



Young people  
and young families  
bearing the brunt of  
the housing crisis



## Who we are

Hope Street Youth and Family Services Limited ("Hope Street") is one of the longest established specialist youth homelessness services in Victoria, with over 40 years' experience in delivering responsive services to young people in local communities. Based in the northern and western regions of Melbourne, Hope Street provides both strategically targeted and holistic programs for young people 16-25 years old including young families.

### OUR VISION

A society in which all young people and young families have a safe place to call home.

### OUR PURPOSE

To influence change to end youth homelessness and empower young people and young families to achieve their full potential.

### OUR PHILOSOPHY

Resolving homelessness is the responsibility of: federal, state and local governments; the community; families and individuals. Hope Street believes that young people have the right to safe, secure, affordable housing and to be treated as equal citizens in our society. This means equal access to resources, decision making and life options.

### OUR VALUES

#### Fairness

We treat people with impartiality and dignity.

#### Collaboration

We work with young people, young families, local communities and our partners – believing that together we achieve more.

#### Social Justice

We believe that all people have the right to be equal citizens in society and we will strive to achieve this within our purpose.

#### Integrity

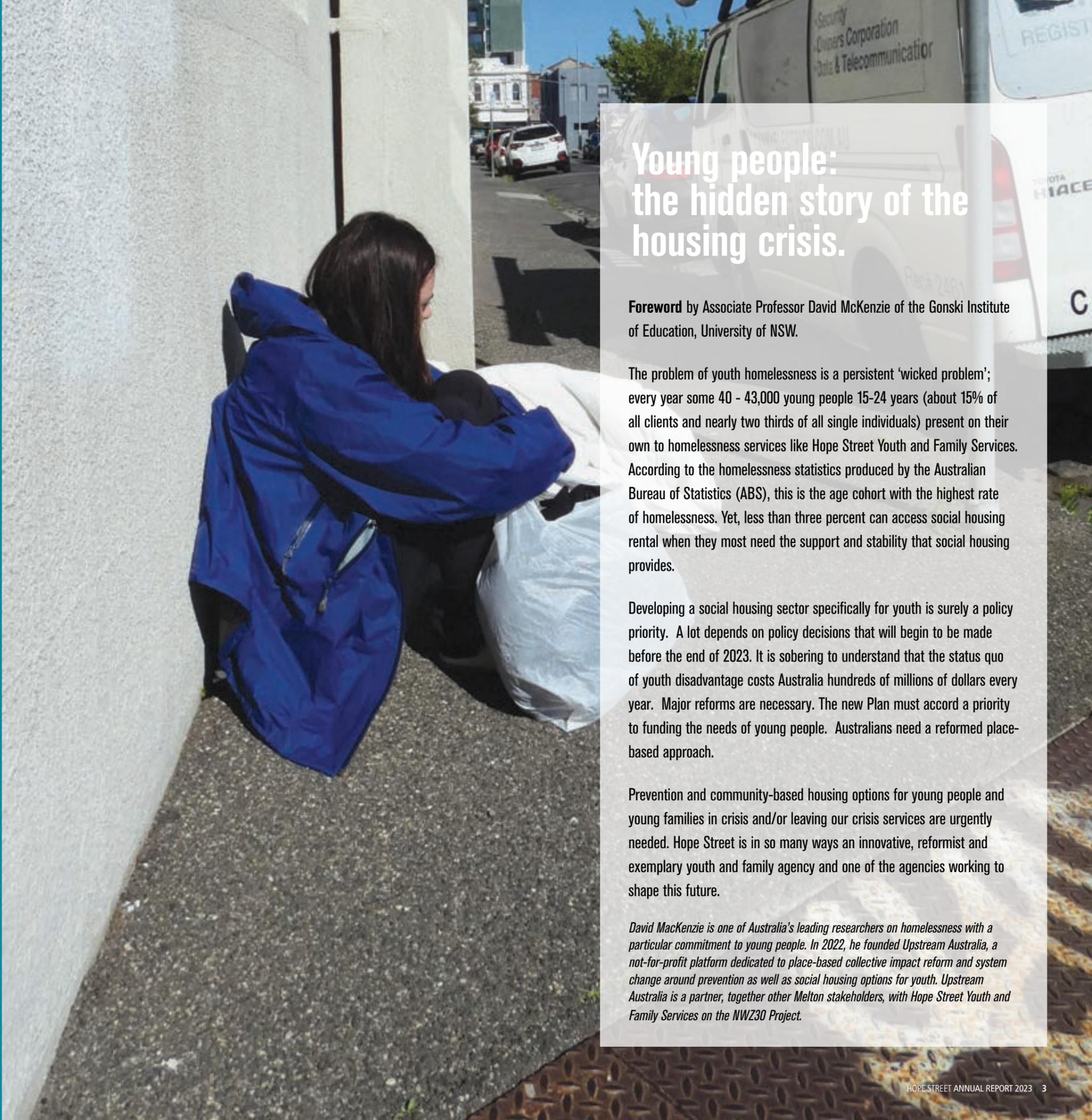
We are true to ourselves and each other in all of our interactions.

#### Diversity

We create inclusive cultures that celebrate differences and similarities.

#### Hope

We draw on our strengths to build a better future.



## Young people: the hidden story of the housing crisis.

**Foreword** by Associate Professor David McKenzie of the Gonski Institute of Education, University of NSW.

The problem of youth homelessness is a persistent 'wicked problem'; every year some 40 - 43,000 young people 15-24 years (about 15% of all clients and nearly two thirds of all single individuals) present on their own to homelessness services like Hope Street Youth and Family Services. According to the homelessness statistics produced by the Australian Bureau of Statistics (ABS), this is the age cohort with the highest rate of homelessness. Yet, less than three percent can access social housing rental when they most need the support and stability that social housing provides.

Developing a social housing sector specifically for youth is surely a policy priority. A lot depends on policy decisions that will begin to be made before the end of 2023. It is sobering to understand that the status quo of youth disadvantage costs Australia hundreds of millions of dollars every year. Major reforms are necessary. The new Plan must accord a priority to funding the needs of young people. Australians need a reformed place-based approach.

Prevention and community-based housing options for young people and young families in crisis and/or leaving our crisis services are urgently needed. Hope Street is in so many ways an innovative, reformist and exemplary youth and family agency and one of the agencies working to shape this future.

*David MacKenzie is one of Australia's leading researchers on homelessness with a particular commitment to young people. In 2022, he founded Upstream Australia, a not-for-profit platform dedicated to place-based collective impact reform and system change around prevention as well as social housing options for youth. Upstream Australia is a partner, together other Melton stakeholders, with Hope Street Youth and Family Services on the NWZ30 Project.*

## Board of Directors



**Andrew Nette – Chair**  
*Doctor of Philosophy, Grad Dip Journalism, Bachelor of Arts (Hons).* Joined October 2012 to ensure the governance of the organisation is effective and robust and that the organisation is meeting its strategic plan and making the most of opportunities for expansion.



**Judith Cooke**  
*MBA, BA, Dip Ed; Equity/human rights professional in universities since 1995.* Joined March 2007 to develop and ensure strong governance systems and practices and to support the vision and strategic development of Hope Street, with particular focus on risk management.



**Katherine George – Co-Chair**  
*BA Arts (Media & Communications), LL.B, LL.M; human rights and consumer policy professional.* Joined February 2019 to support the governance of the organisation and help it to meet sustainable long term strategic goals.



**Riley Ellard – Secretary**  
*BA, LL.B, LL.M; Human rights, justice and social policy professional.* Joined November 2020 to support the governance of the organisation through evidence-based decision making and a focus on the needs, goals and experiences of young people.



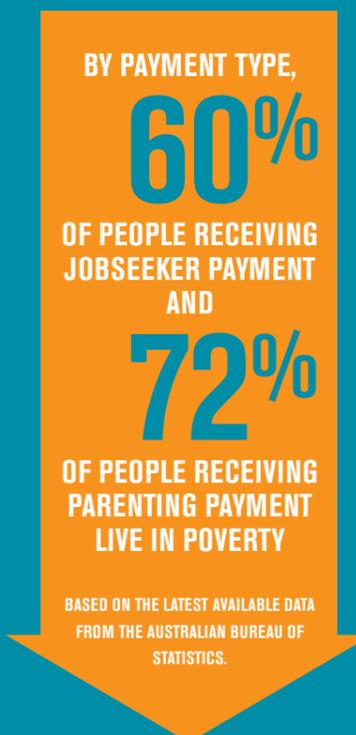
**Anthony Goldsworthy – Treasurer**  
*BComm (Finance & Accounting), Member of the Institute of Chartered Accountants Australia and New Zealand, CFO Advisory & Assurance Director.* Joined June 2020 to utilise my expertise in continuous improvement of financial governance and to assist the drive of sound commercial outcomes supporting the strategic direction of Hope Street.



**Simon Jackson**  
*BPsych(Hons), MPsychOrg; Human focussed, People, Technology and Projects professional.* Joined December 2021 to support governance and to help build on the unique strengths of the organisation through support and collaboration with the Board Directors and CEO.



**Elizabeth Young**  
*Bachelor of Applied Science; Grad Dip Health Science: Master of Public Health.* Joined December 2021 to support the governance and strategic direction of the organisation.



Young people and young families are bearing the brunt of the housing crisis.



- 
- THE LEADING CONTRIBUTING FACTORS TO YOUTH HOMELESSNESS ARE:**
- AUSTRALIA'S HOUSING CRISIS
  - FAMILY AND DOMESTIC VIOLENCE
  - RELATIONSHIP AND FAMILY BREAKDOWN
- [AIHW, SHS 2021-22 REPORT]

HOUSING STATUS IS A MAJOR POVERTY RISK, WITH

**1 IN 5 PEOPLE (20%)** RENTING PRIVATELY, AND  
**HALF (52%)** OF PEOPLE IN PUBLIC HOUSING

**LIVING BELOW THE POVERTY LINE**

## Hope Street's Strategic Response

Hope Street, as a leading specialist in youth homelessness service in Victoria, has the following four strategic priorities as per Strategic Plan 2022-2027.

1. YOUNG PEOPLE AND YOUNG FAMILIES
2. LEADERSHIP AND COMMUNITY
3. RESOURCES (HR AND FINANCE)
4. ORGANISATIONAL GROWTH AND DEVELOPMENT

## CHIEF EXECUTIVE OFFICER'S REPORT

During the 2022/2023 period Hope Street was exemplary in continuing to safely provide essential services to vulnerable young Victorians and their children during the global health crisis. As 2022 was nearing an end and Victorians were enjoying the reclaimed freedoms brought by the COVID-19 vaccinations, the long-term housing crisis for socio-economically disadvantaged young Victorians heightened beyond a crisis to a national emergency. As the housing crisis spread across a greater percentage and various cohorts of the population, it triggered greater government collaboration, planning, policy development and investment in social and affordable housing solutions.



AS 2022 WAS NEARING AN END... THE LONG-TERM HOUSING CRISIS FOR SOCIO-ECONOMICALLY DISADVANTAGED YOUNG VICTORIANS HEIGHTENED BEYOND A CRISIS TO A NATIONAL EMERGENCY.

The COVID-19 pandemic and the gripping housing crisis resulted in significant negative impact, particularly for disadvantaged young people, young parents and their children without a safe home. Hope Street's focus remained strong with the safe provision of essential, flexible, specialist homelessness support and accommodation services to 629 young people and their children. The shifting challenges of the COVID-19 pandemic continued during this time, and the Hope Street teams responded with agility and dedication, ensuring the continuity of services. The organisation maintained a high level of sector collaboration and leadership in response to homelessness service demand.

Hope Street was successful in gaining a second round of funding in the State Government initiative to provide a community-led safety measure for vulnerable young people who are at a higher risk of the COVID-19 infection. Hope Street is ideally placed as a youth homelessness specialist provider to reach and actively help vulnerable young people to be vaccinated. In addition to the existing programs, from July to November 2022, Hope Street continued to provide a specialist youth homelessness COVID-19 outreach service, reaching 44 young people – 120% above the client performance target for this initiative. Information, support, access to resources, vaccinations, food and emergency aid were provided to assist young people to safely navigate the pandemic, while addressing their situation of homelessness. The impact of the services provided to young people via all programs is outlined further in the **Operations Report** on page 12.

The major shift and challenge during this period of the pandemic was recruitment and retention of staff – a situation not unique to Hope Street. Team and workforce development was therefore a major focus for the People and Culture Manager, who led a reassessment of the key elements, in particular recruitment and retention strategies. This resulted in consolidating external partnerships, greater networking and collaboration of ideas and activities. The outcome was improved recruitment, retention and team development. During this period we moved to in-house IT management, which provided more responsive and Hope Street-centric IT support. Please refer to the **Team and Workforce Development Report** on page 18.

In addition to our strategic priorities of ensuring the delivery of industry-led services to young people, and resourcing and developing the Hope Street team, we had significant success with partnerships and the continuation of key projects that are cornerstone to Hope Street's growth and innovation. Of particular note is the Hope Street First Response Youth Service Centre in the City of Whittlesea. Since 2018 Hope Street has been collaborating with the City of Whittlesea, the community sector agencies and the corporate sector to secure funding for this therapeutic crisis accommodation and outreach centre for young people and their children. Towards the end of 2022 Hope Street was notified of its success with a Victoria Big Build Youth Housing Capital Grant. Following the tender process for a builder, contracts were negotiated and signed and the construction commenced in July 2023 with a completion date set for July 2024. This place-

based initiative and program model, developed on industry-led best-practice standards and approaches, will provide much-needed specialist support and socio-economic benefits to vulnerable young people and children, as well as local and wider communities, for many decades. The mobile outreach component of the First Response Youth Service established in the City of Melton was boosted, with the State Budget confirming operational funding for four years.

2022/2023 was also a period of reflection and strategic goal setting for the next five years. The strategic priorities of Hope Street remain as: 1. Young People and Young Families; 2. Leadership and Community; 3. Resources (HR and Finance); and 4. Organisational Growth and Development. Risk appetite statements were overtly incorporated into the plan. The *Hope Street 2022-2027 Strategic Plan* confirms the Board's commitment to remain a youth focused, secular, place-based provider of high quality homelessness and housing services. A key new goal is the exploration and potential establishment of a Hope Street Youth Housing Provider agency. Over the decades Hope Street has witnessed the erosion and neglect of public and transitional housing for young people needing a pathway out of homelessness. With an alarming .4% of young people on Centrelink incomes accessing social housing, plus the prohibitive cost of private rental, Hope Street is taking a renewed exploration of action to fulfill its Purpose: *To influence change to end youth homelessness and empower young people and young families to achieve their full potential as the organisation continues to strive to achieve its*

*vision of a society in which all young people and young families have a safe place to call home.*

A special acknowledgement to the Executive Leadership Team members who continue to buffer the impact of the pandemic, and to our supporting program teams, partners, and the Corporate Services team who are all building on the strengths of the organisation to achieve its vision, purpose and strategic priorities.

The Hope Street Directors, who form the Board, govern the company with immense professionalism and expertise. I commend their collective drive and determination for Hope Street to excel as a leading youth homelessness and housing specialist organisation, committed to achieving its vision and purpose. They provide stability and excellence in conducting all governance activities and improving the capabilities of the organisation for the benefit of all stakeholders. My immense gratitude for the leadership and support of Andrew Nette, Judith Cooke, Kat George, Anthony Goldsworthy, Riley Ellard, Simon Jackson and Liz Young. A special acknowledgement to Jo Connellan, who after nine years of service on the Board did not wish to be renominated in March 2023.

I give a heartfelt acknowledgement to each young person and child who has been a part of Hope Street. I commend your courage, perseverance and your many strengths in living your life as you determine, with hope.

**Donna Bennett, CEO**



**Above**  
Donna Bennett, CEO, speaks with a young Peer Education Support Program member (Council to Homeless Persons) at the 4 August 2022 National Homelessness Week campaign on the steps of Parliament House. LEGO brick houses took over Parliament House steps to keep the decision-makers focused on creating a pipeline of housing for at least 5,000 Victorian young people in need of a safe home. Photo by Axen Productions

## BUSINESS DEVELOPMENT AND PARTNERSHIPS REPORT

Hope Street deeply values community engagement, advocacy and broad community partnerships that will collectively lead to opportunities as solutions to redress youth homelessness. 2022-2023 has seen a focus on taking new initiatives forward for completion such as the First Response Youth Service in Whittlesea; sustaining existing innovative initiatives with grants from philanthropy; preparing the ground to test new models; collaborating with new partners to secure resources for new models; as well as fostering existing established corporate and philanthropic partnerships for improved services and outcomes for young people and young people and their children. Below is a brief summary of key initiatives.



### FIRST RESPONSE YOUTH SERVICE IN WHITTLESEA

Since 2017 Hope Street has been collaborating with the local community in the City of Whittlesea to establish a First Response Youth Service in this area. April 2023 saw Minister Brooks (Minister Housing) announce the State Government investment in this innovative project and turn the sod on the ground that will become home to many young people and young families for decades ahead. This same event saw Lily D'Ambrosio MP and Lydia Wilson Chair Administrator (City of Whittlesea) celebrate the announcement of this vital social investment.

Hope Street staff, young people and supporters were joined by Aunty Joy Murphy-Wandin and Lily D'Ambrosio MP for a Smoking Ceremony. Together we gathered under the protected and magnificent 400-year-old Red River Gum for the Welcome and cleansing of the space, so that it is safe and nurturing for all in particular young people and young families.

Hope Street is extremely grateful to HWL Ebsworth Lawyers, a key partner providing valuable pro-bono legal advice for long term protection of Hope Street with major community capital projects. Brand Architects also journeyed with Hope Street to transform the First Response Youth Service vision into a reality. A vision also shared by Mirvac committing a significant contribution to the project.

### HOPE TO HOME IN WHITTLESEA

The Hope to Home program is a unique, evidence-informed model that prevents and diverts homelessness in young people (aged 18-25) and young families and provides them with a rental history, enabling access to other tenancies in the future and reducing the risk of returning to the Homelessness Service System. It does this via a place-based approach, engaging the support of community stakeholders, including local real estate agents in offering young people who have experienced homelessness private rental properties. 2023 saw Victoria University update the 2018 Hope to Home Pilot Evaluation with an addendum report regarding the achievements of this program.

### PROJECT NORTH WEST Z30

Hope Street has continued to hold discussions and meetings locally to build a community in Melton that is interested in the Community of Schools and Services (CoSS) model. This model has back bone support from Upstream Australia and as an early intervention approach, it focuses on addressing and supporting vulnerable young people and their families to reduce disengagement from education and early school leaving and to help where family issues are heading towards a crisis and possible homelessness as well as other adverse outcomes. Hope Streets investigations in this area are supported by Australia Community Foundation, Lord Mayors Charitable Foundation and RM Ansett Trust.

### BIG SKY YOUTH HOUSING PROJECT

The Big Sky Youth Housing Project is an innovative housing, health and skills development opportunity arising from collaboration between the Health and Community Services Union, Australian Manufacturing Workers Union and Hope Street. With a showcase site such as Melton being discussed, young people aged 16-21 years could be housed quickly in leading designed and constructed modular units. Their pathway to vocational education and employment experiences will be significantly enhanced with specialist staff on site providing tailored individualised youth focused support in particular for mental health, so the young tenants can succeed with their goals and prevent long term homelessness.

### COMMUNITY AND CORPORATE PARTNERSHIPS

Coming through some of the restrictions of the previous few years has seen Hope Street re-engage actively with its key corporate and community partners. Special thanks to ecoDynamics, who continue to support our young people through vegetable garden renewal, gifts, celebration of Youth Homelessness Matters Day 2023 and donations.

Woodgrove Shopping Centre and more recently Pacific Epping continue to offer vouchers/ hampers for young people setting up their home. They also offer local activities to engage in and awareness raising opportunities such as Hope Street's participation in community day at their Jobs Fair and Gift-Wrapping Stations, where funds are raised and smiles shared between Hope Street staff and volunteers and local community members.

Many of us can relate to the importance of being in an ordered (non-chaotic) and welcoming space for better mental health and wellbeing, social connection and self-motivation. This is very much the situation for young people however they do not have the financial capacity to create or maintain such spaces. Hope Street is grateful to the contributions of companies such as Mirvac and Bunnings (Melton and Brunswick) who fill this gap in creating a home. A team from Mirvac volunteered their day with a makeover of gardens and outdoor areas for young people and young families in Hope Street's supported housing program in Thomastown.

Bunnings Melton and Brunswick supported vegetable and herb gardens across the Hope Street services and gave young people and young families the experience of garden to plate.

### CORPORATE COMMITTEE

The Corporate Committee enable external expert stakeholders to contribute to the promotion and sustainability of Hope Street in accordance with the Hope Street Strategic Plan. Core activities in this period include advice and network forming to raise funds and awareness of the First Response Youth Service model and development in the City of Whittlesea.

Mr Clive Scott AM, General Manager Sofitel On Collins Melbourne is a founding member of the Corporate Committee established 10 years ago. The Corporate Committee enables Hope Street to

develop greater links and reach to corporate and philanthropists for greater collective impact to achieve lasting outcomes for the young people who call Hope Street services home.

### CAMPAIGNING

LEGO homes on the steps of Victorian Parliament to raise awareness of youth homelessness during Homelessness Week 2022

Towards a New Child and Youth Housing and Homelessness Plan Parity April 2023, Council to Homeless Persons

Innovative models to address youth homelessness National Youth Homeless Conference 2023, Donna Bennett CEO was a panel member discussing Hope Street innovative models.

Please follow updates on Hope Street's Social media pages which include facebook, Instagram and LinkedIn. These platforms are terrific for campaigning and you will see staff and young people's engagement in Wear it Purple Day; IDOHOBIT day; National Aboriginal and Torres Strait Islander Childrens day; NAIDOC Week 2022- *Get Up, Stand Up, Show Up*; National Sorry Day, RUOK? Day 2022, as well as Youth Homelessness Matters Day.

Special thanks to Izzie Huntington and Jennifer Hansen, Hope Streets Ambassadors for championing Hope Streets work and believing in the young people who call Hope Street home. Another focused year where Hope Street is working towards achieving its vision of *A society in which all young people and young families have a safe place to call home.*

**Katie Hooper, Business Development and Partnerships Manager**

**Above, clockwise from left:**

Aunty Joy Murphy-Wandin, Elder of the Wurundjeri People, conducted a Smoking Ceremony 23 June 2023 prior to the construction of the First Response Youth Service in Whittlesea

Mirvac team members joined the Smoking Ceremony 23 June 2023

Minister for Housing Danny Pearson and Steve McGhie MP for Melton joined Andrew Nette Chair of the Board and Donna Bennett CEO, for a tour of First Response Youth Service in Melton by Tahilia 12 October 2022.

Special thanks to the ecoDynamics Group for their support of young people on Youth Homelessness Matters Day 2023

Kat George, Co-Chair of the Board, Andrew Nette, Chair of the Board, Lily D'Ambrosio, MP Mill Park, Housing Minister Colin Brooks and Ms Wilson, Chair of Administrators, City of Whittlesea at the Sod Turning event 18 April 2023.

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# Therapeutically designed and highly responsive – bringing innovation to young people in the City of Whittlesea



Hope Street Board, CEO and team were thrilled to have been successful in receiving a Victorian Government's Big Build Youth Housing Capital Grant, to construct a leading architecturally designed 13-bedroom youth centre in the City of Whittlesea.

In partnership with the City of Whittlesea and the Victorian Government, Hope Street will build a First Response Youth Service for young people and young families who need a safe place with specialist and responsive assistance.

The model is centred on preventing long term homelessness and disadvantage by supporting the needs of highly vulnerable young people (16-25 years) via specialist youth focused services within the therapeutically designed facility. Staffed 24/7, 100 young people and their children per year, will be able to address their immediate needs. An additional 120 young people per year will be assisted via the specialist mobile outreach service integrated into the model.

This facility is under construction and will be open to young people and young families in mid-2024.

- **150% GROWTH IN HOMELESSNESS.**
- **104 YOUNG PEOPLE AGED 15-24 YEARS EXPERIENCED HOMELESSNESS OR OVERCROWDING ON CENSUS NIGHT 2021.**
- **THE MEDIAN RENT IS APPROXIMATELY \$450 PER WEEK, WHICH EQUATES TO APPROXIMATELY 2/3 OF THE AVERAGE WEEKLY INCOME (ABS, 2023). THIS SUGGESTS THAT RENTAL AFFORDABILITY IS LOW, PARTICULARLY FOR YOUNG PEOPLE.**
- **1.1% (877) DWELLINGS ARE SOCIAL HOUSING.**
- **3606 HOUSEHOLDS ARE IN NEED OF AFFORDABLE HOUSING.**



**Above, clockwise from left:**  
Artist's impression of the First Response Youth Service in City of Whittlesea as funds were confirmed.

Housing Minister Colin Brooks announces the funds for a First Response Youth Service in City of Whittlesea and turns the sod on the build – 18 April 2023.

Andrew Nette, Hope Street Board Chair, welcomes young people, staff and supporters to the announcement of this project.

Kat George, Hope Street Board Co-Chair, speaks of the key components of this important service and the outcomes that will be achieved for young people and young families – 18 April 2023.



Lily D'Ambrosio MP Mill Park delights in a long anticipated and much needed announcement for the local community and City of Whittlesea – 18 April 2023.

Smoking Ceremony on Wurundjeri land, the site of the First Response Youth Refuge building – 23 June 2023.

# OPERATIONS REPORT

Australia is in a housing crisis, and Hope Street witnesses young people accessing its programs bearing the brunt of this crisis. The rental market across Australia including Victoria is in a state of despair. According to the Youth Affairs Council Victoria (YACVIC) the rental market has a record low vacancy rate of 1%, 22% of all renters are facing tenure insecurity, sub-standard living conditions, and rents are rising at a rapid rate. Adding to this, only 0.4% of social housing and public housing properties are tenanted by young people on an independent lease. The Youth Allowance set by the Federal Government and provided via Centrelink is 52% below the Australian Poverty Line.

The homelessness sector is overwhelmed by the number of young people and young families accessing specialist homelessness services, with very little options beyond the inundated youth crisis accommodation system. As was highlighted in the 2021 ABS Census data, in Australia, 23% of all people experiencing homelessness were aged from 12 to 24 years (28,204 people). The highest rates of homelessness per 10,000 people in 2021 were those in the age groups 19 – 24 years (91 people per 10,000).



The need for Hope Street specialist homelessness services has never been greater. During the 2022/23 reporting period, Hope Street **assisted 629 young people and their children via services in its 8 programs**. 515 young people were newly assisted and 114 continued being supported from the previous year. Hope Street's offer of service responses encompass four stages of a continuum as follows:

## ► 1. Immediate

An emergency response via assertive outreach with intensive case management support.

## ► 2. Emergency

24/7 staffed supported communal crisis accommodation offering short term safety, stability and access to essential resources.

## ► 3. Stable

Medium term supported cluster model accommodation for 18 – 24 months, focusing on developing young people's education, employment, cultural and social connections and living skills development.

## ► 4. Sustainable

Long-term housing, access to resources and citizenship opportunities to prevent further episodes of homelessness and entrenched poverty and disadvantage.

Across all Hope Street programs, the main reasons for young people and young families seeking support were: **relationship/ family breakdown, domestic and family violence, financial difficulties and an increase in young people seeking support due to housing crisis and housing affordability stress.**

The Australian Housing and Urban Research Institute (AHURI) highlights that the lack of appropriate, secure and safe housing options affordable for young people is a key contributor to homelessness. AHURI also reports that the longer young people stay in homelessness, the higher the risk they will continue to experience it over the course of their life. For many, it's a struggle intensified by the burdens of trauma stemming from family violence, neglect, poverty, homelessness, and social isolation.

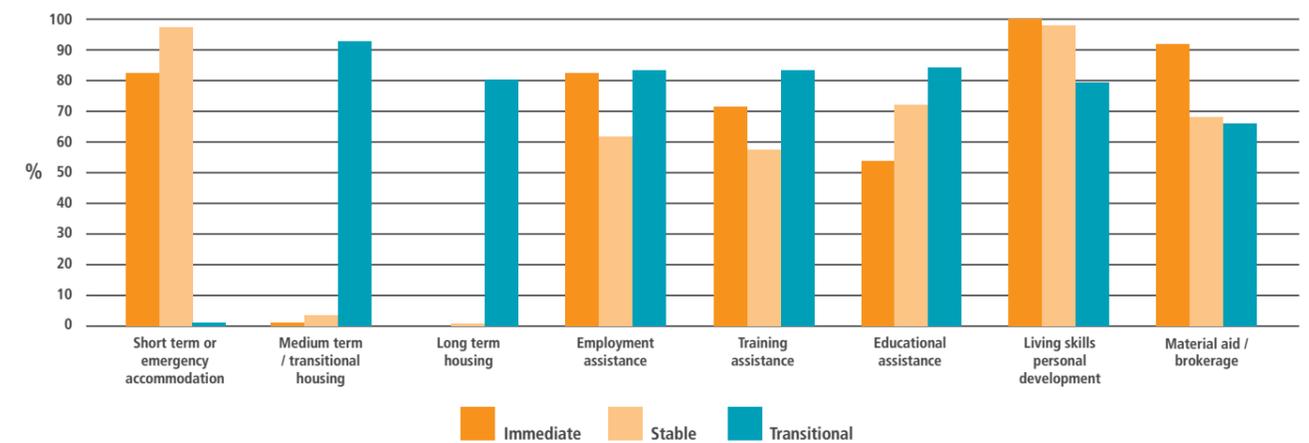
Hope Street stresses the urgency of redressing this housing crisis and its disproportionate impact on young people. In the 2021–2022 year, the Australian Institute of Health and Welfare (AIHW) Specialist Homelessness Services data reported that 25% of Victorians without a home were aged 12–25 years. Aboriginal Australians are overrepresented in the homelessness system. Council to Homeless Persons (CHP) reported that Indigenous Australians make up 0.8% of Victorians and 10.2% of homeless service users. Young people and young families who identify as **Aboriginal and Torres Strait Islander represent 12% of the overall Hope Street data, and 22% of young people were born overseas.** In response, Hope Street remains a

steadfast pillar of support in the local communities of Melton, Merri-Bek, Whittlesea and surrounds. The Hope Street commitment goes beyond mere day to day survival for young people; it's about redressing the housing crisis head-on to ensure that young people are pro-actively supported to find the stability and security they need to thrive.

Each Hope Street program model is meticulously designed based on leading industry standards, frameworks and practice approaches such as strength-based, trauma-informed, and solution-focused with the young person at the centre of their journey. Hope Street specialist youth homelessness workers together with the young person formulate an individualised support plan with each young person based on the young persons' situation and need when they present and throughout their stay with Hope Street. The plan is unique to the young person's situation and developmental stage, ensuring that each young person receives the support that aligns with their current needs, aspirations and capability.

Key outcomes achieved in 2022-2023 with and by young people and young families are reported in detail in the pages ahead. The detail underscores the importance of Hope Street's work in this crisis landscape. A situation that must be justly and equitably rectified with the provision of safe, secure and low-cost housing/accommodation and support for non-privileged young people and young families.

Percentage of key needs that were met through direct support or referral onto specialist services across the Immediate, Stable and Transitional stages of the continuum of care.



## THE YOUTH RECONCILIATION PROGRAM

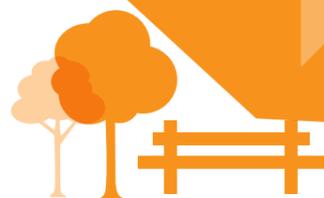
The Youth Reconciliation Program enhances the outreach, case management and supported accommodation of the various program models by providing additional protective intervention (one-to-one counselling, mediation, and support). It assists young people who present with high prevalent mental health concerns such as anxiety / depression, relationship / family breakdown, domestic / family violence, lack of family support, isolation, lack of community inclusion, and acute homelessness, to navigate their way through their situation, start to reconcile their experiences, build their resilience and much more, necessary to achieve their personal goals and bring about positive change in their lives.

Finally, I wish to acknowledge that the outcomes achieved with young people and young families is primarily due to the compassion, professionalism, respect and exceptional dedication of the individuals who are the team of Hope Street. Each person bringing their skills, knowledge, and experiences as well as their humour, camaraderie and talents for the benefit of all connected to Hope Street achieving its vision of all young people and their children having a safe place to call home.

I commend to you the following four pages that outline the breakdown of Hope Street programs into a continuum of service offers and impacts of young people engaging with Hope Street.

**Sue Scott, Operations Manager**

**Above**  
Young person is welcomed to Hope Street's youth refuge. Photo by Hilary Sloane  
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# Immediate

202 young people and their children

# Emergency

290 young people and their children



At the “Immediate” stage of the service continuum, Hope Street provide an assertive outreach offer via the **BOOST Program**. Hope Street provide crucial support to young people and young families, many who are new to experiencing homelessness and the homelessness service system, in an assertive outreach capacity. Hope Street’s immediate intensive case management approach achieves strong outcomes in the areas of referrals to specialist services as well as addressing immediate material needs. However, housing and accommodation outcomes are alarmingly scarce.

Hope Street data revealed that the top five most frequent areas of need identified, in order are: short-term or emergency accommodation, other basic assistance, advice/information, medium-term/transitional housing, and long-term housing. Of the total young people supported in the “immediate” stage of the Hope Street service continuum, **both “long-term housing” (98%) and “medium-term/transitional housing” (89%) were identified as needed, however were unable to be met due to severe shortage of youth housing/transitional or specialist models low-cost public or social housing.** This further indicates that young people experiencing homelessness, have little or no options of medium and long-term housing. **11% of young people and young families accessed both private rental and transitional accommodation, and 2% accessed social/ community housing.**

**Housing and accommodation options are further limited due to youth incomes which in turn further entrench poverty, disadvantage and homelessness of young people.** Young people receive the lowest amount of social income than any other citizen group, **\$512.50 per fortnight, which is 52% below the Australian Poverty Line.** Being transient, couch surfing or other forms of rough sleeping is costly. By comparison the Aged Pension single rate is \$1064 per fortnight. The widening gap in equity of social income is blatant when **the pension has increased 40% over the last 20 years, whereas both Youth Allowance and Newstart payments have only increased 3% in the same 20 years.**

Young people’s situation is further compounded with a lack of family support and connection as well as social isolation. Only 45% of young people who set goals related to reconnection to family or community were able to fully or mostly achieve these goals. The other 55% of young people were not able to achieve these goals due to their support period being too short, families not wanting to engage in reconciliation, and young people not being able to reunify with their families due to active Intervention Orders in place. Fostering connections and rebuilding support systems is important for this cohort of young people. Having positive relationships with their families can lower anxiety and depression and can raise self-esteem. Young people feeling supported has a powerful impact on health and wellbeing, including mental health and is linked to an increased quality of life. It is encouraging to report that **100% of young people who identified as having cultural needs were supported or referred to specialist cultural services.**

Also on a positive note, 100% of young people with case plans initiated progress toward achieving their case plan goals. This includes 78% whose essential needs such as food, material aid and health were met through direct support or referrals. This highlights the effectiveness of the program’s targeted interventions.

The need for access to an immediate response and essential items such as food, clothing, transport, medical services as well as shelter are critical at this crisis point of a young person or young family’s situation.

**COVID-19 YOUTH VACCINATION PROGRAM** Continuing operation in June 2022 and to 15th November 2022, the program was highly successful, providing information about the virus and keeping safe as well as access to essential resources to assist young people to get through this period of loss of employment and uncertainty. The team of two assisted 44 young people providing care packs, education to both internal and external young people and workers, information sheets and post vaccination care packs.

“HER SISTER... WAS VERY EXCITED ABOUT RECONNECTING WITH MARG...”

## BOOST PROGRAM MARG’S STORY (she/her)

Marg (17 years old) was living with her grandfather since she was 2 years old. As Marg got older her grandfather became verbally and physically abusive. Marg had never left home nor received any homelessness support. Marg left her grandfather’s home to attend an access point to seek accommodation and support. Marg was referred to the BOOST program for the one-week stay bed at the Brunswick West Refuge.

Marg engaged and worked closely with the BOOST Specialist Practitioner developing her case plan and focusing on her immediate needs. The BOOST Specialist Practitioner referred Marg to the Youth Reconciliation Practitioner for counselling at Hope Street to explore immediate and extended family options for housing. Marg had stated that she did have a very strong connection with her sister when they lived together but her sister moved out of the grandfather’s home when Marg was 8 years old, and then she disconnected from the family, and they lost all contact.

The Youth Reconciliation Practitioner, with permission from Marg, contacted her sister who was very excited about reconnecting with Marg and open to Marg living with her family. Together, overtime they scheduled day visits and overnight stays which were all very positive and eventuated in Marg moving into her sister’s home.

Marg re-enrolled in secondary school to complete her education, and the BOOST Specialist Practitioner continued to work with Marg in an outreach capacity to provide support with her adjusting to her new environment transitioning to her sister’s home and family.

“CASALI COMMENTED THAT HE FELT SAFE AND FREE...”

## FIRST RESPONSE YOUTH SERVICE IN MELTON CASALI’S STORY (he/him)

Casali (21 years) was born in Lebanon and speaks Arabic and English. Casali was couch surfing and did not have a place to call home. Casali was previously residing in western suburbs of Sydney after arriving as a refugee from Lebanon. Casali is a member of the LGBTQIA+ community and has faced homophobic treatment from workplaces and his family.

With the support of his Hope Street case manager, Casali was able to connect with the World Pride celebrations in Sydney. Casali reported that his holiday back to Sydney was fantastic as people were openly expressing themselves through fashion, dance, speech, and connectedness. Casali reported that as result of his increased confidence and pride in himself he met with a modelling agency. This meeting led to a modelling session and work as a model.

Casali returned from Sydney with a desire to become involved in Vogue dancing. The team at the Hope Street refuge supported Casali to enrol in a Vogue dance group (Vogue dancing is characterised by striking a series of poses as if one is modelling for a photo shoot) in Richmond. Casali’s increased self-esteem resulted in him enrolling in a Certificate IV course. As a result of his education status Casali and his case manager applied for transitional housing in Melbourne. Casali commented that he felt safe and free while at the First Response Youth Refuge in Melton.

The team at the refuge continued to support Casali with his educational options, wellbeing, and further employment opportunities. Casali was successful in his application and transition to move into an Education First Youth Foyer program.

The “Emergency” stage is a critical juncture in the continuum of services, where young people find themselves in significant crisis, often in need of short-term/emergency accommodation and comprehensive support. This service offer includes the following specialist programs: **Youth Support Service, Brunswick West Youth Refuge, First Response Youth Service in Melton (refuge).** At this crucial stage, Hope Street provides a wide scope of assistance, including six-week therapeutically supported crisis accommodation, intensive one to one case management planning and action, living skills 101 development, educational engagement, cultural and community connections as well as access to longer-term resources.

In terms of the most frequent areas of need identified, “long term housing” and “medium term/transitional housing” are the most difficult need to meet. **With 99.56% and 95.68%, respectively, of these identified needs unable to be met.** Victorian data shows only 0.4% of young people in receipt of Centrelink incomes, as the primary lease holder in both public housing and social housing. In the current housing crisis, SQM Research reported that in 2022 the national private rental vacancy rate was 0.9%, the average weekly rent was \$527 following a sharp annual increase of 15.3. With a weekly Centrelink income of \$256 private rental is no longer a viable option for young people.

To transition young people out of homelessness, the primary objective of Hope Street programs is to actively assist young people to secure accommodation/housing that is suitable for their needs and sustainable (in terms of financially, tenure, location), providing safety and stability to continue to achieve their goals such as education, employment, health, social and cultural connection, therefore preventing increased risk of homelessness. The above data highlights that although medium- and long-term housing is a need for almost all of the young people and young families supported in this stage of the continuum, it is not attainable due to a number of factors. These factors include significant structural causes such as severe shortage of transitional, public, social and private housing stock

that is sustainable, discrimination, unlivable social income and wages in heavily casualised industries, high cost of living.

The professional tenacity, agility and youth focused determination of the program team members has resulted in successes in particular areas of assistance to young people though out this reporting period. Of the 290 young people, young families with dependants supported in the “Emergency” phase, Hope Street successfully **addressed 89% of non-housing/accommodation identified needs directly**, ensuring that young people received the essential services and goods they required promptly. Substantial progress was made in addressing **living skills and personal development (97%), employment assistance (55%), educational assistance (55%), and training assistance (60%).** These endeavours are instrumental in equipping young people and young families with the tools they need to build interdependent and thriving lives.

The need for increased suitable youth designed housing/accommodation with support is compelling and the need for increased government intervention in safeguarding housing for young people has never been so profound.

# Stable

72 young people and their children

# Sustainable

25 young people and their children

The “Stable” stage of Hope Street’s continuum of services is delivered via the **Hope Street in Melton** and **Hope Street in Whittlesea** programs which assisted **72 young people including children of young people**. This program model incorporates a cluster of one and two bedroom units with a separate unit accommodating the operational functions of the model including specialist support staff seven days per week. This Foyer-like employment and education support model is enhanced with the provision of individually responsive and integrated services. The programs provide an opportunity for young people to divert from their experience of homelessness before it becomes entrenched with lasting detrimental effects. The program model incorporates a holistic approach and recognises young people as active participants in creating and determining opportunities to address their housing, employment, education, training as well as personal, cultural and social development.

At the “Stable” stage young people are no longer in crisis, but rather, they are diligently working toward their long-term goals. Hope Street provides a comprehensive support system that includes 12-24 months of semi-independent accommodation, case management, on-site specialist youth staff assisting young people to learn and develop independent living, tenancy skills as well as engaging community connection opportunities and education or employment options.

The outcomes in this stage demonstrate that when young people are provided with a safe, stable, low cost and supported housing they are able to make significant achievements in other aspects of their life that will lead to prevention of entrenched homelessness. **27% of the 72 young people including children, moved into Public Housing, 3% into social housing, 11% into transitional housing, 27% into private rental and 32% into other forms of accommodation.**

**73% of the goals established by young people within their self-determined case plan, were either mostly or fully achieved,** showcasing the dedication and progress of the young people when provided with stable accommodation and onsite support. **86% of**

**identified financial needs were addressed through direct support** from Hope Street services or connections to specialist support services in the local community. One of the most significant achievements in this stage is that **100% of young people exiting the program were able to maintain or improve their source of income,** a crucial step toward continued stability and achievement of personal goals.

Stability of housing and support is also linked to the health and wellbeing of young people and young families. **90% of identified health and wellbeing needs were met** through direct support or referrals to local specialist services. For those with goals related to **physical health, 75% saw their goals mostly or fully achieved,** while **73% of goals related to psychological and emotional health were fully achieved.** These outcomes underscore the significance of a holistic approach to supporting young peoples’ overall well-being.

Education and training are recognised fundamental pathways to interdependence. **45% of young people either completed their existing education/training, maintained their education/training, or advanced to a higher level than previously achieved.** Employment is a vital component of self-sufficiency and is also a recognised pathway to prevent long-term homelessness. Impressively, **12% of eligible young people gained employment** while receiving support from Hope Street, with **46% maintaining employment during their time in the program.**

The “Stable” stage of the continuum provides safety and stability of low-cost (25% of their income) tenure and onsite youth focused wrap around support enabling better housing/accommodation and other outcomes to be achieved compared with the “Immediate” and “Emergency” stages.

However, it remains consistent that young people continue to be overlooked and experience severe disadvantage due to the current housing (and private rental) crisis, community/social housing models and practices and other key structural causes noted in the previous pages.

“...RELEVANT REFERRALS WERE MADE TO ASSIST ELLA TO ENGAGE BACK INTO THE COMMUNITY.”

## HOPE STREET IN WHITTLESEA

### ELLA’S STORY: (she/her)

Ella, a 22-year-old mother, has had a long history of family violence, perpetrated by both her parents and then her ex-partner, the father of her child. She experienced significant physical, verbal, and emotional abuse, which resulted in a housing breakdown in her rental property that resulted in her and her son becoming homeless and sleeping on acquaintances couches.

At this time, Ella, who was also 5 months pregnant, and was referred into a Family Violence short-term refuge and remained linked into to an access point. Hope Street in Whittlesea advertised a vacancy and Ella, and her son was referred to the cluster model supported accommodation option.

Following assessment, Ella accepted a 2-bedroom unit at the Hope Street in Whittlesea program and moved in with her son. Ella engaged with her case manager to develop a case plan and relevant referrals were made to assist Ella to engage back into the community. The Bolton Clarke Nurse, who supports the Hope Street programs, followed up on the families outstanding health and medical needs. The Hope Street Youth Reconciliation Practitioner supported Ella to establish positive family connections. The case manager updated Ella’s Victorian Housing Register housing application, adding her unborn child and special needs requests to suit Ellas medical needs.

After the 9 months stay with Hope Street, Ella received a public housing offer for a three-bedroom property in her preferred area. The case manager supported Ella with sign up and accessed funding to support her with removalist costs and accessing furniture and household items.

The case manager continued to provide short term outreach support to ensure Ella and her children settled in their new home. With stable, affordable long-term housing, Ella can continue towards independence and the opportunity to thrive.

“MARYAM (24) AND HER 2 CHILDREN (LEFT THEIR) FAMILY HOME DUE TO FAMILY VIOLENCE...”

## HOPE TO HOME IN WHITTLESEA

### MARYAM’S STORY (she/her)

Maryam (24 years) and her 2 children were temporarily housed in a motel after leaving her family home due to family violence and overcrowding.

Following a comprehensive assessment, Maryam was accepted into the program and worked very closely with the Hope Street Youth Private Rental Worker to gain a private rental option in the local area.

Maryam stated that she most likes the support and the encouragement she gets from her worker; as she helps her to feel like she will get there, that she will make it.

Maryam and her family are happy in their unit and Maryam stated that she has learnt how to use money wisely. Maryam separates her rent money from her grocery money, and she has learnt how to shop for cheaper items and not to get unnecessary things.

Maryam is studying and working part-time, and she feels that she is closer to reaching her goal of becoming a primary school teacher. Her plan is to stay in the local community where she is starting to feel connected. Maryam stated that she never wants to turn back, no matter what happens.

The Hope to Home program continues to support Maryam, and many more young people and young families to gain, maintain and sustain private rental accommodation. The Hope to Home program is funded in partnership with the Marian and E.H Flack Trust and is a successful preventative youth homelessness program.

The **Hope to Home in Whittlesea** pilot program aims to reduce the number of young people and young families at risk of homelessness by addressing the barriers contributing to homelessness in the City of Whittlesea. The youth focused private rental program provides longer term case management to young people and young families with clear objectives to obtain, maintain and sustain private rental.

Hope Street had a successful year in the “Sustainable” stage of the continuum. Key to this success is the provision of comprehensive support offered by the model for those on the cusp of securing safe, long-term housing. In the “Sustainable” stage, the program focuses on individuals who have never rented a house privately and are ready to transition into safe and stable long-term housing. The program model includes 12 months of case management support from a dedicated Private Rental Support Worker, financial assistance to supplement private rental goals, and fostering connections through the Hope to Home network.

The outcomes achieved at this stage are truly transformative. None of the young people at the time of entry to the program had safe and stable housing. At the time of exiting the program, **76% of young people and young families were sustaining safe and stable housing. 100% of young people engaged with studies and/or training,** were able to maintain their education on exit from the program. Interestingly, of the young people that have exited the program, **88% remained engaged in the program for at least a further 9 months,** demonstrating the importance of continuity of support as they strive to create a foundation for a stable future.

Financial stability is a crucial component of self-sufficiency. Within the “Sustainable” stage of the continuum, **100% of young people were able to enhance or maintain their financial security through government support payments or employment,** setting them on a path to independence.

Education and training are instrumental in building better futures. Every Hope to Home in Whittlesea

young person who was previously engaged in studies and/or training was able to maintain their educational pursuits upon exiting the program, ensuring that their journey towards stability continues.

Hope Street’s service offering in the “Sustainable” stage is testament to young peoples’ and young families’ success in addressing the challenges of homelessness and structural barriers as they strive to achieve long-term stability.

## Conclusion

Reflecting on the Hope Street continuum of service delivery to vulnerable and disadvantaged young people including children, highlights the importance of different program models that are responsive to young people’s varying situations at the time of presenting to Hope Street. The data highlights the positive outcomes that can be achieved when young people are provided with safe, low cost, supported and security of tenure housing/accommodation.

The data also highlights the impact of perpetuate disadvantage to young people when they are not able to attain or access basic essential services and safe, low cost, supported housing/accommodation with security of tenure.

Alarmingly, while young people and their children comprise 25% of the total number of people who are recorded as being homeless (Census 2021) in Victoria, they are severely underrepresented in tenancies of key housing/accommodation models by comparison to people aged over 25 and their children. This is young people and their children bearing the brunt of the housing crisis.

## TEAM AND WORKFORCE DEVELOPMENT REPORT

Hope Street highly values its team of individuals across all programs, corporate services, leadership, volunteers and the Board. The team of people are Hope Street's biggest strength, enabling the organisation to achieve its objectives and purpose, responding to the needs of young people and young families without a safe home.



**Join our team for change!**

Hope Street is proud to be an all-inclusive organisation.

We acknowledge the Traditional Owners of the lands on which we work live and play and we pay our respects to Elders past, present and emerging.

**HOPE STREET**

"I LOVED THE CHALLENGES OF BEING ABLE TO BE CREATIVE WITHIN THE PROGRAM. I WAS ABLE TO WRITE GRANTS WITH MY PROGRAM MANAGER AND SUCCESSFULLY RECEIVED TWO GRANTS FOR THE LIVING SKILLS PROGRAM AND THIS WAS JUST FANTASTIC. I LOVE ENGAGING THE YOUNG PEOPLE IN PROGRAMS."

The Hope Street Board and CEO remain deeply committed to investing in systems, processes and technology to ensure Hope Street recruit, retain and support the right people with the right skills and attributes to meet its goals. The Hope Street team are a diverse group of individuals who work with dedication and passion, balancing highly collaborative, strength based and solution-focused practice approaches, with autonomy and skill in advocating and empowering young people and young families to work towards achieving their goals. Team members bring their professional industry lead tertiary qualifications as well as their personal and employment experiences, collectively contributing to the high-quality knowledge, skills and practices for the provision of robust governance, management, leadership and specialist youth focused services.

### WORKFORCE ACHIEVEMENTS

The first half of the year continued to be impacted by the COVID-19 pandemic as Hope Street was yet to experience the benefit of vaccination. The team responded with agility and understanding of co-workers who needed to take time to isolate and recover or to care for family members who were COVID positive. The camaraderie spirit of the team and commitment to ensuring vulnerable young people and young families receive continuity of services is to be commended.

During 2022/2023 Hope Street reflected on and strengthened its approach and focus on the development of its employee value proposition promoting the benefits and reasons to join the Hope Street team. The People and Culture team reviewed

recruitment practices and attraction strategies and engaged the whole Hope Street team to be stewards or champions for working in the organisation. This focus has resulted in recruitment to a number of significant open vacancies across all sites, improving the time to recruit and building and promoting the Hope Street brand for the current and future workforce to meet Hope Street's objectives strategic goals.

### DEVELOPMENTS

- An Employment at Hope Street brochure, *Join our team for change!*, was developed articulating its Values, benefits including to be part of the exciting growth opportunities. Here's a sample of a team member's testimonial in the brochure.

*"I loved the challenges of being able to be creative within the program. I was able to write grants with my Program Manager and successfully received two grants for the living skills program and this was just fantastic. I love engaging the young people in programs."*

- Continued financial planning for professional development, new systems, new positions, equipment and diverse team support.
- Cultural competence opportunities in partnership with Koorie Heritage Trust and Victorian Aboriginal Child Care Agency (VACCA).
- Developed two cadetships for Aboriginal identified social work or youth work students in partnership with AFL Sportsready.

- Establishing and 'going live' with in-house IT Co-ordination and Support, replacing outsourced services.
- Honed and promoted employment benefits.
- Build Hope Streets' leadership capacity via internal workshops.
- Jobs Fairs both locally through Woodgrove Shopping Centre in Melton and RMIT.
- Strengthened relationships and partnerships with universities including for student placements into the next financial year.

### STAFF TEAM ENGAGEMENT

The Self-care work group commenced as a staff team connection group during the pandemic and Hope Street continues to invest in this group as an opportunity for the staff team to design and implement wellbeing, diversity and inclusion activities for learning and awareness, to foster positive culture and to have fun. These have included: Harmony Day, NAIDOC week, Reconciliation week, Homelessness week, Idahobit, Wear it Purple Day, RUOK? Day. This Self-care group is acknowledged as an important staff lead group contributing to wellbeing, inclusion and staff team engagement.

### NEWSLETTER

Published quarterly, the staff e-news *On the Grapevine*, a colourful and informative medium for consultation and communication about key developments and celebration of team members achievements.

### CONTINUED STRENGTHENING

Hope Street's commitment to creating and supporting a thriving team will continue with the immediate next focus on the delivery of Hope Street's strategic priority to embed a workforce capacity strategy into all aspects of practice. Hope Street will also transition to a new Human Resource and Payroll Information system which will optimise human resource and financial processes - bring increased automation and efficiencies to personnel and payroll processes for the organisation, ease of access to information for staff and managers and access to people-metrics and data analytics to help guide and focus its people strategies.

**Nicole Misurelli**  
People and Culture Manager

**Above, clockwise from left:**  
Front cover of Hope Street's employment brochure 2023.

First Response Youth Service in Melton staff and young people acknowledge RUOK? Day 2023 with a soup and scone making session and a joint meal.

Staff at Hope Street in Whittlesea on Wear It Purple day 2023.

Purple afternoon tea at Hope Street in Whittlesea for Wear It Purple Day 2023.

Candice Zavattiero, BOOST case manager; Sue Scott, Operations Manager; Georgina Sullivan, BOOST case manager and Gary Humphrey, Program Manager, attend Parliament House steps to campaign for more housing for young Victorians during Homelessness Week 2022.  
Photo by Axen Productions

# HOPE STREET YOUTH AND FAMILY SERVICES LIMITED

## FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

### Directors' report

The directors present their report, together with the financial statements, on the company for the year ended 30 June 2023.

#### Directors

The following persons were directors of the company during the whole of the financial year and up to the date of this report, unless otherwise stated:

Name	Date of Appointment	Date of Cessation
Judith Cooke	31.03.2008	
Andrew Nette	16.10.2012	
Jo Connellan	12.03.2013	01.03.2023
Katherine George	27.02.2019	
Anthony Goldsworthy	24.06.2020	
Riley Ellard	25.11.2020	
Simon Jackson	08.12.2021	
Elizabeth Young	08.12.2021	

#### Objectives

Hope Street Youth and Family Services ("The Company" or "Hope Street") has provided services to young people, young families and local communities since 1981 in response to youth homelessness. The organisation's constitutional objectives continue to be achieved through a range of specific projects and initiatives:

1. To provide specialist support, crisis accommodation and housing services to vulnerable young people and their children who experience homelessness or are at risk of homelessness
2. To promote social and economic development and economic diversification for the sustainability of the Company
3. To achieve partnerships with stakeholders in the wider community that redress youth homelessness
4. To expand funding and/ or income streams to grow the Company's capacity and responsiveness to the growing needs of vulnerable and disadvantaged young people and families in our communities
5. To facilitate the receipt of funding from the Commonwealth, State/Territory and private funding sources, in order to improve the Company's capacity and capability in responding to youth homelessness and adding social value to local communities
6. To establish or be a member of any corporation or association for the purpose of furthering the participation of the Company in the provision of services, products and/or housing for young people
7. To develop innovative programs that achieve meaningful outcomes in service delivery, sector development and social change that will benefit young people and their children experiencing homelessness or who are at risk of homelessness

The year ending 30 June 2023 was another busy and successful one for Hope Street Youth and Family Services. Like many community service organisations, Hope Street was still recovering from the challenging years of the COVID-19 pandemic. Despite this, the organisation has continued to expand its services and has further strengthened its reputation as Victoria's leading secular, youth focused provider of housing and homelessness services.

Particularly noteworthy was the Victorian Government's decision to award Hope Street funding for a new youth refuge in the City of Whittlesea. Based on the same model as Hope Street's successful First Response Youth Service in Melton purpose built centre, it will provide safe, secure and affordable accommodation to 100 young people including young families, annually. This is a crucial addition to Hope Street's service offering and a major endorsement of the organisation as a youth focused housing and homelessness service.

The last twelve months has seen Hope Street adopt a new strategic plan for 2022 to 2027. The plan, developed in partnership with the Board and staff, reflects the organisation's determination to meet the challenges facing the homelessness service sector, continue to foster robust governance, and further expand our service provision to young people. One noteworthy initiative is the decision to explore becoming a youth focused 'housing provider' under the *Victorian Housing Act*, so the organisation can escalate its capacity to provide social housing for young people experiencing or at risk of homelessness. The final decision, of course, will depend on various factors, including a rigorous financial analysis and whether we can develop a social housing model that can work for young people. According to the Bureau of Statistics, young people make up 25 per cent of the homeless population in Victoria but make up only approximately one per cent of those currently accessing public and social housing. Hope Street is determined to play a part in changing this situation by making sure that the long overdue expansion of social housing that is occurring at the state and Federal levels does not ignore the needs of young people.

As the Co-Chairs of the Board of Directors we are very proud of Hope Street's expansion over the last few years, and we are keen to see this continue at the same time as ensuring that growth does not compromise service quality and staff workloads. We would like to thank the other Directors for their efforts over the last twelve months. On behalf of the Board, we also want to extend our gratitude to all of Hope Street's staff for their efforts and dedication, often in very trying circumstances. This includes our hardworking Executive Leadership Team and our Chief Executive Officer, Donna Bennett, whose efforts and advocacy on behalf of young people continue to support young people to thrive, while growing Hope Street's reputation as a leader of youth homelessness services.

#### Strategy for achieving the objectives

Achieving the objectives of the organisation are documented in the Strategic Plan and reported to the Board by the CEO. Hope Street's Board, CEO, executive leadership, program leadership and programs teams continued to implement significant strategic directions in addition to the management and operational demands of the Covid-19 pandemic. These have included diversifying the range of services, investing in capacity building of our staff team, and wider

community. This has been additional to Hope Street's established partnerships with the Victorian Government, the homelessness sector and allied service sectors in providing services to young people and young families experiencing, or at risk of, homelessness.

#### Financial Governance

Hope Street remains in a sound financial position to deliver on its Purpose as at the conclusion of the 2021/2022 Financial Year.

The Finance Committee is a standing committee of the Board, comprised of the Treasurer Anthony Goldsworthy, second Board member Elizabeth Young, CEO Donna Bennett and Finance Manager Amy Tran. The Finance Committee met regularly during the Financial Year to develop annual financial planning and review management's monthly finance reports submitted to the Board for approval. These regular meetings provided an opportunity to discuss the performance of the business against the annual budget, agree on the cash flow needs of the business and review and approve capital expenditure decisions. The Finance Committee and Board are satisfied that these processes enabled appropriate financial governance to be exercised during the Financial Year. I'd like to take this opportunity to thank the Finance Committee and in particular outgoing Treasurer, Peter Barns-Jenkins and Board member Jo Connellan.

The organisation benefited from the sustained partnership with the Department of Families Fairness and Housing and generosity from Philanthropic entities to record a revenue of \$4.8 million, consistent with the prior Financial Year.

Hope Street recorded a net surplus during the year of \$0.2 million (FY2020/2021: \$0.1 million). The net surplus was generated predominantly due to underspend on employee benefits expense reflecting the challenges of recruiting and retaining team members in the homelessness sector. Strengthening workforce capacity, including reducing position vacancies is a strategic priority.

#### Meetings of directors

The number of meetings of the Board held during the year ended 30 June 2023, and the number of meetings attended by each director were:

	Attended	Held/Eligible
Andrew Nette (Chair)	10	10
Anthony Goldsworthy (Treasurer)	9	10
Riley Ellard (Secretary)	6	10
Jo Connellan	7	8
Judith Cooke	5	10
Katherine George (Co-Chair)	8	10
Simon Jackson	8	10
Elizabeth Young	10	10

**Held:** represents the number of meetings held during the time the director held office.

#### Solvency of the Organisation

The Board confirms that, pursuant to Section 347A(1) of the Corporations Act with respect to the Annual Financial Statement, and having reviewed and considered the Company's current and projected financial position, in the Directors' opinion, the Company is solvent and there are reasonable grounds to believe that the Company will be able to pay its debts as and when they become due.

#### Contributions on winding up

Hope Street Youth and Family Services Limited is a Company limited by guarantee and was incorporated on 21st February 2014. In the event of the Company being wound up, the 8 members' (2022: 8 members') liability is limited to an amount not exceeding \$20 (2022: \$20).

#### Auditor's independence declaration

A copy of the auditor's independence declaration as required under section 307C of the Corporations Act 2001 is set out immediately after this directors' report.

This report is made in accordance with a resolution of directors, pursuant to section 298(2)(a) of the Corporations Act 2001.

On behalf of the directors





**Andrew Nette** Director  
**Katherine George** Director  
**Anthony Goldsworthy** Chair Finance Committee

18 October 2023

## Statement of Financial Position

as at 30th June 2023

	Note	2023 \$	2022 \$
<b>Assets</b>			
<b>Current Assets</b>			
Cash and cash equivalents	5	867,531	2,283,614
Trade and other receivables	6	95,743	-
Financial Assets	7	2,632,189	956,499
<b>Total Current Assets</b>		<b>3,595,463</b>	<b>3,240,113</b>
<b>Non-Current Assets</b>			
Trade and other receivables	6	70,356	-
Property, plant and equipment	8	3,597,025	3,717,162
<b>Total Non-Current Assets</b>		<b>3,667,381</b>	<b>3,717,162</b>
<b>Total Assets</b>		<b>7,262,844</b>	<b>6,957,275</b>
<b>Liabilities</b>			
<b>Current Liabilities</b>			
Trade and other payables	9	363,565	214,327
Employee entitlements	10	596,926	346,760
Contract liabilities	11	72,613	193,808
<b>Total Current Liabilities</b>		<b>1,033,104</b>	<b>754,895</b>
<b>Non-Current Liabilities</b>			
Employee entitlements	10	47,764	100,588
<b>Total Non-Current Liabilities</b>		<b>47,764</b>	<b>100,588</b>
<b>Total Liabilities</b>		<b>1,080,868</b>	<b>855,483</b>
<b>Net Assets</b>		<b>6,181,976</b>	<b>6,101,792</b>
<b>Equity</b>			
Retained surpluses		6,181,976	6,101,792
<b>Total Equity</b>		<b>6,181,976</b>	<b>6,101,792</b>

## Statement of Cash Flows

For the year ended 30th June 2023

	Note	2023 \$	2022 \$
<b>Cash flow from operating activities</b>			
Receipts from customers (inclusive of GST)		4,343,513	4,991,936
Payments to suppliers (inclusive of GST)		(4,100,735)	(4,534,517)
		242,778	457,419
Interest received		54,333	11,463
<b>Net cash from operating activities</b>	<b>14</b>	<b>297,111</b>	<b>468,882</b>
<b>Cash flows from investing activities</b>			
Payments for / (proceeds from) investments		(1,675,690)	1,415,673
Payments for property, plant and equipment	8	(37,504)	(67,087)
Proceeds from disposal of property, plant and equipment		-	34,634
<b>Net cash from/(used in) investing activities</b>		<b>(1,713,194)</b>	<b>1,383,220</b>
<b>Net cash from financing activities</b>		<b>-</b>	<b>-</b>
<b>Net increase/(decrease) in cash and cash equivalents</b>		<b>1,416,083</b>	<b>1,852,102</b>
<b>Cash and cash equivalents at the beginning of the financial year</b>		<b>2,283,614</b>	<b>431,512</b>
<b>Cash and cash equivalents at the end of the financial year</b>	5	<b>867,531</b>	<b>2,283,614</b>

## Statement of Profit or Loss and other comprehensive income

For the year ended 30th June 2023

	Note	2023 \$	2022 \$
<b>Revenue</b>	<b>3</b>	<b>4,539,915</b>	4,829,803
<b>Expenses</b>			
Client and program costs	4	(2,541,208)	(2,925,838)
Employee benefits expense	4	(1,184,938)	(940,478)
Depreciation and amortisation expense		(157,641)	(185,649)
Other expenses		(575,944)	(588,077)
<b>Surplus before income tax expense</b>		<b>80,184</b>	<b>189,761</b>
Income tax expense		-	-
<b>Surplus after income tax expense for the year attributable to the members of Hope Street Youth and Family Services</b>		<b>80,184</b>	<b>189,761</b>
Other comprehensive surplus for the year, net of tax		-	-
<b>Total comprehensive surplus for the year attributable to the members of Hope Street Youth and Family Services</b>		<b>80,184</b>	<b>189,761</b>

The Statement of Financial Position, Statement of Cash Flows and Profit and Loss and other comprehensive income Statement should be read in conjunction with the accompanying Notes accompanying and forming part of the financial statements, available at [www.hopest.org](http://www.hopest.org)

## DIRECTORS' DECLARATION

In the directors' opinion:

- the company is not a reporting entity because there are no users dependent on general purpose financial statements. Accordingly, as described in note 1 to the financial statements, the attached special purpose financial statements have been prepared for the purposes of complying with the Australian Charities and Not-for-profits Commission Act 2012 and associated regulations and the Corporations Act 2001 requirements to prepare and distribute financial statements to the members of Hope Street Youth and Family Services;
- the attached financial statements and notes comply with the Australian Charities and Not for Profits Act 2012 and associated regulations, the Accounting Standards as described in note 1 to the financial statements, the Corporations Regulations 2001 and other mandatory professional reporting requirements;
- the attached financial statements and notes give a true and fair view of the company's financial position as at 30 June 2023 and of its performance for the financial year ended on that date; and
- there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

Signed in accordance with a resolution of directors:

		
<b>Andrew Nette</b> Director	<b>Katherine George</b> Director	<b>Anthony Goldsworthy</b> Chair Finance Committee

18 October 2023

**Independent Auditor's Report**

**To the members of Hope Street Youth and Family Services Limited**

**Opinion**

We have audited the financial report of Hope Street Youth and Family Services Ltd (the Company), which comprises the statement of financial position as at 30 June 2023, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the directors' declaration.

In our opinion the financial report of Hope Street Youth and Family Services Ltd has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- a. giving a true and fair view of the Hope Street Youth and Family Services Ltd's financial position as at 30 June 2023 and of its financial performance for the year then ended; and
- b. complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

**Basis for Opinion**

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of Hope Street Youth and Family Services Ltd in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act) and the ethical requirements of the Accounting Professional and Ethical Standards Board's *APES 110 Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

**Emphasis of Matter – Basis of Accounting**

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the director's financial reporting responsibilities under the *Australian Charities and Not-for-profits Commission Act 2012*. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

**Responsibilities of the Directors for the Financial Report**

The directors of the Company are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the ACNC Act and the needs of the members. The directors responsibility also includes such internal control as the directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the directors are responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Company or to cease operations, or has no realistic alternative but to do so.

The Directors are responsible for overseeing the Company's financial reporting process.

**Auditor's Responsibilities for the Audit of the Financial Statements**

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

A further description of our responsibilities for the audit of these financial statements is located at the Auditing and Assurance Standards Board website at:

<http://www.auasb.gov.au/Pronouncements/Australian-Auditing-Standards/Auditors-Responsibilities.aspx>

This description forms part of our independent auditor's report.

William Buck Audit (Vic) Pty Ltd  
ABN 59 116 151 136

C.L. Sweeney  
Director

Dated: 19 October 2023

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2023.01.31 Hope Street 2022 - Auditors Independence Declaration

# Thank you to our Partners.

The incredible impact on the life and situations of young people and young families who do not have a safe place to call home, was made possible in 2022- 2023, thanks to the compassionate and generous support of the following partners and supporters.

## GOVERNMENT



## TRUSTS AND FOUNDATIONS



## CORPORATE



# Thank you to our Supporters.

## COMMUNITY SUPPORTERS

- Aboriginal Private Rental Assistance Program (APRAP)
- Anglicare
- Bert Williams Aboriginal Youth Services
- Bolton Clarke Homeless Persons Program
- Catholic Regional College Melton
- CAFS Bacchus Marsh
- Council to Homeless Persons
- Centrelink Melton
- Centre for Multicultural Youth
- Combined Churches Caring Melton
- CWA Melton
- Djerriwarrh Community & Education Services
- Foodbank
- Haven Home Safe
- Headspace
- HoMie
- Hume Whittlesea Local Learning & Employment Network
- Jesuit Social Services (Job Advocate Program)
- Kirrip Aboriginal Corporation
- Kurunjang Secondary College
- Launch Housing
- Lighthouse Foundation
- Lort Smith Animal Hospital
- L2P Project
- Margaret Tucker Hostel
- Melbourne City Mission
- Melbourne Period Project
- Melbourne Youth Support Service / Frontyard
- Melton Secondary College
- Melton Waves
- Mind Australia
- Northern Community Legal Centre
- Northwestern Mental Health – SUMITT (HYDDI)
- Northern Local Areas Services Network
- Orange Door
- Orange Door – Brimbank
- Orygen Youth Health
- Oxygen – Moreland Youth Services
- OzHarvest
- ReLink Australia
- Rotary Club of Melton
- Salvation Army Social Housing and Support (SASHS) Network
- Salvation Army YAC
- Share the Dignity
- STREAT
- Unison – Footscray & Werribee
- Upstream
- Victorian Aboriginal Child Care Agency (VACCA)
- Victorian Aboriginal Community Controlled Health Organisation (VACCHO)
- Victoria Police
- Victoria University
- VincentCare Victoria
- Western Emergency Relief Network
- Western Local Areas Services Network
- The Edge – Whittlesea
- Whittlesea Community Connections
- Whittlesea Community Futures Partnership
- 6801 Youth Outreach – Melton City Council
- Youth Law
- Youth Projects
- Youth Support and Advocacy Service (YSAS)

**Annual Report production**  
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# Thank you Hope Street Team: the collective driving force

## THE HOPE STREET TEAM

The individuals who make up the Hope Street team form the core and driving force behind Hope Street. Collectively, the team members leverage their diverse skills, knowledge, and experiences, all united by a common purpose, vision, and shared values with Hope Street. The team implement industry lead specialised youth-focused services and approaches in providing place-based services. The team take great pride in supporting all young individuals and families who turn to Hope Street, commending their resilience and determination to pursue their aspirations in the face of extreme adversity. The professionalism, adaptability, and tenacity exhibited by the Hope Street team members ensure consistent and responsive delivery of services.

Shakeel Ahmad, Casual Residential Support Worker; Abeer Aljawada, Youth Case Manager /Community Integration Facilitator; Abdulai Barrie, Youth Residential Support Worker; Donna Bennett, CEO; Nyuol Bol, Youth Case Manager; Pei Cai, Finance and Payroll Officer; Oliver Caruana-Brown, YSS Case Manager; Kudzai Chiwonzoro, Youth Residential Support Worker; Kylie Charleson, Youth Case Manager; Jenni Clark, Youth Residential Support Worker; Ella Crosling, Youth Residential Support Worker; Takudzwa Dembe, Casual Youth Residential Support Worker; Divya Sinha, People and Culture Administrator; Stephanie Flynn, Youth Case Manager OPW; Paula Forrester, Youth Residential Support Worker; Mark Griffiths, Finance Manager; Issy Gennari, Youth Case Manager OPW; Gion Getachew, Youth Residential Support Worker; Corey Gray, Youth Counsellor (Reconciliation Practitioner); Selvelyn Guillermo, Youth Residential Support Worker; Neda Haider, Youth Residential Support Worker; Katie Hooper, Business Development and Partnership Manager; Samantha Hopkins, Youth Residential Support Worker; Robyn Hoult, Community Integration Facilitator; Gary Humphrey, Program Manager - Northwest; Diane Johnson, Youth Residential Support Worker; Manmeet Kaur, YSS Case Manager; Natalie Korinsky, Melton Case Manager; Prisca Kot, Youth Case Manager OPM; Jayde Lillico, Operation Project Officer; Jeremy Lusung, Youth Residential Support Worker; Anna Marincic, Youth Residential Support Worker; Jordy McGauran, Youth Case Manager; Cian McLoughlin, IT Coordinator; Fiona McNaughton, Casual Youth Residential Support Worker; Samantha Minerds, Youth Case Manager; Nicole Misurelli, People and Culture Manager; Roschelle Naidoo, People and Culture Manager; Cathy O'Connor, Executive Assistant; Trish O'Donohue, Operational Capacity Building; Helda Payet, Web Developer; Hang Pham, Program Manager - Northeast; Ciji Philip, Youth Residential Support Worker; Kylie Radville, Youth Residential Support Worker; Gemma Reid, BOOST Case Manager; Sue Scott, Operations Manager; Elizabeth (Lisa) Settineri, Youth Residential Support Worker; Georgina Sullivan, BOOST Case Manager; Emilie Theunissen, Youth Case Manager OPM; Amy Tran, Finance Manager; Sue Watt, Team Coordinator Northeast; Seda Yagiz, Youth Case Manager; Candice Zavattiero, Youth Case Manager.





Hope Street is proud to be an all-inclusive organisation.

We acknowledge the Wurundjeri People, the Traditional Custodians of the lands on which we work, live and play and we pay our respects to Elders past, present and emerging.

Hope Street has zero tolerance for all forms of violence, including child abuse, and is committed to creating safe communities which honour the best interests of children and young people.

The National Redress Scheme is in response to the Royal Commission into Institutional Responses to Child Sexual Abuse. Hope Street Youth and Family Services is a committed member.



Hope Street acknowledges the support of the Victorian Government.

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**Hope Street Youth and Family Services**

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