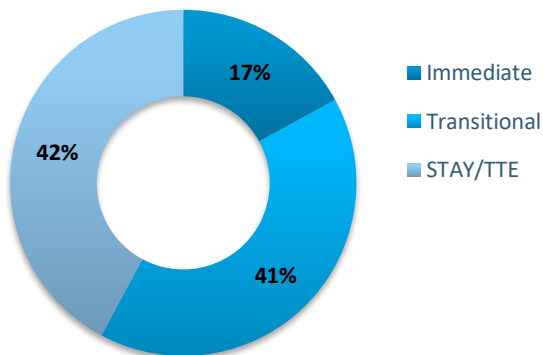
**Total YP supported during 2018-2019**



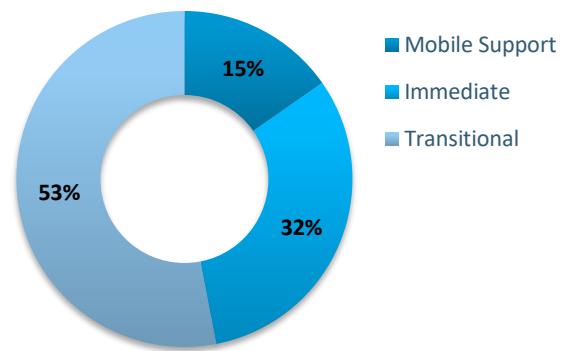
**Rough sleeping in the Last Year...**



**Total bed nights provided 2018-2019**



**Individual support hours provided 2018-2019**





## Youth Access

2019, the Youth Access Team role was introduced into the GCPHY structure to manage the large number of enquires and calls for assistance from young people and the community who are experiencing homelessness or in need of support to prevent homelessness. We believe that there should be no wrong door in seeking assistance and the Youth Access Team provide support, assessment, complete referrals and provide information to ensure young are able to make informed decisions about the kind of assistance they need. We consider the individual needs of all young people in service are important and encourage all residents to work towards reaching their individual goals.

The Youth Access Team's aim is to provide access, support, advocacy and opportunity to at-risk young people. The Team plays an integral role in exploring, communicating and providing access to services and supports that best suit the need of young people requesting to enter services and programs whilst considering the needs of other residents in service. Since commencement reportable common trends relate to the complexity of individual need in the young people. There has been a noticeable increase in referrals for support from youth justice and clinical mental health. Accessing and referring young people with complex stories and lives to the most appropriate supports has been challenging. The Team will continue to promote services, programs and address limitations going forward. Building and cultivating strong connections within the community. Feedback suggests that we are doing well with receiving and processing referrals and getting effective outcomes. We look forward to going from strength to strength in the future and offering a high-quality service to both young people and the community.

**Youth Access Team - Nejade & Monique**

Clint 17 came into support after experiencing a change in his mental health which required a hospital admission. Clint was unsuccessful in suicide and was diagnosed with schizophrenia and depression. Mental Health Services provide ongoing support for him whilst he continues to stabilise on his medication, he has engaged well with clinical supports. Clint is, however, extremely anxious and aggressive in unfamiliar surroundings and people. The Team support Clint to manage his behaviour and he follows strategies to support insight and managing appropriate responses. As a result, aggressive behaviours whilst in service are minimal. Clint experienced changes to his personal and family relationships due to his health concerns which he finds distressing. His individual goals relate to stabilising health, reconnecting with community life and working towards family reunification, including exploring residing closer to family and re-building their relationship.



## PROGRAMS & ACTIVITIES



*Programs and activities are designed around the needs of young people to develop life and living skills, wellness and social inclusion. Activities are delivered within service, the community and public events that are celebrated by all members of the community.*

### Tenancy & Living Skills

Programs support residents to develop the skills to manage self-care and their living skills in the shared living environment. Young people are expected to be able to demonstrate how to cook basic meals, manage laundry, understand the expectations and requirements of keeping a living environment clean and comfortable within a standard to maintain a tenancy.

### Social Connection & Wellbeing

Various planned activities have had young people engage in the community over the last year including the White Christmas Charity Event at Movieworld – GCPHY is one of the 10 Gold Coast SUNS nominated charity partners. Gold Coast Community Events such as the Gold Coast Show, exhibitions, festivals and markets, movies, bowling, beach days and picnics. Wellbeing activities include Health Retreat Days, bushwalking, art therapy, pamper days and creative expression activities.

### Gold Coast Suns

We are fortunate to have the support of the Gold Coast Suns who have been strong supporters of the Gold Coast Project for Homeless Youth Inc. Not only are we recipients of donations raised by the Gold Coast Suns in the Sleepout event, but we also have the privilege of the Suns providing mentorship and activities on a regular basis providing the Youth Homelessness Health and Wellbeing Leadership Program. A special thank you to Peter Wright and Touk Miller for your ongoing support to many of the young people who have passed through the service during the year. The opportunities provided have had a positive and significant impact on the lives of those that attended and are spoken of long after young people leave our programs and services. Thank you also for the many other opportunities that the Suns have provided including events and games at Metricon Stadium.

### Busy at Work - LEAP Program

Busy at Work deliver the LEAP program on a regular basis, a program developed to assist with pre-employment skills and have been for over a year now. This program was developed specifically to meet the needs of our young people – thank you Busy at Work we really appreciate your continued support. Thank you to Elaine Braniff, Gateway & Mentoring Manager for your care, patience and support to assist us to prepare young people for their employment journeys.

**Lives Lived Well – Youth Outreach Drug & Alcohol (YODA)**

Lives Live Well provide ongoing in-service attendance to support young people. YODA support assists young people to explore strategies for harm and risk minimization, enhancing self-efficacy and motivation to change.

**Simon Santosha - Talking Stick Program**

Simon an Accredited Mental Health Social Worker specializes in working with men who are experiencing personal, family or relationship issues, has provided support to young men in service through the Talking Stick Program to explore relationship issues, anger management, communication and identity.

**Horses Helping Humans - Horse Whispering Youth Program**

We recognise that assisting young people requires the support of many and our four-legged friends have played a significant role in assisting our young people of the last 12 months. Sue's program supports with; building confidence & self-esteem, developing emotional control & self-discipline, anger management & impulse control, developing healthy relationship skills and respect for others and yourself.

**Centrelink**

Centrelink provides ongoing in-house support to programs and services to assist with financial assistance, thank you, Paul, for your assistance.

**Tribe'd**

Megan Stray has provided Retreat Days for our young people on a regular basis to assist with wellness, self-reflection and personal growth. A new addition to the support that is being provided is Art Therapy to inspire reflection and creativity.

**HairAid**

Krystal provides hairdressing support to young people on a regular basis to assist with personal presentation.

**SAM – 16**

Sam referred to Immediate Housing after leaving the family home. Sam left home due to Domestic Family Violence. She slept rough for a while and then was in an unsafe shared home where men would often frequent.

Sam developed a dependency on alcohol and drugs. She had frequent contact with the police for petty crimes whilst living on the streets.

Sam was given a safe place to live, received assistance for her drugs and alcohol dependency, training and employment support and after a short period of time moved into transitional housing to focus further on developing work skills. Sam gained a traineeship and now lives with friends.

**Thank you to all our partners in providing support programs and activities during the year.**





## LISA – 22

Lisa started receiving support after being referred by Parole Queensland. Coordinated support and assistance from her Care team include case management from; Parole Queensland, Mara, Kalwan, ATSILS, DVPC, Clarence Street and Fairhaven.

Mobile Support has helped with exploring employment and training opportunities, maintaining tenancy, developing life skills, building confidence and identity and exploring reconnection with family and culture.

Lisa has attended various cultural events and gaining support from various indigenous services to assist with re-connection to community as this was identified as one of her goals.

Lisa reconnected also with her previous partner where she had been involved in DFV and disclosed her location. As a result, her ex-partner visited her and tried to regain control over her life. Lisa was relocated as determined to be the most appropriate way to ensure safety and connected to DVPC for advice, counselling and support. Lisa continues to work with her Care Team and her independence goals.

## Tenancy & Support Program

### Mobile Outreach Support, STAY & SPIN Housing

The Tenancy & Support Program (TASP) encompasses several programs that support young people aged 16 to 25 years including; STAY (Supported Transitional Accommodation for Youth) - 8 beds, Jessica Dunne Lodge - TTE (Transition to Education) program - 4 beds and are currently waiting to commence the SPIN (Supporting People in Share Housing) program - 6 beds. The team members are Jill Donoghoe (Coordinator), Steve Poulson and Moana Miller (Tenancy Support Workers).

The program provides services from a person-centred, strength-based perspective, empowering young people to develop skills required to sustain current and future tenancies. Tenancy Support workers utilise the outcomes STAR supporting tenants to identify needs and take relevant actions to achieve short and long-term goals. Tenancy Workers facilitate activities relevant to tenant needs including; Tenancy information, living skills (cleaning, cooking, nutrition, communication), accessing community services (food banks, drug & alcohol support, mental health clinical support, financial counselling, Centrelink), utilising Job Active support (employment/training opportunities) and addressing other identified needs as they arise.

The team believe that by providing housing and support, young people learn their rights and responsibilities as a tenant, they gain lived experience in successfully maintaining a tenancy, they build self-confidence and subsequently can be provided a rental reference and tenant ledger to assist with future tenancy applications.

The TASP team have seen an increase in referrals from hospitals for complex mental health, young people being discharged from hospital into semi-supported housing as an exit point. Many of these young people have parental support however are unable to live permanently at home due to various reasons (such as relationship breakdowns, family fatigue after numerous episodes of psychosis, safety risks for siblings or other family members, difficult behaviours, drug/alcohol misuse, etc).

TASP are providing semi-supported housing and support for young people being discharged from hospitals where the risk to self and others is assessed as low. Due to this trend, TASP are developing positive relationships with mental health professionals from the hospitals and community.

TASP have seen numerous young people exit into private rental properties, the majority being shared accommodation, several young people have secured properties by sharing resources with a friend or family member while others returned to the family home or entered therapeutic services to address mental health or drug and alcohol issues.



Throughout the past year the team have observed an increase in young people sleeping rough and utilising community services support while experiencing homelessness, many of these young people are dealing with drug and alcohol addiction and/or mental health issues.

The primary and ongoing challenges for the TAS Program are around exit points for young people who are unable to secure long term housing, some who have the skills and ability to live independently and those with Autism Spectrum Disorder or mild intellectual impairment who are unable to live independently.

The team would like to thank the Administration Team, Management Committee and General Manager for their ongoing support, we look positively toward 2020 and going forward as a consolidated team.

**Jill Donoghoe** BSocWelf

**TAS Program Coordinator**

## AMY - 19



Amy requested support for herself and for her younger sister. They were sleeping rough, staying in a tent on the Broadwater at Southport.

The family was assisted to access safe accommodation in a motel while more suitable and stable housing was located.

Stable and secure shared housing was found close to the school where Amy's sister went to school so that she could return to school. Amy was supported by the Tenancy Worker to access Job network support and source employment and/or training opportunities. Comprehensive support assisted Amy with securing housing, finding employment and starting a course.

Amy found herself returning to a temporary housing situation after she found that she didn't get on well with the person that she was sharing with, she chose to stay with a friend. Amy's sister moved in with a family member and Amy felt that she could work on herself and her goals.

Amy's life began to settle when she found stable and secure housing. She completed her course and her worker attended her graduation ceremony. She hopes to gain an apprenticeship. Amy continues to gain support to assist her with finding an apprenticeship opportunity in her preferred career.

**KATE – 16**

Kate moved to the Gold Coast from New South Wales. She was living with her parents and felt that the relationship was not positive. Kate stated that she believed that she had been living in an environment of family violence and abuse.

Kate became a resident at Lawson House and was referred to numerous supports for assistance relating to family violence, mental health, and general health. She was also supported to obtain independent identification, seek financial support and enroll in training.

Kate spent a short time in immediate housing before being referred to transitional housing for ongoing tenancy support.

Kate tells us that she is much happier, feeling supported and settled and able to focus on her goals now that she is not worried about her home environment.

Kate has returned to secondary school and is working towards finishing her education and thinking about applying for University.

**Immediate Housing – Lawson House**

I have had the opportunity to work with an extraordinary team this last year. Working together, and each with diverse and individual skills, the team has supported young people to achieve their chosen outcomes. Lawson House provides a safe and secure environment within a comfortable home setting for young people to work through their journey of change and work towards breaking the cycle of homelessness.

Providing a safe environment for all young people is important to allow for conversations to begin about challenges, barriers, needs and goals. Case management provides support to work towards meeting individual goals relating to immediate needs which may be; referral to health or substance support, education and employment opportunities or developing life or living skills to support independent living.

Immediate Housing is tailored to support short-term interventions that move young people to more stable and secure accommodation opportunities. Lawson House provides a safe landing place.

Young people are referred into Lawson House have varied reasons. Many seek service support after relationship breakdowns with family and may only need a brief stay before they move into independent living. Others require accommodation after being incarcerated and unable to return to the family home. This year we have accommodated a high number of young people that have been sleeping rough on the streets of Southport and Surfers Paradise, in parks, car parks and abandoned buildings. Young people living in these conditions are vulnerable, isolated and at risk to further abuse and exploitation. Others came to Lawson House homeless and experiencing complex mental health. The immediate support provided relates to referral to clinical health services to assist with providing the most appropriate assistance required. Until the young person's immediate health issues are addressed housing becomes a secondary concern.

Despite attempts to support young people, we are challenged by the need for improved access to specialised Youth Mental Health Accommodation for severe and complex mental health. Residential AOD Rehabilitation support for young people under the age of 18 years to rehabilitate as there is an increased level of substance use amongst young people under the age of 18 years. It is also challenging to support young people presenting with a disability or impairment, crisis housing can be an unsettling environment and NDIS application and process can be lengthy.

Looking back over the past year, the Lawson House Team have been dedicated in supporting young people to achieve their holistic goals, empowering them to learn basic life skills such as cooking and living skills and to do this within a shared environment, the team believes that these skills will enable them to continue their life journey. I would like to thank the Management and Administration Teams for all their support during the year.

**Marie Calleja**  
Lawson House Team Leader

## Transitional Housing - Bannister House & Bill Hoyer House

### Bannister House

Collaboratively, and person-centred Bannister House and our extensive network of supports have actively assisted young people to achieve their individual goals in a safe and supportive environment. Many young people comment that Bannister House feels like home and provides an atmosphere of support, safety and comfort. Network support, partnerships and assistance create opportunities for the young people to engage socially in the community, with individual support or through participating in programs and activities. Young people experience activities that are enjoyable with the aim to encourage the development of lifelong skills, along with building confidence and self-esteem.

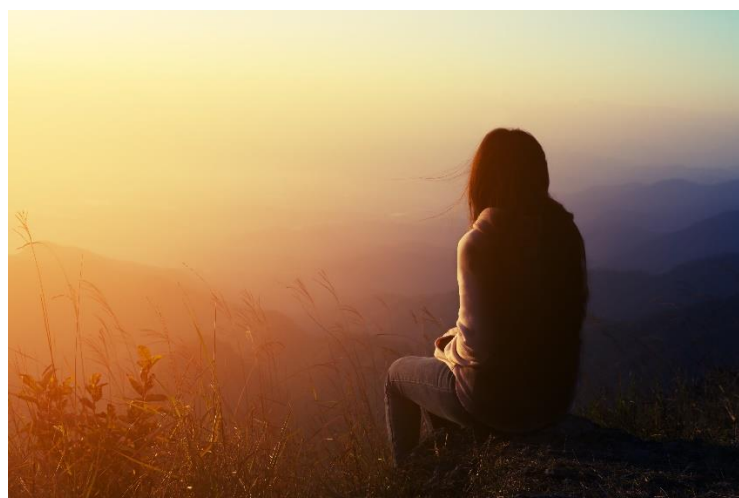
Services that reflect our organisation's strategic direction, with the emphasis on not just providing a bed. Bannister House supports young people in a flexible and individualised manner to develop goals and work towards achieving. Young people also face challenges and learn life skills, such as budgeting, cooking, cleaning, preparing meals for others and learning to live in a shared environment respectfully. The Young Person's Outcome's Star has assisted to facilitate this process well.

There has been a collective positive focus on earning or learning by the residents. Most young people throughout the year have been engaged in secondary school, an accredited course or Tafe with many outcomes achieved, some of those are reflected in the Programs and Activities discussion. Listening to the young people share their stories about their personal achievements whilst residing in service has been gratifying.

Providing a holistic approach to our support, leading the team at Bannister has been a pleasure. Engaging with TASP, Bill Hoyer House and Lawson house through organised activities and programs has provided positive experiences for the young people throughout the year. The Administration Team, along with our General Manager Angela and the Management Committee have a comprehensive approach to providing the ongoing care and support for the young people.

We thank all who have contributed throughout the year, and again look forward to building positive connections to enable the young people opportunities to feel supported and involved in their individual journey.

**Tracey Stewart** BChild&FamSt  
**Bannister House Team Leader**



## OUR TEAM

### General Manager

Angela Sheeran

### Administration Team

Pauline Tibbertsma –  
Administration Manager  
Sarah Spiller – Finance Officer  
Patricia Steinmetz – Administration  
Support

### Tenancy and Support Team

Jill Donoghoe – Program Coordinator  
Steve Poulson – Mobile Outreach Worker  
Moana Miller – Mobile Outreach Worker

### Team Leaders

Marie Calleja – Immediate Housing  
Tracey Stewart – Transitional Housing  
Kylie Minchinton – Transitional Housing

### Youth Access Workers

Monique Cheeseman & Nejude Haddad

### Youth Tenancy and Support Workers

Katie Brown – Acting Team Leader, Lisa  
Hogan, Cath Cook, Emily Cooper,  
Maryanne Wheeler, Dale Garrow, Steve  
McCarthy, Remi Carolyne, Philly Simpson,  
John Castles, Louise Maree, Enio Salazar,  
Diana Abela, Chang Po Ching, Carly  
Maiden, Julia Hunt

### Site & Grounds Maintenance

Peter Hanson - Volunteer



### Bill Hoyer House

Throughout 2019 the team have welcomed opportunities to support young people experiencing diverse issues including physical and mental health, drug and alcohol misuse and disability. These concerns have been at the forefront of support and have been challenging. Barriers highlighted resulted in referrals for more specific and intensive levels of support; Headspace, Adolescence Drug and Alcohol Withdrawal Service (ADAWS) and QLD Youth Mental Health teams, supporting young people presenting with dual diagnoses, early psychosis and complex Post Traumatic Stress Disorder (PTSD). Service coordination and response is important as long waiting periods can have a negative impact on the young people's wellbeing and recovery.

Working from a strength based holistic platform, we understand that not only do we tackle the serious issues with young people but also provide support around social inclusion and acceptance from peer groups, adults and other positive role models. The Gold Coast Suns provided great mentoring support throughout the year where young people enjoyed cooking up a storm, playing snooker, listening and laughing with one another. The Team also assisted the young people to get involved with the "Christmas Challenge" and transformed Bill Hoyer House into a gingerbread house and winter wonderland.

Young people are often referred for support due to family breakdown and where they have no other support available. They may experience periods of homelessness and often struggle to remain engaged in education. By providing a safe and supported environment we have been able to assist with stabilising and assisting young people to complete their education. This year, one young person in this situation was able to complete Year 12 and attend their formal, where they had an entrance worthy of a movie star. We also supported a young person that believed they did not fit in anywhere, complete a certificate and gain employment.

What motivates the team is the courage, resilience and the perseverance to strive for change and achieve goals by the young people. Services working holistically and collaboratively to support and encourage young people to do this is our goal. Young people have provided feedback such as; wanting a "home" to feel safe and supported. The Team supports young people to create a sense of "home" so that they can continue their journey of recovery.

### Kylie Minchinton

Bill Hoyer House Team Leader

## Our Supporters



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

5B2F Bakehouse, Chirn Park	Gold Coast Ramble	Rotary Club Surfers Sunrise
AB Patterson College	Griffith University	Rotary Circus Quirkus
AJD Bell Solicitor and Honorary Solicitor "Lex" Bell OAM	Grill'd Local Matters – Surfers Paradise	Runaway Bay Lions Club
Andrew and Pru Lawson	Grill'd Local Matters – Pacific Fair	S Fong
Anytime Fitness	Grill'd Harbour Town	SEE Civil Pty Ltd
Arcadia College	Greg Aspelng	Share the Dignity
B Ainsworth	Hair Aid – Krystal and team	Simone Torti
Baby Give Back	Hillsea Real Estate	Smart Solution Group
Backpack Bed	HiSmile	St Hilda's School
Bakers Delight, Southport Park	Horizon Housing	Steven Ciobo MP
Barbara Corrigan	Hypoxi Body Zone	Steven Taylor
Bartercard	Icon Training	Suncorp – Staff
Basket Brigade	Isle of Capri Learning Centre	Urs Knaus
Beautifully Wellbox	Joe Shaffer	Unilever
Busy at Work	Kelly McEwan	Villaworld Homes
Bill Hoyer, Nora Hoyer-Schweiter, & Chewy	KoolKids Is of Capri	Volunteering Gold Coast
Billabong	Larry's Fixit Service	Westpac Foundation
Bail and Order Support Service (BOSS)	Leah Heritage and Friends	Westpac – Staff
Brayden Fionni	Lionel Hancock	Will Powell
Carol McLaughlin and friends	National Council of Jewish Women	Yanna – Elpida Mission
Chirn Park Chempro and Michelle	Martin & Anna Byers	Yasmin Brodie
Chloe Smith	ManageMe Property Management	Zoe Markham
Christine Smith	Matthew LInks	
Christy Marshall	May Harkins	
Cr Dawn Crichlow	Mayor Tom Tate	
Cr Kristyn Boulton	Mayoress Ruth Tate	
City of Gold Coast	Megan Stray	
City of Gold Coast – Staff	Men and Family Counselling – Simon Santosha	
City of Moncrieff – Stronger	Moira Lockhart and Friends	
Communities Grant	Noel Grummitt	
Domestic and Commercial Electrics	Order of St John Knights Hospitaller	
Givenow.com.au organisation and donors	ONGC	
Empire Fitness Gym	Onthenet	
Ethan Ramak	OzHarvest Gold Coast	
Everyday Hero	Palm Beach Currumbin State High School Care Classes	
J Bowes	Partners in Recovery Gold Coast	
Jan & Cheryl Hatcher	Penne Milloy	
James George	PCYC – Monaco St	
Jarrold Witts	Quantum Property Services	
Julie Rasby	Quarry Solutions	
Gayna Marlow	Quota International of Gold Coast	
Gene Peterson	R Marine Crawley – Ben Crawley and team	
Gold Coast Health	Ray White Runaway Bay	
Gold Coast Suns Football Club – including Peter Wright and Touk Miller	Richmond Fellowship Queensland	
Gold Coast Basket Brigade	Robina Lions Club	
	Rob Schyff	
	Rory Thompson	

## How you can help

There is a serious shortage of beds and quality housing for homeless youth on the Gold Coast. The Gold Coast Project for Homeless Youth uses donations to help provide the best possible outcomes for the young people in our care.

### Containers for Change

Collect containers on our behalf. Our scheme ID is: 10007580

### Deductible Gift Recipient

GCPHY Inc. is endorsed by the ATO - DGR1 status. Donations over \$2 are tax deductible.

### Donations

Donate through our website [www.homelessyouth.com.au](http://www.homelessyouth.com.au) or by contacting Administration.

### Entertainment Books

Support the sale of entertainment books. 20% of proceeds go to GCPHY Inc.

### Material Support

- Maintenance equipment and tools
- Moving out of home packs
  - washing basket
  - non-perishable food
  - king single sheets
  - new pillow/s and pillowcases/s
  - dishwashing liquid
  - CHUX and multipurpose spray
  - pegs and laundry liquid/powder
- Holiday/birthday/Christmas gifts – 16-25-year-olds; gift cards or material gifts accepted.
- Come graduation/formal time, support for formal wear, hairdressing etc. gratefully accepted
- School fees, school uniforms
- Seeds, mulch, or extra equipment for our vegetable gardens at Bill Hoyer House and Lawson House.

### Play for Purpose Raffle

Buy a \$10 raffle ticket. 50% of the proceeds go to GCPHY Inc.

### Start a Fundraising Page

GCPHY Inc. is nominated for fundraising pages through websites such as [givenow.com.au](http://givenow.com.au), or Everyday Hero.

### Workplace Giving

Set up workplace giving through Good2Give. They arrange the administration and employees can donate part of their income towards a charity of their choice.

## Grants & Philanthropic Contribution

Department of Housing & Public Works



CITY OF  
**GOLDCOAST.**



**Australian Government**  
**Department of Industry,  
Innovation and Science**



**Queensland  
Airports** LIMITED

It takes a Community...  
Thank you to all our supporters.



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