



ANNUAL REPORT 2021

Gold Coast Project for
Homeless Youth Inc.



OUR PURPOSE

For over 37 years we have been supporting young people experiencing homelessness on the Gold Coast. Our intention remains focused on breaking the cycle of youth homelessness.

Our Philosophy

We believe that all people have the right to make choices in their own lives.

The right of people to maintain 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.

Our Vision, Mission and Values

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.

Our Values

RISE

RESILIENT - INCLUSIVE - SOCIAL CHANGE -
ETHICAL





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THANK YOU THE DEPARTMENT OF COMMUNITIES, HOUSING &
DIGITAL ECONOMY, CITY OF GOLD COAST AND COMMUNITY
HOUSING LTD FOR YOUR CONTINUED SUPPORT.



ABOUT US

Gold Coast Project for Homeless Youth Inc. is a not for profit organisation that supports young people aged between 16-25 years. We are a Specialist Homeless Support Service. Our business relates to supporting young people gain, maintain and sustain tenancy's. We aim to reduce and prevent the cycle of homelessness.

We partner with our 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 sustaining tenancies, health and wellbeing, and social and community engagement.

We believe that Housing First is the best response to support young people to get back on track. We assist young people, and their families where appropriate, to work 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.

We have 39 accommodation opportunities for young people.

Of those 39 opportunities the Department of Communities Housing and Digital Economy funds 29 places for young people 16-19 years - 7 placements in immediate and 12 placements in transitional.

In partnership with the Department and Community Housing Ltd we provide a further 10 places in the Supporting People in Housing Program (SPin) for young people 16-25 years. Our Mobile Support team provides community based support to secure and/or sustain tenancies as well as assist with brief interventions for those presenting as currently homeless.

Through our Tenancy and Support Program we provide holistic wrap around support to ensure young people's individual needs are heard, identified and supported. We provide assessment, advice, referral support, brief intervention support, immediate accommodation for young people 16-18 years, transitional accommodation for young people 16-19 years, semi-supported transitional housing through our STAY Program and Transition to Education Program (16-25 years).

Our ECHO Program is supported by community and philanthropic donations. This provides living & life skill programs and activities.

It also allows us to support education, training and licencing goals. Our young people benefit from additional funds and partnerships with items that provide support to move into independence enabling them to set up their own homes.

We rely on Government funding assistance from the Department of Communities Housing and Digital Economy to meet the cost of service delivery in our immediate and transitional accommodation. Gold Coast Project for Homeless Youth Inc. self-funds accommodation initiatives to meet the demand of housing opportunities for young people such as the ECHO Program, S.T.A.Y. Program and Transition to Tertiary Education Program.

MORE THAN JUST A BED

The need for housing assistance has increased.

This year we provided support to

326 young people

In 2019-2020 we supported 198 young people.

That's an increase of 128 young people needing housing assistance this year.

How were they living?

47.5% were sleeping rough or in non-conventional accommodation.

29% Short-term or emergency accommodation, due to a lack of other options.

43.5% were not homeless but stated they couldn't go home or could no longer stay in the current housing.

OUR CHALLENGES...

- THE NEED FOR ADDITIONAL FUNDING
- ADVOCATING FOR ACCESS TO ASSISTANCE
- SAFE, SUITABLE AND AFFORDABLE HOUSING
- OPPORTUNITIES TO SUPPORT INDEPENDENCE IN COMMUNITIES



MESSAGE FROM THE PRESIDENT & MANAGEMENT COMMITTEE

Everyone is experiencing unprecedented times globally and it may be fair to say the Gold Coast is undergoing transformational change. Whilst this change has been positive for many, it has created additional and significant challenges for the young people we serve, the organisation, our workers and our volunteers. In light of all of this, the organisation has grown stronger and identified opportunities to provide more impact to our young people in residence and those supported by GCPHY mobile support and outreach.

The Management Committee is proud of everyone at GCPHY, our fellow community services on the Gold Coast, and our State Government Department of Communities, Housing and Digital Economy for the perseverance and constant improvement of services and collaboration.

It is my pleasure to present you with this President's Report on behalf of the Management Committee and we look forward to the continued success of GCPHY over the next year.

Challenge = Opportunity

As Qld border closures placed pressure and challenges on the population, young people are often impacted very hard. Schools requiring students to be home schooled, rental prices and demand increases dramatically, business are forced to reduce their hours or shut down, all causing pressure on a home and household.

GCPHY young people all experienced these challenges with varying intensity and the amazing works and volunteers at GCPHY navigated these young people to find opportunity and outcomes.

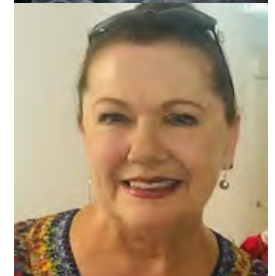
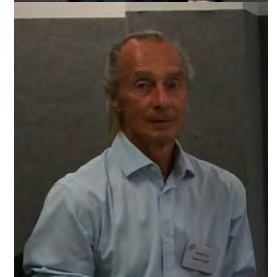
As an organisation, GCPHY found the need to:

- Expand our Supported Transitional Accommodation for Young People (STAY);
- Increase Mobile Support outreach;
- Identify opportunity for a hub or meeting point for young people and delivery collaborative community services;
- Identify opportunity for pop up shop for donations and young people to access necessities;
- Identify those most vulnerable and implement strategies and facilities for maximum impact;
- And more!

It is an absolute credit to the staff and volunteers at GCPHY that the organisation could increase its impact to the young people we serve during times of varied and unpredictable challenges! It has been an honour for the Management Committee to offer strategic direction and guidance, but it is the staff in the end providing the outcomes for the young people we are privileged to support.

Crisis = Community

COVID has been called a crisis, which it is, but the focus of the Management Committee during this crisis is to focus on community. The Community on the Gold Coast and surrounding areas of Qld and NSW is an impressive group of benevolent, collaborative, and agile individuals and businesses. Safety and success for the young people is paramount to GCPHY.



MESSAGE FROM THE PRESIDENT & MANAGEMENT COMMITTEE

The Community of specialist service providers, donors, Local and State Government and Non-Government stakeholders, businesses and individuals come together during times of need, and the Management Committee is beyond grateful to experience the last 12 months in this ecosystem.

Most notably:

- ECHO Program strengthening corporate relationship with the impact of GCPHY;
- Alli Simpson, GCPHY Youth Ambassador, positively impacting our young people through experience sharing and expanding the message and reach of GCPHY's purpose;
- Dramatic increase in community donations of everything young people require for living independently;
- Charity events and organisation, particularly the Mayoress' Ball continuing to donate from their events to support GCPHY's growth and contribution;
- GC Businesses offering support through financial governance, corporate governance, IT support, and business sustainability and improvement solutions;
- Rotary Clubs from various areas offering support for the establishment and success of GCPHY social venture and job creation for young people;
- ... the list goes on!

The Management Committee is forever grateful for the people and businesses in the area that we live. The contribution of every aspect of our community cannot be understated and the impact of this contribution continues to change the lives of hundreds of young people Every Year!

I would personally like to thank Angela Sheeran, General Manager, and every team member at GCPHY (staff and volunteers). The purpose and impact of the organisation does not exist without you and you inspire each member of the Management Committee every day. I would also like to thank my fellow Management Committee Members for their time and dedication - we have established the foundations for exponential growth and continued improvement of the organisation for the next 12 months!

Yours Faithfully,

Andrew Antonopoulos
President



GENERAL MANAGER 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 Inc. for 2020 - 2021. Challenges for young people continue to relate to opportunity. Prior to the pandemic young people were already significantly disadvantaged in the employment and housing markets. Many future goals reflected plans to leave the Gold Coast to secure employment and housing opportunities. There is a significant investment required to keep young people on the Gold Coast and a long-term commitment to ensure that life stage achievement and active participation in the community is accessible.

The Gold Coast has become a destination of high migration over the last 24 months which has impacted the rental market. We have seen property availability decline and rental prices increase. Three years ago, the rental market was just accessible to young people with a 2-bedroom property costing around the same as a 1-bedroom property today. Potential housing options are now very limited, and the low rate of Youth Allowance restricts young people's housing choices. We hear endless stories of a highly competitive market and hopelessness relating to gaining a rental property. With 100's of applicants for every property, young people are often overlooked. Generally, shared accommodation with strangers becomes the only available and affordable option and for many young people this does not represent suitable housing. Appropriate housing provides an opportunity for young people to make some small changes in their lives which can lead to life changing future choices. We have had great success with young people sharing a SPin or STAY housing option. Supported housing assists young people to become familiar with the person that they live with and often together they will move to independent accommodation with continued support.

Employment opportunities continue to be limited. We have seen a decline in part time work, with some young people losing their employment throughout the pandemic. It's also highly competitive market where young people are being overlooked. Other challenges over the last 12 months include border closures, limited contact with family and friends, COVID-19 anxiety, management of social media, reduced access to services, remaining engaged in education, restrictions in movement, understanding and following health directives, making informed decisions, managing mental and personal health, and continuing to stay optimistic about the future.

Regardless of what has been described as our new normal, young people experienced many great outcomes. Achievements include moving into STAY, SPin and shared independent accommodation, the development of interests and life and living skills, success with training and employment opportunities, graduations, university placement, traineeships, apprenticeships, and gaining licences. Improved well-being associated with physical and mental health, reduction in AOD usage and acceptance of support, self-development goals, and an increase in social and community connection. We also saw re-connection to families, the beginnings of new families and the commitment by some young people to start a new journey in their lives.

In total, the team has supported 243 young people and responded to over 1000 requests for housing assistance. Youth Access was extremely busy with placed-based responses. These interventions support young people who are presenting as homeless or at risk of homelessness specifically on the Gold Coast. We have unfortunately noticed a considerable increase in the need for this support over the last year. These responses ensure that young people have a safe place to retreat to enable self-isolation should illness or lock down occur.

To assist in this process, we received an increase in brokerage funds from the Department of Communities Housing and Digital Economy. This one-off funding has made a considerable difference in the way that we have been able to provide suitable accommodation and allowed young people to make choices about where they would like to be housed. Particularly for those who present with other commitments to consider such as couples or young people with pets. Often these young people make choices to remain homeless rather than separating from their partners or companions. We continue to offer individualised support and assist as best as we can.

ECHO Program activities experienced some changes throughout the year. At various stages of lock-down, activities were required to be cancelled due to health directives and ECHO Program supporters were subsequently unable to deliver programs due to those restrictions. Activities became residential facility based and supported within the individual houses. ECHO supporters remain committed; however, donations have declined throughout the year. I think it would be fair to say that the community response has been impacted on by the current economic climate, felt across business and community. Contributions in the form of volunteers, students and ECHO partner activities have also changed significantly with access to our sites and programs reduced to manage health directives. The acceptance of material aid also had to be reconsidered, with a limited storage capacity and volunteer support to assist with managing the volumes of donations and uncertainty of how to manage donated items and virus transference. In the new year we will have a dedicated space to receive material aid so that young people may visit and choose that items that they require. This space will be located at our new site, the ECHO Centre.

We are growing. Learning's throughout 2020-2021 have driven service growth and improvements. Financial management is now supported by Maddox Accounting. Other improvements include KEYPAY to assist with managing the complexity of our award, the Social, Community, Home Care and Disability Services Industry Award 2010. To support service delivery capabilities, we have focused on technology improvements and now have external IT support in place. We have introduced SharePoint, Teams and various applications to support practice improvement. Technology has become an important aspect of our day-to-day business and ensures that we are connected in a virtual space to managing the changing environment of how we support young people to meet their needs. Extensive review of our policy and procedure to reflect our growth and support the team in service delivery is also occurring.

A new strategic plan has been developed to guide us towards 2023 with consideration of the changing environment to ensure that we are well resourced to expand. We will work towards meeting the objectives set out in the Operation Plan for 2021-2023 which focuses on meeting the changing needs of young people, organisation sustainability, social enterprise investment, and the expansion of the ECHO Program with the introduction of the new ECHO Centre. We will continue to develop and promoting innovative, affordable housing projects and investing in active partnerships. We envision that 2022 will be a year of bringing it all together and represent a year of new beginnings.

I would like to express gratitude and acknowledge the entire team, the Management Committee, Service Delivery and the Business Support team for their resilience and commitment to providing quality support that assists young people to achieve outstanding outcomes even in this period of uncertainty. 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, to aspire to reach their full potential and become active members of our community.

I hope that you enjoy reading the 2021 annual report and continue to support us to inspire young people to DREAM and achieve amazing outcomes.

Angela Sheeran. General Manager.







WORKING WITH COVID-19

Reflecting on the past year, we continue to respond to the challenges associated with the worldwide health pandemic, Coronavirus Disease (COVID-19). Since 2019 we have experienced many variations of the original plan developed to support service delivery in response to QLD health directives. The community sector is familiar with the impacts of compassion fatigue when working with individuals experiencing trauma, today we have a significantly more complicated environment with the underlying presence of what appears to be COVID-19 fatigue. This fatigue will have a long term impact on the futures of young people.

It's important to note the high level of resilience within the team to continue to provide outstanding support and maintain our presence within the community whilst being personally, impacted by COVID-19. Our team are some of the unrecognized front line workers required to support 24/7 service delivery. The Team, have experienced many personal challenges individually throughout this last year. Life still goes on. Weddings, funerals, arrivals of babies, illness. changes in holiday leave, living over the border and not being able to come to work, caring for family members, personal injury, testing, isolating and experiencing the anxieties around not being able to connect with loved ones.

Working with COVID-19 has required great vigilance. The team has shown a high level of resilience responding to a pandemic plan. Completing training for safe practices, managing variations to intake procedures, following public health orders and lock-downs. Challenges with acquiring and wearing personal protective equipment (PPE), managing behaviours and providing reassurance in times of uncertainty. Vaccination awareness and support for young people to access has also increased over the last 12 months.

Service delivery experienced change. Physical distancing, the ability to self-isolate and COVID-19 testing often became daily routines. Understanding the needs of young people and building our capacity to support in a different environment had its challenges. Particularly in the technology space where we were not prepared to shift to technology environment. As most community services can testify, we work with people - investing in technology has not been our priority. During lock-down the most important priority for us was to stay connected with one another. Young people moved into a digital space to receive their case management support and the Team followed moving to a digital space to stay connected. Virtual communication platforms have now become a standard practice in how we engaged with one another.

LIVING WITH COVID-19

We experienced fewer lock downs over the last 12 months and a greater awareness relating to health directives and our responses have been well rehearsed. We feel confident that we have good level of skill in managing any changes required to ensure a safe work environment for the team and a higher capacity to ensure young people feel well informed and safe.

Young people who reside in our houses enter into service among strangers. It is often a challenge to build relationships, develop an understanding of what is required and manage respectful interactions with others. Shared living can be difficult and coupled with home isolation and disconnection from usual day to day life.

Young people have been challenged. We have seen changes in learning environments with the introduction of home schooling on several occasions, mask wearing and physical distancing and social isolation. Physical contact with others has been described as the most important aspect of normal everyday life that was greatly missed. Catching up with family and friends and spending quality time with those considered to be a key relationship in a young person's support network, maintain positive mental health. Technology played a greater role in everyday life, everyone said the same thing - it's just not the same.

Several young people told us that they were quite resilient in managing the changes. Here's what a few of the young people had to say about how the pandemic has affected them....

How has COVID-19 impacted on you?

- It has negatively impacted on my schooling, ability to get a job and go out for social nights with friends.
- It has impacted on emotional and physical well being.
- I've had to stay connected with other people through social media and phone calls. I miss being able to be with people.
- I'm concerned that I'm not going to be able to get to my own place due to the price of rentals, I don't think I will ever own my own house but I'd like to have somewhere to live.
- I suppose at least I'm fitter than what I was before we went into lockdown.
- I'm not sure that I will be able to get a job, there seems like a lot of people out of work.



TREASURER'S REPORT

Hello, and thank you for taking the time and interest to read through our Annual Report.

I am pleased to be able to present the following comments, as well as the attached Statements and Audit Reports of our independent auditor Allen and Wolfe, 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 2020-2021 financial year. You can view both of these documents online at our web address or find them as a supplement to our 2020-2021 annual report.

Relevant data and accounting balances that make up the core of these two papers and reflect on the year's performance, have been summarised and appear in supplement report. These figures represent twelve months of entries, checks and journals by our Finance Officers Ryan and Luiz. The summary identifies the consolidated trading income of the Project's main operating account, providing a listing of the individual type and the amount of income sourced and received in 2020-2021. The largest amount received, is recurrent funding from the Department of Communities, Housing and Digital Economy, and this \$2,256,457 represents the total received in quarterly instalments in this, the fourth year of a five year contract with the Department.

Donations will always deserve significant recognition and the \$44,448 received in 2020-2021 is a vital component of our trading operations. These contributions, large and small, enhance the range and quality of our services through the community driven ECHO program, so in a way, donations become an indicator, a gauge that measure how the community sees and responds in kind to our level of success in the way we utilise our resources and processes. Displayed also is a grouped summary of operating expenses from the consolidated accounts, identifying the type of account and the respective amount expensed. These categories have been expanded for those that are interested, in the audited financial statements.

I would also like to take advantage of this opportunity to express my thanks to volunteers, individuals and businesses, who generously support our vision through their time, and gifts from their pockets and heart. My thanks include the Management Committee members for their guidance and friendship, to staff for their dedication and passion, and in particular Angela, Brylie, Pat, Ryan and Luiz for managing the financial and administrative processes of the Project, and I cannot forget a thank you from the Management Committee to our President Andrew, for his time, knowledge and judgement, in steering the Committee through a number of confronting issues in 2020-2021.



TREASURER'S REPORT

Additionally the presented auditor's report and audited financial statements are testimony to the diligent and comprehensive management of our appropriated and donated finances over the 2020-2021 financial year by all of the people mentioned above.

In closing, and in line with our constitution I would ask that the reports and statements that have been referenced and attached, be accepted and adopted by members of the Project.

Graham Smith, Treasurer

Please see Annual Financial Report for further details relating to the 2020-2021 financial year.



THE TEAM

Gold Coast Project for Homeless Youth Inc.
would like to acknowledge all of our dedicated
and hard working team members and volunteers
across the organisation.

We are a registered incorporated organisation and governed by a Management
Committee. Our Management Committee are volunteers and are dedicated to
supporting amazing outcomes for young people.

Our Management Committee for 2020-2021

Andrew Antonopoulos (President)

Jamie Preston (Vice President)

Pru Lawson (Secretary)

Graham Smith (Treasurer)

Karen Hughes (Committee Member)

Yohann Azlee (Committee Member)

Thank you for your time, support and commitment to making a difference in
lives of young people. We feel very fortunate to have
had you all on the Team during challenging times.

A big thank you to the entire Team for the committed
work that they do on a day to day basis supporting
young people to achieve their goals.
Thank you for shining.

General Manager - Angela Sheeran

Tenancy & Support Team Coordinator - Jill Donoghoe

Team Leaders - Marie, Kylie and Tracey

Youth Access Team - Nejudge and Sally

Mobile Support Team - Steve, Belinda and Louise

STAR Worker - Tanya

Youth Tenancy Workers - Diana, Enio, John, Monique, Cath, Lisa, Natalie, Damian,
Mary Anne, Steve, Dale, Nicholas.

Thank you to our business support, finance team
and administration support we couldn't do it without you.

Finance Team - Ryan & Luiz

Business Support Manager - Brylie Roach and

Administration Support Pat Steinmetz

Special acknowledgement to our regular community volunteer in 2020-2021
due to COVID-19 restrictions - Peter Hanson.

Peter was able to remain active in his gardening role with us,
thank you for making a difference.

We would also like to thank A.B. Paterson and ABA Legal for their continued support
with working group days across the sites.



GOLD COAST PROJECT FOR HOMELESS INC.

Global Organization GOLD COAST PROJECT FOR HOMELESS INC.

Global Organization Indian O

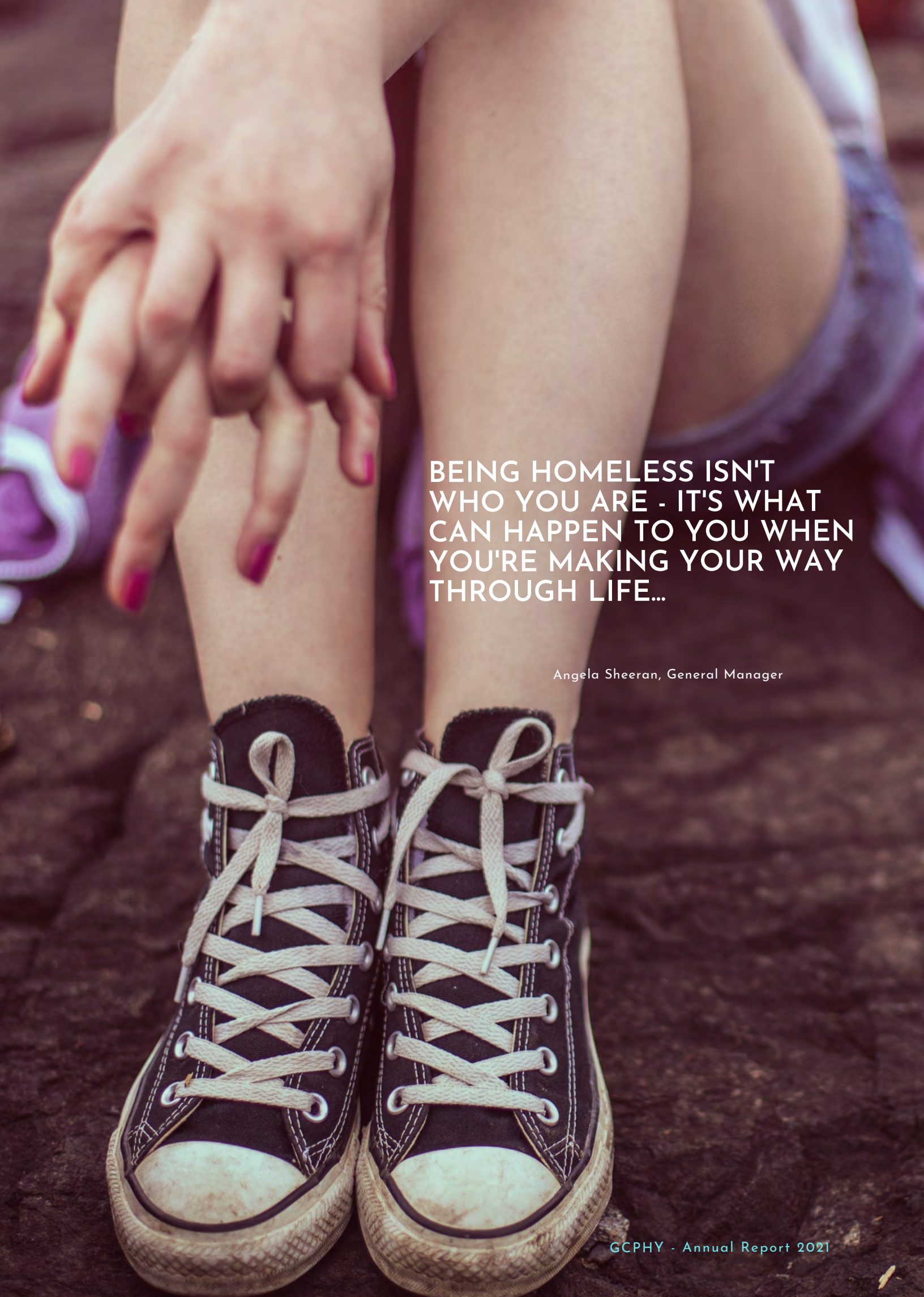
Welcome to Pacific Fair

cbus super star

SLEPT OUT

GCPHY - Annual Report 2021

THANK YOU



BEING HOMELESS ISN'T
WHO YOU ARE - IT'S WHAT
CAN HAPPEN TO YOU WHEN
YOU'RE MAKING YOUR WAY
THROUGH LIFE...

Angela Sheeran, General Manager

MORE THAN JUST A BED

Providing just a bed has never been what we are about when supporting young people to gain assistance after they experience a crisis in their lives. We recognise that no two people are alike. Homelessness occurs for many different reasons and can be debilitating. Young people may require many supports to assist with getting on track.

Over the last 12 months assistance has been provided to young people to respond and assist to address the following concerns; Financial difficulties, housing affordability stress, experiencing a housing crisis - eviction, end of lease or asked to leave their homes, family respite and time out from family, sexual identity discrimination, relationships ended or family breakdown, sexual abuse, domestic and family violence, mental health or medical issues, problematic drug or substance misuse, problematic gambling, behavioural concerns, families unable to manage young persons disability, unemployment or difficulties gaining employment and a lack of family support.

Over the years we have developed an understanding about what makes a difference in the lives of people working to resolve personal concerns, build resilience, develop skills and move to independence. That's why we continue to build programs and supports that meet the needs of young people.

We like to explore new ways of doing things. The way that we work with people is defined. Our practice model incorporates the Outcomes STAR. We have a dedicated worker that provides individualised strength based support to assist young people to achieve their full potential. The Outcomes STAR was first developed in the UK in 2003 as a way to measure outcomes for a homeless service. The STAR is underpinned by three values - empowerment, collaboration and integration - feedback from the young people suggests that they feel heard and validated when using this tool. We consider the STAR to be consistent with our purpose and values and has the amazing ability to encourage its users to keep working towards achieving their goals.

We also have the ECHO Program. This initiative brings all of the community funded programs together under one umbrella. ECHO initiatives include; ECHO Housing initiatives - STAY, Transition to Tertiary Education Program, Youth Futures, parent Housing initiatives.

The ECHO Centre where all of our activities, support and resources occur. The ECHO Shop at the ECHO Centre - donations are distributed from here.

ECHO Initiatives have been designed and developed to support young people to have a home, grow, develop, feel supported and to aspire to futures that they thought may not be possible.



WHAT KIND OF SUPPORT IS PROVIDED?

There's an element of curiosity from young people and our ECHO Supporters about who uses the service and what happens when young people request assistance.

Our Team provides the following support and assistance...

The Youth Access Team is the first point of contact. Youth Access support the assessment and exploration of individual needs, this assists a young person to make choices about the kind of support that they want to receive. Young people may chose 24/7 support within our residential facilities - immediate or transitional accommodation. Independent living opportunities with SPin, ECHO housing initiatives or shared housing with friends.

The Mobile Support Team works alongside young people housed in independent housing to connect with services, improve life and independent living skills, sustain tenancies and assist with the development of individual goals.

The Immediate accommodation team support young people 16-18 years who require accommodation 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 assists to support other accommodation opportunities going forward.

The Transitional accommodation team supports young people 16-19 years to develop living skills and focus on earning and learning activities. The Education Program is available for those working towards finishing their education. We have also been very successful in supporting young people to move into tertiary education. Transitional support provides stable housing for young people who require additional support and not quite ready to live independently. This program provides 24-hour support and case management.

SPin (Supporting People in) Housing Program. An opportunity to live independently whilst still maintaining our support. We have five 2-bedroom properties.

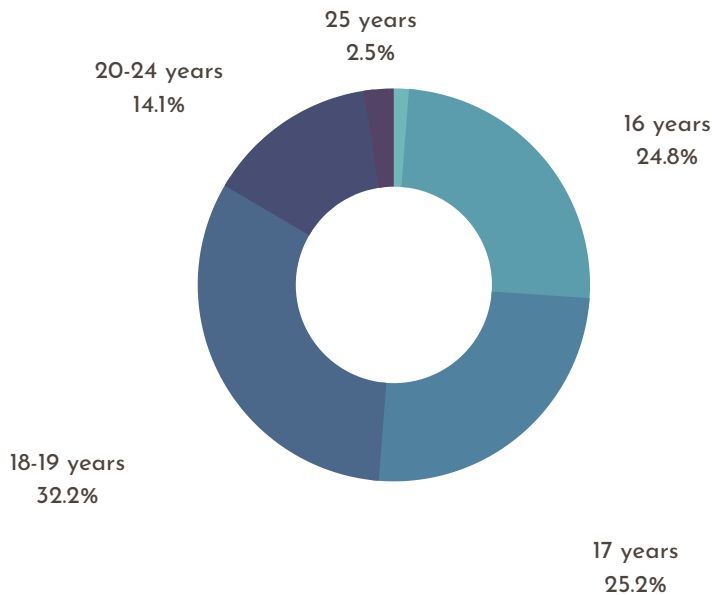
We also have ECHO housing initiatives, that are funded by the community. These options include; Supported Transition Accommodation for Youth (STAY) Program, the Transition to Education Program provides opportunities for independent living in affordable accommodation whilst engaging in earning and learning activities and coming in 2022 ECHO Futures - Pregnant teen and Young Parents Housing Program, supporting families to stay on the Gold Coast.



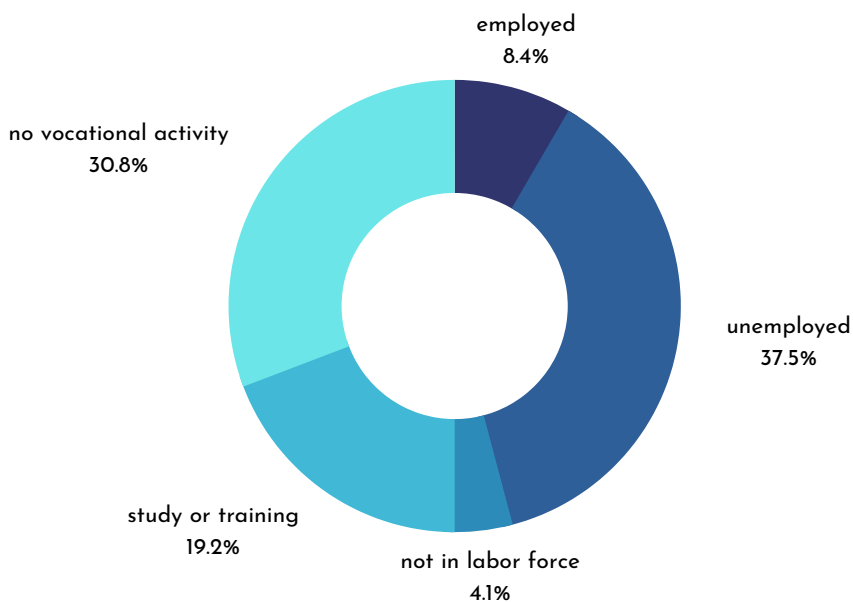
ASSISTANCE

AGE OF YOUNG PEOPLE WHO RECEIVED SUPPORT

The number of young people over the age of 18 years who require housing assistance continues to grow.



YOUNG PEOPLE - EMPLOYMENT, EDUCATION AND OPPORTUNITY



Youth Access

1000+

REQUESTS FOR ASSISTANCE

611 individuals received information and/or a referral assistance to other agencies for assistance.

100+

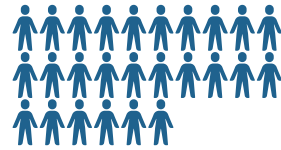
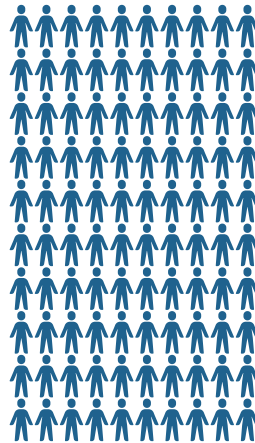
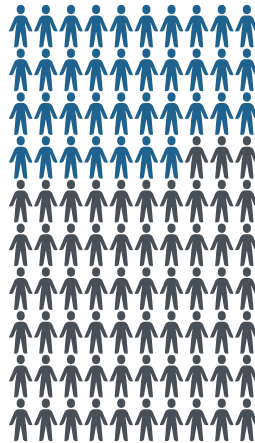
Brief Interventions - short term support to find accommodation

326 YOUNG PEOPLE ASSISTED

21 Young people told us that the last time that they had a permanent address was more than 1 year and up to 5 years ago.

MENTAL HEALTH

YOUNG PEOPLE REQUIRE MORE THAN JUST A BED



163 Young people diagnosed with a mental health condition by a health professional



106 are currently receiving mental health support



In the last 12 months 128 have accessed mental health support



59 young people stated that they might have mental health concerns but have never accessed mental health support

YOUTH FUSION

Jen - 17 years

Jen entered service when she was 16 years of age. She had been sleeping rough and occasionally couch surfing, this had been occurring for over 12 months. She stated that she had family support and no income support. Jen's mental health had not been great and she advised the team that on multiple occasions that she had tried to harm herself. Jen entered immediate accommodation support and started working on her stabilisation. She was engaged in mental health support and developed a plan to begin managing her mental health. Income support was addressed with assistance with Centrelink. Jen really wanted to go back to complete a course and she felt that she was ready to begin. Youth tenancy workers supported Jen to connect with various external resources to gain a better understanding of her needs. Areas identified requiring assistance included mental health, Centrelink assistance, identification, tenancy support, employment, family reunification, education and training. Whilst residing at Lawson House Jen enrolled in a training program and also gained casual employment and felt that she was ready to move into independent accommodation. Jen reached her income, health and living skill goals in immediate support and commenced working with the mobile support team to explore independent housing opportunities. Jen had her heart set on finding a private rental and completed the Tenancy Institute Training to support her future applications, she described this as difficult due to her age and limited income. Jen was referred to the STAY Program to be considered for independent living. Jen moved into her new STAY home and found that she and her flat-mate got along pretty well. She was supported by mobile support and the STAR worker to continue to work on independence goals and maintain her tenancy. She was also able to demonstrate her ability to manage a tenancy and develop a rental history. Jen continued to complete her course and gain a qualification.

Jen felt fairly confident with how her life goals were going and her STAR plan continued to reflect managing mental health, motivation and taking responsibility and managing money as her main areas that required continued support.

After 12 months in the STAY Program Jen felt ready to move on into another housing opportunity and continues to work with mobile support to maintain her new tenancy. Jen currently is studying and working. Well done Jen keep achieving your goals.

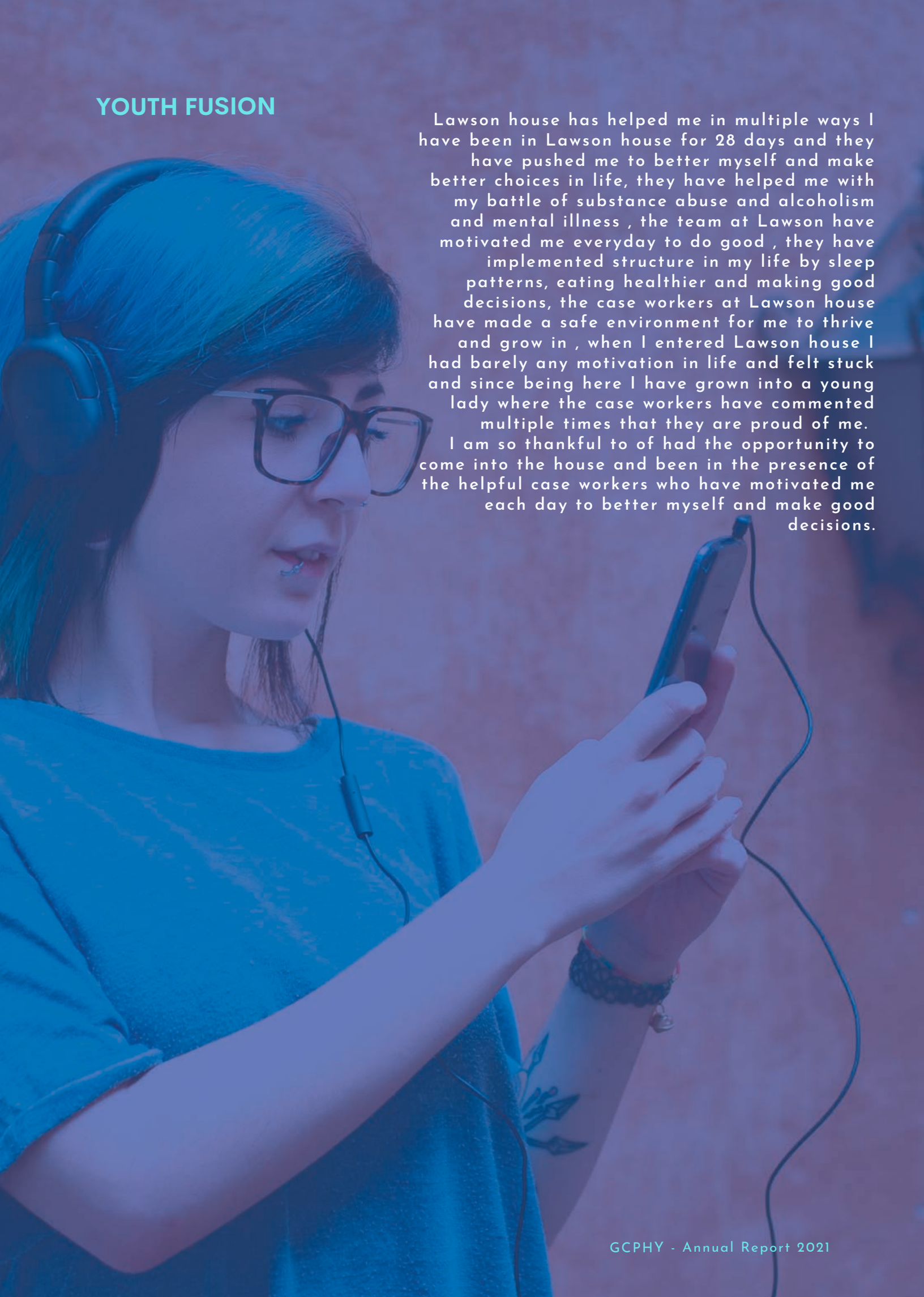


Nathan, 16 years entered our STAY Program after being housed in emergency accommodation. Nathan was initially referred by another agency who advised that he was unable to return home due to an abusive environment, he also had no other family that he was able to lean on for support. Nathan was supported to move his personal belongings to his new home to settle into his new room. He received a welcome pack and was introduced to his flat-mate. Nathan stated that he felt like this was going to be a great arrangement. He was able to get some casual work and started working on his individual goals. Budgeting and tenancy support was provided so that Nathan could start to understand his responsibilities. He successfully completed the Tenancy Institute Training and also was introduced to various tools and support to assist him. Nathan stated that he didn't think budgeting would be that hard as he didn't earn enough money. Nathan has been supported by the youth tenancy team, mobile support and the STAR worker to meet his needs whilst engaging with GCPHY. We have also brought along community partners to assist to Nathans's care coordination. Nathan states that he feels well supported to make choices about his support and goals. Future goals that are important to Nathan are to continue with education goals - he would like a well-paid career, get a drivers licence, continue with employment, engage in support for improved mental health and is considering future accommodation options. Let us know what you need along the way Nathan.

Sara, 21 contacted GCPHY seeking assistance for accommodation support after a period of incarceration and not having anywhere to go. She described herself as being on her own for quite a while and making some poor decisions along the way. Sara stated that she really needed help to get things sorted. She was supported into emergency accommodation and commenced support to find safe, secure and stable accommodation. Sara was provided with emergency relief such as food, essential items, mobile phone and transport assistance to ensure that she has everything that she needed to meet her requirements to start looking for accommodation, attend appointments, look for work, contact Centrelink and her support network and meet her immediate needs. Whilst receiving brief intervention support, Sara's brief intervention worker assisted her to attend a GP appointment, gain her much needed medication and look for accommodation. Within several weeks Sara was able to move into stable and affordable accommodation and was extremely excited to have a place to call home. The brief intervention and mobile support team were able to assist with items to move into her new accommodation and mobile support continues to assist with managing health, budgeting, maintaining accommodation and assisting Sara to work towards achieving her individual goals such as finding employment. Sara has worked in the past and is keen to get back into the workforce, she also has a goal of completing training to improve her ability to gain employment. Great work Sara, we wish you all the best on your journey.



YOUTH FUSION



Lawson house has helped me in multiple ways I have been in Lawson house for 28 days and they have pushed me to better myself and make better choices in life, they have helped me with my battle of substance abuse and alcoholism and mental illness , the team at Lawson have motivated me everyday to do good , they have implemented structure in my life by sleep patterns, eating healthier and making good decisions, the case workers at Lawson house have made a safe environment for me to thrive and grow in , when I entered Lawson house I had barely any motivation in life and felt stuck and since being here I have grown into a young lady where the case workers have commented multiple times that they are proud of me. I am so thankful to of had the opportunity to come into the house and been in the presence of the helpful case workers who have motivated me each day to better myself and make good decisions.

YOUTH AMBASSADOR

Gold Coast host, singer, writer, actress, dancer, model, and businesswoman Alli Simpson continues to support GCPHY. Alli has been a long-time supporter of our cause and has provided generous support to our ECHO Program by nominating the Gold Coast Project for Homeless Youth Inc. as her chosen charity. This support enables young people to access resources to achieve their goals and live in safe, affordable and stable accommodation.

Over 2 years ago Alli visited us after her time on the TV show Filthy, Rich, and Homeless to learn more about the issue of homelessness on the Gold Coast, what support we can provide and see how she could support our cause. Since then, she has participated in the TV Show I'm a Celebrity Get Me Out of Here where she nominated GCPHY as her charity. We received national awareness through her promotion and a nice donation - thank you Channel 10.

In recognition of Alli's commitment to raising awareness of Youth Homelessness of the Gold Coast, GCPHY awarded her with the Youth Ambassador Award. In keeping to the theme of her last television appearance, it was considered to be apt to continue with the theme "Jungle" for the event. We were fortunate to be able to hold the event at Currumbin Wildlife Sanctuary which created great excitement among the young people, the team and of course Alli.

Everyone that attended the day stated that they found the day to be extremely enjoyable. The young people, were very excited about meeting Alli and going on the tour of the Currumbin Wildlife Sanctuary.

Thank you Alli. We are all appreciative of your continued support and we hope that you will join us in celebrating some of our achievements in 2021-2022.



FEEDBACK

Young people engaging in service planning is important to us...

WHAT DOES HOME MEAN TO YOU?

For example - where is it located, who do you live with, what makes it feel like home.

Somewhere cosy, comfortable, and safe. Somewhere I can be at ease. Feel safe and comfortable in Labrador. Home is what I make it to be. A home is where I can feel comfortable and 100% myself. Home means somewhere I can rest and enjoy myself alone or with others. A space where I can feel comfortable. Home is a place I can come home to every day, safe secure place to eat and sleep. Can wash my clothes and wake safe every day. Home can be anywhere you make it if you can build a lifestyle around the location. A place I feel safe in. Bannister, I feel supported and stable here. Being able to have enough room for my things, being able to come back to a home. Knowing I have guidance and help from the workers. Home is where I am free to be myself and express my creativity. A home is a place I can set up and have the knowledge I can't be evicted. Secure, safe, private, kind, understanding.

WHAT'S WORKING WELL FOR YOU?

Support on my mental health, my achievements with work. Support with my health, hygiene and helping me get back into a routine. Having a schedule. Getting on well with one another (shared housing). The constant support which drives me to achieve my goals. Job finding, TAFE and Centrelink. Home is Bannister, I am in the education program, and they help me out immensely. Everything the house does. My relationship with my family. School. Everything about my support. Everything. Life. Being supported and understanding of each individual situation.





What could be going better?

Fine how it is. Nothing. I don't know. A little more assistance. My mental state. Having own place. Waking up motivated and ready for school. People could come in a lot slower not all at once. My mental health. My relationships outside the service. Communication , I'm learning how to do it better. Nothing. Myself and confidence.

What stops things working better for you?

My bad days, being unsure my anxiety. Other negative mindsets. My mindset. Family, stress, anxiety. Myself, my thoughts. Mental health. My symptoms of ADHD and anxiety. Being human (getting tired, work). My mental health. Procrastination. Stress overthinking. Mental health. Myself.

What would be happening if things were working better for you?

Saving money and mentally better, living more independently. A better relationship with... I don't know. I would be happy. Most likely saving up for my first car. I'd be happier and more hopeful in life. Go to school every day on time. Possible weight loss. Wouldn't be as tired and more productive. I would be at uni and living independently. Productivity. Luxury lifestyle, working, able to go out, not rely on Centrelink so much, house of my own/rent. I don't know. Graduation, employment, stable income, mental stability.

What achievements have you have made?

How did you make them happen?

Eating healthier, got an internship, gotten mature. Got a job - perseverance. Got into courses. By doing something. Finally found a job and about to complete my Centrelink claim. Asked for help, went out and did my casework. Apply for TAFE, Centrelink (hopefully last time). I attend school daily, eat consistent meals. Staying in school, applying for air force - help from the team leader. Getting into QUT. My diploma. Learnt how to spend and save wisely because of my mistakes. Thanks to financial advising. Many? I worked hard. Stable housing and working on my mental health.

Can you think of things that you have done to help you to get things go well for you?

Supporting me in actually doing things and giving me advice. Positive mindset for the future. No. Working towards financial stability or achieving small goals. Constantly going out and doing what needs to be done to achieve my goals. Get tasks done. I set up my Centrelink, Medicare.

I moved out of mum's house into brothers. Building relationships. Journaling. Going to financial advising, having an NDIS support worker. Yes. Reading daily, exercise, working, taking responsibility for everything in my life. Following to do list goals from the weekly meetings.

What have you tried? And what has been helpful?

Consulting and routines are helpful, trying new things and my art helps me. Having human interactions. My mindset. Setting goals. Reaching out for support and guidance. Constant support from the staff has been very helpful as they pushed me towards my goals. Try to do things multiple times, waited for responses. As of recent I have been to therapy and trying to eat lunch every day. Living here has been helpful as it gave me time and space to build a relationship with my mum. Reached out for support. Regular support from my worker before things get out of control. This question is difficult to understand/answer.

Breathing exercise and letting go of other people's needs above myself to focus on self.

Tell me about what other people are doing for you to get things going well for you?

Other supporting me, encouraging me, giving me the advice I need. Contacting and organising things for a smooth transition. Trying to make me a better person. Pointing me in the right direction. Constant support and always pushing me to achieve my goals. Supporting me. So many things, everyone is super supportive. Help me up when I'm down and encourage me when I'm doing well. Team leader encourages me to reach my goals. Supporting me getting into where I need to be. Reminders and consistent support. Looking at saving, spending wisely, looking for different options for study and work, now having family support. Making sure that I meet my goals. My youth worker is consistently working diligently to achieve my goals. Kindness and understanding through situations without disgust and treating it as a joke.



What do you value about yourself?

That I'm real.

Resilient.

My humour

I'm always on the move, always trying to get things done.

My newfound confidence, my work ethic, new consistent sleep patterns.

My commitment.

My willpower.

My confidence.

Everything, I am AWESOME.

I'm pretty RAD. I think I'm understanding and patient.

My tenacity and wiliness to learn and also my discipline.

My determination, self-reflection, and acceptance of others.

If you had the opportunity, what would you like to teach others?

Don't be afraid to ask for help.

Get used to change.

Love yourself.

To be kind

Never give up and don't let anyone bring you down, always stand your ground and do whatever is best for yourself and your future.

That good things take time and can happen.

That friends come and go and the only person through your entire life will be yourself.

Be respectful to all residents, house, and worker, be mindful of things you say.

Self-love

To treat everyone nicely even when its hard - I'm still learning that.

That you can do it. People will be there for you if they want to, and if they aren't it is ok you know where you stand in life.

Self-love and understanding. Also teach on impacts of drugs and homelessness.

Don't listen to those who belittle you, ignore them and focus on yourself.

ECHO DONATIONS & SUPPORTERS

ECHO is a community capacity building project designed to involve many people in a young person's journey from seeking assistance to establishing themselves within their own lives. This program supports individuals to feel connected to the place where they live the City of Gold Coast through a series of learning activities that develops resilience, positive health, life skills and community connectivity.

Youth Homelessness is a community issue. Gold Coast Project for Homeless Youth's vision for seeing meaningful change involves supporting individuals to develop skills, confidence, purpose, involve communities to be active in the care and development process of young people. The ECHO Program incorporates the ECHO Challenge encouraging community involvement in the process of developing individuals where community members can volunteer to support the ECHO program.

We recognise that people have skills, abilities, areas of expertise, a keen willingness to contribute in supporting young people through difficult times, to promote generosity, acceptance and kindness in communities. We are looking for role models, influencers, as well as leaders to accept the ECHO Challenge and support the ECHO Program objectives.

Through partnering the two programs and making youth homelessness - Everyone's Business. ECHO Challenge is an opportunity to get people, organisations and government agencies involved in creating the future vision of youth leadership. Examples of involvement include mentors, program facilitators, group support, social opportunities, health promotion and specialist support.

Everyone will be registered as a Gold Coast ECHO Supporter and recognised for their contribution through media communication and attendance at a Gold Coast Project for Homeless Youth Inc. Annual Event.

We look forward to meeting you all at our inaugural 2022 supporters event.

ECHO

Enterprising Collaborative
Housing Opportunities

\$44,448

We rely on the generous donations of the community to assist us to provide independent accommodation and material aid.

Donations support young people to access programs, activities, access to accommodation initiatives and material aid -
THANK YOU.

The ECHO Program aims to:

1. Assist in developing resilience skills
2. Provide strategies for managing personal change
3. Support with improving self-esteem and confidence
4. Create opportunities to connect through community involvement
5. Enhance connections to the community by including responders to the ECHO Challenge to support individual capacity building and development.

ECHO

Enterprising Collaborative Housing Opportunities

THANK YOU ECHO SUPPORTERS

IT TAKES A COMMUNITY...WE COULDN'T DO IT WITHOUT YOU.

BECOME AN ECHO SUPPORTER

There is a serious shortage of housing opportunities on the Gold Coast.
We provide 39 places for young people to feel safe - 19 of those provide 24/7 support.
29 of those places are Government funded.

The Gold Coast Community fund a further 10 safe places
through donations and material support.

We thank you for your ongoing support and commitment to
improving the lives on young people on the Gold Coast.

We would love you to get on board...

CONNECT WITH US

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