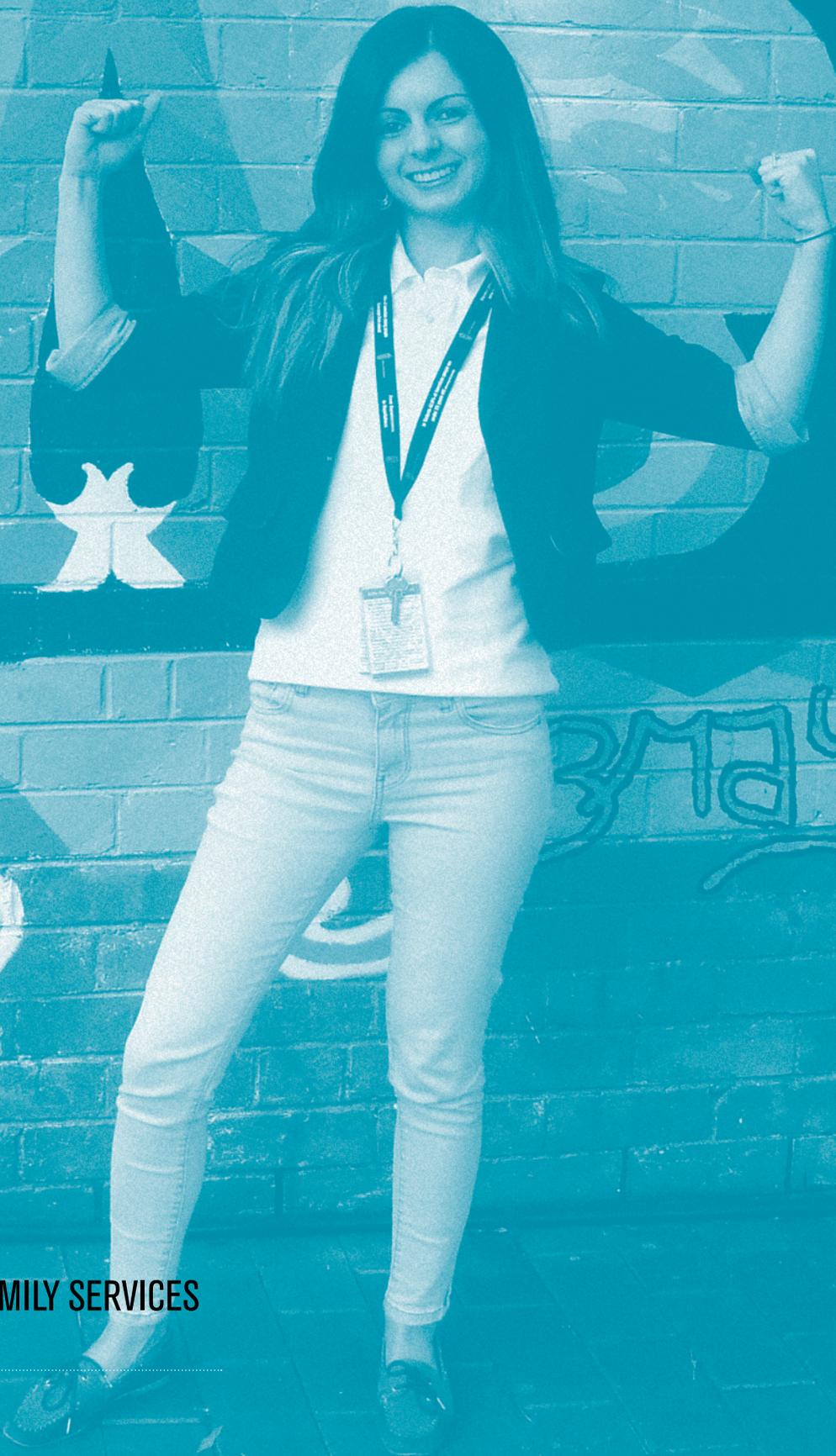




**HOPE
STREET**



**HOPE STREET YOUTH AND FAMILY SERVICES
ANNUAL REPORT 2014**



OUR VISION

That society values and meets the needs and rights of young people.

OUR MISSION

To seek, advocate and facilitate social change to meet the needs of young people and their children. To empower young people to overcome disadvantage and to achieve their hopes and future goals.

OUR PHILOSOPHY

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

OUR VALUES

Hope, empowerment, diversity, choices, interdependence, education, self determination, equality, non discrimination, respect, fairness, collaboration and social justice.

OUR STANDARDS

Evidence-based practices, strengths-based approaches, holistic client-centred responses, ethical and professional practice, safety, consistent and responsive service provision, industry standards and accountability to young people and their families, community, partners and supporters.

OUR PURPOSE

Solid and sustainable outcomes to meet the needs of young people and their children who are at risk of or experiencing homelessness.

OUR PARTICIPATION

Hope Street facilitates young people and other stakeholders to be involved in the decision-making processes of our organisation, including: policy development, program planning, delivery of services and evaluation.



What a pleasure to present this report for 2013/2014. Our achievements are to be celebrated. The past year has been busy and productive. In 2013, the then Committee of Management established a thorough and far reaching strategic plan. It clarified the key areas of performance for the organisation and provides performance criteria for us to judge our success. We have structured my report under the key priorities (goals) of the strategic plan.

Our Clients

The progress of our clients is reflected in our statistics and service quality measures. These are provided throughout each program report in the pages ahead.

We are proud to announce that once again, all areas of Hope Street operations have exceeded their service targets. We have supported more young people than we are funded for and the service outcomes as measured by client activity are above expectation. In terms of qualitative outcomes, our teams of qualified and expert youth practitioners tenaciously work within a resource poor environment with each young person so they may begin to or achieve meaningful life changes. This includes securing sustainable private rental housing as well as other specialist housing outcomes matched to young person's individual needs; engagement or re-engagement with school; screening of mental health needs and supported linkages to specialist mental health services; relationship building within families; the provision of shelter, food, clothing, friendly, non-judgemental and respectful support; supported referrals to general and specialist health services; supported referrals to specialist substance use services including detox programs and much more.

We pride ourselves on being proactive in encouraging young people to be active in all aspects of our organisational development as a part of our continual improvement practice. This helps us to encourage young people to perceive themselves as valuable contributors to their community as well as their own wellbeing and development. We respect their capacity for good decision making, self-determination and ability to take control of their own lives. It was a very proud moment this year when many of our new Hope Street In Melton Program tenants were formally recognised by Melton City Council in their Youth Awards Program. What better way for a community to recognise the value and potential of their young people at the same time as stepping up to meeting their needs and aspirations.

Our Communities

Our active participation in a range of communities is a key activity of Hope Street.

At the State level we have hosted a visit from the Hon. Wendy Lovell, MLA and Minister for Housing, worked closely with local MP's Kelvin Thomson and showcased our successes with the shadow Minister Richard Wynne and Brunswick local Member of Parliament Jane Garret. We appreciate their ongoing support.

We continue to build our partnerships with our key local government areas including, service development in conjunction with Moreland City Council, planning for Whittlesea Partnerships and their Civic Precinct and exploring joint responses to service needs identified in the Melton

area. We are deeply appreciative of the support and co-operation of councillors and officers from all three municipalities.

We have a number of partnerships with transitional housing managers and access points with the aim of providing accessible, stable and responsive accommodation and support services to young people who are homeless. This is achieved via crisis referrals including after hours referrals from Melbourne Youth Support Service; co-location with North East Housing Service; Tenancy Management provided by VincentCare.

Our CEO remains active in a number of professional groups which support our community connections including the North West Homelessness Network Steering Group Band the Local Area Services Network. Consistent with the Department of Human Services restructure, both of these networks were split into two representing the Northern Division and the Western Division. Our CEO led the negotiations with the Department of Human services for the transfer of the Homelessness Network funds to the North and the development of the governance structure of the Northern Local Area Service Network. These structures are vital for keeping abreast of regional issues as well as strengthening our contacts and influence.

In the new financial year we will broaden our community reach to include corporate, business and philanthropic support and participation in new networks that will enable us to co-ordinate at a systems level with allied sectors. Our aim is to work toward more and better outcomes for young people as well as remain responsive to community needs.

Our Resources

The key highlight this year as been finalising the Hope Street Service Development Plan. This plan reflects our major directions and initiatives for the foreseeable future. Highlights include creation of a Service Development Manager position, diversifying our funding base, developing new partnerships, exploring innovative service practice and increased services to young families and young people from CALD backgrounds.

We underwent a management re structure to more effectively utilise our resources for more responsive management across all operational areas of Hope Street. We also restructured two of our programs: Youth Residential and Outreach Program. These programs were combined and have been separated for more targeted support to young people.

Hope Street has also become a company limited by guarantee by adopting a new legal structure. This company structure allows us to maintain all the benefits previously enjoyed as well as expanding our funding opportunities. Policy development has included reviewing our human resource policies to ensure expectations and processes to maintain a fair and safe workplace.

OUR PARTNERS



OUR SUPPORTERS



The financial position of Hope Street remains strong and includes some ongoing capacity for innovation. Robust and transparent financial management systems ensures no wastage and prudent financial decisions are made. Please refer to the Directors' Report on page 16 and 17, and the Financial Statements on pages 19 and 20.

Innovation and Development

We must voice our concern that once again, following the recent federal government election we found ourselves waiting for key funding and program decisions and seriously contemplating the possibility of closure and redundancies in some of our programs. It is sad to report that this is not the first time we have been confronted with this dilemma. Previous experience kept me optimistic that the funding would come through eventually but we must admit to some disappointment at finding ourselves in that position again. Youth homelessness is not a social problem that will just disappear and while it may be a relatively small program for governments the services we provide are vital to the wellbeing of young people and the communities in which they live.

We were pleased early this year to be invited as one of 17 organisations to participate in the DHS review of the Victorian Homelessness Action Plan conducted by KPMG. It is important that the efficiency, capability and achievements of small organisations are recognised by key decision makers and we welcomed the opportunity to showcase Hope Street in this review.

Hope Street launched its own review into the Boost Program this year with the help of academic researchers from RMIT. Our report highlighted the achievements and innovations of this program and well as identifying a number of areas for program improvement. It was pleasing that after the evaluation, the program attracted funding for another year.

Thankyou to the Board members for ensuring governance and financial management excellence of Hope Street enabling the company to work towards achieving our strategic priorities. The teams of qualified and expert people across our programs are to be congratulated on achieving life changing outcomes with young people in a resource poor environment. Thankyou to our management team for being the bridge between services provided to young people and service innovation; practice and risk management; community and service integration. To young people who have no safe, secure or welcoming home, with or without family, to live in, we commend you for your strengths, determination and abilities. May all your hopes come true.

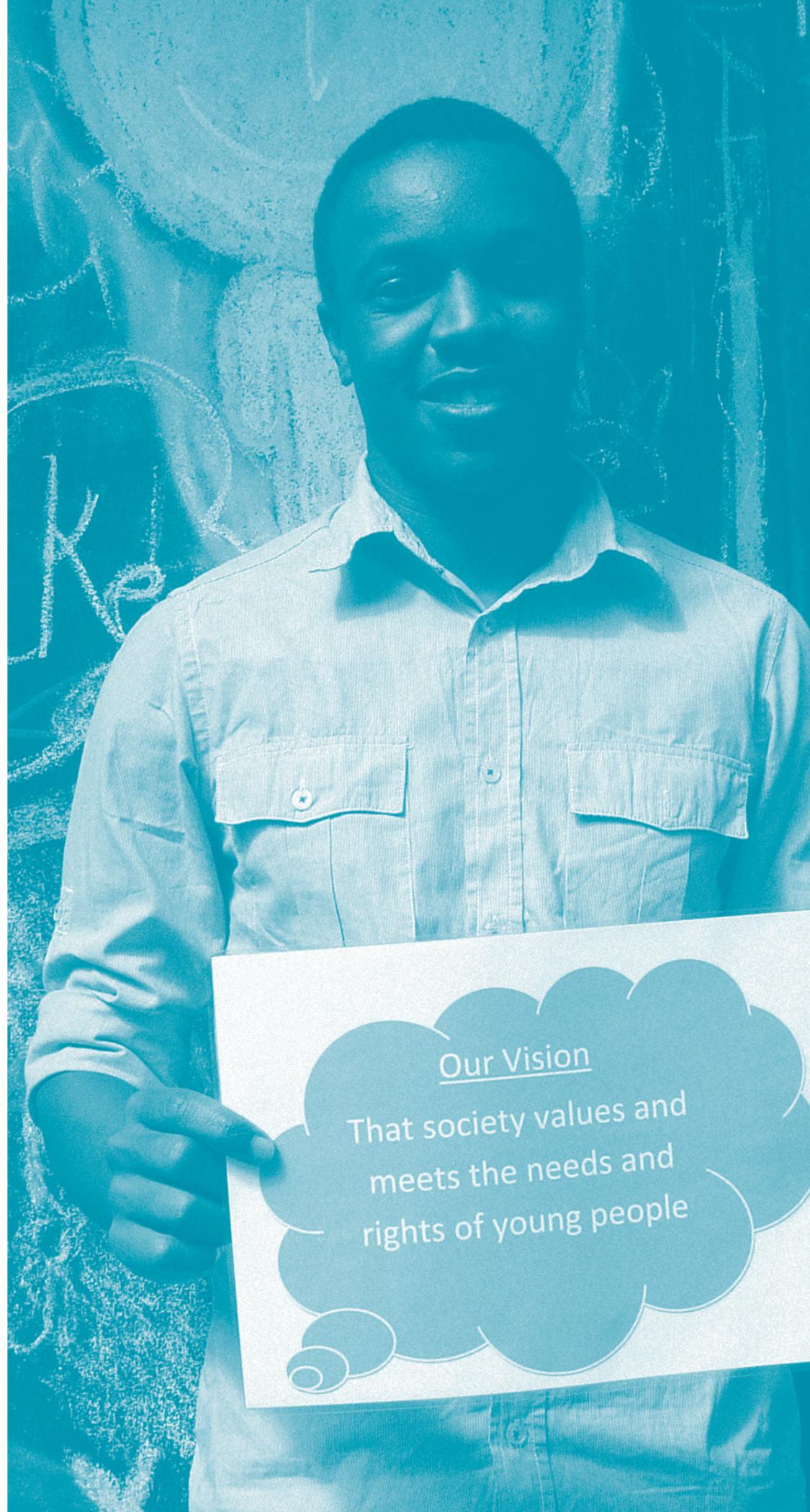


Judith Cooke
Chair



Donna Bennett
Chief Executive Officer

All areas of Hope Street operations have exceeded their service targets, and service outcomes as measured by client activity are above expectation.



BOARD MEMBERS



Judith Cooke Chair

- MBus, BA, Dip Ed
- Founding member of the Board
- 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.



Wayne Street Treasurer

- Graduate in Mathematics and Earth Sciences, Postgraduate Diploma in Urban and Regional Studies, Adjunct Professor in Health and Biomedicine, Fellow of the Australian Marketing Institute, Certified Practising Marketer

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



Andrew Nette Secretary

- Joined the Hope Street Board in 2012
- Founding member of the Board
- Works as a consultant in the community services

Role Extensive research and policy experience in housing and homelessness services



Helen Riseborough Member

- BSocWk, Master of Social Policy
- Founding member of the Board
- 35 years of experience in health and community service sector

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



Vivienne Archdall Member

- Masters of Education and Training, Post Graduate Diploma in Health and Human relations, BA, Dip Ed
- Founding member of the Board

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.



Jo Connellan Member

- B Eng (Civil), Grad Dip, Urban Planning, EWS, Grad Municipal Engineering, Master Environmental Science
- Founding member of the Board

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

THE YEAR AT A GLANCE



As leading experts in the field of youth homelessness, Hope Street has achieved impressive successes in all priority areas of our Strategic Plan.

In August 2013 the Honourable Kelvin Thompson MP launched the Australian Housing and Urban Research Institute's (AHURI): Boost Program Evaluation. The findings from the AHURI *Boost Program Evaluation* highlighted that Hope Street's Boost Program "provides evidence about 'what works' in providing a holistic response for young people at risk of homelessness." In May 2014 we successfully held our first ever Forum, The Youth *Homelessness Specialist Response Forum* 2014. Other successes include:

PRIORITY 1: OUR CLIENTS

- The **Youth Support Service Program** exceeded its annual target of provision of case management from 39 clients to 49 clients (32 young women and 17 young men).
- The **Youth Residential and Boost Programs** provided vulnerable young people with 3101 nights of supported crisis accommodation. Of the 90 individual clients supported through the **Youth Residential Program**, 32 utilised the emergency bed facility while 2 families were supported through Hope Street's medium term **Young Families Unit**.
- The **Boost Program** provided 144 support periods to 125 young people: of these, 16 were accompanying children; 83 females and 42 males, with 62 young people utilising the short stay bed and 63 being supported through the transitional and crisis case management services.
- The **Boost Program** provided 1976 after hours response service hours to young people and the community.
- The **Hope Street In Melton Program** assisted a total of 37 clients. Of these, 5 were children within young families (22 were female and 15 males). 8 of these young people were born overseas; 2 identified as Aboriginal and 1 young person identified as being of Torres Strait Islander heritage. The **Hope Street In Melton Program** provided 3600 nights of housing support during this year, with 38% of clients being housed for longer than 12 months, 37% for between 3-2 months, and 25% up to 3 months.
- The **Hope Street In Whittlesea Program** supported a total of 42 young people (52% female and 48% male). Of these nine were accompanying children. All children, including newborns received their own support plans which were prepared in consultation with their parent/s. The program provided 4966 nights of bed support with 38% of clients being assisted for longer than a year.
- The **Youth Reconciliation Program** provided support to a total of 85 clients. 65 of these young people were Hope Street clients (including Whittlesea and Melton sites), while the remaining 20 were external clients from the Specialist Homelessness Sector and Allied Services.
- The **Youth Reconciliation Program** has delivered 10 personal development and living skills workshops. 61 clients participated in the internal and external workshops (20 clients participated in the external workshops and 41 clients attended internal workshops). On average between five and eight young people attended each workshop. Workshops included: *Food & Mood; Respect & Safety; Optimism & Resilience; Confidence & Self Esteem; Relationships; and Happiness.*

PRIORITY 2: COMMUNITIES

- Hope Street has met with a number of local government and other locally based organisations in the Melton, Whittlesea and Brunswick areas, to discuss ways to improve infrastructure and service delivery to young people and young families with links to these areas.
- Regularly updating, promoting and engaging people in cyberspace with the use of our Hope Street web page www.hopest.org
- Involving young people, families and communities in decision making processes in regards to service delivery and our programs.
- Actively encouraging young people and communities to provide feedback to Hope Street about ways to improve and involve young people in with their local communities.
- Advocating and creating 'community spaces' for young people and communities to discuss the effects and root causes of youth homelessness (i.e. The *Youth Homelessness Specialist Response Forum* 2014 allowed Eddie Arabi and Nevine Jader to talk about their experiences of youth homelessness as young people).
- Hope Street had held a number of agency visits and information sessions to talk about Hope Street and youth homelessness.
- Continuity in the engagement of key stakeholders and working in partnership with other community organisations.

PRIORITY 3: RESOURCES

Human Resources

- Aside from our clients and our communities, our staff are the heart of Hope Street.
- Hope Street continues to employ highly skilled youth specialists within our organisation to ensure that all interventions and practice models are based on evidence based practice.
- Hope Street has employed an Executive Administration Officer, Fiona Rigney.
- In excess of 95 full days of professional development provided to our valued team members
- Review and comprehensive redevelopment of *Staff Welcome Kit* provided to all new employees as a part of their induction and orientation to Hope Street
- Management restructure to improve the efficiency of professional support to our program teams and program operations
- Operations Manager position incorporated into 2014/2015 budget
- Service Development Manager position incorporated into 2014/2015 budget
- Review and development of key Human Resource Policies and Procedures

Financial Resources

- Operation of the Hope Street Financial and Audit Sub Committee providing rigorous monitoring, planning and reporting at a governance level to the Board
- Comprehensive review of our Financial Management systems, policies, procedures and practices
- Prudent and sustainable financial management
- Compliance with the Australian Accounting Standards and the Quality Improvement Council Standards.

PRIORITY 4: INNOVATION AND SOCIAL DEVELOPMENT

- Collaborating and partnering with local government and agencies across different sectors to research community needs and explore how to best meet community needs in growth corridors
- Demonstrating our capacity to deliver innovative and successful programs. A key example was the completion of the *Boost Program Evaluation* and launching the findings
- The *Youth Homelessness Specialist Response Forum* 2014 provided a platform for innovation and social advocacy in the area of youth homelessness.
- Program Managers and Program Co-ordinators working with key community networks for increased and improved services, in particular in the growth corridors of City of Whittlesea and Melton
- Supporting sector wide relationships and collaboration via active participation in key networks including the CEO chairing the Northern Local Area Services Network

3600

NIGHTS OF HOUSING SUPPORT PROVIDED BY HOPE STREET IN MELTON IN 2014

4966

NIGHTS OF BED SUPPORT PROVIDED BY HOPE STREET IN WHITTLESEA IN 2014

61

YOUNG PEOPLE PARTICIPATED IN OUR YOUTH RECONCILIATION PROGRAM WORKSHOPS IN 2014

95

DAYS OF PROFESSIONAL DEVELOPMENT FOR OUR TEAM MEMBERS

2014

REVIEW AND DEVELOPMENT OF HUMAN RESOURCE POLICIES AND PROCEDURES

BOOST PROGRAM REPORT

The Boost Program is a specialist case management program that provides intensive support to medium/high risk young people with multiple and complex needs. The aim of the Boost Program is to provide secure housing for young people whether that is through a range of private options or successful integration into appropriate supported accommodation within the homelessness service system.

The Boost Program consists of three case managers working a flexible roster offering a service for young people up to 11pm at night during the week and a Saturday case management support service. The Boost Program consists of a seven night short term stay bed with intensive case management, transitional support for clients up to three months and crisis support case management up to six weeks.

The Boost Program also co-locates at the North East Housing once a week. This provides young people with face to face youth specific support at their first point of contact with the homelessness support system in the Northern Division. This partnership also enables Boost workers to assist North East Housing in the provision of an interim response to young people on the prioritisation waiting list. Other benefits of the co-location are that it provides opportunities for both formal and informal skill development as well as ongoing exploration of innovative responses for young people facing housing crisis. Boost also provides capacity building to the broader homelessness sector utilising networking opportunities to facilitate information sessions on youth homelessness specialist case management skills and knowledge.

The funding for Boost has been successfully rolled over to June 2015 and efforts are continuing to ensure this becomes recurrent through the Commonwealth's National Partnership Agreement.

Boost Clients

During 2013-14 the Boost Program supported 142 young people (92 females and 50 males); consisting of 62 people utilising the short stay bed and 80 being supported through the transitional and crisis case management services. Of these young people 62 indicated that this was their first time experiencing homelessness and 24 had children of their own, although the majority were not the primary guardian for these children. The majority of Boost clients were referred from the following Access Points: North East Housing Services (37%), Melbourne Youth Support Services (29%), Vincentcare (15%), HomeGround (9%), and Yarra Community Housing (4%).

| Support Type | DHS Yearly Targets | Clients Assisted July 2013- June 2014 |
|----------------|--------------------|---------------------------------------|
| Transitional | 48 | 40 |
| Crisis | 36 | 40 |
| Short stay bed | 48 | 62 |
| Totals | 132 | 142 |



Client Exit Outcomes

There were many positive outcomes for young people engaged with the Boost Program. The main exit outcomes for Boost clients were:

- 26 young people were supported to re-unite with family or friends
- 24 were supported into private rental
- 17 transitioned into a Hope Street Residential program
- 15 were assisted with referrals to alternative supported accommodation
- 10 young people successfully secured a transitional housing property
- 5 were supported with their transition to an allied health facility
- 24 young people provided with initial support subsequently requested no further assistance
- 13 were connected to other support services via the Access Points
- 8 young people remained active in the program at the end of the financial year

Integrated Service Delivery

Alongside Boost's specialist case management support and short-stay accommodation option Hope Street provides a number of complimentary support services. Fifty two of the Boost clients also utilised Hope Street's integrated services, including one or more of the services below.

- Youth Reconciliation Program - specialist youth focussed counselling
 - Homeless Youth Dual Diagnosis Initiative (HYDDI)
 - Royal District Nursing Services – specialist youth nurse.
- Of these referrals the primary supports provided were relating to the health domains of dental (90%), general medical (45%), mental health (35%) and pregnancy (25%).

18% REUNITED WITH FAMILY
36% SECURED ACCOMMODATION
17% SUPPORTED REQUESTED NO FURTHER ASSISTANCE REQUIRED

Boost intervenes at an appropriate time when young people are entering the service system, many for the first time.

Capacity Building

Advocating for a youth specialist response within the homelessness sector is a key function of the Boost Program and to this end a public forum was held on May 9th 2014 attended by 65 sector practitioners and stakeholders. The *Youth Homelessness Specialist Response Forum* included guest speakers from VincentCare Victoria, HomeGround Housing Services, Ray White Real Estate, Hope Street CEO and the Boost Program with young people also participating in presentations that reflected on their personal experiences of homelessness and the service sector.

Boost Program staff also make regular interagency visits forging and building relationships that benefit clients across the region. Over the last year Boost has strengthened links with organisations such as St Kilda Mums, Melbourne Youth Support Service, Centre for Multicultural Youth, Moreland City Council, Ostara Australia, Youth Employment, Salvation Army Brunswick and St Kilda Crisis Centre.

Evaluation

Australian Housing and Urban Research Institute's (AHURI) completed *Boost Program evaluation* was launched by Minister Kelvin Thomas in August 2013 with Jenny Litsas (Area Director of DHS Hume Moreland) as special guest speaker. The report found that critical success factors of Boost included: innovative approaches to assisting clients secure housing, including successful engagement of the private rental sector; co-location with Hope Street's Residential Program; availability of housing focussed, but not housing constrained, brokerage; multi-disciplinary team; sustainable and inclusive approaches to case planning; a combination of crisis accommodation and outreach support; as well as individualised approaches that are responsive and focus on early intervention. The report concluded that the Boost Program is effective in diverting its clients from homelessness while successfully integrating clients into the broader homelessness service sector. The Boost model "provides evidence about 'what works' in providing a holistic response for young people at risk of homelessness".

Client Feedback

Client feedback is an important part of our service provision for continuous quality improvement and to ensure good quality practice. Client feedback from the Boost Program shows that all clients surveyed *agreed* or *strongly agreed* that they: were contacted promptly after referral; had 'how to access Hope Street's services' clearly explained; were listened to respectfully and treated with respect; felt safe and secure in the service; had their privacy respected; and were assisted with their immediate needs.

Reference Group

The Boost Reference Group meets regularly to oversee the management and delivery of the program. The Reference Group comprises of representatives of the RDNS service, MIND Australia, HYDDI, North East Housing Service, DHS and Hope Street Youth and Family Services.

The Boost Team

During 2013 – 14 the Boost team consisted of Co-ordinator Lisa Tout who was replaced by Jeremie Mbog Nyetam in an acting co-ordinator role with Christine Fagan commencing in the role of Residential Program Coordinator in January 2014. The case management team consisted of Jeremie Mbog Nyetam, Ksenya Kupres, Rosalind Godfrey and Emily O'Dwyer with Ben Prior and Courtney Shiels providing part time and casual support roles. I'd like to acknowledge and thank all members of the Boost team for their professionalism, diligence and client responsiveness in all aspects of service delivery to achieve meaningful client outcomes.



Christine Fagan
Program Co-ordinator

This ability to provide an immediate response to young people is important in capturing young people when they are motivated to work on solutions regarding their housing and contributing factors to their homelessness.

MARK'S STORY

Mark, a 20-year-old young man entered the refuge in January 2014, initially as a Boost client, then an outreach Boost client. After a period of couch-surfing, Mark still needed housing so was referred into a 6 week male vacancy in the refuge. Mark's homelessness was caused by family violence and being beaten by his father. Mark left the family home at the age of 18-years old. He started living in an old car and then eventually ended up sleeping rough. Whilst sleeping rough and couch-surfing between friends' houses, Mark's physical health started to deteriorate as he had a problem with his knee, which occasionally caused his leg to lock and he became immobilised. The treatment could not commence while he was homeless as he needed a safe place to recuperate.

During Mark's time at Hope Street, he engaged well with the case managers who utilised the services of the Royal District Nursing Service (RDNS) who linked Mark in with medical supports and treatment for his knee. Mark had an operation on his knee and returned to Hope Street refuge to recuperate. Hope Street was able to provide Mark with the correct (orthopaedic) footwear so that his knee would stabilise and heal. Hope Street accessed youth brokerage funding to meet these costs. Whilst at Hope Street, Mark also worked with his case managers to re-enroll in his educational institution of choice which was Ceder College in a Diploma of Fitness. With the help of Hope Street, Mark was able to stay in the refuge for 6 weeks and then exited into the Sandridge Program. The Sandridge Program is able to provide supported accommodation for up to two years to Mark.

YOUTH RESIDENTIAL PROGRAM REPORT

This year has been a year of consolidation in the Youth Residential Program at the Hope Street Brunswick site. Following on from the previous year's separation of the residential youth work functions from those of the case management support, we can report that the residential program has strengthened as a team and has clearer purpose in the provision of a safe and secure residential setting for young homeless people.

The main presenting reasons for young people accessing the Youth Residential Program were:

- Housing Crisis (27%)
- Relationship or family breakdown (23%)
- Inappropriate living conditions (11%)
- Domestic and family violence (10%)
- Other: Housing affordability, previous accommodation ended, mental health, lack of family or community support, drug and alcohol issues

The Hope Street Youth Residential Program provides short term crisis and emergency accommodation within an eight bed facility which has constant staff support. The accommodation service provides vulnerable young people with furnished private rooms, linen, welcome packs, food, and subsidised service fee. The Youth Support Service provides specialist youth focussed case management functions in conjunction with residential support. In addition, a range of support services such as counselling, RDNS youth specific nursing and HYDDI (drug and alcohol support) enhance the integrated response to young people.

Young people are also provided with the opportunity to cultivate their social and living skills. Participation in a weekly household chores and cooking tasks form part of their accommodation program. Many young people impress staff and each other with their cooking and recipes, taking great care and effort in preparing and providing a meal to share amongst the whole household.

Further living skill development opportunities are provided to residents through engagement with the formal Living Skills Program. Residential staff work on a one to one basis with clients to complete a series of workshops covering a range of subject areas including nutrition, housekeeping, finance and budgeting, life organisation, and self-esteem building. Incentive to complete workshops is provided through access to rewards points which can translate into free household items designed to support the transition to independence.

The Youth Residential Program also supports disadvantaged families through the provision of a family unit which is also located at the Hope Street refuge site. The Young Families unit also attracts case management support from the Youth Support case managers and operates as a stepping stone for a family group to move towards sustainable long term housing solutions.

During 2013 – 14 the Youth Residential and Boost programs provided vulnerable young people with 3101 nights of supported crisis accommodation. Of the 85 individual clients supported through the Residential service 32 utilised the emergency bed facility while two families were supported through Hope Street's medium term family unit facility. The refuge provides housing and assistance to young people from diverse backgrounds with 39% of clients being born in 15 countries outside of Australia and 6% identifying themselves as Aboriginal or Torres Strait Islander heritage.

Enhanced Youth Refuge Funds

Hope Street has funding available for young people within the residential program to assist them to enhance their health, education and training outcomes. During 2013 -2014 these funds were used for a range of items such as educational materials, computers, orthopaedic items, art supplies for students and mobile phones.

Acknowledgement of Staff:

Hope Street would like to thank all the staff in the Youth Residential Program during 2013-2014 for their commitment to helping young people achieve their goals and resourcefulness in securing consistent high quality housing outcomes and support outcomes. Thanks to residential staff Jenny Clark, Lisa Settineri, Kate Clarke, Isaiiah Muchoki, Rutendo Chirisa, Caroline Brown, Courtney Shiels, Imogen Kinnear, Ben Prior, Rosalind Godfrey, Emily O'Dwyer, Jeremie Mbog Nyetam, and our casual staff members Nate Duivenvoorden, Sarah Jecks, Matt Badura, Robyn Byron, Fiona Rigney and Craig Henry.

I would also like to acknowledge the work of Conrad Connolly that preceded my appointment in January 2014.



Christine Fagan
Program Co-ordinator

During 2013-14 the Youth Residential and Boost programs provided vulnerable young people with 3101 nights of supported crisis accommodation.

YOUTH SUPPORT SERVICE PROGRAM REPORT

All young people receiving supported crisis accommodation are also provided with specialist youth focused case management through the Youth Support Service Program. The case managers work alongside clients to identify their immediate needs and long term aspirations and ensure appropriate supports and services are accessed to meet their self-directed goals. Case managers work with the residents to explore, search and apply for a range of housing options. Depending on individual needs this could be public housing, private rental, return to family or friends, or other sector supported accommodation.

The health of a young person is another life domain that receives particular focus. Case managers will work closely with clients providing them with advice, guidance and supportive referrals to internal professionals such as youth counselling and the Royal Districting Nursing Service visiting nurse as well as external providers that specialise in such areas as mental health, dental, and drug and alcohol interventions.

Case management continues to be provided beyond a young person's exit from the refuge with case managers also having capacity to provide outreach community support. This provides valuable assistance to clients as they transition into their new accommodation and support arrangement. It also enables them, through the provision of familiar assistance, to navigate and access appropriate services after leaving the refuge.

The Youth Support Service Program exceeded its annual target of 39 clients through the provision of case management to 49 clients: 32 young women and 17 young men. The age range included:

- 2 clients aged 15 – 17 years (4%)
- 21 clients aged 18 – 20 years (45%)
- 24 clients aged 21 – 25 years (51%)

Nearly all referrals are recorded as coming from Specialist Homelessness Agencies.

As with all other Hope Street programs, the clients supported through the Youth Support Service Program originate from a diverse range of cultural backgrounds with 39% being born outside of Australia.

ZOE'S STORY

Zoe, a 22-year-old young Ethiopian woman born in Australia arrived at the refuge in early March 2014. Zoe was immediately referred to the Royal District Nursing Service (RDNS) due to some identified health concerns. Whilst at Hope Street Refuge, Zoe (like all residents) was linked in with the Youth Support Service Program providing specialist holistic case management. Zoe's identified goals included securing housing, addressing her legal issues (fines), exploring University courses and gaining her driver's licence. Whilst in the refuge, Zoe was supported to re-connect with extended family, and with the support of staff re-located to Darwin to live with her cousin.

Case managers continued to explore and advocate for a wide range of housing options for young people that fulfilled individual needs. Hope Street staff worked closely with other community organisations in their responsiveness to securing appropriate housing outcomes. Housing responses included: Lighthouse Foundation's Therapeutic Care, Mind Residential Services, Vicky's Place youth accommodation, YWCA social housing, and transitional housing through Hope Street in Melton and Whittlesea program, North East Housing (now Haven: Home Safe) and VincentCare. As well as these options young people also accessed a range of private accommodation options and returned to their family and broader social support network.

Housing Emergency Funds (HEF)

Hope Street received \$8,870 from the Department of Human Services for Housing Emergency Funds. In accordance with the funding guidelines the Youth Support Service Program team were able to allocate funds to assist young people within the northern division with emergency accommodation, rent in advance, white goods or removalist's costs. These funds are advertised as a resource on the Opening Doors Resource Register.

With a small amount carried forward from the previous year, a total of \$9,616 was spent on assisting 33 clients:

- 43% spent on purchasing emergency accommodation
- 38% expended on establishing or maintaining tenancy
- 6% funded tenancy bonds
- 13% of funds spent on *other* items such as white goods or storage

Hope Street would like to thank Sue Watt and Melina Lanyon, the two case managers in the Youth Support Service Program during 2013-2014 for their youth focused practice assisting young people achieve their goals and resourcefulness in securing consistent high quality housing outcomes. I would also like to acknowledge the work of Program Manager, Conrad Connolly who preceded my appointment in January 2014.



Christine Fagan
Program Co-ordinator

YOUTH RECONCILIATION PROGRAM REPORT

The Youth Reconciliation Program provides counselling and support to young people aged between 16 and 25 years, who are homeless or at risk of becoming homeless. The primary scope of the program is to address the underlying and complex causes of homelessness by helping the young people concerned to build the resilience necessary to achieve personal goals and to bring about positive and effective change in their lives. The Youth Reconciliation Program therefore more specifically aims to foster the development of the emotional tools and skills that will allow young clients to establish and maintain constructive relationships with family and broader support networks and ultimately participate more effectively as members of society.

Striving to build networks and maintain strong community relationships with the purpose of advancing a more holistic approach to service delivery.

In order to meet these aims the Youth Reconciliation Program offers a safe and confidential environment and adopts a client focused approach to address individual needs. In this context, the range of methods used incorporate individual counselling sessions based on a strengths based/solutions focused approach that promotes self worth and personal enterprise as well as conflict resolution skills. Family mediation/reconciliation as well as group workshops are also offered - the latter aimed at fostering psychosocial development and more effective communication and living skills.

Within the context of a community capacity building model, moreover, the Youth Reconciliation Program also strives to build networks and maintain strong community relationships with the purpose of advancing a more holistic approach to service delivery. Indeed promoting an understanding of the underlying causes of homelessness helps to identify those youth at risk, which can allow for early intervention and positive outcomes.

Meeting the needs of Young People

Throughout 2013-2014 the youth services offered by Hope Street Youth Reconciliation Program have once again been much in demand. During this period the Youth Reconciliation Program has provided support to a total of 85 clients presenting with emotional and mental health needs. 65 of these young people have been Hope Street clients (including Whittlesea and Melton sites), while the remaining 20 represent external clients from the Specialist Homelessness Sector and allied services.

The services provided during this period have included family mediation, with a focus on the enhancement of conflict resolution and communication skills, as well as one on one counselling sessions, to help address the broad and varied range of presenting personal problems and mental health issues.

Workshops and Living Skills Programs

An integral and significant component of the Youth Reconciliation Program is also the delivery of personal development and living skills workshops, and throughout the year ten highly successful workshops were delivered across the Hope Street sites. In all, a total of 61 clients participated in the internal and external workshops delivered (20 clients participating in the external workshops and 41 clients attending internal workshops). On average between five and eight young people attended each workshop.

The topics covered in the workshops included:

- **'Food & Mood'**, which provided insight into the role that food can play in emotional, psychological as well as physical health.
- **'Respect & Safety'**, which discussed the concept of respect in terms of self and others and its relevance to building positive relationships in everyday life.
- **'Optimism & Resilience'**, which explored the benefits of being optimistic, particularly in relation to overcoming anxiety, facing adversity and being orientated to achieving personal goals. A sense of optimism was explored as a realistic and positive view of the self that is inherently connected to an individual's qualities, strengths and abilities. In this context clients were encouraged to understand the impact of their own 'self-talk' and their ability to effectively evaluate problems and challenge the accuracy of their own beliefs.
- **'Confidence & Self Esteem'**, which presented useful strategies to help promote self-confidence and self-esteem.
- **'Relationships'**, which explored what constitutes the concept of both a healthy and unhealthy relationship, encouraging participants to reflect on their own relationships and how to best manage them, finish them or initiate change.
- **'Happiness'**, which explored what it means to be happy and invited clients to reflect on the meaning of 'happiness' as a state of subjective well-being that requires positive emotions and engagement with life and community.

The workshops generally aimed to address and build on the ability of young clients to cope with the myriad of problems they face. Essentially the young people participating in the workshops were helped to identify their own personal attributes and an awareness of the role that these attributes can play in helping to build resilience and develop the living and problem solving skills necessary to overcome or avoid the condition of homelessness. The workshops proved to be very successful. This has been evidenced by the very positive evaluations from the young participants themselves, who noted that they found the workshops interesting, well presented, useful and relevant. Indeed, most expressed the fact that they had learnt things that they could now implement in their daily life to bring about positive change.



Community Capacity Building

Throughout the year the Youth Reconciliation Program has continued to foster the building and maintenance of strong and ongoing relationships and networks with a number of community organisations. In this context the role of the Youth Reconciliation Program is also that of promoting the service and providing information regarding the program and what it offers as well as the provision of information and education on youth homelessness in general. While the key function of such relationships is referrals to the Youth Reconciliation Program, an important outcome is also early intervention and the prevention of homelessness through the provision of skill development among stakeholders.

Relationships have consequently been strengthened with Brunswick Youth Services, the Reconnect Program (Crossroads, Salvation Army) and Coburg Senior High School with the scope of raising awareness about links between family break-down and homelessness, and targeting at risk youth in order to foster early intervention by equipping these young people with skills and knowledge through the provision of strength-based workshops.

An ongoing partnership has also been maintained with the Royal District Nursing Service Homeless Persons Program which continues to provide a holistic approach to health, while continued links with Orygen Youth Health also serve to provide support and guidance with regard to assessment and referral options for the young homeless experiencing more severe mental health issues.

In the coming year, I will be on maternity leave. The Youth Reconciliation Program position will be filled by Louise Maree. I would like to welcome Louise into this role and I am sure that Louise will find this role both challenging and very rewarding.

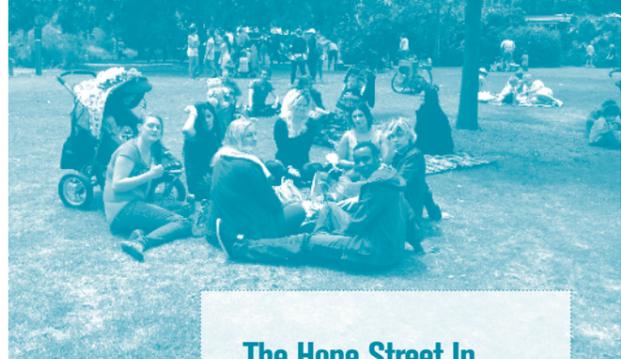


Lara Nelli
Youth Reconciliation Practitioner

MOHAMED'S STORY

Mohamed, a 17-year-old young male of Iranian background was staying in the youth refuge whilst also engaged with the Department of Human Services - Refugee Minor Program. Mohamed was enrolled in a Hairdressing Apprenticeship course and also obtained casual work through a cleaning company to supplement his income. Mohamed was experiencing financial hardship and staff discovered that Mohamed was sending money back to Iran. Mohamed's case manager spoke with Mohamed about sending money back to Iran and Mohamed stated that his family had legal problems. Mohamed's Hope Street case manager contacted the Refugee Minor Program to inform them of this. The matter was referred to the Red Cross and they were able to contact Mohamed's family to provide support. Mohamed's income was then available for him to use for his own independent living costs including private rental with friends.

HOPE STREET IN MELTON & WHITTLESEA PROGRAMS REPORT



The Hope Street In Melton and Hope Street In Whittlesea programs provide clients with a platform to transition from homelessness to sustainable long term independent living.

The Hope Street In Melton and Hope Street In Whittlesea programs are integrated support services that provide a range of youth-focused transitional housing operating within a “foyer like” model. The service model encompasses specialist youth-focused case management, community outreach and living skills programs with links to the relevant Local Government areas. The program uses an holistic approach to address the needs of vulnerable young people and young families by supporting them to be “active participants” in creating opportunities to strengthen their housing, employment, education and training as well as personal and social development. The Hope Street In Melton and Hope Street In Whittlesea programs provide clients with a platform to transition from homelessness to sustainable long term independent living.

Hope Street provides transitional housing from a number of sites. The Melton office operates a housing model that has a configuration of eight single units and two family designated units while the Whittlesea program operates five single and two family units from Thomastown and four family units from Preston. Individualised support has a strong focus on connections and reconnections with family, personal relationships and community while enhancing a young person’s capacity to be self-sufficient.

Young People and Children – Hope Street In Melton Program

This year the Hope Street In Melton Program assisted a total of 37 clients – of these 5 were children within young families, 22 were female (59%) and 15 males (41%). Eight of these young people were born overseas, two identified as Aboriginal and one as of Torres Strait Islander heritage. We provided 3600 nights of housing support during this year with 38% of clients being housed for longer than 12 months, 37% for between 3 and 12 months, and 25% up to 3 months.

During 2013-2014 the Hope Street In Melton Program:

- 26 client support periods were closed; 27% had been engaged for longer than 12 months, 27% between 3 and 12 months, and 46% up to 3 months.
- the majority of referrals came from Specialist Homelessness Agencies or Government/Non-government Agencies
- the main reasons for seeking program support were;
 - o Housing crisis (31%)
 - o Relationship/family breakdown (18%)
 - o Lack of family support (10%)
 - o Inappropriate housing (10%)
- 52% of all current and closed clients successfully achieved more than half of their case planning goals, and
- those engaged in employment rose from 6 young people to 12

Young People and Children – Hope Street In Whittlesea Program

During 2013-2014 the Hope Street In Whittlesea Program supported a total of 42 young people (52% female and 48% male) – of these, nine were accompanying children. All children, including newborns, received their own support plans which were prepared in consultation with their parent/s. The program provided 4966 nights of bed support with 38% of clients being assisted for longer than a year.

Additional details relating to clients engagement in the Hope Street In Whittlesea Program are:

- 24 client support periods were closed, with 58% of these being supported by the program for greater than 1 year, 21% between 3 to 12 months, and 21% for up to 3 months
- 68% of all referrals came from Specialist Homelessness Agencies
- the main reasons for seeking assistance were;
 - o Housing crisis (26%)
 - o Inappropriate housing (26%)
 - o Relationship/family breakdown (12%)
- the predominant support areas that case managers provided referrals for were;
 - o family violence
 - o brokerage and material aid
 - o education and training assistance
- 54% of all clients achieved more than half of all their case planning goals, and
- the number of clients engaged in employment rose by 100% from 5 to 10

While engaged in both the Hope Street In Melton and Hope Street In Whittlesea programs, clients were supported to access a range of brokerage funds to assist them with employment, education and training requirements such as laptops, course material, internet connections and public transport.

Also material aid such as private rental brokerage was utilised to assist young people with initial housing set up costs, rental support and bond assistance.

Young people successfully accessed a variety of housing options as a part of their case managed transition from the programs securing accommodation such as private rental, sublet private rental, shared housing, transitional or public housing, as well as successfully reuniting with family or significant others.

Client Workshops

The young people participating in the Hope Street In Melton and Hope Street In Whittlesea programs were provided with structured and responsive life skill development workshops and individual support to aid their transition into independent living. Case Managers, Support Workers and the Youth Reconciliation practitioner engaged with clients facilitating group programs that addressed situations and salient topics as they arose within each program. Furthermore, external community representatives were also invited to attend the programs to support clients achieve their case planning goals.

The workshops covered a wide range of topics during 2013-2014 including: communal living and resolving neighbourhood conflict, relaxation techniques and developing better sleep patterns, cheap and easy meal options, sexual health, how to stay safe online, synthetic drugs and ‘herbal highs’, and topics relating to work readiness. A significant aspect of the group programs is peer support and communication development which is facilitated through the provision of dinner or a social barbeque which residents assist to deliver.

Weekend Programs

Built in to the program design is case management support at weekends and an overnight staff presence on Friday and Saturday evenings as well as a youth residential support worker presence on Sundays. This assists young residents to feel safe and allows them to frequently come into the office for a chat. Activities are run on weekends that focus on social and life skill enhancement with a strong emphasis on the personal development and achieving individual case plan goals. Some of the client focused activities support by weekend workers this year include: attending private rental housing inspections, open days at universities and TAFE, and engaging in the L to P program. Alongside these individually focused activities the weekend workers also provide social and recreation activities which this year has seen young people establish a communal garden and participate in such activities as attending music festivals, engage in community sporting activities and go to the movies. Activities are suggested by workers and young people alike and through regular participation young people get to know each other better, become more comfortable with each other on site and build a stronger rapport between themselves and with support staff. This component of the program is a valuable complementary addition to the work undertaken by case managers during the week. It also enhances a young person’s connections with their local community.

Community Relationships and Capacity Building

During the year Hope Street staff has continued to consolidate local partnerships and community support networks, and have formed new alliances to enhance service provision to our client group. We continue to work closely with VincentCare in the provision of quality transitional housing as well as maintaining a seamless referral pathway for the private rental brokerage program. Similarly we work closely with referral Access Points to ensure vacancies are responded to in a timely fashion. Other partnerships that Hope Street Melton and Whittlesea are engaged in include:

- Melton Youth Access Network comprising a broad range of services and supports for young people in the Melton and surrounding areas
- Melton and Brimbank Leaving Care Alliance under the auspice of the Department of Human Services (DHS)
- Bunnings Warehouse in Melton who have provided free labor and materials to assist young people establish a communal vegetable garden as well as rejuvenate their own personal backyard areas
- continued participation in the Homelessness Outcomes Star Pilot in partnership with DHS
- Whittlesea Community Futures Advocacy Group
- Whittlesea Youth Commitment and the sub-group Youth Homelessness Research Project Working Group developed to promote and focus on the local youth community and advocate for a research project on youth homelessness in the City of Whittlesea

The City of Melton also recognised a number of young people engaged in the local Hope Street In Melton Program through the provision of awards. These honours acknowledged young people’s local contributions in the fields of education, sport and community engagement. Recognition was given for positive community role modelling, personal determination and community diversity. The City of Melton Youth Services recognised these accomplishments with a ceremony at the Westwater Hotel, Caroline Springs.

Staffing

I’d like to acknowledge all Hope Street In Melton and Hope Street In Whittlesea programs staff for their tireless and enthusiastic support of local vulnerable youth. The determination of staff to ensure young people appreciate their personal potential and guidance to achieve their goals deserves recognition. Thanks goes to Kylie Charleson, Brent McGrath, Justine Maher, Anna Marincic and Kristen Gardiner from the Melton service and Sara Samson, Taryn Alder, Katie Dunlop, Matt Badura and Isaiah Muchoki from Whittlesea. Thanks also to Jane Lazzari the previous Program Manager whom I replaced in February 2014.



Jeremie Mbog Nyetam
Programs Co-ordinator

JASON’S STORY

16 year old Jason grew up in an environment of family violence. At 13 he began spending nights on the street and in abandoned houses. Jason remembers falling asleep in school and not being able to concentrate. He remembers not having food in the house, and having to teach his sisters how to hide under the bed from the arguments at his mother’s house. Jason’s stepfather started hitting him, and he remembers wondering why the teachers did not see his bruises. From 12, Jason’s mother would offer him alcohol and drugs. Jason said he took them at the time to feel grown up and cool, and to not have to think too much.

Jason was kicked out of the home at 14 for the last time. Fights had escalated as Jason started to talk back to protect himself. He started couch-surfing and ended up living at a girlfriend’s house, where once again he witnessed family violence between his girlfriend’s mother and stepfather.

Once Jason was picked up by the Hope Street In Melton Program, he was given the first safe stable housing he had ever experienced. The stable housing gave him a place to feel safe – this was foreign to Jason. He was allocated a worker who specialised in youth focused case management, he was given calming/self soothing strategies and linked into trauma counselling through a mental health plan.

Jason learned how to prepare healthy meals via the program’s living skills sessions. Eventually Jason was able to settle into finding employment and training and found an apprenticeship.

HOPE STREET YOUTH AND FAMILY SERVICES LIMITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2014

The Board and the CEO continue to achieve the organisation's mission (long term objective) and short term objectives as outlined in section 2 of the Company's Constitution. The principle activities and strategies are specified in our 2013 – 2016 Strategic Plan.

Directors' Report

The organisation has once again had a successful and dynamic year striving to achieve our Mission:

"To seek, advocate and facilitate social change to meet the needs of young people and their children.

To empower young people to overcome disadvantage and to achieve their hopes and future goals."

The Directors present this report on Hope Street Youth and Family Services for the financial period ended June 30th 2014. The names and information of the Directors in office are listed on page 5 and the meetings of the Directors are listed on page 19 of this annual report.

The Board and the CEO continue to achieve the organisation's mission (long term objective) and short term objectives as outlined in section 2 of the Company's Constitution. The principle activities and strategies are specified in our 2013 – 2016 Strategic Plan. The key activities of the organisation have been achieved via:

1. Ensuring Hope Street's vision, mission, strategic goals and objectives by:

- Meeting client and community needs through remaining informed of local issues, the provision of services via our programs, fulfilling our legal, constitutional and ethical responsibilities.
- Meeting the priorities and objectives as outlined in 2013 2016 Strategic Plan. Details of progress and achievements are contained in the CEO's, program and financial reports on subsequent pages. The Board monitors the progress via written reports from the CEO; collated data; financial reports; sub-committee reports and minutes; reviews and other reports.
- The four identified priorities for Hope Street during 2013 – 2016 are:
 - 1: Our Clients
 - 2: Communities
 - 3: Resources (Human and Financial)
 - 4: Innovation and Social Development

2. Maintaining a clear separation of governance and operations:

- This has been achieved by reviewing, clearly defining and implementing governance responsibilities as well as allocating resources and delegating authority to the CEO for the management of operations.
- At the AGM in November 2013, a new constitution and governance structure was approved. This enabled Hope Street to transfer from an incorporated association to a company limited by guarantee. The Committee of Management recommended this action after considering advice that this structure was best suited for not-for-profits that have complex functions, assets and employees and operate within the business environment. It is a form of public unlisted company and has no share capital. The founding members are: Carlo Carli; Judith Cooke; Vivienne Archdall; Andrew Nette; Wayne Street; Helen Riseborough; Jo Connellan.

3. Maintaining and reviewing, policies, procedures, and systems of financial control, internal control, and performance reporting:

- By completing an extensive review and development of governance policies and procedures including: Financial planning, Financial record keeping, Financial reporting, Fraud risk management, Fundraising, Investment, Roles & responsibilities for financial management, Sponsorship, Employee probationary policy and procedure.
- The Financial and Audit Sub Committee reviewed the financial reports provided to Board members at each Board meeting. As a result the reports have been fine tuned providing concise and easy to read information regarding the budget and prudent financial management.

4. Risk Management and Compliance:

- Hope Street adheres to a process of continuous risk management. The Risk Management and Compliance Sub Committee continued to provide reports and recommendations to the Board to assist it to manage risk across the whole organisation and to ensure the organisation complies with relevant legislation, government policy, organisational policy, codes of practice, standards, contracts and agreements. The Sub Committee continues to oversee the establishment, monitoring and review of systems and processes that ensure Hope Street has effective policy and processes for identifying, managing and reporting risks.

- We reviewed Hope Street's Risk Identification and Compliance Register and Plan. In doing so we revised strategies and actions for responding to risks.

To implement the Strategic Plan, a Business (Operational) Plan is developed annually and with annual key performance measures, progress against which are routinely reported to the Board.

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, shall be applied solely towards the promotion of charitable purposes and the objects of the Company as specified in the Hope Street Constitution.

The Board members have remained steady during the 2013/2014 period. After seven years of valuable contributions to Hope Street, including as Treasurer for three years, Carlo Carli did not renominate for the Committee/ Board at the last year's AGM. We thank Carlo for his dedication, knowledge and skills in making Hope Street a stronger organisation. We acknowledge the hard work and professionalism of staff in providing quality services to young people and the community. We acknowledge the leadership and drive of our CEO, Donna Bennett. Thank you to the members of the Board for their valuable contributions providing quality governance and expertise to achieve the vision of Hope Street: "That society values and meets the needs and rights of young people".

Members Guarantee

The company became incorporated under the Corporations Act 2001 on 21st February 2014 and is a company limited by guarantee. If the company is wound up, the constitution states that each member is required to contribute a maximum of \$20 each towards meeting any outstanding obligations of the company. At 30 June 2014, the total amount that members of the company were liable for is \$180.

Auditor's Independence Declaration

The lead auditor's independence declaration for the year ended 30 June 2014 has been received and can be found at the back of the report.

Signed in Brunswick, in accordance with a resolution of the Board of Directors



Judith Cooke
Chair



Wayne Street
Treasurer

Statement of Financial Position

as at 30 June 2014

| | 2014 | 2013 |
|--------------------------------------|------------------|------------------|
| | \$ | \$ |
| Assets | | |
| Current Assets | | |
| Cash and cash equivalents | 1,541,790 | 1,259,645 |
| Trade and other receivables | 23,897 | 12,873 |
| Total Current Assets | 1,565,687 | 1,272,518 |
| Non-Current Assets | | |
| Property Improvements | 8,794 | 8,018 |
| Motor Vehicles | 39,961 | 53,260 |
| Office Furniture & Equipment | 12,281 | 12,387 |
| Furniture & Fittings | 32,844 | 25,671 |
| Low Value Pool | 1,408 | 33 |
| Total Non-Current Assets | 95,288 | 99,369 |
| Total Assets | 1,660,975 | 1,371,887 |
| Liabilities | | |
| Current Liabilities | | |
| Trade and other payables | 139,135 | 107,077 |
| Short term employee provisions | 87,066 | 100,194 |
| Other provisions | 42,721 | 33,810 |
| Total Current Liabilities | 268,922 | 241,081 |
| Non-Current Liabilities | | |
| Long term employee provisions | 4,101 | - |
| Total Non-Current Liabilities | 4,101 | - |
| Total Liabilities | 273,023 | 241,081 |
| Net Assets | 1,387,952 | 1,130,806 |
| Equity | | |
| Retained surplus | 1,387,952 | 1,130,806 |
| Total Equity | 1,387,952 | 1,130,806 |

Statement of Cash Flows

as at 30 June 2014

| | 2014 | 2013 |
|--|------------------|------------------|
| | \$ | \$ |
| Cash flow from operating activities | | |
| Receipts in the course of operations | 1,865,221 | 1,804,045 |
| Grants received | | |
| Other | | |
| Interest received | 44,394 | 48,144 |
| Payments to suppliers and employees | 1,606,562 | 1,468,927 |
| Net cash provided by operating activities (Note 3) | 303,053 | 383,262 |
| Cash flow from Investing activities | | |
| Purchase of plant and equipment | -20,908 | -93,848 |
| Net cash used in investing activities | -20,908 | -93,848 |
| Cash flow from Financial activities | | |
| Net increase in cash held | 282,145 | 289,404 |
| Cash at beginning of year | 1,259,645 | 970,231 |
| Cash at end of the reporting period | 1,541,790 | 1,259,645 |

Statement of Profit and Loss

as at 30 June 2014

| | 2014 | 2013 |
|--------------------------------------|------------------|------------------|
| | \$ | \$ |
| Income | | |
| Grants received and expended | 1,847,791 | 1,771,607 |
| Interest Received | 56,691 | 48,144 |
| Other Income | 16,157 | 16,903 |
| Profit on Sale of Non-current Assets | - | 16,388 |
| Total Income | 1,920,639 | 1,853,042 |
| Less Expenditure | | |
| Advertising | 1,831 | 8,602 |
| Auditors' remuneration | 2556 | 2838 |
| Bank Fees | 425 | 628 |
| Bookkeeping Fees | 63,663 | 58,984 |
| Cleaning | 12,573 | 11,316 |
| Committee expenses | 4348 | 4992 |
| Community partnership meetings | 1,034 | - |
| Consultancy Fees | 22,450 | 24,286 |
| Contractor | 5,568 | - |
| Depreciation | 24,991 | 94,102 |
| Insurance | 2,727 | - |
| Legal Fees | 1,613 | 935 |
| Light, Power Gas and Water | 12,661 | 7,758 |
| Memberships and Subscriptions | 2,754 | 11,358 |
| Motor vehicle expenses | 26,205 | 27,336 |
| Other employee expenses | 16,260 | 9,825 |
| Other general expenses | 19,662 | 20,847 |
| Program expenditure | 98,829 | 159,244 |
| Provisions for Staff | - | 28,100 |
| Repairs and Maintenance | 10,282 | 10,320 |
| Salaries and Wages | 1,115,673 | 932,915 |
| Security | 2,132 | 2,831 |
| Staff Training | 19,068 | 10,726 |
| Stationery, printing & postage | 28,771 | 19,202 |
| Superannuation Contributions | 100,575 | 83,310 |
| Telephone | 26,385 | 28,305 |
| Travelling expenses | 1,667 | 2,049 |
| Workcover | 38,790 | 28,491 |
| Total Expenditure | 1,663,493 | 1,589,300 |
| Net surplus for year | 257,146 | 263,742 |

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

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:

1. The financial statements and notes as set out on pages 4 to 12 are in accordance with the Corporations Act 2001 and:
 - a) Comply with Australian Accounting Standards; and
 - b) Give a true and fair view of the financial position as at 30 June 2014, 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.
2. 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.



Andrew Nette
Secretary
5th December 2014



Wayne Street
Treasurer
5th December 2014

Donna Bennett
Chief Executive Officer (CEO)

Michelle Montague
Financial Manager

Fiona Rigney
Executive Administrative Officer

Christine Fagan
Program Co-ordinator

Jeremie Mbog Nyetam
Boost Specialist Program Specialist Practitioner
Acting Program Co-ordinator/ appointed Program Co-ordinator

Ksenya Kupres
Boost Specialist Program Specialist Practitioner

Helda Payet
Web Designer

Lara Nelli
Youth Reconciliation Program

Kylie Charleson
Case Manager Melton

Justine Maher
Residential Support Worker Melton

Anna Marincic
Residential Support Worker Melton

Brent McGrath
Case Manager Whittlesea and Melton

Sara Sansom
Case Manager

Taryn Alder
Case Manager Whittlesea

Katie Dunlop
Youth Residential Support Worker Whittlesea

Isaiah Muchoki
Youth Residential Support Worker Whittlesea and Brunswick

Melina Lanyon
Case Manager

Sue Watt
Case Manager

Kate Clarke
Youth Residential Support Worker

Jenni Clark
Youth Residential Support Worker

Lisa Settineri
Youth Residential Support Worker

Courtney Shiels
Case Manager Brunswick

Matt Badura
Youth Residential Support Worker

Rutendo Chirisa
Youth Residential Support Worker

Staff Departures

Conrad Connolly
Programs Manager

Jane Lazzari
Programs Manager Melton and Whittlesea

Lisa Tout
Boost Program Co-ordinator

Kristen Gardiner
Case Manager Melton

Ben Prior
Youth Residential Support Worker

Robyn Byron
Youth Residential Support Worker

Rebecca Zeeman
Youth Residential Support Worker

Acknowledgements

Cath Flanagan – RDNS Homeless Persons Program

DHS Northern Division Community Programs – Housing

DHS Housing Sector Development - Housing & Community Building Division

La Manna

Martins insurance for monthly donation

Will Richards – Big Chip Systems

Jan Carr – Quality Improvement Consultant

COMMITTEE OF MANAGEMENT ATTENDANCE REGISTER 2013 2014

| | 16/7 | 20/8 | 17/9 | 15/10 | 28/11 AGM* | 17/12 | Jan no meeting | Feb 18 meeting rescheduled to 4 Mar | 4/3 | 15/4 | 20/5 | 17/6 | Total % |
|---------------------|---------|---------|---------|---------|----------------------|---------|----------------|-------------------------------------|---------|---------|---------|------|---------|
| Vivienne Archdall | ✓ | Apology | Absent | ✓ | Renominated | ✓ | | | ✓ | ✓ | Proxy | ✓ | 80% |
| Donna Bennett (CEO) | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | | ✓ | ✓ | ✓ | ✓ | 100% |
| Carlo Carli | Apology | Apology | Apology | ✓ | Apology** | N/A | | | N/A | N/A | N/A | N/A | 20% |
| Jo Connellan | ✓ | ✓ | ✓ | Apology | Renominated | Apology | | | Apology | Apology | Apology | ✓ | 50% |
| Judith Cooke | ✓ | ✓ | ✓ | ✓ | Apology, Renominated | ✓ | | | ✓ | ✓ | ✓ | ✓ | 90% |
| Andrew Nette | ✓ | ✓ | ✓ | Apology | Renominated | Apology | | | Apology | ✓ | Proxy | ✓ | 70% |
| Helen Riseborough | ✓ | Apology | ✓ | ✓ | Apology, Renominated | ✓ | | | ✓ | ✓ | ✓ | ✓ | 80% |
| Wayne Street | ✓ | ✓ | Apology | ✓ | Renominated | ✓ | | | ✓ | ✓ | ✓ | ✓ | 90% |

* resolution passed to convert to a Company Limited by Guarantee

** did not renominate

*** ASIC Registration as a Company Limited by Guarantee approved 21st of February 2014

**** extraordinary general company meeting



Youth homelessness is not a social problem that will just disappear and while it may be a relatively small program for governments the services we provide are vital to the wellbeing of young people and the communities in which they live.



Hope Street Youth and Family Services Inc.

PO Box 129, West Brunswick VIC 3055

Ph 8311 9610 Fax 9387 0241

hopest@hopest.org | www.hopest.org



Hope Street acknowledges the support of the Victorian Government.

Hope Street acknowledges the Wurundjeri people as traditional owners of the land on which we work.