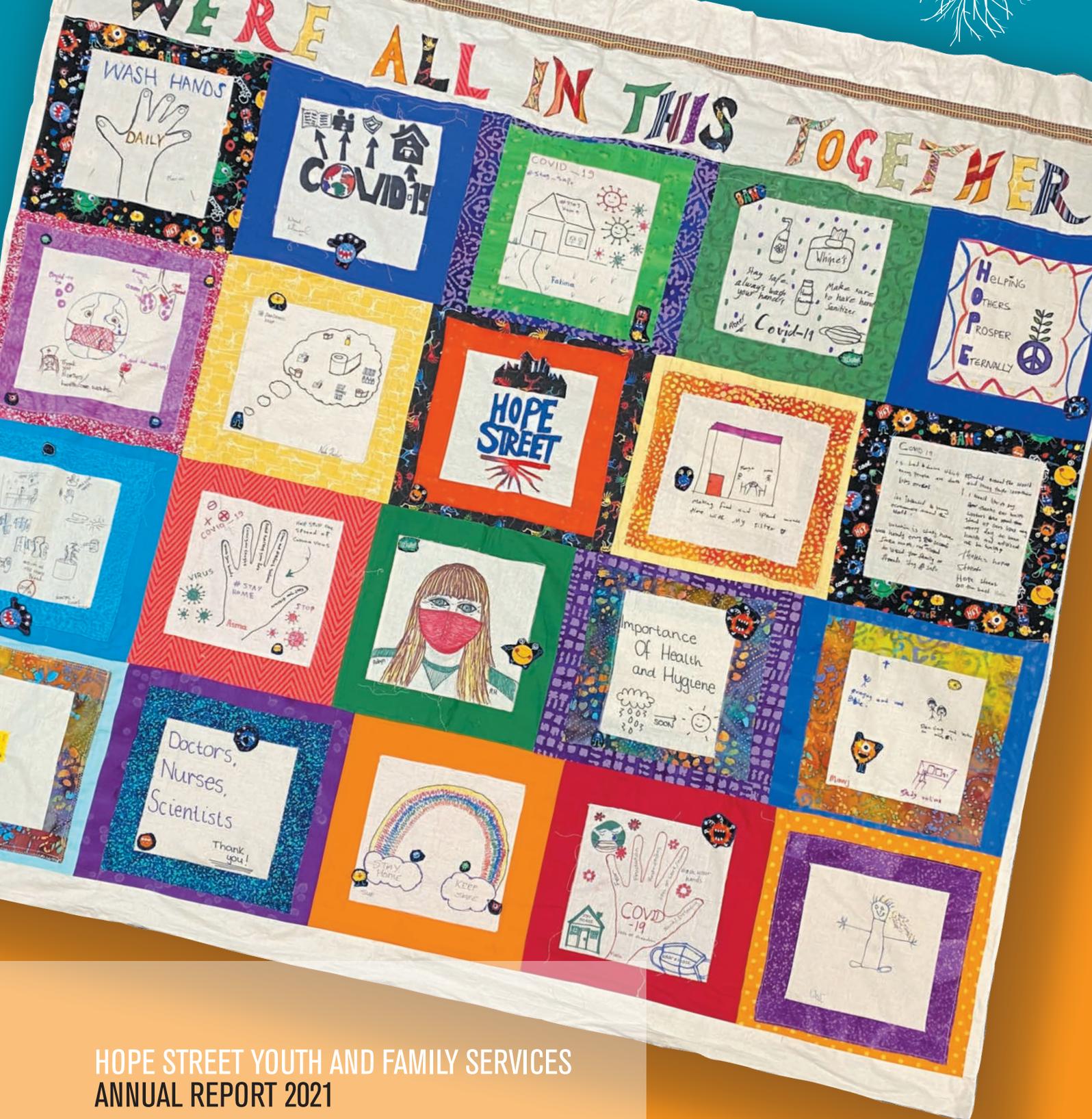
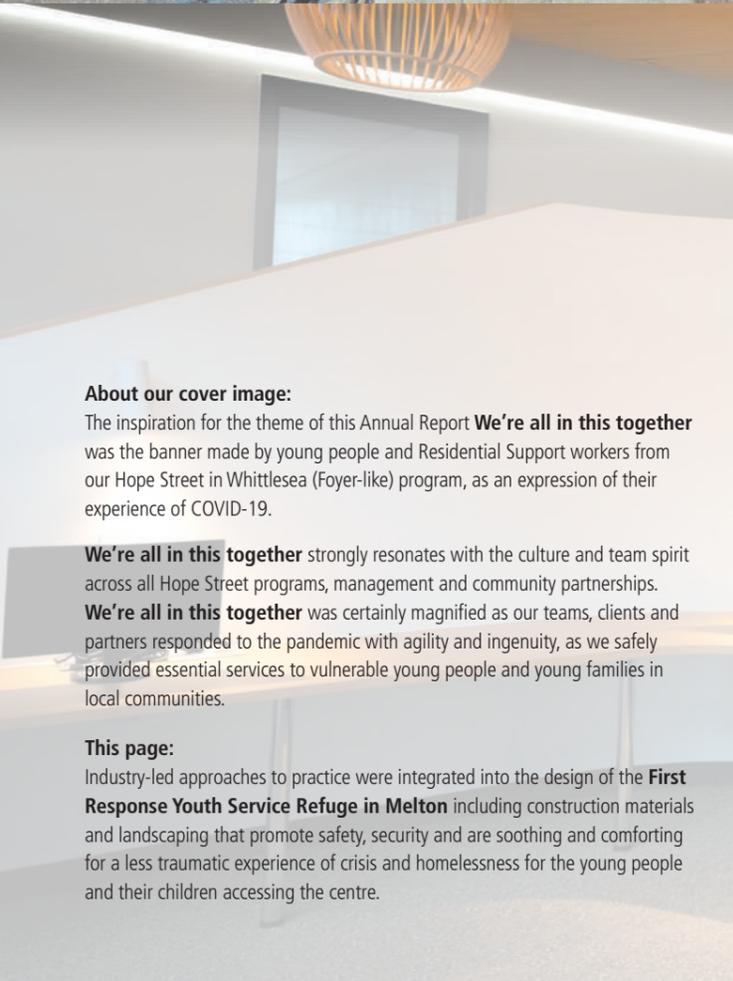


WE'RE ALL IN THIS TOGETHER





**About our cover image:**

The inspiration for the theme of this Annual Report **We're all in this together** was the banner made by young people and Residential Support workers from our Hope Street in Whittlesea (Foyer-like) program, as an expression of their experience of COVID-19.

**We're all in this together** strongly resonates with the culture and team spirit across all Hope Street programs, management and community partnerships.

**We're all in this together** was certainly magnified as our teams, clients and partners responded to the pandemic with agility and ingenuity, as we safely provided essential services to vulnerable young people and young families in local communities.

**This page:**

Industry-led approaches to practice were integrated into the design of the **First Response Youth Service Refuge in Melton** including construction materials and landscaping that promote safety, security and are soothing and comforting for a less traumatic experience of crisis and homelessness for the young people and their children accessing the centre.



Hope Street™, First Response™ and Hope to Home™ are all registered trademarks. Some names have been changed to protect our clients' identities. Hope Street acknowledges and appreciates the use of images of our clients and staff throughout this publication. Whilst every reasonable effort has been made to ensure the accuracy of this information, neither Hope Street nor the Hope Street Board of Directors accept liability for any loss or damage arising directly or indirectly by the statements or opinions expressed, nor from reliance on this information. Apart from any use permitted under the Australian Copyright Act 1968, no part of this document may be reproduced without permission from Hope Street.

We acknowledge the traditional custodians of the lands on which we work and live, 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.



# Who we are

Hope Street Youth and Family Services ("Hope Street") is one of the longest established specialist youth homelessness services in Victoria, with near 40 years' experience 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 aged 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 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.

# Why we exist – youth homelessness

YOUTH HOMELESSNESS IS LARGELY HIDDEN FROM SOCIETY, WITH ONLY 3% OF YOUNG PEOPLE WHO ARE EXPERIENCING HOMELESSNESS ACTUALLY SLEEPING ROUGH ON THE STREETS.



THE OTHER 97% ARE SLEEPING IN CARS, COUCH SURFING, OR IN OVERCROWDED DWELLINGS, BOARDING HOUSES OR IN CRISIS ACCOMMODATION.



IN VICTORIA YOUTH HOMELESSNESS ROSE

43%

IN A DECADE AND IS CONTINUING ITS UPWARD TREND. (ABS 2016)

25%

OF YOUNG PEOPLE WHO SEEK HOMELESSNESS HELP ARE ABORIGINAL OR TORRES STRAIT ISLANDER, DESPITE MAKING UP LESS THAN 0.3% OF THE AUSTRALIAN POPULATION (15-24 YEAR OLDS) AIHW, 2017)

ON ANY GIVEN NIGHT, THERE ARE

OVER 6,000

YOUNG PEOPLE AGED 12-24 WHO DO NOT HAVE A SAFE PLACE TO CALL HOME.

ON ANY GIVEN DAY

ALMOST 3,400

YOUNG PEOPLE AND 6,100 ACCOMPANYING CHILDREN PRESENT TO VICTORIAN SPECIALIST HOMELESSNESS SERVICE AGENCIES IN NEED OF SUPPORT, WITH MANY BEING TURNED AWAY

THE LEADING CONTRIBUTING FACTORS TO YOUTH HOMELESSNESS ARE FAMILY VIOLENCE AND AUSTRALIA'S HOUSING CRISIS.

- HOUSING CRISIS 37%
  - DOMESTIC VIOLENCE 25%
  - INADEQUATE/INAPPROPRIATE DWELLING CONDITIONS 15%
  - RELATIONSHIP/FAMILY BREAKDOWN 13%
  - FINANCIAL DIFFICULTIES 11%
- (15-24 YEAR OLDS) AIHW, 2017)

YOUNG PEOPLE MAKE UP

24%

OF THE HOMELESS POPULATION.

27,680 (ABS 2016)

OF THE CURRENT 53,962 PUBLIC HOUSING TENANCIES IN VICTORIA, ONLY 0.4% – 206 HOUSEHOLDS, HAVE YOUTH ALLOWANCE AS THEIR MAIN SOURCE OF INCOME.

ONLY 0.4% OF YOUNG PEOPLE WHO HAVE LEFT HOPE STREET SERVICES, INCLUDING TRANSITIONAL HOUSING CLIENTS, HAVE BEEN ABLE TO ACCESS SOCIAL HOUSING.

39% OF VICTORIANS COUNTED AS HOMELESS ON CENSUS NIGHT WERE UNDER 25 YEARS OLD

SOURCES: ABS CENSUS, 2016; HOPE STREET SUBMISSION TO THE VICTORIAN 10 YEAR SOCIAL AND AFFORDABLE HOUSING STRATEGY; AIHW 2017.

## Hope Street's Strategic Response

HOPE STREET RESPONDS BY FOCUSING ON THE FOLLOWING FOUR STRATEGIC PRIORITIES PER OUR STRATEGIC PLAN (2016-2021):

- **Clients:** Delivery of high quality services and support systems to young people.
- **Community:** Local place collaboration with communities in outer growth corridor areas to collectively address youth homelessness.
- **Resources:** Investing in our people and programs and expanding and diversifying our funding streams.
- **Innovation and Social Development:** Conducting research and creating innovative and unique models through new partnerships with the government, corporate and philanthropic sectors.

## CHIEF EXECUTIVE OFFICER'S REPORT

**We're all in this together** is the spirit in which Hope Street has been exemplary in striving to achieve its Vision: *A society in which all young people and young families have a safe place to call home* as well as its Purpose: *To influence change to end youth homelessness and empower young people and young families to achieve their full potential.* In the final year of our 2016-2021 Strategic Plan the organisation remained focused on achieving the goals of the four strategic priorities – Clients; Community; Resources; and Innovation and Social Development.

OUR PROGRAM TEAMS AND YOUNG PEOPLE TOGETHER ACHIEVED OUTSTANDING OUTCOMES, SIGNIFICANTLY EXCEEDING THE NATIONAL FIGURE OF 28% OF YOUNG PEOPLE EXITING TO SAFE AND STABLE HOUSING.

2020/2021 began with the launch and opening of the First Response Youth Service in Melton supported crisis accommodation centre – youth refuge. A celebration of the genuine **We're all in this together** approach with the many partners who contributed to the development of this leading purpose designed centre assisting 101 young people and their children during this period. The other key element of the First Response Youth Service model is the intensive outreach service funded in partnership with **The Ian Potter Foundation**. Continuing to excel in its third year of operation with one year remaining, the program provided assistance to 132 young people and their children. Hope Street set the foundation for a comprehensive research evaluation incorporating a social return on investment analysis of the program as a part of our advocacy to secure recurrent government funding from July 2022.

Hope Street's strategic goal of establishing the First Response Youth Service model in the City of Whittlesea remained a core focus. With a strong **We're all in this together** approach, Hope Street continued advocacy for this much needed centre in collaboration with the City of Whittlesea and its community. This included turning the vision into a shovel-ready project ready to go to tender. Hope Street's application to a government grant for operational and capital funding was not successful. In response, Hope Street expanded its advocacy for the project with key written material and further dialogue with key stakeholders including government and the Department of Families Fairness and Housing. Hope Street's commitment to advocacy for funding will continue into 2021/2022.

**We're all in this together** resonates with the agility, ingenuity and resilience of young people, young families, staff and community partners as we provided essential services in the midst of the COVID-19 pandemic. Exceeding last year's 754 clients supported, this year a total of 768 young people and their children seeking safety, accommodation, understanding and specialist

assistance were supported as they navigated their way through homelessness or the risk of losing their home and their connections. 643 were new clients to Hope Street, while 125 existing clients continued to receive a service during the 2020/2021 period. Client, staff and community health, safety and wellbeing was paramount and in the spirit of **We're all in this together**, achieved zero positive cases of COVID-19 for clients and staff.

The program teams excelled in service delivery achieving annual client targets with most programs exceeding the annual target. With over 6000 young Victorians experiencing homelessness in Victoria, Hope Street is committed to assisting as many young people and their children as possible. Central to all program models are protective measures and practice approaches that aim to achieve sustainable outcomes thereby preventing young people from experiencing ongoing trauma and homelessness further entrenching disadvantage and risk. Young people are survivors and have many strengths which they build on and utilise to achieve inspirational changes in their life when accessing Hope Street programs. This is achieved in an environment with significant structural barriers such as an affordable housing crisis; high youth unemployment; youth incomes that are below the Australian Poverty Line by more than 40%; lack of essential youth centred services. Yet, our program teams and young people together achieved outstanding outcomes, significantly exceeding the national figure of 28% of young people exiting to safe and stable housing. Seven out of eight programs achieved 59% and above, with one program achieving 94% and another achieving 100%. I hope you are inspired by client stories and program reports on the pages ahead.

It is remarkable that the housing outcomes achieved were despite very few young people and young families exiting programs to public or social housing. This is a perennial social crisis which must be addressed by community leaders and decision

makers. Central to the Hope Street vision and purpose is to advocate for increased resources preventing youth homelessness in particular providing affordable housing and support models enabling security of tenure with youth focused wrap around support services. April 2021 Hope Street made a submission to the *Victorian 10 Year Social and Affordable Housing Strategy*, highlighting the need for youth focused social/affordable housing for young people providing stability and a safe place to engage in employment, education and training, remain connected with family and friends and other local place support networks and services. Hope Street highlighted that 'Of the current 53,962 public housing tenancies in Victoria, only 0.4%, 206 households, have youth allowance as their main source of income.'<sup>1</sup> This figure is mirrored by Hope Street's data of 'Only 0.4% of young people who have left Hope Street services, including transitional housing clients, have been able to access social housing'. Hope Street congratulates the Victorian governments' social justice driven commitment of \$5.3 billion over the next ten years for social and affordable housing. Hope Street made 11 recommendations covering areas such as: location and design of units, planning, partnerships and allocation of a percentage of the new housing that correlates to the national percentage of young people recorded as homeless by the ABS data – 24%. Bold and humanitarian decisions and actions such as this is what is required to see a reduction in youth homelessness.

The Department of Families, Fairness and Housing is Hope Street's major partner funding many of



Hope Street programs. With a strong **We're all in this together** approach, DFFH have been instrumental in collaborating with the homelessness sector implementing key initiatives in response to COVID-19, which Hope Street actively supported. DFFH provided a flow of information and communication providing valuable guidance assisting Hope Street's continuity of essential services.

A special note of appreciation to the Marian and EH Flack Trust for a grant enabling the continuation of the Hope Street Hope to Home program securing private rental for 60 young people and their children diverting them from homelessness.

Hope Street experienced change within the Executive Leadership Team welcoming and farewelling members. Our gratitude to Olivia Myeza Business Development and Partnerships Manager, Carla Reid acting People and Culture Manager, Jennifer McAughtrie Operations Manager and Ulrike Read Finance Manager for their tremendous contributions as valued members of Hope Street. Appreciation to Trish O'Donohue providing leadership with the program teams as acting Operations Manager. Hope Street welcomed Frank Scifo as Business Development and Partnerships Manager and the return of Riette Veldsman People and Culture Manager from maternity leave. In the spirit of **We're all in this together** the Executive Leadership members including long term member, Helda Payet, have been instrumental in contributing their expertise and drive enabling Hope Street to strive in achieving its vision, purpose and strategic priorities, building on the strengths of the organisation.

The Hope Street Directors who form the Board, govern the company with a high level of professionalism and expertise. They provide leadership, stability and excellence in conducting all governance activities, improving the capabilities of the organisation for the benefit of all stakeholders. **We're all in this together** certainly rings true with the members of the Hope Street Board. My sincere gratitude to their unwavering commitment to Hope Street. I commend Andrew Nette (Chair), Peter Barns-Jenkins (Treasurer), Judith Cooke (Secretary), Jo Connellan (Director), Vivienne Archdall (Director), Helen Riseborough (Director), Kat George (Director) and Anthony Goldsworthy (Director). We farewelled Vivienne Archdall after 9 years of service and welcomed Riley Ellard newly appointed Director to the Board in December 2020, for all they have contributed during their combined decades of governing Hope Street.

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 many strengths in living your life as you determine, and with hope.

Donna Bennett, CEO.

<sup>1</sup> Page 6

## BUSINESS DEVELOPMENT AND PARTNERSHIPS REPORT

The role of Hope Street's Business Development and Partnerships Manager is instrumental in progressing our strategic priorities, in particular *Innovation* and *Social Development*. Central to achieving this, is the nurturing and building upon an exceptionally loyal base of partnerships spanning government, philanthropy, the community and the corporate sector. Whilst these partnerships come in a range of shapes and sizes, each makes a meaningful difference in Hope Street's pursuit to develop innovative models providing industry-led best practice services for young people and young families experiencing or at risk of experiencing homelessness.

### Growing and/or developing Hope Street's First Response Youth Service

The **First Response Refuge Melton** opened in August last year with much anticipation, as this development was a major community project since 2015. It was a community success in partnership with the City of Melton, the Victorian Government and contributions from a combination of corporates and philanthropy (over 35) as well as extensive community fundraising. The official opening by the Hon Richard Wynne, Minister for Housing occurred virtually, in our COVID-19 environment with over 120 attendees joining the marking of this momentous achievement.

Hope Street is committed to build upon the historic achievement that saw the First Response Youth Service commence operation in Melton in August 2020.

More specifically, a compelling "shovel-ready" proposal has been developed to implement the First Response Youth Service in the City of Whittlesea. In partnership with the City of Whittlesea and with strong community engagement and support, Hope Street has finalised the design concept and developed capital, operational plans and tender documentation ready to deploy. The **First Response Youth Service** in the City of Whittlesea proposal aligns strongly with the strategic direction of the Victorian Government for a fairer and stronger Victoria.

Hope Street takes this opportunity to thank the City of Whittlesea for generously allocating 2,500 square metres of land for the centre. Moving into 2021/2022 we aim to expand our partnership with the Victorian Government to secure the capital and operational funding to deliver the **First Response Youth Service** model, leading the way to combatting youth homelessness.

### Evaluating the First Response Youth Service

To support our development of the **First Response Youth Service**, Hope Street commissioned an independent evaluation of the **First Response**

**Youth Service** model in Melton. The evaluation will explore the effectiveness of the First Response Youth Service model, incorporating both the refuge and mobile outreach service. Additionally, the evaluation will also explore the physical design of the youth refuge and how it enables effective service delivery, informs best practice and improves client experiences and outcomes.

**Lirata Consulting** and **Think Impact** have been engaged to collaboratively conduct the evaluation, which will include Social Return On Investment (SROI) methodology to strengthen our case and argument for the Victorian Government to invest in the model in the City of Whittlesea.

The foundations for the evaluation (which will progress over nine months) have been laid, a strategic framework has been mutually agreed upon, and key phases have been set out – commencing with a tailored survey seeking feedback from past and current clients. Hope Street looks forward to sharing the full evaluation findings with stakeholders and partners towards the end of the 2021 calendar year.

### We're in this together – partnerships and collaboration.

Henry Ford famously said, "*coming together is a beginning, staying together is progress, and working together is success.*" These words certainly hold true at Hope Street, with the support of a range of partners, enabling the organisation to deliver significant impact for vulnerable and disadvantaged young people in the Northwest.

Hope Street takes this opportunity to thank our range of stakeholder groups who support the organisation. Hope Street is truly grateful for your support.

### Community partnerships

- Hope Street's **Business Development and Partnerships Committee**, led by Hope Street Directors and members of the Board Helen Riseborough and Kat George, and supported by CEO Donna Bennett and Business Development and Partnerships Manager Olivia Myeza, and myself.
- Hope Street's **Corporate Committee** comprising a highly-valued group of external stakeholders who support us to achieve Hope Street's strategic priorities and goals – in particular *Social Development* and *Innovation*. This voluntary group collectively adds depth of experience via their roles as industry leaders, contributing their considerable expertise.
- Hope Street's voluntary **Millennial Advisory Group**, comprising future leaders and change-makers who continue to offer their expertise to Hope Street, supporting the Business Development and Partnerships function.
- In 2020/21 Hope Street formed an **Evaluation Advisory Group** of expert stakeholders to provide advice, input and strategic direction to support the research and evaluation component of the First Response Youth Service.
- The **City of Whittlesea** is a partner strongly committed to addressing social disadvantage and has continued to jointly advocate for funding of the First Response Youth Service in the City of Whittlesea.

### Philanthropy

Hope Street maintains a philosophy that resolving homelessness is a shared responsibility. We are truly appreciative of support from the philanthropic community who share the belief that all young people have the right to safe, secure, affordable housing, and access to resources, decision-making and life options.

Key contributions from philanthropy include, without being limited to;

- The **Ian Potter Foundation's** continued contribution through a major grant for the operation of the **First Response Youth Service in Melton**
- The **Marian and E.H. Flack Trust's** continued support towards the delivery of our **Hope to Home** program in the City of Whittlesea
- The **Lord Mayor's Charitable Foundation**, who continue to engage Hope Street with its Youth In Philanthropy Program
- The **Martin Michael Fund's** provision of a grant towards a much-needed 'makeover' of the Hope Street in Whittlesea program office and shared client space, adding vibrancy and comfort
- The **StreetSmart Australia** in partnership with the **SmartMeals** initiative, which enables the purchase of healthy meals for young people in the accommodation and outreach programs
- The **Radford Foundation**, whose generosity contributed toward the continued delivery of the **Hope to Home** program into 2021/2022.

### Corporate support

Support from the corporate sector remains critical to assisting young people and young families experiencing or at risk of experiencing homelessness. Whilst many organisations have faced unprecedented challenges caused by COVID-19, so many continue to display admirable corporate social responsibility through their support of Hope Street.

Hope Street thanks long-term supporters **Woodgrove Shopping Centre in Melton, SAF Holland, Bunnings Melton, Grill'd Woodgrove, Sofitel Melbourne on Collins** and **HWL Ebsworth**.

### Community advocacy and awareness

Whilst some activities throughout 2020/2021 have been imperilled by COVID-19-related interruptions, the Hope Street team have maintained a presence in the industry sector and throughout our geographical catchment, with initiatives such as:

- Continued promotion of the **Cup of Hope** initiative in partnership with northern café and ethical roastery, **Wide Open Road**. The Hope Street blend provides a great avenue to broaden the conversation around youth homelessness
- Engagement with local media, including **Star Weekly**, who support and champion the plight of vulnerable young people in Melbourne's north west
- Contribution towards industry and sector advocacy via a detailed submission to **Homes Victoria's 10 Year Social and Affordable Housing Strategy**, detailing as many as 11 recommendations for change
- Appointing AFLW star, **Isabel Huntington** as an ambassador for Hope Street, joining **Jennifer Hansen**. We thank Izzy and Jen for acting as spokespeople for youth homelessness and assisting with raising awareness of youth homelessness and its impact on young people and families, as well as raising the public profile of Hope Street
- Co-sponsorship of the April edition of *Parity* Magazine "**The Future of Youth Housing**", a national publication produced by the Council of Homelessness Persons which includes articles from our specialist team members and CEO.

## HOPE STREET MAINTAINS A PHILOSOPHY THAT RESOLVING HOMELESSNESS IS A SHARED RESPONSIBILITY.

Our Business Development and Partnerships priorities and activities were led and supported by our part-time Business Development and Partnerships Manager, Olivia Myeza. After two highly successful years with Hope Street, Olivia moved on to the Philanthropic sector, and in January 2021 I was welcomed into the position, bringing my corporate sector experience, and continued to progress Hope Street's key priorities throughout the rest of the year.

### What lies ahead

With an eye to the future, Hope Street's aim is that the initiatives and efforts undertaken in 2020/2021 will generate positive and tangible outcomes into 2021/2022 and beyond. Specifically, this includes; acquiring funding for the First Response Youth Service in Whittlesea; leveraging the impact of the independent evaluation of our facility in Melton; securing recurring funding for our First Response Mobile Outreach program in Melton, and expanding services into neighbouring LGAs where need-markers highlight a clear demand for early intervention and prevention services to overcome the cycle of disadvantage that many young people experience.

**Frank Scifo, Business Development and Partnerships Manager.**



# Operations Report: We're all in this together

This has been a challenging year worldwide, with the global pandemic impacting on every aspect of our lives. It has especially impacted those with increased vulnerabilities – such as young people and young people with children experiencing homelessness and family violence, and young people with disabilities. Exceeding last year's figure, 768 young people and their children received support this year. Of these, 643 were newly-assisted clients, with 125 clients continuing to be supported from the previous year.

Safety from a swift, deadly pandemic became Hope Street's key focus. Along with the rest of the world, Hope Street quickly adapted to a new way of life alongside COVID-19. A whole of organisation response was immediately implemented. Policies, protocols and practices were amended and resourced to ensure the continuation of essential services for young people without a safe place to call home. Our approach of **We're all in this together** was magnified as an organisation and as Victorians.

Our program teams demonstrated resilience and agility, accommodating significant changes to the way services to young people and young families were provided. The impact of COVID-19 became more apparent living in a declared State of Emergency with restrictions, lockdowns and safety measures not experienced in the lifetime of our workforce or clients. Without understating the personal and work challenges experienced by the individuals comprising Hope Street, our teams remained highly committed to delivering quality services to the young people accessing our suite of specialist programs. They focussed on achieving the best outcomes with and for the young people and young families, with our services. Each team member is to be congratulated for their commitment and diligence in keeping all Hope Street programs free from COVID-19, with no positive cases recorded for young people, their families, and staff. The teams maintained their dedication and flexibility as they continued to fulfill the Hope Street Purpose: *To influence change to end youth homelessness and empower young people and young families to achieve their full potential and vision: A society where all young people and their families have a safe place to live.*

The magnification of **We're all in this together** included a heightened priority of staff health and wellbeing. Additional strategies were implemented, including a mindfulness practitioner who was engaged to provide staff with ongoing wellbeing sessions; self-care morning teas provided by our internal Self Care Working Group; our Employee Assistance Program provider Caraniche conducting Building Resilience Workshops; staff self-care packs developed by the Hope Street in Whittlesea team (including lavender heat packs they hand-made), and other gifts provided to staff. Combined with a range of systematic activities to inform, provide feedback, contribute ideas and solutions, we navigated life and delivery of essential services through the pandemic. Activities included: Frequently Asked Questions; weekly Whole of Organisation COVID-19 communications from the CEO; monthly program COVID-19 audits; a People and Culture COVID-19 Pulse Check survey and a Working from Home check-in.

We commend all staff for their diligence, flexibility and dedication to young people and their families, achieving outstanding outcomes with the young people and their children facing multiple challenges. Here's a snapshot of our annual data, followed by each team's achievements across each specialist program.

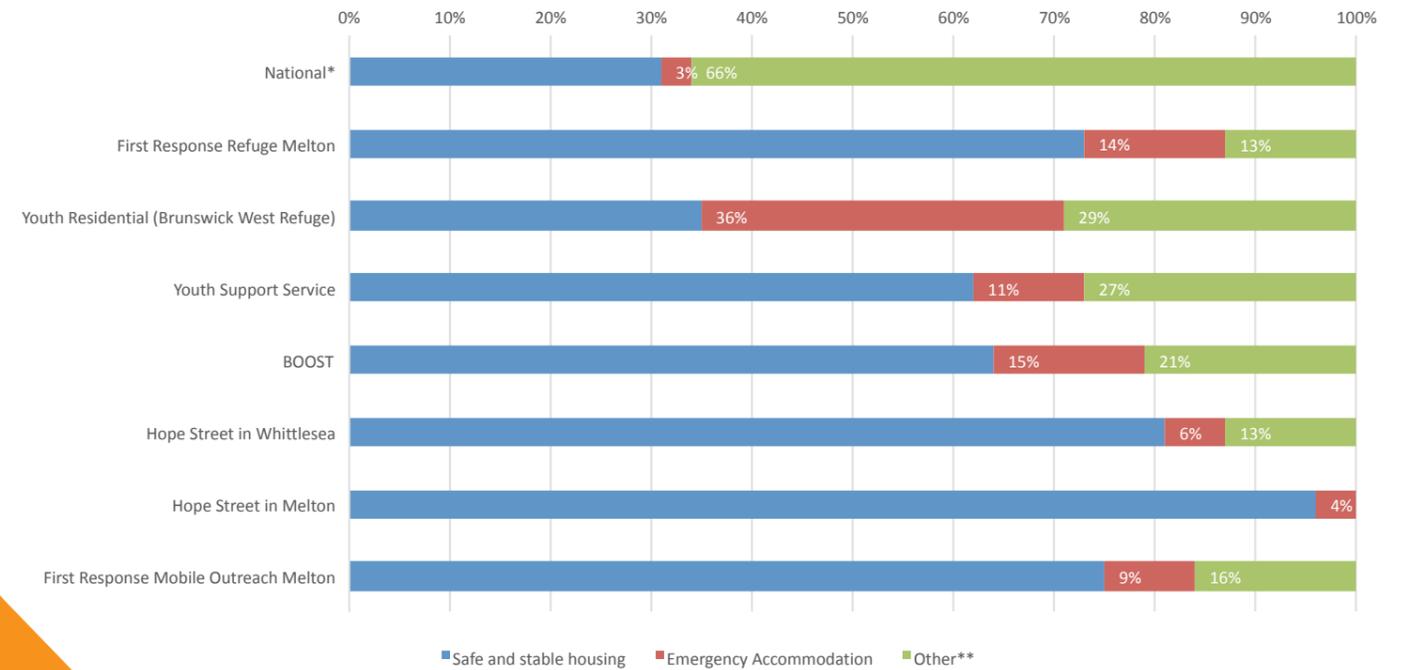
Sue Scott, Programs Manager North East and Sue Watt, Acting Program Manager, Northwest, took **We're all in this together** to a new level. They provided leadership, dedication and commitment to staff and young people, fulfilling multiple responsibilities and ensuring smooth continuity of services throughout extended recruitment periods during the pandemic. Their unwavering support to the program teams flowed through to maintaining high quality service delivery to young people and young families accessing our services, as evident in the following overview of program achievements.

## HOUSING AT EXIT

**COUNTRY OF BIRTH**  
AUSTRALIA  
AUSTRALIA – ABORIGINAL & TORRES STRAIT ISLANDS  
ETHIOPIA  
NEW ZEALAND  
SOMALIA  
SUDAN  
IRAQ

**MAIN REASON SEEKING SUPPORT**  
HOUSING AFFORDABILITY  
STRESS  
FAMILY VIOLENCE

**HOUSING OUTCOMES**  
AFFORDABLE HOUSING,  
TRANSITIONAL HOUSING  
RETURN TO FAMILY



\* 2019-2020, latest available national figures from Australian Institute of Health and Welfare

\*\* Includes transitional housing, adult correctional facility, caravan, hotel/motel/bed and breakfast, mental health facility, rehabilitation.

**768**  
CLIENTS  
643 NEW, 125 EXISTING

**46**  
DEPENDENTS

**773**  
SUPPORT PERIODS

**77** DAYS  
AVERAGE LENGTH OF SUPPORT  
NON-RESIDENTIAL

**16-25**  
AGES

**32**  
NDIS CLIENTS

The following is an overview of the achievements and challenges of each Hope Street program.

Hope Street Youth & Family Services provides a suite of specialist, youth-focussed program models designed to best meet the needs of young people and their families impacted by poverty, family violence, structural disadvantage, social isolation and homelessness. These range from: supported crisis accommodation centres (youth refuges); foyer-like transitional housing programs; specialist outreach programs operating after hours including weekends; youth-focussed counselling; Dual-Diagnosis capacity building; wrap-around case management models, and an innovative youth private rental program. Whilst Hope Street began in Brunswick (Moreland LGA) over 40 years ago, its focus over the last 15 years has been to respond to need, and establish specialist youth homelessness services in Northern and Western metropolitan growth corridors – in particular City of Melton and City of Whittlesea. The Hope Street teams of qualified youth specialist practitioners are adept in practising within the multitude of structural and social barriers impacting client outcomes. The teams are experts in trauma-informed, solution-focussed and strength base practice approaches in tailoring case management and support plans to the individual needs of each young person and their children.

In the early stages of COVID-19 and in partnership with the Victorian Government, many people experiencing homelessness – particularly rough sleepers – were accommodated very quickly into motels to keep both themselves and the community safe. The Northern LASN came together and a

Homelessness Emergency Accommodation Response Team (HEART) working party was created, in which Hope Street was an active participant and one of the few members who were youth-specific. The HEART working group developed a support response to those being funded into motels, and with no allocated support resources, the existing specialist homelessness funded programs in the north eastern metropolitan region case-managed many HEART clients to try and access suitable accommodation options, as well as link into supports. Hope Street Northeast programs supported 23 HEART young people residing in motel accommodation, in addition to their existing client caseload. Hope Street also played an active role in delivering the "Northern Metropolitan Region HEART Assertive Outreach two hour training session", as well as leading three sessions on "Supporting Young People in the HEART program".

Hope Street's partnership with the Victorian Government also extended to engaging in the Working for Victoria initiative, which was a part of the Government's \$1.7 billion Economic Survival Package to address the impact of the COVID-19 crisis. The fund created 2.5 short-term roles (6 months each) to support both job seekers and university student placements. This additional Working for Victoria support was utilised in the Brunswick West and the Melton youth refuges. In the challenging environment of managing COVID-19 in the programs, it was great to have the additional program support that provided a valuable learning opportunity for university students.





## YOUTH SUPPORT SERVICE

The **Youth Support Service** provides specialist case management support to young people and young families across three program areas. Co-located at the Residential Youth Service in Brunswick West, the team of two provide case management support to the young people and young families living in the refuge. Continuity of this specialist response to young people and young families occurs when young people exit the Residential Youth Service, aiding their transition into other forms of accommodation. This forms part of the outreach case management support component of service delivery provided by the program.

The third and additional service delivery component was supporting young people accommodated in hotels as a part of the Victorian Government's Homeless Emergency Accommodation Response Team (HEART) program, in response to COVID-19. The **Youth Support Service** team's client-focussed approach was essential to assisting young people to feel less isolated and alone during the lockdowns and restrictions. The mental health impact on young people and their children cannot be underestimated, compounding the already-experienced trauma, and for some, multiple traumas, resulting in escalated support needs. The case managers responded with new ways to develop trust and engagement with young people, drawing on technology to maintain, contact, develop and implement case plans.

### ANDREW'S STORY

Andrew is a 23-year-old young man who was referred to the **Youth Residential program (refuge) in Brunswick West** as well as the **Youth Support Services** program via the HEART initiative through VincentCare Access Point in November 2020. Andrew presented with ongoing significant mental health issues that limited his ability to access crisis accommodation. He had mainly spent his time couch surfing or sleeping rough, and staying in unfamiliar surroundings had escalated his poor mental health. The **Youth Support Services** case manager provided ongoing support to Andrew, including regular offers of temporary accommodation options, as they were concerned with the risks inherent in his lifestyle.

The case manager worked with Andrew to complete a lengthy application and evaluation process, over several sessions, that successfully saw Andrew accepted into the Homelessness to Home program designed to fast-track access to public housing for homeless people who were accommodated in the HEART program in 2020. Andrew was referred and accepted into North Eastern Alliance for the Mentally Ill (NEAMI) case management program for ongoing support. This resulted in Andrew successfully obtaining a new, long-term home in the Northern suburbs, where he is now happily living with his dog. He reports that for the first time in a long time he feels stable, he's enjoying his new home with his dog, and is concentrating on addressing his physical and mental health issues. This has been an amazing outcome for Andrew.

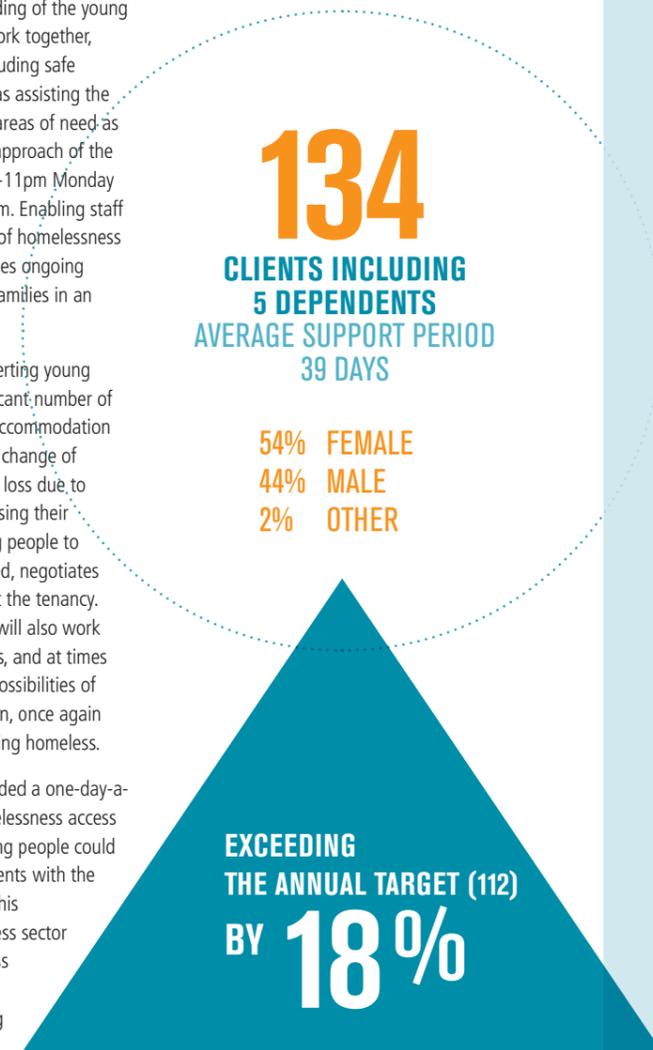
## BOOST PROGRAM

Boost is a specialist intensive outreach program, providing after hour services to young people at risk of or experiencing homelessness and their children. Boost is co-located with the Youth Residential Program in Brunswick West, and has a dedicated bedroom providing 'short stay' emergency support and safe accommodation for up to seven days – which was extended during periods of lockdown. The Boost program model incorporates an intensive case management approach. Together with the young person, the case managers provide immediate support including a safety plan, emergency accommodation, food, transport, and their immediate health needs are addressed. This is followed with the co-development of a detailed case plan, where the young person identifies their goals and support needs. This process enables the staff to develop a strong understanding of the young person's needs, enabling them to work together, progressing the identified goals including safe affordable housing options as well as assisting the young person with other identified areas of need as a part of the client-centred holistic approach of the model. The team works from 11am -11pm Monday to Friday and Saturdays 9.30-5.50pm. Enabling staff availability for young people at risk of homelessness after hours and on weekends provides ongoing support to young people and their families in an outreach capacity.

The program model focusses on diverting young people from homelessness. A significant number of referrals are from young people in accommodation including private rental who, due to change of circumstance – in particular, income loss due to loss of employment, are at risk of losing their tenancy. The Boost team links young people to community resources, and, if required, negotiates with the real estate agent to protect the tenancy. Where appropriate the Boost team will also work with young people and their families, and at times their extended families, to explore possibilities of mediation and possible reconciliation, once again diverting young people from becoming homeless.

Pre-COVID-19 the Boost team provided a one-day-a-week outpost service with the homelessness access point Haven Home Safe, where young people could either meet with or make appointments with the Boost specialist youth practitioner. This collaboration within the homelessness sector provided an immediate and seamless youth-focussed response for young people and young families accessing support via Haven Home Safe.

The Boost services provided to vulnerable young people during the pandemic were enhanced with the SmartMeals program, a partnership between Hope Street and Society Melbourne. The aim with SmartMeals is twofold: to contribute to the food security of vulnerable people during this health crisis, and to support hospitality businesses and workers in whatever way possible. StreetSmart provided funding to Hope Street to purchase meals from Society Melbourne/Home.One. The meals provided clients with healthy food twice a week, and the teams were able to check in on clients' wellbeing when they delivered the meals.



### GEORGE'S STORY

The **Boost Program** received a referral from Frontyard Youth services for a 21-year-old male client. George was experiencing family breakdown in his place of residence in the outer Western suburbs, and presented at Frontyard Youth Services having nowhere to live. George was initially referred to an outreach program of another agency. He was then accepted into the **BOOST** one-week Short Stay bed and received intensive case management.

The **BOOST** specialist youth practitioner worked alongside the agency outreach worker, exploring George's housing options. They soon recognised that George shared a close bond with his family – especially his mother and sisters. After the practitioner facilitated a weekend away with his family in Geelong, George returned to the refuge happy and elated, expressing to the **BOOST** specialist youth practitioner how much he was really missing his family – despite earlier having stated that he did not wish to return home. After the positive time spent at home, the practitioner again spoke with George about his current thoughts of returning home. George indicated that he would consider this, and was willing to change some of his behaviours to enable this to happen.

The **BOOST** specialist youth practitioner and agency outreach worker worked with George on his expectations and responsibilities, before contacting his mother, who was open to George returning home. The practitioner and George worked to develop guidelines, expectations and household rules for George's return home. This involved another trip home to test the household rules and address any other issues. During this visit, both George and his mother agreed to guidelines, house rules and routines which they co-signed upon.

George moved back home permanently two weeks later. The agency outreach worker linked George back into support services in the outer Western suburbs area. The **BOOST** specialist youth practitioner continued to work with George in an outreach capacity for a two-week period until George had re-settled and re-connected with his family and local supports.

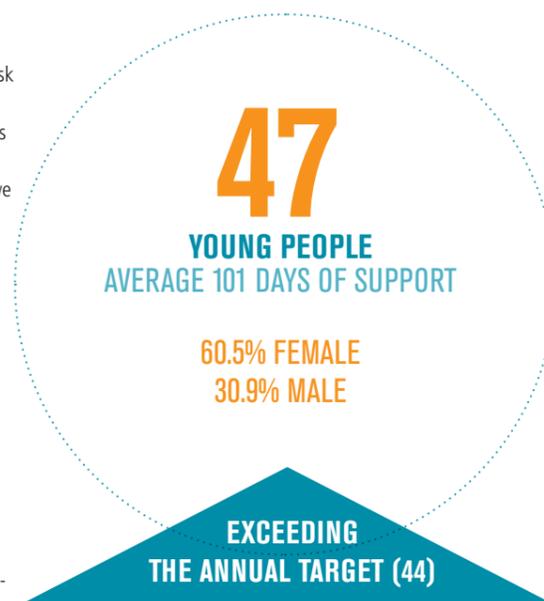
## YOUTH RECONCILIATION PROGRAM

This program offers free one-to-one confidential counselling to young people aged 16-25 years at risk of or experiencing homelessness. It aims to prevent young people from entering a cycle of homelessness because of family conflict, and assist young people who are homeless or at risk of homelessness achieve the maximum possible degree of self-reliance and interdependence. It provides an initial intervention at a time of crisis to enable young people at risk of homelessness and their families to resolve conflict, encouraging better communication and problem-solving.

The **Youth Reconciliation** program provides a therapeutic space utilising a variety of counselling approaches such as strengths-based, person-centred, emotion-focussed, trauma-informed and solution-focussed. The program provides a safe space where young people can explore their experiences and individual needs, and develop goal-focussed solutions. These goals may include family reconciliation and management of family conflict with or without the outcome of returning to live in the family home. Young people often identify goals with a desire to improve emotional management skills, decision-making skills, self-awareness, conflict management strategies and enhanced communication skills as they look to reconcile past relationships and look forward to rebuilding existing relationships or creating new relationships.

The **Youth Reconciliation** program also delivers a range of workshops to develop both client and staff capacity. Although limited this year due to COVID-19, this included psycho-educational workshops supporting young people on personal values, tasking them to identify and consider their personal values. The workshops engage self-awareness activities and the development of self-confidence within the group.

The COVID-19 pandemic has been challenging for the program, with limited face-to-face counselling and the transitioning of the program's services to a virtual space on Facetime and Zoom. Young people disclosed increased pressure on their mental health and wellbeing as an impact of the pandemic.



**MAIN REASON SEEKING SUPPORT**  
MENTAL HEALTH 55.2%  
RELATIONSHIP/FAMILY BREAKDOWN 27.6%,  
NEED TIME OUT 5.2%  
INADEQUATE FAMILY/COMMUNITY SUPPORT 5.2%

**COUNTRY OF BIRTH**  
ABORIGINAL 14.5%  
NON-ABORIGINAL AUSTRALIANS 85.5%  
ETHIOPIA 9.1%  
SOMALIA 3.6%

**EMPLOYMENT STATUS**  
EMPLOYED (ALL PART-TIME) 12.1%  
UNEMPLOYED 65.5%  
ENGAGED IN EDUCATION OR TRAINING 37.9%  
ENGAGED IN VOCATIONAL EDUCATION AND TRAINING 17.2%  
ATTENDING SECONDARY SCHOOL 8.6%  
ATTENDING UNIVERSITY 6.9%

**MAIN SOURCE OF INCOME ENTRY/EXIT**  
NEWSTART 31% / 29%  
YOUTH ALLOWANCE 15% / 17%  
PARENTING PAYMENT 8.6% / 10.3%  
DSP 10% / 9%  
EMPLOYEE INCOME 7% / 10.3%

### NASAR'S STORY

Nasar resided in the **Youth Residential Program in Brunswick West** and was referred to the **Youth Reconciliation Program**, after he decided he needed to address his mental health and addiction issues. The Youth Reconciliation practitioner worked with Nasar to successfully get him admitted to an alcohol and drug detox facility, with the goal of being accepted into a residential rehabilitation service where he could access specialised support for his mental health and drug use.

Nasar continued his engagement with the Youth Reconciliation practitioner, who assisted him to identify actions to achieve his goals. A referral was organised for Nasar to see the Northern Homeless Youth Dual Diagnosis Initiative (HYDDI) practitioner, also co-located part-time at the **Youth Residential Program**. The HYDDI Practitioner assisted Nasar with applying for residential rehabilitation and meeting the entry requirements. Both practitioners continued their co-case management support of the Nasar while he was in detox.

Nasar completed the detox program and entered long-term residential rehabilitation, where he will learn a new way of living – with renewed hope for his future. This is a massive achievement for Nasar to continue his journey of recovery. Nasar has been offered ongoing support from both practitioners, after he completes his residential rehabilitation program and remains living in Victoria. Nasar has also identified his goal of returning home to Tasmania to live.



## HOPE STREET IN WHITTLESEA PROGRAM AND HOPE STREET IN MELTON PROGRAM

These programs provide supported accommodation for up to two years, prioritising young people aged 16-21 including young people with children, who have established links to either Local Government Areas of Whittlesea or Melton, and who are committed to being engaged in employment, education, or training. The model is a cluster of one-bedroom and two-bedroom units with a separate building providing office space for staff and shared client space onsite, with case managers present Monday to Friday providing client-focussed support. Youth Residential Support workers are present on weekends facilitating the Living Skills program, designed to assist young people with their transition to independent living. This includes cooking, cleaning, researching housing options, completing housing applications, financial and budgeting skills, and other identified needs. Young people exit the program when they have employment and/or Centrelink income, and/or a qualification, and a safe housing option. The two years of place-base accommodation with onsite staff presence and support provides stability, and are key protective measures of the program model, enabling young people to safely rebuild their lives. The protective measures enable young people to focus on key goals, in particular education, employment and training. The program model enables young people to re-establish key relationships, as well as new connections in their local community. These are all essential protective measures preventing further homelessness, crisis and social isolation, leading to poor mental health, poor general health and entrenched disadvantage. Continuity of support is provided to young people for up to 12 months when they transition from the program into their new home. This is also a key protective measure that contributes to young people successfully sustaining their housing, employment, education and social and community connectiveness.

### Hope Street in Whittlesea Program

Early in the pandemic, the residential support team at the **Hope Street in Whittlesea** program created an art/craft project referred to as "the COVID-19 banner". Each young person and each staff member of the **Hope Street in Whittlesea** program expressed what COVID-19 meant to them artistically on a piece of calico. These calico designs were sewn together and, with the creative flair of the residential team, the **We're in this together** COVID-19 banner was produced and is the inspiration for the theme of this Annual Report.

This uplifting project was made possible with City of Whittlesea COVID-19 Response Funding of \$2000 for a Community Group Support grant. Led by the Youth Residential team, it enabled the purchase of a sewing machine, material and other essential items to set up a space where young people learned sewing skills they could also use in their future to create, make, present and teach others. It was also a safe space where young people, together, were trying to understand and adjust to the impact of living within a pandemic.

The **Hope Street in Whittlesea** program also received a grant from the Michael Martin Fund via the Lord Mayor's Charitable Foundation. This grant was expended on revitalising the internal office and shared client space of the onsite program building. With creative ideas and input from clients and staff, the space was transformed with a colourful repaint, new carpet, new modern furniture and a Smart TV. The weekend Youth Residential team purchased materials and sewed new bean bags, cushion covers and chair coverings. It became a bright and welcoming space which both clients and staff look forward to using for workshops, movie nights, cooking nights and increased face-to-face contact when pandemic safety measures permit.

The **Hope Street in Whittlesea** program is also very grateful for its partnership with Oz Harvest who deliver groceries, meat and a range of food for the service and for young people who have left the program and continue to live locally. Oz Harvest's food donations make everyone's budgets stretch further, and ensure young people in vulnerable situations have access to nutritious food and healthy meals.



**MAIN REASON SEEKING SUPPORT**  
FAMILY VIOLENCE 27%  
HOUSING AFFORDABILITY STRESS 24%  
INADEQUATE HOUSING 17%.

**HOUSING OUTCOMES**  
94% EXITED TO AFFORDABLE HOUSING OPTIONS  
6% HEART CLIENTS STAYING IN EMERGENCY ACCOMMODATION

### WENDY'S STORY

"Wendy", a young mother, and her son, were referred into the **Hope Street in Whittlesea** program in January 2020, when they became homeless due to their relationship breaking down with her sister. Wendy and her son had been staying at her sister's house, sleeping on the couch for a while and had exhausted their goodwill. They were asked to leave. Wendy worked with the **Hope Street in Whittlesea** case manager, identifying an early goal of wanting to reconcile with her family – especially her mother and sister. Supported by her case manager and the Youth Residential Support team, Wendy was referred to an external family reconciliation and mediation service. Twelve months later, Wendy and her son moved out of her **Hope Street in Whittlesea** transitional accommodation and into her mother's home, where her mother had offered to support her with the care of her son. This will enable Wendy to focus on her studies and resume her part-time employment. Wendy expressed gratitude to the team for "getting her through a tough time". Wendy stated they gave her the opportunity to rebuild her confidence and her family relationships.

### Hope Street in Melton

The **Hope Street in Melton** program team conducted art therapy, engaging the young residents in a therapeutic support space. The two case managers assisted the residents to create rock art. The young people were then encouraged to gift uplifting messages and artistic creations that sparked joy to other residents, family or friends. Achieving the goal of having rock art throughout the garden space created a beautiful scattering of positivity.

### 100% OF YOUNG PEOPLE SECURED SAFE AND STABLE HOUSING

The **Hope Street in Melton** team are very proud of their achievement this year of exiting every young person and their children to affordable housing. This is an exemplary achievement, particularly given the structural barriers of the extreme lack of affordable housing options, youth income significantly below the Australian Poverty Line and high youth unemployment. This outcome is a testament to this model, the team's expertise in working with the young people and their children to gain or maintain employment, education and/or training. It is also a testament to each young person's strengths, resilience and drive to achieve their goals. Every young person was supported to have a regular income, and/or attain a qualification. Young people worked with their case manager in researching suitable housing options, working out an annual budget, and testing it while in the program. Along with the Living Skills program young people learned how to cook healthy, nutritious meals, how to clean, do their laundry, gaining their driver's licence (for some), as well as a range of other skills that will assist them in their transition to independent living. Where appropriate, they would be supported in reconnecting with their families, and building a network of support to ensure they are not isolated.

Anna, a team member, sums up the culture of the **Hope Street in Melton** program: "I love working here, as it's such a privilege to work with these wonderful young people and young parents, growing in confidence, self-belief and becoming different people, reaching their potential, it's such a joy. The beauty of this program is the young people can stay for 12 months or more if needed, get the support they need, are engaged in employment, education, or training. By the time they are ready to exit, they have a job and/or a qualification, an income and safe affordable housing. Many young people call in months later, to touch base and catch up, and most often they are good-news stories."

EXCEEDING  
THE ANNUAL TARGET  
BY **64%**

**23**  
NEW CLIENTS WITH 7 DEPENDENTS  
...WITH 43 SUPPORT PERIODS,  
OVER 305 DAYS.

MAIN REASON SEEKING SUPPORT  
RELATIONSHIP/FAMILY BREAKDOWN 25.6%  
FAMILY VIOLENCE 23.3%  
WITH HOUSING CRISIS, INCLUDING  
ENDING OF PREVIOUS ACCOMMODATION 16%

UPON COMPLETION OF  
THEIR SUPPORT,  
100% OF THEIR CLIENTS  
WERE ESTABLISHED IN  
AFFORDABLE HOUSING.



## HOPE TO HOME WHITTLESEA

**Hope to Home in Whittlesea** is a unique, evidence-based model that transitions young people aged 18-25 from homelessness into private rental accommodation. Utilising an intensive client-focussed wrap-around case management support approach, young people and young families are assisted for up to one year through every step of the process of securing affordable housing. Staffed by a three-day-a-week specialist worker, the outcomes have been extremely impressive. Over the past year the worker supported 60 clients: 60% are young single people, 10% are couples and 30% are dependents. The support is enhanced with workshops informing, skilling up and preparing young people and young families to successfully secure private rental. Young people are assisted with their budgets, to research affordable housing options in units and shared housing, attend property inspections jointly with the worker, and with their rental applications.

In its fourth year of operation the **Hope to Home** program has established productive relationships with local real estate agents, who support the **Hope to Home** program. Long-term fostering of relationships with local real estate agents gives young people and young families an advantage over other prospective tenants, with the tight rental market and low vacancy rate. Every young person and couple are assessed for their eligibility for the program, with the vast majority referred to this program having been couch surfing (which has its inherent risks), a minority of less than 10% are living with one or both parents, while up to 40% are staying with friends.

Full time employment is enjoyed by 18% while 36% have part-time work, 12% rely on both Centrelink and casual part-time work and 34% rely on Centrelink benefits, Youth Allowance or the Parenting Payment.

The **Hope to Home** program has a range of financial supports available to disadvantaged young people, allowing them to successfully transition into the private rental market. This includes Hope Street's Moving In Kit valued at up to \$1000, to assist with the establishment of their new home, and rental sustainability.

The program aims to reduce the number of young people and their children at risk of homelessness in the northern growth corridor, by providing supportive access to private rental housing, with flexible case management support aligned to individual circumstances.

In supporting young people through their transition into private accommodation, the young people can continue to build their skills and understanding of their responsibilities to successfully maintain their tenancy. Through access to employment, further education or training, case management support facilitates young people to positively re-engage within their local community and encourages the development of healthy social connections.



### HANNAH'S STORY

Hannah was referred to the **Hope to Home in Whittlesea** program from a local organisation that identified the risk of Hannah and her one-year-old child becoming homeless. Hannah is 22 years old and told her case manager that she needed support in finding affordable private rental housing. Hannah worked with her case manager, researching affordable housing options and participating in **Hope to Home** workshops designed to inform potential young tenants of the expectations and responsibilities of tenants, landlords and real estate agents. In a few weeks, with the help of her case manager, Hannah successfully applied for a private rental unit in Whittlesea. Hannah was receiving the Centrelink Single Parenting payment and with the support of **Hope to Home**, successfully applied for flexible brokerage to fund a starter kit, assisting in furnishing her new home and providing other essential items. The **Hope to Home** program provides ongoing support for one year, ensuring that young people maintain their tenancy and are supported through challenges that may put their tenancy at risk. This includes brokerage providing monthly vouchers that enable them to buy food and clothing, ensuring they use their own income to pay the rent and utilities by the due dates.

Hannah quickly identified a case plan goal to apply for jobs. Her case manager linked her into an employment support organisation and this led to Hannah successfully applying for a full-time position in a local bakery. Suddenly Hannah no longer needed her Centrelink benefit.

Unfortunately, due to COVID-19, the bakery had to lay-off some workers due to the downturn in their business – and Hannah was one of these employees. This had a significant impact on her financially and emotionally. Hannah and her case manager worked together to navigate Centrelink to get her entitlements restored – a lengthy process, impacting her ability to pay her rent, utilities and other bills. The **Hope to Home** flexible brokerage assisted Hannah by paying her utilities, food and essential amenities until Centrelink restored her income, also enabling Hannah and her child to remain in their housing and preventing them from becoming homeless.

With the support of the **Hope to Home** program, Hannah is just able to make ends meet whilst making a loving home for her child. She is appreciative of all the support from the **Hope to Home** program, and looks forward to easing restrictions and lockdown finishing, as she is keen to find another job and continue to provide for herself and her young child.

## FIRST RESPONSE YOUTH SERVICE IN MELTON MOBILE OUTREACH

2020/2021 marks the third year of operation of this pilot program, funded in partnership with The Ian Potter Foundation. The **First Response Youth Service in Melton Mobile Outreach** is an innovative program providing an assertive outreach response with intensive support to young people and their children. Some young people self-refer, while other referrals come from secondary schools, Victoria Police, Djerrirwarrh Community Health Services, Kirrip Aboriginal Corporation and other local community organisations. The team of four work rostered shifts, providing a 9am-10.30pm coverage, seven days a week. Much of their initial work is advocating for young people and assisting them to navigate the Centrelink system, to ensure they are receiving their entitlements. In many instances they are not, and this has been a key contributing factor to their vulnerability and imminent homelessness. A short-stay bed is allocated for young people in the **First Response Youth Service in Melton Refuge**, providing safe, supported accommodation while the team focusses on securing other accommodation/housing options. Since the inception, the team have established strong, positive relationships with local motels and places offering emergency accommodation options for young people and their children. The team develop case plans with the young people, identifying their preferred goals and steps to attain them.

EXCEEDING  
THE ANNUAL TARGET (100)  
BY **32%**

**132**

CLIENTS OVER 141 SUPPORT PERIODS  
WITH AVERAGE SUPPORT PERIOD OF 32 DAYS

45% FEMALE  
55% MALE

CLIENTS WITH  
A MENTAL HEALTH  
DIAGNOSIS COMPRISED

**44%**

OF YOUNG PEOPLE  
WITH 14.9% CURRENTLY  
ACCESSING A SERVICE

### HOUSING OUTCOMES

75% EXITED TO AFFORDABLE HOUSING, USUALLY PRIVATE RENTAL SHARED HOUSING  
9% INTO EMERGENCY ACCOMMODATION  
5% INTO HOTEL/MOTEL ACCOMMODATION.

### EMPLOYMENT STATUS ON ENTRY/EXIT

EMPLOYED 13.5% / 14.3%  
UNEMPLOYED 51.1% / 57.1%  
ENGAGED IN EDUCATION OR TRAINING 22.7%  
ENGAGED IN VOCATIONAL EDUCATION AND TRAINING 12.8 %  
ATTENDING SECONDARY SCHOOL 7.1%  
ATTENDING UNIVERSITY 2.8%.

### A YOUNG COUPLE'S STORY

A young couple, aged under 18 years, was referred to the **First Response Melton Outreach** program. The young woman was pregnant and living in her family home, with the support of her parents and family. The young man lived in his family home and supported his pregnant girlfriend and his young child. They both wanted to live together and raise their family. Both young people were unemployed, had no rental history, were too young to sign a lease and have no independent living skills. They were keen to establish a home and life independent of their immediate families, so they could continue to learn to be good parents and live independently, together.

Together with their specialist Intensive Outreach case manager, they successfully applied for supported transitional housing with the **Hope Street in Melton** program, where the rent is affordable for up to two years on their combined incomes. They were provided material aid with a cot, whitegoods, food and phone credit. They will be supported by a case manager who will assist them with employment, education and training opportunities, along with parenting support. They will also be supported by other agencies such as Bolton Clarke Maternal and Child Health Nurse. This is a great outcome for this young couple and their family, as it offers them every opportunity to succeed with their shared goal of living as a family and raising their children together with the added protective measures of specialist youth homelessness support onsite.



## Conclusion

**We're all in this together** strongly resonates with the culture and team spirit across all Hope Street programs, management and our community partnerships. **We're all in this together** was certainly magnified as our teams, clients and partners responded to the pandemic with agility and ingenuity.

Together we look forward to a brighter and safer 2021/2022.

# HOPE STREET YOUTH AND FAMILY SERVICES LIMITED

## FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

### Directors' report

Your Directors submit the financial report of Hope Street Youth and Family Services Limited (Hope Street or the Company) for the financial year ended 30 June 2021.

#### Directors

The names of directors throughout the year and at the date of this report are:

| Name                | Date of Appointment | Date of Cessation |
|---------------------|---------------------|-------------------|
| Judith Cooke        | 31.03.2008          |                   |
| Vivienne Archdall   | 19.04.2011          | 25.11.2020        |
| Andrew Nette        | 16.10.2012          |                   |
| Helen Riseborough   | 16.11.2012          |                   |
| Jo Connellan        | 12.03.2013          |                   |
| Peter Barns-Jenkins | 29.11.2017          |                   |
| Katherine George    | 27.02.2019          |                   |
| Anthony Goldsworthy | 24.06.2020          |                   |
| Riley Ellard        | 25.11.2020          |                   |

#### Principal Activities

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/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

In accordance with the Strategic Plan, Hope Street's Board, executive, leadership and programs teams continue to implement significant strategic directions. These have included diversifying the range of services, investing in capacity building of our staff team, and actively engaging with corporations, philanthropic organisations, other not-for-profit foundations, local government and the wider community. This has been additional to Hope Street's established partnerships with the Victorian Government, the homelessness sector and allied sectors in providing services to young people and young families experiencing, or at risk of, homelessness.

The Board remains committed to a development program which helps to secure the long-term sustainability of the organisation, while still pursuing short-term priorities.

#### Financial Governance

The 2020/2021 Financial Year has seen several specific challenges for Hope Street pertaining to the financial governance and operation.

- Safe continuity of business within the Covid-19 pandemic
- Providing sufficient skilled resources to support the corporate operation of a growing organisation.
- Managing a complex construction project with contractual arrangements involving multiple parties.
- Matching the demands of programs and benefactors with the limitations of a very tight labour market in the homelessness sector in Victoria.

In preparation of the financial Statements your Board in association with our Auditors is constantly reviewing and applying new accounting standards as they pertain to Hope Street. Consistent with our practice since 2017, we have included 'Revenue' that reflects the capital grant received by Hope Street from the Victorian Government toward the construction of the 'Hope Street First Response Youth Service in Melton' buildings, in the financial Statements for 2020/2021 and the comparative period.

The timing of 'Revenue' recognition in 2019/2020 was matched to the value spent on 'Work in Progress' to complete the building. The accounting anomaly is that the cost of constructing the building could not be reflected in the accounts of Hope Street as an 'Expense' as we were building a long-term asset to be owned and used by Hope Street for many years to come.

The Finance Committee ensured the veracity of accounts was monitored during the period with timely and accurate reports produced by the finance team, reviewed by the Finance Committee and submitted to the Board for approval. The requirement for accurate budgets and timely reports is essential to enable Management, the Finance Committee, and the Board to make valid decisions.

The construction of the First Response Youth Service building in Melton was completed in August 2020 and fully operational in September.

The homelessness sector in Victoria continues to experience a considerable shortage in appropriately qualified and experienced staff which was exacerbated with the Covid-19 pandemic. Hope Street is aware that the quality of our team is the best way to achieve a high level of service and to maintain our reputation within the sector. Over the past year this labour shortage and the pandemic have impacted Hope Street's ability to engage quality team members in a timely manner resulting in significantly extended recruitment periods and a much higher than usual use of agency staff.

I would like to take this opportunity to thank our CEO Donna Bennett and Director Jo Connellan who together with the Board's support navigated the successful completion of the project with our key stakeholders.

Board members continued to implement robust financial management systems, policies, procedures and practices. The Finance Committee is comprised of Director Peter Barns-Jenkins (Chair), Director Jo Connellan (resigned from Committee November 2020), Anthony Goldsworthy (nominated to Committee December 2020) Financial Manager, Ulrike Read and CEO, Donna Bennett. In accordance with the terms of reference of the Committee, the financial position is regularly reviewed, and financial reports are presented to bimonthly meetings of the Board.

The Committee led the financial planning and budgetary processes, for consideration and approval by the Board, and monitored and reviewed the organisation's financial systems, and authorised the annual financial audit.

The Hope Street Constitution expressly prohibits the distribution of any income or property from being paid or transferred, directly or indirectly, or by way of dividend, bonus or otherwise to members of the Company. The income and property of the Company continues to be applied solely towards the promotion of charitable purposes and the objectives of the Company.

The changes in the Directors of the Board during the 2020/2021 year included the resignation of Vivienne Archdall and the appointment of Riley Ellard. We acknowledge the contribution of Vivienne Archdall over her nine years as an active member of the Board and the Risk Management and Compliance Committee. We value the dedication and professionalism of our team in providing quality services to young people and the community. We appreciate the leadership, drive and expertise of our CEO, Donna Bennett.

#### Meetings of Directors

During the financial year, Directors were eligible to attend, and attended, the following meetings:

### BOARD MEETING ATTENDANCE REGISTER 2020-2021

|                                 | 26/8 | 28/10 | 25/11 AGM | 9/12 | 24/2    | 24/4    | 2/6     | Total % |
|---------------------------------|------|-------|-----------|------|---------|---------|---------|---------|
| Vivienne Archdall               | ✓    | ✓     | ✓         | N/A  | N/A     | N/A     | N/A     | 100%    |
| Donna Bennett (CEO)             | ✓    | ✓     | ✓         | ✓    | ✓       | ✓       | ✓       | 100%    |
| Peter Barns-Jenkins (Treasurer) | ✓    | ✓     | ✓         | ✓    | Apology | Apology | ✓       | 71%     |
| Jo Connellan (Secretary)        | ✓    | ✓     | Apology   | ✓    | ✓       | ✓       | ✓       | 86%     |
| Judith Cooke                    | ✓    | ✓     | Apology   | ✓    | ✓       | ✓       | ✓       | 86%     |
| Katherine George                | ✓    | ✓     | ✓         | ✓    | ✓       | ✓       | ✓       | 100%    |
| Andrew Nette (Chair)            | ✓    | ✓     | ✓         | ✓    | Apology | ✓       | ✓       | 86%     |
| Helen Riseborough               | ✓    | ✓     | ✓         | ✓    | ✓       | Apology | Apology | 71%     |
| Anthony Goldsworthy             | ✓    | ✓     | Apology   | ✓    | ✓       | ✓       | ✓       | 86%     |
| Riley Ellard                    | N/A  | N/A   | ✓         | ✓    | ✓       | ✓       | Apology | 80%     |

#### 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.

(continued)

(continued from previous page)

**Member’s Undertaking**

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’ (2020: 7 members’) liability is limited to an amount not exceeding \$20 (2020: \$20).

**Auditor’s Independence Declaration**

The lead auditor’s independence declaration for the year ended 30 June 2021 has been received and noted by the Board.

In accordance with a resolution of the Board of Directors.

Judith Cooke  
Secretary

Peter Barns-Jenkins  
Treasurer

Signed in Brunswick, this 8th day of November 2021.

**BOARD OF DIRECTORS**



**Vivienne Archdall** Director and Chair of the Risk Management and Compliance Committee

- Joined Hope Street in 2011
- Post Graduate Diploma in Health and Human relations, M Ed, BA, Dip Ed.

**Role:** To contribute to the governance of the organisation and provide knowledge and skills particularly in the area of education and training to the benefit of staff and young people.



**Peter Barns-Jenkins** Treasurer and Chair of the Finance Committee

- Joined Hope Street in 2017
- Extensive career in finance and IT Governance, continuing involvement with local community organisations and social activism.

**Role:** To ensure financial management and reporting excellence for Hope Street.



**Jo Connellan** Secretary and member of the Finance Committee

- Joined Hope Street in 2013
- B Eng (Civil), Grad Dip, Urban Planning, EWS, Grad Municipal Engineering, Master Environmental Science.

**Role:** To support the Board in the achievement of robust and transparent governance as well as the strategic vision and priorities of Hope Street.



**Judith Cooke** Director and member of the Risk Management and Compliance Committee

- Joined Hope Street in 2007
- MBus, BA, Dip Ed; Equity/human rights professional in universities since 1995.

**Role:** 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.



**Riley Ellard** Director

- Joined Hope Street in 2020
- BA, LL.B, LL.M; Human rights, justice and social policy professional

**Role:** To support the governance of the organisation through evidence-based decision making and a focus on the needs, goals and experiences of young people.



**Kat George** Director and member of the Business Development and Partnerships Committee

- Joined Hope Street in 2019
- BA Arts (Media & Communications), LL.B, LL.M; human rights and consumer policy professional.

**Role:** To support the governance of the organisation and help it to meet sustainable long term strategic goals.



**Anthony Goldsworthy** Director and member of the Finance Committee

- Joined Hope Street in 2020
- **Role:** To utilise my expertise in continual improvement of financial governance and to assist the drive of sound commercial outcomes supporting the strategic direction of Hope Street.



**Andrew Nette** Chair

- Joined Hope Street in 2012
- Extensive research and policy experience in housing and homelessness services.

**Role:** 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.



**Helen Riseborough** Director and Chair of the Business Development and Partnerships Committee

- Joined Hope Street in 2012
- BSocWk, Master of Social Policy; 35 years of experience in health and community service sector.

**Role:** To support the implementation of the Hope Street Strategic Plan, providing strong governance within a continual improvement framework.



**McLean Delmo Bentleys Audit Pty Ltd**

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**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 Limited, which comprises the statement of financial position as at 30 June 2021, the statement of profit or loss, 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 Limited is 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 Entity’s financial position as at 30 June 2021 and of its performance for the year ended on that date; 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 Regulations 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 the Entity in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board’s APES 110 *Code of Ethics for Professional Accountants* (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.

In conducting our audit, we have complied with the independence requirements of the Australian Charities and Not-for-profits Commission Act 2012.

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 Entity 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 Australian Charities and Not-for-profits Commission Act 2012 and is appropriate to meet the needs of the Directors. The Directors’ responsibility also includes such internal control as the Directors determine is necessary to enable the preparation of a 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, management is responsible for assessing the Entity’s ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless Directors either intends to liquidate the Entity or to cease operations, or has no realistic alternative but to do so.

**Auditor’s Responsibilities for the Audit of the Financial Report**

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 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 the financial report.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Entity’s internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by Directors.
- Conclude on the appropriateness of Director’s use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Entity’s ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor’s report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor’s report. However, future events or conditions may cause the Entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

McLean Delmo Bentleys Audit Pty Ltd

Martin Fensome  
Partner

Hawthorn, 10th November 2021

## Statement of Financial Position

as at 30th June 2021

|                                      | Note | 2021<br>\$       | 2020<br>\$       |
|--------------------------------------|------|------------------|------------------|
| <b>Assets</b>                        |      |                  |                  |
| <b>Current Assets</b>                |      |                  |                  |
| Cash and cash equivalents            | 2    | 431,512          | 606,622          |
| Financial Assets                     | 3    | 2,372,172        | 2,561,251        |
| Trade and other receivables          | 4    | 24,906           | 78,848           |
| <b>Total Current Assets</b>          |      | <b>2,828,590</b> | <b>3,246,721</b> |
| <b>Non-Current Assets</b>            |      |                  |                  |
| Property, plant and equipment        | 5    | 3,842,598        | 230,162          |
| Building work in progress            | 6    | -                | 3,534,931        |
| Right of use asset                   | 7    | -                | 10,886           |
| <b>Total Non-Current Assets</b>      |      | <b>3,842,598</b> | <b>3,775,979</b> |
| <b>Total Assets</b>                  |      | <b>6,671,188</b> | <b>7,022,700</b> |
| <b>Liabilities</b>                   |      |                  |                  |
| <b>Current Liabilities</b>           |      |                  |                  |
| Income received in advance           |      | 55,118           | 150,836          |
| Trade and other payables             | 8    | 234,537          | 632,514          |
| Short-term provisions                | 9    | 371,371          | 343,155          |
| Financial liabilities                | 10   | -                | 13,051           |
| <b>Total Current Liabilities</b>     |      | <b>661,026</b>   | <b>1,139,556</b> |
| <b>Non-Current Liabilities</b>       |      |                  |                  |
| Long-term provisions                 | 9    | 98,131           | 74,665           |
| <b>Total Non-Current Liabilities</b> |      | <b>98,131</b>    | <b>74,665</b>    |
| <b>Total Liabilities</b>             |      | <b>759,157</b>   | <b>1,214,221</b> |
| <b>Net Assets</b>                    |      | <b>5,912,031</b> | <b>5,808,479</b> |
| <b>Equity</b>                        |      |                  |                  |
| Retained earnings                    |      | 5,912,031        | 5,808,479        |
| <b>Total Equity</b>                  |      | <b>5,912,031</b> | <b>5,808,479</b> |

## Statement of Cash Flows

For the year ended 30th June 2021

|   | Note | 2021<br>\$       | 2020<br>\$         |
|---|------|------------------|--------------------|
| <b>Cash flow from operating activities</b>          |      |                  |                    |
| Receipts from customers                             |      | 4,734,197        | 5,367,740          |
| Payments to suppliers and employees                 |      | (4,830,982)      | (4,102,314)        |
| Interest on lease payments                          |      | (240)            | (713)              |
| Interest received                                   |      | 18,646           | 64,456             |
| <b>Net cash provided by operating activities</b>    | 11   | <b>(78,379)</b>  | <b>1,329,169</b>   |
| <b>Cash flow from investing activities</b>          |      |                  |                    |
| Payment for other financial assets                  |      | (410,920)        | 429,190            |
| Proceeds from sale of plant and equipment           |      | -                | 45,318             |
| Payment for property, plant and equipment           |      | (272,761)        | (1,980,630)        |
| <b>Net cash used in investing activities</b>        |      | <b>(683,681)</b> | <b>(1,506,122)</b> |
| <b>Cash flow from financing activities</b>          |      |                  |                    |
| Repayment of principal portion of lease liabilities |      | (13,050)         | (9,875)            |
| <b>Net cash used in financing activities</b>        |      | <b>(13,050)</b>  | <b>(9,875)</b>     |

(continued)

## Statement of Cash Flows - continued

For the year ended 30th June 2021

|   | Note | 2021<br>\$       | 2020<br>\$       |
|---|------|------------------|------------------|
| <b>Net increase / decrease in cash held</b> |      | <b>(775,110)</b> | <b>(186,828)</b> |
| <b>Cash at beginning of financial year</b>  |      | <b>1,206,622</b> | <b>793,450</b>   |
| <b>Cash at end of financial year</b>        | 2    | <b>431,512</b>   | <b>606,622</b>   |

## Statement of Profit or Loss

For the year ended 30th June 2021

|  | Note | 2021<br>\$       | 2020<br>\$       |
|--|------|------------------|------------------|
| <b>Revenue</b>                                   |      |                  |                  |
| DHHS funding                                     |      | 4,123,551        | 3,985,221        |
| Grant – DHHS – building                          |      | 142,000          | 1,404,522        |
| Philanthropic grants                             |      | 444,703          | 436,021          |
| Other grant funding                              |      | 15,339           | 4,262            |
| Donations  |      | 22,114           | 11,207           |
| Interest income                                  |      | 18,646           | 64,456           |
| Other income                                     |      | 64,222           | 114,699          |
| <b>Total Revenue</b>                             |      | <b>4,830,575</b> | <b>6,020,388</b> |
| <b>Expenses</b>                                  |      |                  |                  |
| Administrative, fundraising and general expenses |      | 572,303          | 402,485          |
| Audit fees                                       |      | 4,200            | 4,200            |
| Client and programme costs                       |      | 181,373          | 169,591          |
| Depreciation                                     |      | 197,071          | 91,071           |
| Amortisation expense                             |      | 9,070            | 11,876           |
| Interest expense on lease liabilities            |      | 240              | 713              |
| Employment costs                                 |      | 3,762,766        | 3,647,475        |
| <b>Total Expenses</b>                            |      | <b>4,727,023</b> | <b>4,327,411</b> |
| <b>Surplus for the Year</b>                      |      | <b>103,552</b>   | <b>1,692,977</b> |

The Statement of Financial Position, Statement of Cash Flows and Profit and Loss 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)

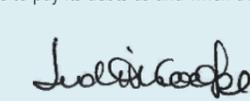
## DIRECTORS' DECLARATION

The Directors have determined that the company is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies described in Note 1 to the financial statements.

The Directors of the Company declare that:

- The financial statements and notes as set out on pages 6 to 16 [of the full Report] are in accordance with the *Australian Charities and Not-for-profits Commission Act 2012* and:
  - Comply with Australian Accounting Standards; and
  - Give a true and fair view of the financial position as at 30 June 2021, and of the performance for the year ended on that date in accordance with the accounting policies described in Note 1 to the financial statements.
- In the Directors' opinion, there are reasonable grounds to believe that the company will be able to pay its debts as and when they fall due.

This declaration is made in accordance with a resolution of the Board of Directors.

  
 Judith Cooke  
 Secretary

  
 Peter Barns-Jenkins  
 Treasurer

Signed in Brunswick, this 8th day of November 2021.

# Thank you to our Partners & Supporters

Our impact on young people and young families who are experiencing homelessness was made possible in 2021 thanks to the generous support of the following partners.

## GOVERNMENT



## TRUSTS AND FOUNDATIONS



Youth in Philanthropy Program



Community Grant



The Radford Foundation



## CORPORATE



Woodgrove Melton



Melton



Melton

The following businesses contributed either fully-donated or heavily-discounted supplies or services for the construction of the First Response Youth Refuge in Melton, quite literally putting a roof over the heads of young people who don't have a safe place to call home:

- ASC Water Tanks
- Austral Bricks
- Austral Masonry
- Australian EcoTech Solutions
- Big River Instant Turf
- Bloom Interior Design & Decoration
- Brand Architects
- Bunnings Melton
- Capral Aluminium
- Caroma Industries
- Criterion Industries
- Ecodynamics
- Everlast Services
- GWA Group
- Hand Rail Industries
- Hardings Hardware
- Harvey Norman Commercial Project Division
- Haymes Paint
- Hilary Faye Photography
- Holcim Australia
- Hutchinson Glass and Aluminium
- Interface
- Johnson Tiles
- Melton City Council
- Melton HOME Timber and Hardware
- Plyco
- Polyflor
- Public Relations Exchange
- RBA Group
- Rockcote
- Rondo
- Sign & Fitouts
- Sofitel Melbourne on Collins
- SoilWorx
- Steven Taylor
- Stramit
- Streamline Products
- Superior Landscapes
- Tabcorp Park
- Technika
- Upfront Events
- Woodgrove Shopping Centre

## COMMUNITY

- Barry Plant – Thomastown
- 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
- Djerriwarrh Community & Education Services
- Epping Community Connection
- Georgina Martina Inc.
- Haven; Home, Safe
- Headspace Melton
- Hume Whittlesea Local Learning & Employment Network
- Jesuit Social Services
- Kirrip Aboriginal Corporation
- Launch Housing
- Light House Foundation
- Lions Club of Melton
- Lort Smith Animal Hospital
- Margaret Tucker Hostel
- Melbourne Youth Support Service / Frontyard
- Melton Waves
- Mind Australia
- Northern Community Legal Centre
- NorthWestern Mental Health – SUMMITT
- North West Mental Health
- Northern Local Area Services Network
- Orygen Youth Health
- Oxygen – Moreland Youth Services
- Period Project
- Pets Haven
- Pinchapoo
- Ray White – Thomastown/ Epping
- RedCross
- Relationship Program
- Salvation Army Social Housing and Support (SASHS) Network
- Salvation Army YAC
- Share the Dignity
- Smart Meals
- STREAT
- The GAP
- Transition to Work – Salvation Army Melton
- Under Current
- Unison – Footscray & Werribee
- University of Melbourne School of Social Work
- Victoria Police
- Victoria University
- VincentCare Victoria
- Western Emergency Relief Network
- Western Local Area Services Network
- Whittlesea Baseline Youth Services
- Whittlesea Community Connections
- Whittlesea Community Futures Partnership
- Youth Law
- Youth Projects
- YPA Real Estate Melton
- Youth Support and Advocacy Service (YSAS)

## THE HOPE STREET TEAM

The people who comprise our teams are the heart of Hope Street, as a leading youth-focussed specialist homelessness support service. Hope Street commends each team member for their invaluable contribution, bringing to life Hope Street's values of *Hope, Fairness, Collaboration, Diversity* and *Integrity*. Drawing upon individual skills, expertise and experiences of each team member, Hope Street has been instrumental in providing place-based youth specialist services, assisting young people to achieve meaningful change in their lives. The professionalism, resilience, agility and dedication of our teams has also enabled the organisation to continue to achieve our purpose and remain client-centred, whilst navigating its way through the turbulence of adapting to life with the COVID-19 pandemic.

Kwabena Agyeman-Manu, Youth Residential Support Worker; Shakeel Ahmed, First Response Mobile Outreach Worker; Abeer Alzawada, Case Manager and Community Integration Facilitator; Jaime Bakker, Case Manager; Abdulai Barrie, Youth Residential Support Worker; Oliver Bates, Case Manager; Donna Bennett, Chief Executive Officer; Nyuol Bol, Case Manager; Pei Cai, Payroll and Finance Officer; Kylie Charleson, Case Manager; Jenni Clark, Youth Residential Support Worker; Michelle de Santa, First Response Mobile Outreach Worker; Shai Diner, Program Manager Northwest; Paula Forrester, Youth Residential Support Worker; Ella Grosling, Youth Residential Support Worker; Gion Getachew, Youth Residential Support Worker; Nadia Haider, Youth Residential Support Worker; Sarah Hempel, Youth Residential Support Worker; Samantha Hopkins, Youth Residential Support Worker; Airlia Hornsey, Youth Residential Support Worker; Robyn Hoult, Youth Residential Support Worker; Sebastian Jenner, First Response Mobile Outreach Worker; Diane Johnson, First Response Mobile Outreach Worker; Mathew Johnston, Case Manager; Shelley Karpathakis, Youth Reconciliation Practitioner; Manny Kidanu, Boost Case Manager; Achol Kiir Boost Case Manager; Eann Lister, Case Manager; Linda Mackenzie, Youth Residential Support Worker; Anna Marincic, Youth Residential Support Worker; Jennifer McAughtrie, Operations Manager; Jordy McGauran, Youth Residential Support Worker; Samantha Minerds, Case Manager; Patricia O'Donohue, Acting Operations Manager; Helda Payet, Web Developer; Kylie Radville, Youth Residential Support Worker; Ulrike Read, Financial Manager; Carla Reid, acting People and Culture Manager; Teresa Reitano-Selvon, People and Culture Administrator; Francesco Scifo, Business Development and Partnerships Manager; Sue Scott, Programs Manager North East; Lisa Settineri, Youth Residential Support Worker; Remy Sheppard, Case Manager; Georgina Sullivan, BOOST Case Manager; Tegan Tregoe, Team Leader First Response Mobile Outreach Program; Riette Veldsman, People and Culture Manager; Sue Watt, Youth Residential Team Leader; Olivia Myeza, Business Development and Partnerships Manager.

### Special Acknowledgements

Department of Families Fairness and Housing, Hume Moreland Area and Melton Brimbank Area; Cath Flanagan, Bolton Clarke Youth Homeless Persons Program; Brendan Pearl, Homeless Youth Dual Diagnosis Initiative Northern; Holly Clarkson, Homeless Youth Dual Diagnosis Initiative Western; Nicholas Klenkowski, Youth Ambassador; Jennifer Hansen, Ambassador; Isabel Huntington, Ambassador.

### Annual Report production

Photography: Hilary Faye and Shannyn Higgins  
Design: Geronimo Creative Services  
Print: Southern Impact



“I DON'T THINK PEOPLE CAN REALLY APPRECIATE HOW MUCH IT MEANS TO HAVE A ROOF OVER YOUR HEAD UNTIL YOU DON'T HAVE A HOME. TO HAVE A BED, A PILLOW OR ANY OF THOSE THINGS. BUT ONCE I WAS AT HOPE STREET, I WAS ON THE PATH TO PROGRESS AND HEALING. I STARTED TO FEEL THAT THE WORLD WAS MY OYSTER AND THAT ANYTHING I WORKED HARD AT, I COULD ACHIEVE.”

NICK, A PREVIOUS HOPE STREET CLIENT





**Hope Street Youth and Family Services**

ABN: 82 083 119 731 ©2021

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



Hope Street acknowledges the support of the Victorian Government.