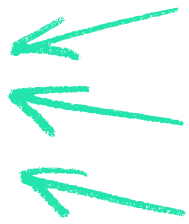


# Gold Coast Project for Homeless Youth Annual Report

2023



## 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 to gain, maintain and sustain tenancies. 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 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, living skill development programs, tenancy skills support and access to accommodation based on availability.

## Purpose, Philosophy, Vision & Mission

### Our Purpose

Since 1984 the Gold Coast Project for Homeless Youth Inc. has been supporting young people experiencing homelessness. 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 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 is to be accountable and provide responsive services.

### Our Vision

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

### Our 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





# ECHO! ECHO! ECHO! ECHO!

## **ECHO Families ECHO Share ECHO Futures ECHO Testing Independence**

ECHO Initiatives are projects funded by GCPHY Inc. designed to meet the needs of young people to increase housing opportunities and/or to engage them in employment opportunities. Recent projects include the ECHO Centre, ECHO Shop and YO Coffee (coffee van).

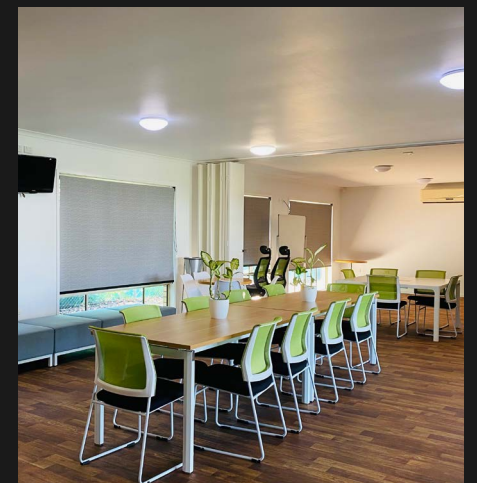
Projects such as the ECHO Share / Families / Futures / Testing Independence were designed to meet the increase in referrals post-pandemic and the rapid decline of affordable accommodation on the Gold Coast. Unfortunately, during 2022-2023, due to the current economic and housing climate, these programs have been suspended and hopefully will resume during 2024-2025.

Our ECHO initiatives are supported by community and philanthropic donations.

Projects are developed to address a particular need, provide living and life skill assistance, and support gaining independent housing opportunities that are safe affordable and sustainable.

Contributions allow us to provide additional support that may be required to assist a young person or family to gain, maintain and/or sustain independence.

Thank you to all of our supporters who provided the opportunity for us to do



ECHO Centre



ONE PATH  
DOESN'T  
DETERMINE  
YOUR  
DIRECTION.



**Youth Outreach is an initiative of GCPHY Inc. and delivers Specialist Homelessness Services on behalf of the Queensland State Government, Department of Housing.**

We are funded to provide:



**24/7 TEMPORARY SUPPORTED ACCOMMODATION**

19 Beds, 3 Locations  
7 Immediate beds / 12 Transitional beds

Youth Outreach provides 24/7 support to young people aged 16-19 years to develop tenancy and independent living skills that will assist them to gain, maintain and sustain a tenancy. We also support young people to engage in educational activities, employment or further training and development.



**MOBILE SUPPORT**

29 Young People / 10 SPin Beds

In partnership with the Department of Housing and Community Housing Ltd, we provide 10 places in the Supporting People in Housing Program (SPin) for young people 16-25 years. Our Youth Outreach 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.

**STRATEGIC GOALS FOR 2023-2025**

- Growth & Sustainability
- Remaining focused on meeting the needs of young people
- Affordable Housing Investment
- Partnerships & Initiatives
- People & Culture





# President's Report

## **Gold Coast Project for Homeless Youth Inc. continues to deliver amazing outcomes and is committed to exploring opportunities that are contemporary and that provide a lasting impact on the lives of young people.**

These are difficult times. Limited or low income and an increase in the cost of living makes it difficult to get a foothold to independence. The number of young people that Youth Outreach has supported in our 24/7 services has reduced dramatically over the last 12 months. This is due to the housing crisis and limited opportunities for safe and affordable housing which has required them to remain accommodated for longer periods. There are growing demands for assistance to support families under pressure. Economic pressures on households often require 2 or more streams of income to pay the bills and keep a roof over their head and food on the table.

Financial disadvantage can contribute to the deterioration of families and for many young people this may lead to homelessness.

Housing continues to be a challenge across the country and this is magnified on the Gold Coast where a larger cohort of people are becoming significantly disadvantaged. Government funding has been inadequate to provide the organisation's desired level of support for young people and has required careful management of our resources to ensure business continuity. GCPHY has undergone several restructures during the last 12 months to work within the constraints of the current economic climate.

I am happy to advise that we have secured a new 5-year Service Agreement with the Department of Housing to deliver Temporary Supported Accommodation and Mobile Support Services and continue to work in partnership with the Department and Community Housing Ltd. to deliver the Supporting People in Housing (SPin). We would ideally like to see this partnership continue to grow to provide access to increasing our housing and funding opportunities to continue our attempts to meet the demands of

young people and families experiencing homelessness on the Gold Coast.

GCPHY is committed to meeting the needs of the community experiencing disadvantage. Over the last 12 months, we have developed and trialled youth initiatives for young mums and families.

These self-funded programs saw us provide housing and support to new mums and babies who were experiencing homelessness – something the Management Committee have been passionate about for years.

The complexity of this group of people cannot be understated.

These programs were impactful for the people we supported, but far too complex for us to continue to support without state funding that allows us to provide 24/7 support and specialised assistance. So, we have put some of these initiatives on hold while we seek additional investment from government and non-government partnerships.

Funding and fundraising are paramount to ensure these programs are successful. We look forward to speaking more with you in the New Year on these fronts.

The 2021-2023 Strategic Plan saw the completion of many of the goals that we set out to achieve relating to business growth and sustainability, housing initiatives, community partnerships and developing our workforce.

The Management Committees focus on robust financial accountability and business sustainability has been achieved through the engagement of external finance support and a change in our financial audit team.

Thank you to Count Gold Coast and Dickfos Dunn Adam for your expertise. The 2023-2025 Strategic Plan prioritises the Management Committee's vision of successful and sustainable housing initiatives.

Gold Coast Project for Homeless Youth Inc. is one of the 600 non-government institutions currently participating in the National Redress Scheme. The scheme provides support to people who experienced institutional child sexual abuse and acknowledges that many children were sexually abused in Australian institutions. The Scheme started on 1 July 2018 and will run for 10 years.

After a lengthy consultation, we are excited to see the maturity and expansiveness of the service reflected in "Youth Outreach" (our business name where the legal entity remains as GCPHY Inc.). As you may have seen, our Specialist Homelessness Services are now trading under the new interface of Youth Outreach.

This initiative has been in progress for several years and we are very excited to see the young people and team embracing the new look, name and feel of the brand. We encourage everyone to have a look at our new website and engage with our social media as we continue to grow our online presence.

I would like to acknowledge the invaluable assistance and support that has been provided by the Department of Housing Regional Director Kathryn Cunneen, Karen Mahony, Senior Principal Contract and Partnership Officer and Tanya Scott our Contract and Partnership Officer.

We also would like to thank the City of Gold Coast for your ongoing support to assist with our property arrangements to ensure we can accommodate young people in need.

I would like to thank the members of the Management Committee for volunteering your time and expertise, and the staff for their continuous and never-ending commitment to improving our service and the lives of young people.

I would like to thank the Department of Housing for their support and collaboration.

The Management Committee is inspired and proud of the team's commitment to supporting the growth and development of young people.

**Andrew Antonopoulos**  
President



## Treasurer's Report

The Gold Coast Project for Homeless Youth Inc (GCPHY) has achieved a financial improvement from 2022 to 2023 and recorded an Operating surplus of \$106,635, a positive turnaround from a 2022 position of \$135,071 in deficit.

During the reporting period, Chris Matthews resigned as Treasurer due to work commitments and was replaced in the role of Treasurer by Committee Member Delia Lawrie who presents this Treasurers Report.

The Treasurer Report comments on the Financial Statements and Audit of our Auditor Dickfos Dunn Adam who are to be commended on their thoroughness.

The period of this report is significant in that GCPHY successfully negotiated a five-year Service Agreement with the Queensland Government to continue to provide shelter for homeless young people and the associated supports to transition them to more permanent housing.

To achieve the confidence of Government to receive a 5-year Service Agreement,

GCPHY addressed its previous underlying deficit position with a restructure of operations to ensure we operated within our financial means. This has been successful without detriment to client support as required under our Agreement.

Our significant source of income continues to be the Queensland Government Specialist Homelessness Services agreement with \$2.272m received in 2022 and \$2.311m received in 2023. In addition, receipts from Members and Clients increased from \$242,011 in 2022 to \$324,628 in 2023.

In the reporting period, GCPHY sold one fixed asset, an old utility car no longer used or required that was due to have major mechanical repairs. A sensible sale of asset.

With prudent management practices, GCPHY has reduced Administration and Office Expenses from \$108,809 in 2022 to \$68,031 in 2023. In addition, restructuring of the organisation has reduced Employee Expenses from \$2.1m in 2022 to \$2.06m in 2023.

In line with the organisation restructure the General Manager Angela Sheeran has been appointed Chief Operating Officer which more accurately reflects her duties and responsibilities.

We have improved our Cash at Bank position from \$356,448 in 2022 to \$438,591 in 2023 crucially ensuring we have employee liabilities such as annual leave and long service leave covered.

### **The Foundation**

The Gold Coast Project for Youth Foundation has returned a Balance of \$139,464 as at Year Ended 30 June 2023. This is a reduction of \$143,571 from the previous year following the impact of employee liability payments and legal fees being incurred in two separate legal cases. The legal matters are not completed therefore the future liabilities are unknown.

Regarding the Redress Scheme legal matter, we will correspond with the Federal Government to seek the establishment of a grant process to cover the expenses of these historic matters in the event we are found to be liable. We reject any liability in the current matter. We believe the Federal Redress Scheme was never designed to detrimentally impact Non-Government Organisations of our size.

I believe moving to a company structure is critical to the Foundation achieving Deductible Gift Recipient (DGR) status which would enable the Management Committee to

focus on fundraising efforts to improve the financial position of the Foundation.

As Treasurer I have recommended to the Management Committee that we establish a separate account for Employee Liabilities so that the Foundation can truly operate as intended. This recommendation was made and accepted last month. The work of separating out employee liabilities and Foundation funds for contingencies and expansion of services is under way.

We are a small not-for-profit competing with large not-for-profit organisations for charitable donations.

The tremendous efforts of our Chief Operating Officer Angela Sheeran and President Andrew Antonopoulos and Vice President Jamie Preston have ensured we are one of the few charities that are a recipient of the Gold Coast Mayoress Charity Foundation Ball, and this is highly commendable.

However, to compete in an environment where business is doing it tough means the DGR status is crucial to the success of the Foundation.

In commending the Financial Statements and Reports to Members I wish to acknowledge the significant work undertaken by Chief Operating Officer Angela Sheeran, Business Support Manager Brylie Roach and our Bookkeeper Rebecca Limberger from Count. They have worked diligently and professionally in their support of the Management Committee and myself as Treasurer in the provision of timely and accurate financial income and expenditure reports.

I thank my fellow Committee Members for their guidance and support on our journey to providing shelter and improved life outcomes for homeless young people in the Gold Coast region.

**Delia Lawrie**  
Treasurer



# Why Youth Outreach Rebrand?



Time for a change! The Gold Coast Project for Homeless Youth Inc. was registered in 1984. We are GCPHY, however, our public interface is important to us. Department of Housing-funded programs will be delivered by Youth Outreach.

How do we communicate this?



# Chief Operating Officer's Report



**It is my pleasure to report on the work of the Gold Coast Project for Homeless Youth Inc. over the last 12 months.**

**The organisation continues to rise to the challenge of providing safe and affordable housing opportunities for young people.**

Our ability to meet all the support needs of young people receiving the Department of Housing, Specialist Homelessness Services continues to be impacted by inadequate State Government funding, the strained economic climate, fallout from the pandemic and the housing crisis that we are experiencing on the Gold Coast.

The Youth Outreach Team has done an amazing job navigating the complexities of providing intensive support with limited resources, despite that challenge they pushed on to provide contemporary housing support.

Young people experiencing homelessness continues to increase. Our capacity to support through the provision to housing support in 24/7 accommodation and our housing initiatives has declined due to a significant interruption in our housing support continuum. For young people who reside in our accommodation, there has been minimal movement resulting in them staying longer and gaining non-vocational support. In the last 12 months, there has been a considerable increase of young people with a higher level of complexity therefore this has delayed their

ability to engage in tenancy program activities without specialised assistance.

GCPHY Inc. self-funded Housing Initiatives, head leased properties were suspended due to increasing rents, outgoings and availability. These programs assisted the team in supporting young people to move into independence.

A greater number of young people are contacting our Mobile Support team requesting assistance with finding suitable accommodation.

There is an increasing trend of the employed experiencing homelessness who are not able to secure rental properties or find suitable shared accommodation. Many of these young people 18+ years old report living in their cars and sleeping at their work premises. A general search of online platforms shows the lack of housing opportunities on the Gold Coast, Gold Coast Hinterland and Scenic Rim Regions. For young people trying to maintain rental leases, increases in rent, utilities and the general cost of living exhausts employment income.



# Chief Operating Officer's Report

We respond to an increasing trend of requests for assistance with material aid such as food, phone top-up, bill payment, vehicle registration, vehicle maintenance and assistance to access medical support and medication.

**What is considered a reasonable investment by the State government to support some of our most vulnerable community members to get back on track? Let's talk about the wicked problem of social and economic disadvantage.**

Young people who access our services are significantly disadvantaged. The impact of financial stress and material deprivation is alarmingly visible. Material deprivation is evidenced through a young person's inability to maintain a minimum standard of living, minimum income support creates a climate of financial stress. Social and economic disadvantage disrupts a young person's life journey.

We know that limited access to housing, education, training and employment opportunities has long-term impacts on the choices and rights of young people and limits their ability to engage in active citizenship. The foundation of active citizenship starts with the ability to participate.

Young people must have the ability to maintain personal well-being, and engage in civic, social and economic participation. They tell us that they often experience a lack of commitment to work towards changing individual circumstances because of their lack of hope for the future.

This year concludes the 2018-2023 Department of Housing Service Agreement and as we move into the new Service Agreement it has been interesting to reflect on the amazing outcomes that we have achieved during this period. Our partnership with the Department of Housing and Community Housing Limited continues to be of success we hope that this collaboration will assist us to increase the housing supply that young people desperately need.

For many young people who access our services, we see the effects of harm through the presentation of emotional, psychological and physical problems relating to disrupted attachment and/or abuse.

Specialist Mental Health support has been accessed by young people often with lengthy waiting periods to address the following concerns.

Trauma, (childhood experiences, and/or due to the instability of being homeless). Clinical Mental Health interventions relating to overcoming concerns relating to depression - low self-esteem, isolation and loneliness, lack of self-care, withdrawal and disengagement from family, school, sporting and community connections. Self-harm, aggression, offending behaviour, drug/alcohol use, eating disorders, and managing suicidal ideation. We would like to thank Child and Youth Mental Health (CYMHS) and Headspace for your assistance.

We continue to advocate for a critical response from the State Government to address the lack of mental health support available for young people.

Age-appropriate mental health support, access to housing opportunities that meet the psychosocial needs of young people, integrated responses, and well-being assistance to ensure that young people receive the dignified care that we should expect and that they need.

We know that active participation from young people without adequate mental health responses is delayed by long waiting times, poor support options and revolving doors in hospitals. Young people want to engage in education and training activities; however, they tell us that their mental health restricts their ability to manage to achieve personal goals.

There are many challenges supporting young people who are experiencing housing instability or homelessness.

There is a lack of safe, affordable and sustainable accommodation available to assist in supporting our continuum. Without housing Youth Outreach's support continuum is significantly disrupted and our ability to transition young people into independence is delayed.

More young people are now staying longer in our programs as there are no pathways to independence. Consequently, the personal growth of young people is impacted as they have outgrown the purpose of the program, and their self-determination is disrupted.

This leads to feelings of being powerless to change their circumstances and as a result, they begin to lose hope. Youth Outreach received an elevated level of contact from the broader community seeking accommodation assistance, predominately from those outside of our target group - 45 years plus, and families displaced due to the lack of affordable accommodation. The Gold Coast Homelessness Network continues to work on addressing the need for an increase in Social Housing assistance. Requests for material aid and emergency assistance now extend beyond the increasingly visible homeless community to the wider community who are experiencing financial distress.

I would like to express gratitude to the Management Committee for their support and assistance with navigating through the numerous operational challenges that were presented during 2022-2023. And to the Team for their resilience and commitment to providing quality support that assists young people to achieve outstanding outcomes.

I would also like to thank the Gold Coast Community for their ongoing generosity of spirit. These contributions have provided the opportunity for young people to challenge themselves and think about what the future may hold, to aspire to reach their full potential and be reassured that one path doesn't determine their direction.

**Angela Sheeran**  
Chief Operating Officer

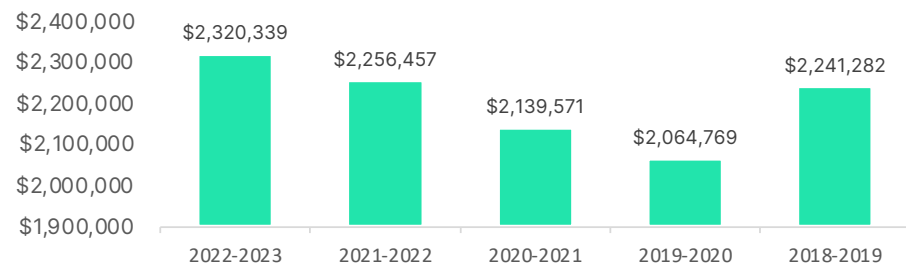




# 2018-2023 5-year service agreement for the Department of Housing.

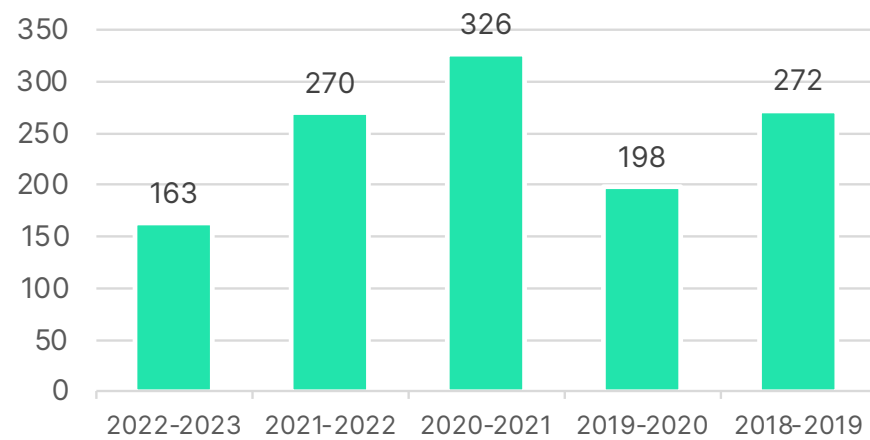
**SNAPSHOT – on conclusion of 5-year Specialist Homelessness Service funding Agreement.**

**\$11,022,418**  
5 YEARS - QLD GOVERNMENT FUNDING



\$11,022,418 State Government Funding / 1110 young people counted as 1229 due to multiple support periods for some young people returning for assistance. That is \$8,969 allocated to meet each young person's housing and support needs. For a young person who receives 12 months of support that is less than \$750 per month / 30 = \$25.00 per day.

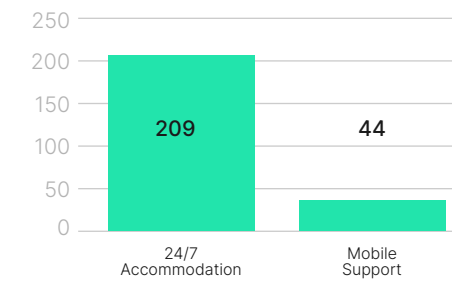
**1,110 YOUNG PEOPLE**  
**1,229 SUPPORT PERIODS PROVIDED**



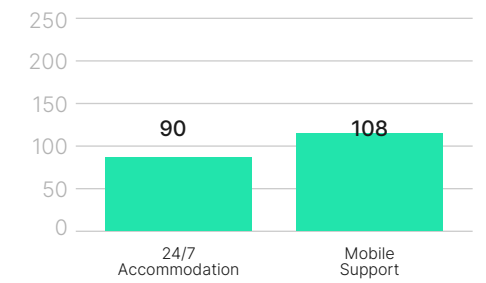
Multiple support periods for some young people – returning for assistance (these are to be counted as individuals).

**SNAPSHOT – on conclusion of 5-year Specialist Homelessness Service funding Agreement.**

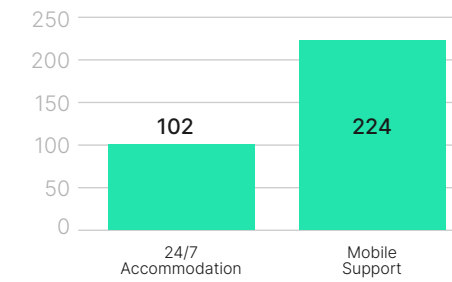
**2018-2019 \$2,241,282**  
**(253) \$8,859**  
**PER YOUNG PERSON**



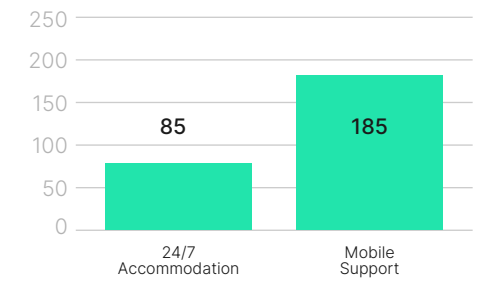
**2019-2020 \$2,064,769**  
**(198) \$10,429**  
**PER YOUNG PERSON**



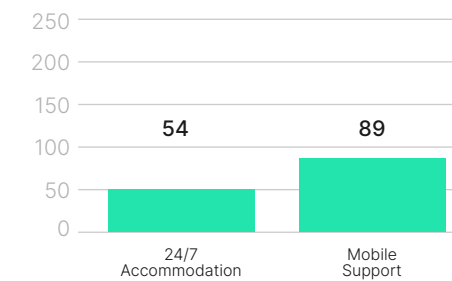
**2020-2021 \$2,139,571**  
**(326) \$6,563**  
**PER YOUNG PERSON**



**2021-2022 \$2,256,457**  
**(198) \$8,357**  
**PER YOUNG PERSON**

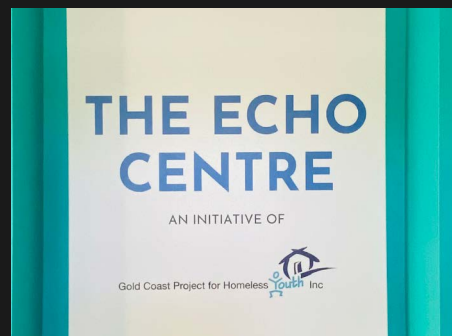


**2022-2023 \$2,320,399**  
**(143) \$16,226**  
**PER YOUNG PERSON**



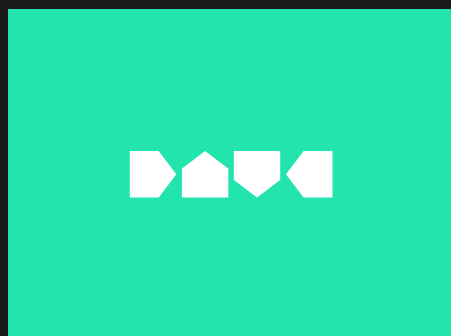


# Our Milestones 2018 - 2023



## 2018

Recipients of the Gold Coast Mayoress Charity Foundation, Westpac Foundation Community Grant and the Stronger Communities Grant assisted with the purchase of the i30.



## 2019

Recipients of the Gold Coast Mayoress Charity Foundation and the Westpac Foundation Community Grant GCPHY provided an additional two new vehicles to assist with the delivery of Mobile Support.

Commenced consultation with young people about the GCPHY image and brand.

## 2020

The COVID-19 pandemic had a significant impact on the way that we approached service delivery. In March 2020 we developed and implemented our extensive Pandemic Plan to support young people and the service during these unprecedented times. There were several lockdowns during this year. Restrictions were in place for visitors and volunteers and business activities moved to web-based support. TEAMS became the most used mode of communication. The growing need for not-for-profits to demonstrate Cybersafe practices saw GCPHY outsource our IT management to Mercury IT.

Outsourced accounting team to Gold Coast firm, Maddocks Accounting. The concept of Youth Outreach as a preferred brand by young people continued to be developed.

YO Coffee business initiative commenced.

ECHO (Enterprising Collaborative Housing Opportunities) Program and ECHO Challenge Initiative were also developed. Recipients of the Gold Coast Mayoress Charity Foundation.

## 2021

The pandemic was at its peak. Young people stayed longer with us due to limited housing opportunities and home-schooling increased to manage service lockdowns and community restrictions. Department of Communities Housing and Digital Economy provided a one-off COVID-19 brokerage as an immediate response for young people to access emergency accommodation, supported by a brief intervention team. GCPHY was the recipient of the Westpac Foundation Community Grant.

Recipients of the Gold Coast Mayoress Charity Foundation, 2021-22 Community Grants Program ECHO Program - Personal Capacity & Life Skill Building and assisting young people to access the City that they love and the 2021 Gambling Community Benefit Fund to assist with the development of the coffee van project.

Secured the ECHO Centre and accommodation lease with the City of Gold Coast and commenced the establishment process. Project Management timelines were significantly delayed due to a shortage of trades and materials.

Focus on governance during this period – extensive policy and procedure review, business and finance review, the engagement of specialists and service delivery frameworks.

Strategic rebrand consultation and the new website development work continued. Volunteering Gold Coast Community Organisation Nomination – Gold Coast Volunteer Awards. Meaghan Scanlon – Women’s Week Awards. Women in the Community nominations.

## 2022

Housing crisis grows. Young people stayed longer in service with limited options available to move into independence reducing our capacity to support those seeking assistance in 24/7 accommodation. An increasing number of young people and families struggling to find secure safe, and affordable housing on the Gold Coast.

GCPHY self-funded initiatives commenced repurposing properties to meet the need. ECHO Families, ECHO Share, and ECHO Futures Program. Budget measures to meet the increasing cost of service delivery required included a reduction in our team. Recipients of the Gold Coast Mayoress Charity Foundation. Count (MBA) Accounting engaged.



## Our Milestones 2018 - 2023



### 2023

The Housing Crisis continues to peak. Gold Coast is experiencing the highest level of housing stress in the country. Department of Housing 2023 – 2028 funding announced with additional brokerage support to assist with providing emergency accommodation solutions for an increasing number of people requiring accommodation due to the housing crisis. Youth Outreach Independent Housing initiatives are suspended due to a lack of housing stock and the increasing costs associated with head leasing and maintaining properties.

Budget restrictions and staff redundancies as GCPHY responds to the economic climate and the increasing costs of service delivery.

#### YOUTH OUTREACH brand launch.

Development of the Housing and Recovery Program (HARP) Housing Initiative in response to the growing number of young people requiring housing and mental health support.

Recipients of the Gold Coast Mayoress Charity Foundation. Employment Hero payroll platform was initiated to support the growing complexities around payroll functions.

Moving into 2024 we will continue to work towards improving housing opportunities for young people and review our ability to reinstate ECHO Housing Initiatives, seek funding opportunities for the Housing and Recovery Program and review the current use of our accommodation sites to ensure that they are best placed to increase our capacity to provide housing assistance.

Other Operational goals relate to the finalisation of the implementation of the Human Resources Management framework and the addition of the Youth Outreach Training Platform.







## 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 varied reasons and can be debilitating. Young people may require many supports to assist with getting back on track.

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 is why we continue to build programs and supports that meet the needs of young people.

#### We like to do things differently...

The way that we work with people is defined. Our practice model incorporates the Living Together Program to assist young people in developing the necessary skills to move into independence.

We use the Outcome Star.

We have a dedicated worker who provides individualised strength-based support

to assist young people in achieving their full potential.

The Outcome Star was developed in the UK in 2003 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 have the amazing ability to encourage its users to keep working towards achieving their goals.

We also have the ECHO Program.

This initiative brings all the community-funded programs together under one umbrella.

ECHO initiatives include ECHO Housing initiatives, the ECHO Centre is where all our activities, support and resources occur. The ECHO Shop is our distribution hub for donations.

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

There is 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...

Our intake and assessment process explores individual needs and assists young people in making choices about the kind of support that they want to receive. Young people may choose 24/7 support within our residential facilities, independent living opportunities with SPin, shared accommodation promoting independence, ECHO housing initiatives or shared housing with friends.

The Mobile Support Team collaborates with 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 24/7 support team assists young people 16-19 years who require accommodation placement with a focus on stabilisation, connection to essential services and transitioning to independence.

Whilst this does not provide a long-term housing option it does provide a fantastic opportunity to support young people to develop goals, seek assistance if required 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 24/7 support team works with young people to develop living skills through our Living Together Program. The goal of this program is to assist young people in learning suitable skills to enable them to gain and maintain future tenancies.

This program provides stable housing for young people who require additional support and may not be ready to live independently.



# Transition to Independence



**01. Temporary Supported Accommodation**  
Mobile Support.  
Entry Point of Specialist Homelessness Service.

**02. Tenancy Support and Transition Plan Goals**  
Develop goals relating to preferred housing options  
PASSPORT engagement (achieving individual goals).

Tenancy Institute training.  
Accessing income and Brokerage Support  
Identifying and refer to Specialist Support.

**03. Living Together Program and ECHO Initiatives**  
Engage in the Living Together Program as part of the support plan.

Participate in ECHO training activities to reconnect with the community and develop living skills.

**04. Earning or Learning**  
Connect or reconnect with education or employment goals.

**05. Independent Accommodation**  
Access the Department of Housing Products and Services. Reconnect with family, live in shared accommodation, SPin Housing / Youth Foyer, or other independent housing options.

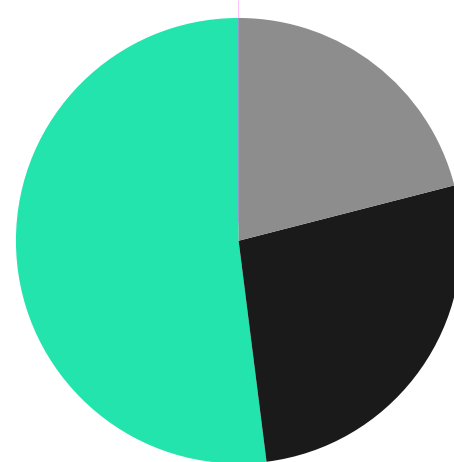




# 2022-2023 Specialist Homelessness Services

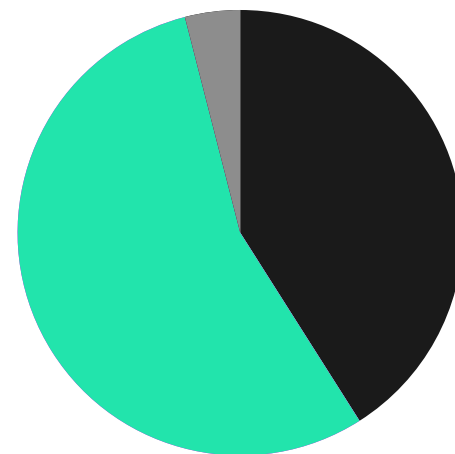
## Who did we support?

163 YOUNG PEOPLE SUPPORTED



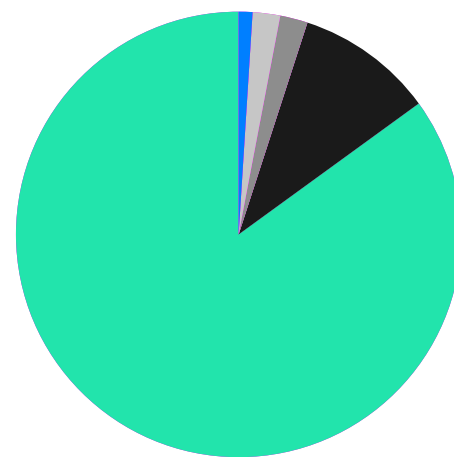
- 52% Mobile Support
- 27% Immediate Accommodation
- 21% Transitional Accommodation

GENDER



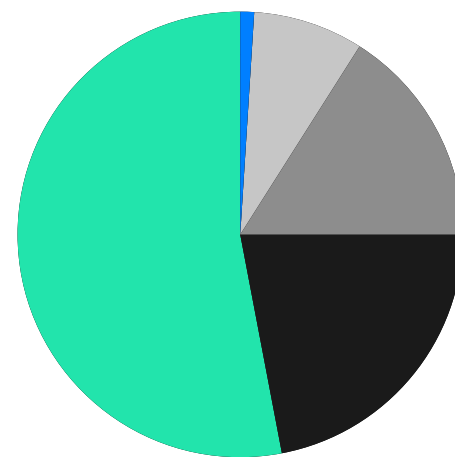
- 55% Female
- 41% Male
- 4% LGBTIQ+

COUNTRY OF ORIGIN



- 85% Born in Australia
- 10% Born in Pacific Regions
- 2% Born in Asia
- 2% Born in Africa
- 1% Other

AGE

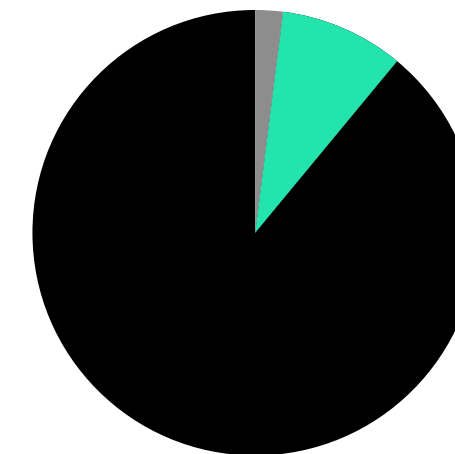


- 53% 18-19 Years
- 22% 17 Years
- 16% 16 Years
- 8% 20+ Years
- 1% 15 Years

13% of those born in Australia identified as being Indigenous-Aboriginal and/or Torres Strait Islander.

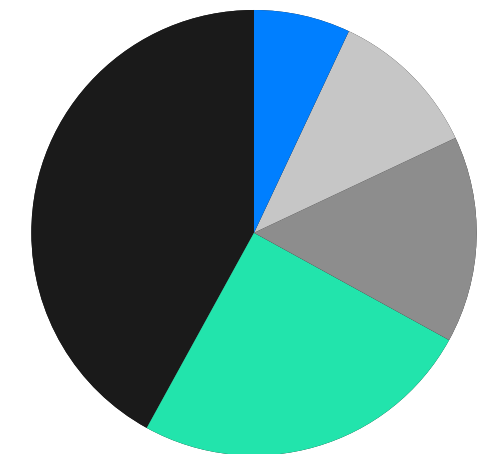
## Who did we support?

HOW MANY TIMES DID YOUNG PEOPLE REQUIRE ASSISTANCE?



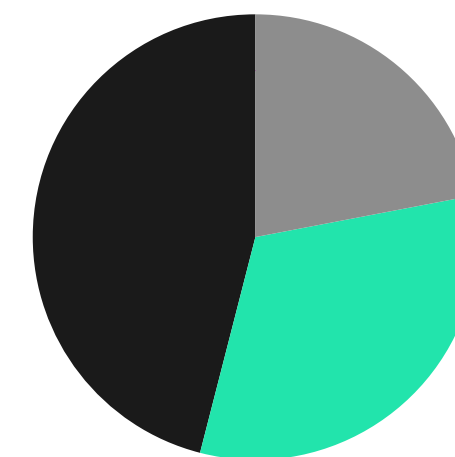
- 89% 1 Period of Support
- 9% 2 Period of Support
- 2% More than 2 Periods of Support

HOW DID YOUNG PEOPLE REFER TO YOUTH OUTREACH?



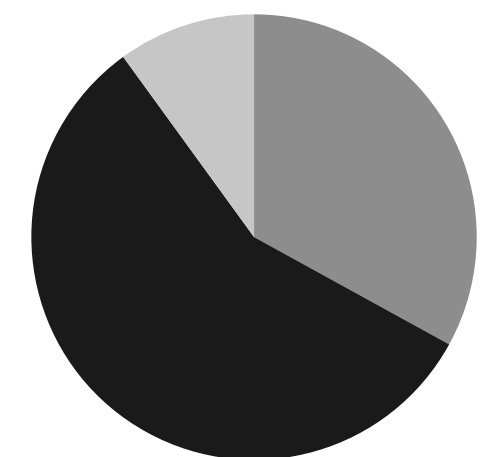
- 42% Specialist Homelessness Agency / Outreach Worker
- 25% Self Referral
- 15% Community
- 11% Family / Friends
- 7% Government

WHERE WERE YOUNG PEOPLE LIVING PRIOR TO CONNECTING WITH YO!



- 46% Sleeping rough or Non Conventional Accom
- 32% Short Term Emergency Accom
- 22% Not currently homeless living in unsafe or unsupported Accom

IS THERE EMPLOYMENT OPPORTUNITIES FOR YOUNG PEOPLE?



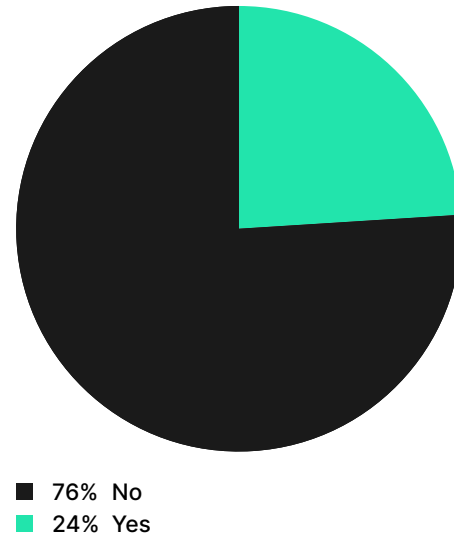
- 0% Full Time
- 57% Unemployed
- 33% Part Time
- 10% Not in the workforce



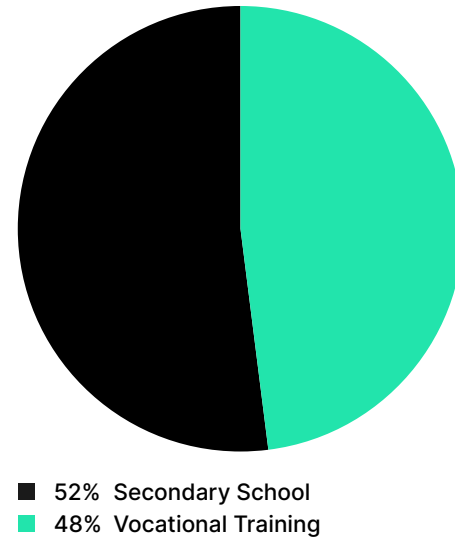
# 2022-2023 Specialist Homelessness Services

## Who did we support?

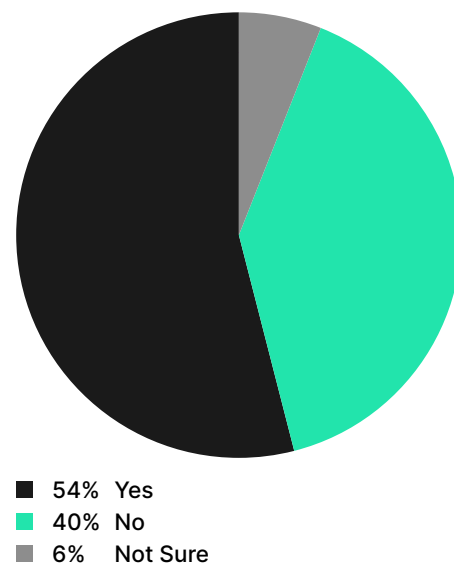
WERE YP BUILDING SKILLS BY PARTICIPATING IN STUDY OR VOCATIONAL TRAINING?



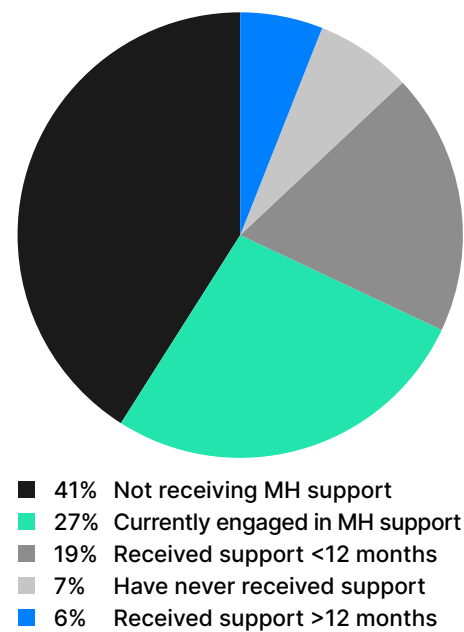
EDUCATION STREAM



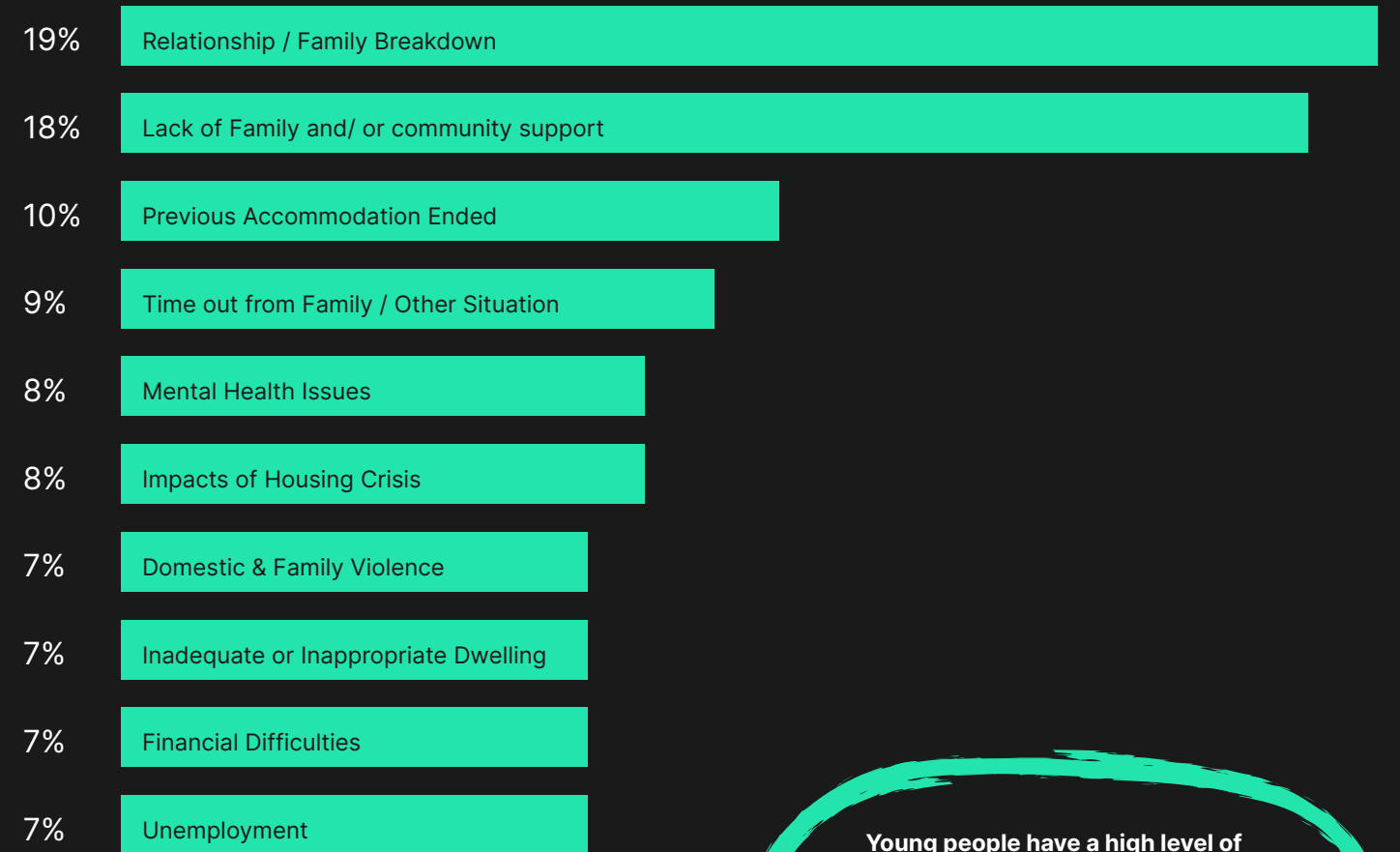
MENTAL HEALTH PREVIOUS DIAGNOSIS FROM A HEALTH PROFESSIONAL



ENGAGED IN CLINICAL MENTAL HEALTH SUPPORT



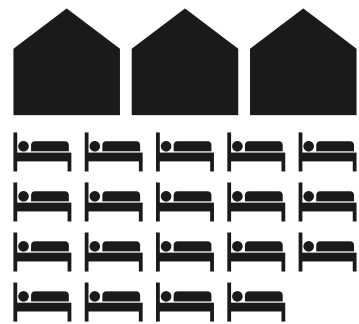
TOP 10 REASONS FOR SEEKING YOUTH OUTREACH SUPPORT



Young people have a high level of awareness about the importance of managing mental health. Although mental health was often not a primary reason for gaining support – 78% of the young people in service were engaging with treating health professionals to assess or maintain their mental health.



# Our Accommodation



**We provide Temporary Supported Accommodation across 3 facilities, 19 Beds.**

54 Young people received 24/7 Supported Accommodation assistance during 2022-2023, some young people received more than one support period when their independence plan did not have a successful outcome.



Site 1



1 Worker



7 Beds



On Call Assistance

## Mobile Support

**Supporting People in Housing (SPin) Partnership with the Department of Housing and Community Housing Ltd.**

5 Houses/10 places for young people to live independently with Mobile Support assistance to maintain their tenancy.



5 Houses



10 Places



1 Vehicle

# Successful Transitions to Independence

## YOUNG PERSON (YP), 17 YEARS SLEEPING ROUGH

Several agencies advocated for accommodation placement and housing assistance. On arrival, YP had minimal possessions and health concerns that required immediate mental health care assistance. YP required emergency relief assistance (personal items and clothing) and referral to treating health professionals. Due to immediate interpersonal conflict with other residents on arrival, the YP was required to be relocated to another accommodation site.

With high support needs relating to clinical mental health, this YP was unable to commence working on the Tenancy Program goals, they struggled to engage in the Living Together Program and required additional assistance with daily living skills. Often, they required daily mental health intervention, emergency assistance, clinical assistance or support to implement their clinical safety plan to keep them safe.

Youth Outreach's view on a placement in a youth homelessness service for a young person experiencing such difficulties with their mental health is not considered an appropriate placement. Rather a health response would have been more appropriate to meet the high level of daily support required to meet individual needs. Specialised Mental Health Supported Accommodation would have been the appropriate support stream for this young person to assist with their recovery however this option is not available in Southeast Queensland.

Throughout their stay, the YP remained engaged with clinical mental health. YP required additional support to engage in all aspects of the Living Together Program. Goals related to recovery, keeping well strategies and connection to the community. Assistance to gain Disability Support payment and to commence the NDIS application process, which required additional financial assistance to complete assessments to support their application. Accessing psychiatrists to support assessment requires lengthy waiting periods. Housing opportunities were limited for the young person and ideally supported accommodation options would have been best suited to continue to assist with the young person's recovery, however, this option was not available. The YP spent 9 months in service and was able to be accommodated with a family member.



## Successful Transitions to Independence

### YOUNG PERSON (YP), 17 YEARS HOUSING CRISIS

Referred after experiencing eviction from the family home due to the housing crisis.

YP requested assistance due to the family being issued with an eviction notice from their rental property. They had been unsuccessful in securing another rental property and subsequently found themselves homeless and seeking alternative accommodation.

YP was accommodated in 24/7 accommodation where they participated in the Tenancy Program, Living Together Program and engaged in ECHO community-based activities. They also received support to connect with mental health support, obtain independent identification, gain part-time employment, complete the Tenancy skills course, obtain a Learner's licence and complete driving lessons.

YP stayed in service until the family were able to secure accommodation in the community. The YP remains supported by the team receiving mobile support assistance to maintain independent accommodation support.



### YOUNG PERSON (YP), 19 YEARS REFERRED BY HOMELESSNESS SERVICE

Referred by a Specialist Homelessness Service after the young person had approached for accommodation support. They stated that they had nowhere to stay that night.

YP's relationship with a parent had broken down and the parent had left to reside with their partner. They had then moved in with a friend, this relationship had broken down and they had been asked to leave. YP was seeking support and had no income support as they were an Australian Citizen. YP presented to the service with health and physical disabilities concerns. YP was accepted into an accommodation vacancy and advised they required assistance with transport and support with showering and other everyday tasks.

Whilst residing in 24/7 accommodation the young person gained assistance with health and disability needs, payment and NDIS assistance, personal identification, Australian Citizenship application, and brokerage support. They were supported to participate in the Living Together Program where they learned how to prepare meals, maintain accommodation and engage with others. Additional support was provided to assist with travel and disability aids to assist with independent living. The ECHO program assisted in participating in community-based activities, and they completed vocational training. Other great outcomes for this young person include completing volunteer work and an increase in their abilities relating to individual capacity and mobility. Assistance was provided to explore the financial payments available. Australian Citizenship Application and source accommodation options more suitable for a young person with high disability needs.

YP moved into independent accommodation after over 12 months of intense support from the Team. Delays for the YP to move into independent housing included citizenship application and processing, a lack of individual financial capacity to support independence, limited long-term housing options and income support assessment, and application and processing delays.





## Successful Transitions to Independence

### **YOUNG PERSON (YP), 19 YEARS SLEEPING ROUGH**

YP 19 years. Referred due to rough sleeping, family conflict, mental health, and substance misuse.

Before receiving YO support in 24/7 accommodation, this young person had been quite transient and placed in another homelessness service in other regions, spent time rough sleeping, couch surfing and experienced significant changes in their mental health and participated in substance misuse.

YP requested a referral to various agencies for mental health assistance and AOD support on entry into 24/7 accommodation. YP engaged well in the Tenancy Program and participated in the Living Together Program and ECHO program. They completed an employment course and gained full-time employment. Brokerage assistance was provided to gain a learner permit and complete their learner driving requirements.

The YP expressed to the team that without the support that they received to stabilise and give them a safe place to live, it would have been difficult for them to achieve their personal goals. They felt that this opportunity allowed them the space to achieve their goals and access services that supported an improvement in their mental health and to successfully gain employment. The YP stated that they had never had people believe in them and this placement has been a deep sense of support and encouragement.

YP transitioned into independent shared housing after 7 months of support and continued to gain Mobile Support assistance.





## The Team

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

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

### **Our Management Committee for 2022-2023**

President	Andrew Antonopoulos
Vice President	Jamie Preston
Treasurer	Chris Mathew
Secretary	Yohann Azlee
Member	Delia Lawrie (2023 Treasurer)

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

A small team provides the backbone support in maintaining the structure and resources that allow us to deliver our services and develop GCPHY initiatives.

Chief Operating Officer	Angela Sheeran
Business Support Manager	Brylie Roach

Business Services are provided by Count Accounting, The Initiative, Mercury IT, Access Hardware, BBC Digital.

We would like to acknowledge the contributions of the Service Delivery Team:

Service Manager	Jill Donoghoe
Team Leaders	Marie, Kylie and Tracey
Youth Access Team	Nejude and Sally
STAR Worker	Tanya
Mobile Support Team	Belinda, Lisa and Renai

24/7 Supported Accommodation Youth Workers, Cath, Damian, Diana, Enio, Jess, John, Lisa, Larissa, Mark, Mary Anne, Monique, Natalie, Nicholas, Pat, Sarah Jane, Steve, Stella, Tsitsi and Whitney. A big thank you to the entire Team for the committed work that they do daily to support young people to achieve their housing and individual goals.

**Thank you for shining!**



## Our Supporters

**Thank you to the Gold Coast community for your continued support in providing the additional contributions that we need to get great outcomes for young people.**

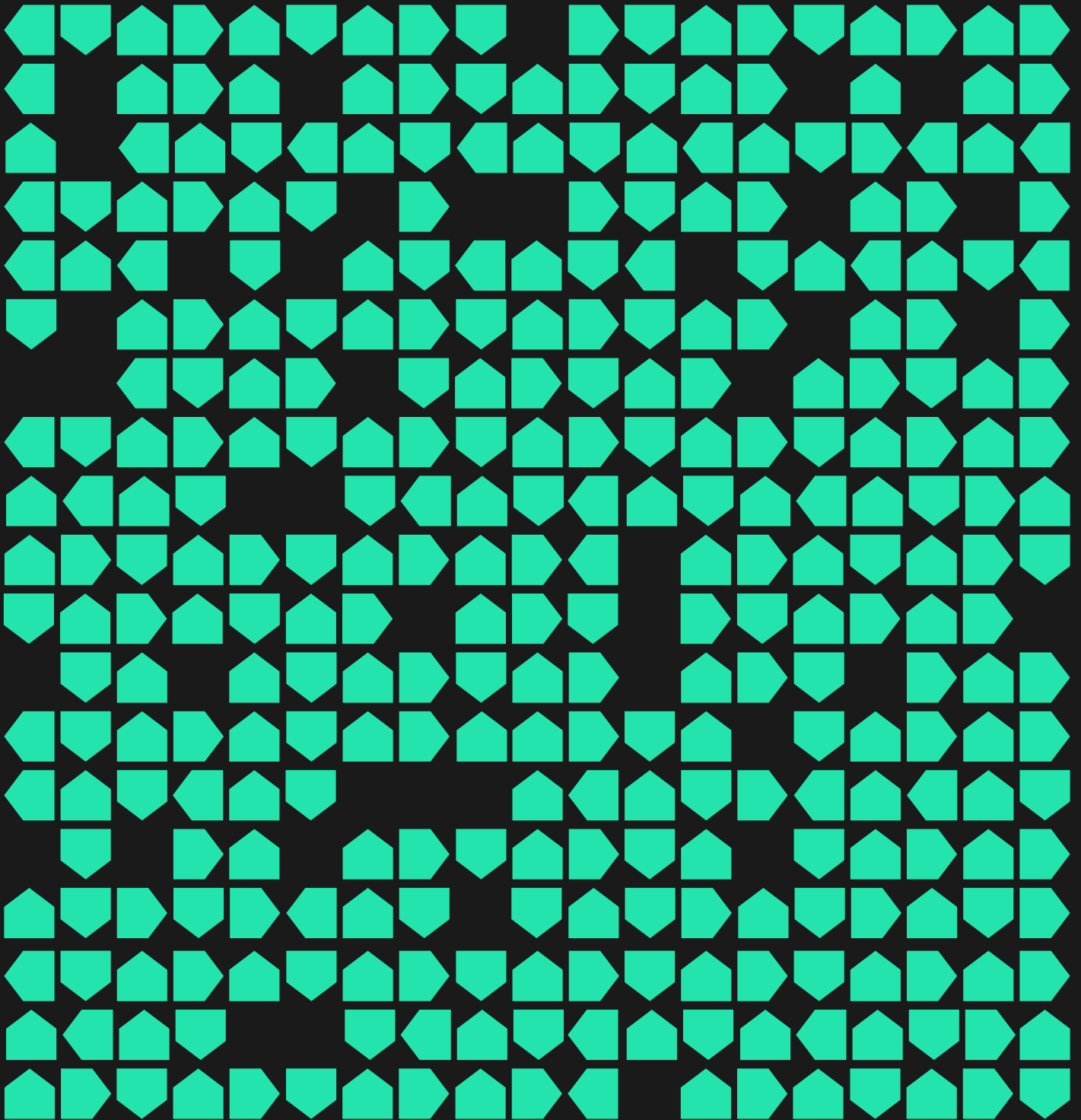
OzHarvest, thank you for your weekly support to ensure that the young people have access to nourishment. We really couldn't feed all of the young people without your support.

Bakers Delight Ferry Road, Southport Park and 5B2F Bakehouse, Chirn Park, generously provide weekly donations to support our food distribution across the service. Thank you we appreciate your ongoing support. Hair Aid is a long-time supporter providing regular attendance to our sites to provide haircuts. You do an amazing job in supporting young people to look and feel great. Thank you.

We would like to thank the Gold Coast Mayoress Charity Foundation for taking an interest in the young people of the Gold Coast and your continued financial support that allows us to provide additional items to meet individual needs, we really could not do it without you.

We received additional support throughout the year to assist with meeting the needs of young people, the Community Broker Network, Southern Gold Coast Chamber of Commerce, Share the Dignity, Club Southport Currumbin RSL, Bank of Queensland, National Council of Jewish Women's Association, DCE Electrics, A.B. Patterson, GOPIO Gold Coast Inc., Hillcrest Christian College, Quota Gold Coast Inc., WMS Solutions Pty Ltd and to those who have requested to remain anonymous, thank you.

We would like to acknowledge the contributions of all our supporters. Those who contribute financially regularly, collect recyclables, respond to a call out for assistance, provide discounted services, participate in working bees and offer their time and expertise. The Gold Coast is unique in terms of generosity and a commitment to providing additional support to assist with disadvantage, we thank you for choosing us.



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