

HOPE
STREET



Bake BOIL

Certificate of Achievement

“ Well done for getting in the kitchen, having some fun and completing the course! It's fantastic that you now have some real cooking skills and can start cooking for yourself, your family and your friends! Congratulations! ”

From: **Junior Master chef!**
To: **14th Aug 15** *Carrie Morgan* **Anthony**

THE GOOD FOUNDATION **MINISTRY OF FOOD AUSTRALIA**

ROAST

WE ARE HOPE STREET.

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

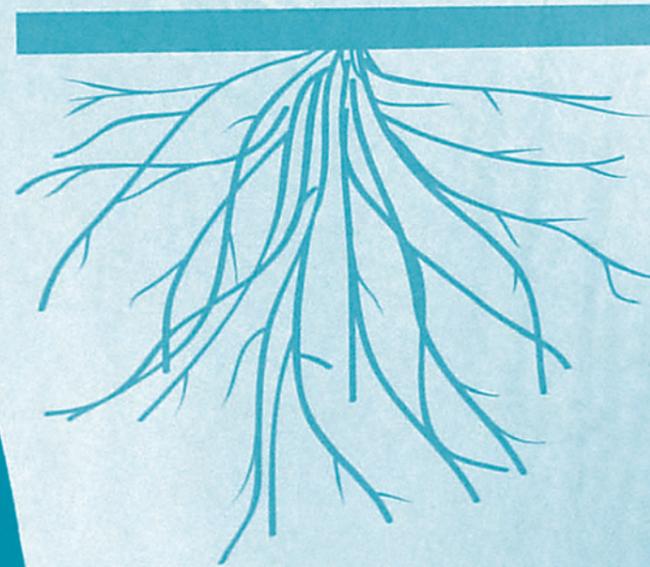
Solid and sustainable outcomes to meet the needs of young people and their children who are at risk of or experiencing homelessness.

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.



HOPE STREET



YOUTH & FAMILY SERVICES

WE'VE HAD A GREAT YEAR, WITH HELP FROM OUR FRIENDS.

Hope Street's alliances with philanthropic, corporate and community bodies enable us to make a significant difference within the burgeoning area of youth homelessness.

This year we've worked hard to diversify our funding partners. Hope Street recognises that in order to build strong foundations towards a better future for young people, we need to build robust partnerships within the corporate sector, philanthropic community and local business levels.

Hope Street thanks the following organisations for their inspiring support. Without them, we would simply be without.

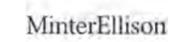
OUR PARTNERS



This Project is supported and funded by the Moreland Community Grants Program.



OUR SUPPORTERS



CHIEF EXECUTIVE OFFICER'S REPORT

With young people as the fastest growing group within homelessness, Hope Street has significantly increased its focus over the 2014/2015 year to advocate and collaborate for increased resources. As a youth (homelessness) specialist organisation Hope Street is well positioned to lead cost as well as social and client outcome effective innovation in response to youth homelessness. Within the framework of the Hope Street 2013-2016 Strategic Plan the organisation strengthened its governance and implemented significant changes within its operations and partnerships to expand the way it achieves the organisational objectives.

The Board embraced the new governance structure as a Company Limited by Guarantee by reviewing financial management and reporting systems, fine tuning the focus of the Board, diversifying new partnerships and supporting the first year of operation of the management restructure. The Operations Manager position and the Service Development Manager position were embedded into the organisation. This enabled the CEO and managers to focus on the strategic priority of innovation and social development in particular exploring, responding and creating funding opportunities.

With the expertise of the Service Development Manager Hope Street accelerated its presence and drive for new service delivery models and additional resources in the City of Melton. Key achievements included:

- Woodgrove Shopping Centre selecting Hope Street as their charity of choice
- Creating a partnership with Tabcorp Park
- Building relationships with Service Clubs
- Success with Community Grant applications
- Increased consultations with networks
- Partnering with Raine and Horne Melton to develop a new initiative (Hope to Home) to house young people
- Establishing a Hope to Home Advisory Committee
- Conducting research into youth homelessness
- Conducting a Partnership consultation workshop re: responding to youth homelessness in the City of Melton
- Strengthening our relationship with the City of Melton Councillors and Executive Officers
- Increasing our contact with local members of parliament
- Increased profile of Hope Street as well as community awareness of youth homelessness

Lead by the Operations Manager and supported by the Program Co-ordinators, the teams of specialist workers provided holistic youth centred services to young people and young families across all programs in the municipalities of Melton, Moreland and Whittlesea. Yet again within an environment that severely disadvantages the client group (housing crisis; high youth unemployment; government austerity measures targeting social services and capital) each program achieved significant client outcomes and exceeded the client target as scheduled in Hope Street's contract with the Department of Health and Human Services. Based on Hope Street's expenditure for the 2014/2015 financial year and the number of support periods we have provided it is estimated that the average cost per support

period is \$3,638. This is highly cost effective when compared to the operational cost of a youth foyer model at an estimated \$35,000 per support period per annum and the cost of child protection residential care is estimated at \$174,000 - \$330,000 per person per annum. The recent report on *The cost of youth homelessness in Australia study: snapshot report 1*¹ clearly documents that young people housed in emergency accommodation and supported to remain connected to education and employment, are more likely to stabilise and move away from the homelessness service system and other specialist support systems.

None the less, a number of Hope Street's programs are funded short term under the National Partnership Agreement on Homelessness – approximately one third of total funding. In March of 2015, three months prior to the end of the financial year, the Federal Minister for Social Services announced the extension to the National Partnership Agreement on Homelessness to June 30th 2017 consistent with the commitment already made by the Victorian Government. Short term funding is a significant risk to the organisation with a potential negative impact on Hope Street's capacity to deliver services to young people/ families; planning; being an employer of choice (attracting and retaining competent staff) and long term sustainability.

Organisational growth is therefore a key strategy to address this risk by increasing and diversifying sources of funding. The management restructure as noted above has enabled greater work to achieve this. So has the establishment of the Service Development Sub Committee to co-ordinate and monitor the activities specified in the Service Development Plan endorsed by the Board. To expand Hope Street's expertise in this area the Corporate Committee comprising of Directors and Executive Officers from the corporate and business sectors was established. The generosity of time, specialist knowledge, skills, networks and contacts of each Corporate Committee member has been invaluable in enabling Hope Street to progress relationships and successes with philanthropy and the corporate sector. Special thanks to the first members of our Corporate Committee - Mr Clive Scott, General Manager of Sofitel Hotels and Mr Paul Baulch, Director of Reactivate for their abundant goodwill and sharing our vision of development so we can better respond to youth homelessness. I acknowledge the following philanthropic and charitable foundations for granting Hope Street the opportunity to deliver initiatives and

“Young people are the fastest growing group within homelessness.”



enhance the organisation's capacity to assist young people and young families experiencing homelessness: Equity Trustees; the Victorian Law Foundation; the Besen Foundation; the Melton City Council (Harness Racing Victoria); the Lord Mayor Charitable Fund; the Flora and Frank Leith Charitable Fund; the HV McKay Charities Trust and a donation from Minter Ellison. The achievements within the Philanthropic and Corporate sectors enable Hope Street to create a presence within these arenas.

Promotion of Hope Street within the Homelessness sector also occurred with two articles in the Council of Homeless Persons April 2015 edition of Parity: *Too Much Too Young – Responding to Young People at Risk of Homelessness*. The website was reviewed and substantial changes were made to better utilise this resource for show casing and providing information about the organisation and engaging the wider community. The re-development of the website included developing an 'I am a Young Person' section; a 'Donate Today' section; a 'Become a Corporate Partner' section. Hope Street also invested in information, communication and technology, reviewed the shared drive, reviewed systems including recording data and reporting mechanisms; reviewed policies and procedures. Hope Street operates within industry standards and was successful with the Mid Cycle Accreditation Review conducted in October 2014.

The reports contained in the pages ahead detail the accomplishments of each program. The client stories and quotes are snippets of young people's experiences of Hope Street. I am proud of the strengths, courage and achievements of each young person who utilises our services. I congratulate each team member for their professionalism, compassion and dedication in striving for the best with their clients. I thank Dale Hardy, Operations Manager and Serap Ozdemir Service Development Manager for seamlessly pioneering the new positions within the organisation enabling Hope Street to take a big step forward with its strategic direction. I welcome Mandy Baxter into the Service Development position in March 2015. I give special acknowledgement to the Financial Manager Michelle Montague for her expertise, diligence and professionalism. I also give special acknowledgement to my Executive Administration Officer Fiona Rigney for her wonderfully positive support. Finally, I thank the Directors for ensuring governance and financial management excellence of Hope Street enabling the company to progress its strategic priorities enabling meaningful and life changing responses to young people and their children experiencing homelessness.

1: Paul Flateau, Monica Thielking, David MacKenzie, Adam Steen, 2015, The cost of youth homelessness in Australia study: snapshot report 1, Swinburne Institute for Social Research, Salvation Army Australia, Mission Australia, Anglicare Australia, Centre for Social Impact.



Donna Bennett
Chief Executive Officer

BOARD OF DIRECTORS



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

• Founding member of the Board
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

• 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.

SERVICE DEVELOPMENT REPORT

“Start by doing what's necessary; then do what's possible; and suddenly you are doing the impossible.”

This sums up the year that has been for Hope Street's Service Development. What a year indeed! There have been a number of initiatives that have gained momentum; they include the formation of the *Hope Street Corporate Committee*, our *Skills for Life101* program, the creation of our *Hope to Home* initiative, a research project in response to youth homelessness in the City of Melton, and the development of the very exciting *Hope Street First Response Youth Service*. A new and significant journey for Hope Street has been creating a presence as well as partnerships with the philanthropic community. This new and mutually beneficial relationship has strengthened our capacity to create innovation in our service delivery to young people and the wider community.



“IT WAS SO COOL TO HAVE SOMEONE COME IN AND HELP US PREP AND COOK DINNER. I COULDN'T BELIEVE I WAS ABLE TO COOK SOMETHING THAT GOOD! IT WAS A GREAT NIGHT. AND TRAVIS WASN'T ANYTHING LIKE GORDON RAMSAY!”

(YOUNG PERSON 17, MASTER YOUR CHEF WORKSHOP)

It can be tough on young people who have experienced homelessness, they often haven't been shown how to cook or plan a meal, how to pay the electricity bill or how to develop/sustain a budget on a low income.

This is what happens when young people experience homelessness. The Hope Street *Skills for Life101* program sets out to achieve a responsive and diverse range of activities and workshops designed to enhance a young person's skill, knowledge, interpersonal awareness and general overall connection to community.

By the time young people move on from our service young people are equipped with the basics of negotiating everyday life, everyday tasks. Hope Street thanks all of our partners who have been able to make the *Skills for Life101* program such a terrific success, it is important work, all young people deserve every opportunity to move beyond homelessness and the *Skills for Life101* program works on making this a reality.

Hope to Home – an innovative response to youth homelessness in the City of Melton

In partnership with Raine and Horne (Melton), TabCorp Park, Bunnings and Melton City Council, Hope Street developed a new service model for transitioning young people out of homelessness and into sustainable private rental. Called *Hope to Home* we aim to secure philanthropic funding to pilot this initiative in 2015/2016. Using funding from a range of sources (private rental brokerage, Hope Street funds, business partners and philanthropy) young people will have their rent subsidised for a period of four months. Hope Street will be a joint signatory on the lease for 6 months and continue to provide specialist support services in the areas of tenancy, accessing and sustaining employment and training, education and developmental life skills. We look forward to implementing this program in 2015/2016.

A Research Project in Response to Youth Homelessness in the City of Melton

Hope Street conducted extensive research on the issue of youth homelessness in the outer growth corridor of Melton with the resource of an RMIT University Honour's Year Social Work Student placement. Student Karen Files, with the support of many stakeholders in the local community, conducted the research utilising quantitative and qualitative methods. The research highlighted the need to provide an emergency response to young people who are at risk of or experiencing homelessness in the LGA of Melton. Melton is one of the fastest growing municipalities in Victoria. It has a projected 85% increase in children and 83% increase in young people by 2031. With that, the prevalence of youth homelessness is predicted to also rise. When young people in Melton require emergency accommodation they often have to travel over 25 km's to get it, when this happens they can disengage from those important things like school, work, friends and family – their



Community. The major task of analysing the data collected and writing the research report has continued into the 2015/2016 year. Hope Street looks forward to reporting on this vital piece of work next year.

Hope Street First Response Youth Service

Together with local and state government, local community organisations and corporate/business and philanthropy Hope Street is leading the development of establishing a purpose built facility that will provide 100 young people who are homeless per annum a safe space to stay (average a 6 week stay). As well as providing accommodation Hope Street will also provide an outreach service 24/7 that aims to target 120 per young people annum. The *Hope Street First Response Service* will differ from usual emergency accommodation services in that it will provide an after-hours response; a mobile response; and capacity for visiting support services including health, counselling and education. First Response aims to divert young people away from the homelessness service system by way of rapid re-housing; supporting them to return home (where safe and appropriate) or providing other alternatives that give them every opportunity to remain connected to their roots. Hope Street sees this initiative as their major project and will pursue the development well into 2015/2016 with the expectation of the facility being fully operational by the end of 2017.

The Service Development area of Hope Street is full of exciting potential over the next year. Ending youth homelessness is by no means an easy feat, however with a combination of creative and innovative service delivery, robust powerful partnerships with a range of community, business and philanthropic organisations, as well as a visionary belief to think outside of the box, we know anything is possible. After all where there is HOPE, great things are always possible!



Mandy Baxter
Service Development
Manager



Serap Ozdemir
Service Development
Manager (Jul 2014-Feb 2015)

Putting the Development in Service

Hope Street understands that in order to continue to be innovative in responding to the needs of young people who are homeless we need to be visionary in our strategic planning and development. We need to grow. To make this happen: the Board established the Service Development Sub Committee; the Service Development Manager position was created; a Service Development Budget was endorsed; and the Corporate Committee was established. In recognition that the vitality of partnership with Government, the Community and Philanthropy is essential to build strong foundations towards a better future for young people we embarked and embraced this new journey making significant progress in:

- exploring new opportunities for expansion
- delivering new and enhanced services to young people
- strengthening our presence and innovation where there is the greatest need
- exploring opportunities for research, creating an evidence based foundation that underpins our service delivery and policy direction
- diversifying our funding partners
- ensuring Hope Street is readily identifiable and seen as leaders and specialists in the area of responding to and ending youth homelessness.

Corporate Committee

The Hope Street Corporate Committee was developed to enable external expert stakeholders to contribute to the promotion and sustainability of Hope Street beyond its current service delivery. Activity of the Committee has included providing strategic advice on how to build robust dual transaction partnerships within the corporate sector, philanthropic community and local business level. Current members are:

- Sofitel Melbourne Clive Scott, General Manager
- Cyclone Advertising Stuart Mitchell, Director
- Raine & Horne Melton Kieran Carson, Director
- Reactivate Paul Baulch, Director
- TabCorp Park Shane Gloury, CEO
- The Wesley Foundation, Jack Moshakis, Executive Director
- Up Front Events Bettina Spivakovsky, Director

The Corporate Committee is a critical factor enabling Hope Street to achieve its service development objectives. The members' expertise, experience, relationships, compassion and shared values and vision with Hope Street has driven the tremendous progress of Service Development during 2014/2015. Without them, we would simply be without.

Skills for Life101

With the inspiring support and work with several philanthropic foundations, trusts, community organisations' and corporate partners Hope Street has had a busy schedule with coordinating a calendar of events and workshops for our young people.

OPERATION MANAGER'S REPORT



The period 2014-2015 proved to be very busy for Hope Street programs and our teams as we continue to respond to the immediate and long term needs of vulnerable young people. Hope Street's desire to disrupt the cycle of homelessness for individuals before it becomes entrenched requires the whole organisation to be both proactive and creative. There have been many wonderful outcomes fashioned for individual young people and their families this year, primarily due to the hard work and ingenuity of their direct support workers and the integrated network of specialist practitioners.

Hope Street recognises the need for early intervention and effective service delivery to ensure at risk young people are appropriately supported. Our organisation delivers a structured, evidence based, wraparound support model that is youth specific. The main components of the support framework being: person centred planning; flexible, individually responsive program supports; suitably qualified, trained and professional team; access to safe accommodation; and linkages to specialist programs. Therapeutic responses to young people experiencing homelessness are supported by such practice research as Hellene Gronda's report *What makes case management work for people experiencing homelessness?* published in 2009 by the Australian Housing and Urban Research Institute.

On arrival at the Brunswick based supported accommodation centre (refuge) case managers from both the Youth Residential and Boost programs work closely with Hope Street's Youth Reconciliation program's specialist counselling practitioner to explore personal issues and family difficulties impacting on young people, support clients to explore positive strategies to strengthen relationships, resolve conflicts and enhance personal growth, utilising each young person's existing strengths and abilities. Homeless young people live constantly with feelings of grief, loss and guilt as the result of family conflict, disconnection and social isolation, and it is important to provide them with the opportunity to explore these issues while residing in a safe, secure and nurturing environment. Similarly, Hope Street's medium term programs at Melton and Whittlesea assist young people and young families to build upon their existing skills within a semi-independent housing environment. The provision of affordable accommodation delivers the opportunity to young people to enhance their community connections, augment their studies and enhance their employment prospects.

Client Data

The hard work of our program teams is also evidenced by the amount of individuals they've supported over this 12 month period. All programs exceeded the targets allocated to them as a part of the funding requirements. The figures below represent new support episodes provided to individuals throughout the year.

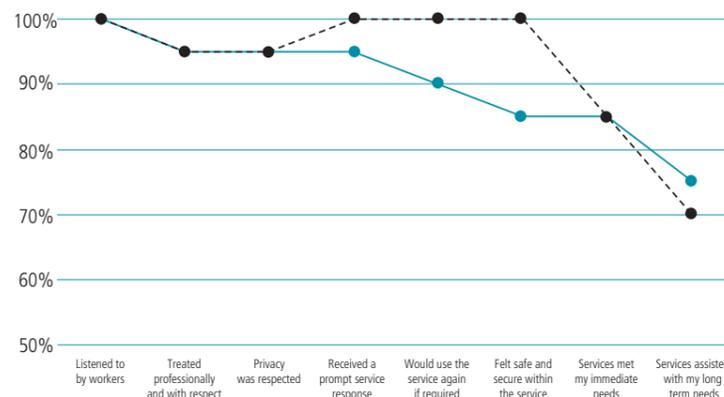
It is worth noting that there were another 66 young people already engaged with these programs at the start of July 2014 resulting in the total number of 521 support episodes provided by Hope Street programs.

New support responses provided in 2014 – 2015 by Hope Street programs:

Program	Episodes of Support	Program Target	% of Target Achieved
Boost	153	132	116%
Melton	23	14	164%
Residential	99	95	104%
Whittlesea	23	14	164%
Youth Reconciliation	83	44	189%
Youth Support Service	74	39	190%

In addition to the number of support episodes provided to young people and their families it is important that Hope Street program's seek feedback from clients to assist with the reflection on aspects of service provision, to engage with the process of continuous quality improvement, and to ensure the delivery of high quality consistent practice. The following table provides an overview of feedback provided by clients exiting the Residential, Youth Support Service and Boost programs. It is worth highlighting that in the areas directly relating to services provided by our teams young people scored highly, whereas areas of service dependent on external resourcing scored the lowest.

Percentage of young people who either agreed or strongly agreed with service delivery feedback questions at the time of transitioning from Hope Street programs

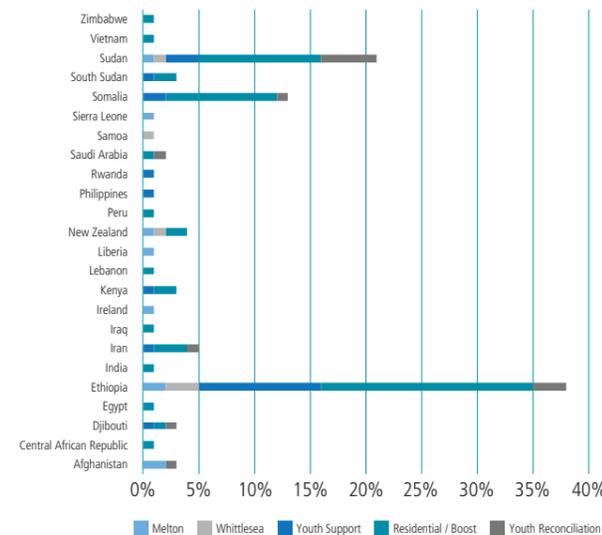


Client Diversity

Hope Street recognises the importance of ensuring that the needs of children within the family unit are acknowledged and addressed when engaging with their parents. Approximately eight per cent of client support this year was provided to children within our service delivery to young people at risk. Additionally, we acknowledge the diversity of our client group and how this impacts on the individual needs of the young people. Of the young people supported this year eight per cent identified as having Aboriginal or Torres Strait Islander heritage.

We also supported around 120 young people who have arrived in Australia from 24 different overseas nations, accounting for 25% of this year's service provision. Ethiopia, Somalia and Sudan account for 60% of young people born overseas. The table below provides an overview of young people's country of origin.

County of birth identified by young people when engaging with each of Hope Street's programs



Additionally, Hope Street programs provide responsive supports to young people who identify as trans or gender diverse, and we continue to form connections with GLBTIQ support communities to ensure we address the needs of all young people.

Family Violence Experience

Hope Street is continually alert to young peoples' experiences of family violence. It is interesting to note that the following program reports document issues such as housing crisis, inadequate or inappropriate accommodation, and relationship breakdowns as the primary factors that led to young people becoming homeless, whereas family violence is only stated as the main factor around 5% of the time. However, family violence snapshot data undertaken this year with young people engaged in Hope Street programs reported that family violence was actually the primary reason for them leaving home approximately 50% of the time while 90% of all our clients had been exposed to some form of family violence. This highlights the importance of building a trusting connection with young people so they can tell their stories, and appropriate supports can be initiated to address their real needs. The embarrassment and stigma related to family violence and its impact on a young person's journey is evident.

Service Partnerships

In addition to the Hope Street support programs provided to young people, significant partnerships with the health organisations, North Western Mental Health (Homeless Youth Dual Diagnosis Initiative) and Royal District Nursing Service (Homeless Persons Program) elevate the specialist response provided to individuals in relation to drugs and alcohol, mental and physical health needs.

Royal District Nursing Service provide a specialist youth outreach nurse to Hope Street clients, in the form of Cath Flanagan who provides services at our Brunswick supported crisis accommodation centre through out the week. Expert assistance from the youth nurse ensures issues relating to a young person's health and wellbeing are prioritised through the provision of guidance and tangible support around all aspects of health including dental, optical, pre and post-natal, as well as general medical and other specialist services. The assertive outreach model underpins service collaboration, and as with Homeless Youth Dual Diagnosis Initiative, this value-adds to both Hope Street services and offers young people a coordinated, holistic, multi-disciplinary response. During 2014-2015 the nurse supported 83 young people with various health related issues: providing health assessments for 63 young people; supporting 58 clients to access the dentist; facilitating health service referrals for 39 young people; and supporting Hope Street staff with 73 episodes of secondary consults.

Building Team Capabilities via Professional Development

Hope Street recognise the impact that early childhood trauma and neglect has on a young person's physical, psychological and social development. Additionally, the experiences of a diverse client group requires individualistic considered supports and responses from case managers and residential team members. To ensure team members are able to provide professional effective services Program Coordinators and the leadership group promote ongoing professional development. Over the last 12 months the Hope Street teams have been provided with 130 days of professional development; half of which was internally delivered and the other half provided by external training providers. Topics covered by internal facilitators included: self-care; responding to complex behaviours; trauma informed practice; focussing on the child; and positive work place culture.

Supporting young people to achieve positive outcomes and paving the way for a brighter future is truly the responsibility of the collective; the teams at Hope Street are dedicated to making a difference. I'd like to thank the Program Coordinators Christine Fagan and Jeremie Mbog Nyetam for their continued support to me in my operational role and for their commitment to their teams and programs. Additionally, I'd like to acknowledge Louise Maree who has brought energy and enthusiasm to the role of Youth Reconciliation practitioner. Also Nathan Hall has provided expertise and a willing ear for Hope Street team members through the Homeless-Youth Dual Diagnosis Initiative, we wish him well with his new endeavours. Finally I'd also like to thank my colleague Michelle Montague for her support and guidance with all matters financial, and the current and previous Service Development Managers, Mandy Baxter and Serap Ozdemir for their efforts in enhancing program and service delivery capacity.



Dale Hardy
Operations Manager

"I really like the way staff share bits of their lives so I know that they are real people and it helps me to believe that adults can be helpful"

BOOST PROGRAM REPORT



The Boost Program is a youth specialist case management service that provides intensive short term support to young people with medium to high needs. The service delivers a multi-disciplinary integrated approach in responding to young people's immediate needs. The Boost program consists of a small team of responsive case managers working a roster that includes extended hours so that young people have after-hours support within the community as well as on Saturdays. This has proved particularly valuable for assistance with private rental inspections, shared housing research and additional personal therapeutic support including during the evenings.

Boost has three program components: crisis response, outreach support for up to 3 months and a 7 night short stay bed. The program benefits from its access to a weekly 7 night bed within the Hope Street supported crisis accommodation (refuge) so that individuals can be provided with safe accommodation during the week whilst all housing options are explored and intensive support interventions are initiated. Boost has a particular focus on securing private rental outcomes for clients where possible thus diverting young people out of the homelessness services system.

As a part of the therapeutic trauma informed response to vulnerable young people, Boost workers encourage young people to explore calming and soothing evening relaxation activities such as colouring mandalas and art work in their journals. The ability to self-regulate provides some of the stepping stones away from a history of developmental trauma. These types of activities along with participation in evening meals and workshops allows Boost clients to learn by experience day to day strategies to manage their emotions as well as feeling welcomed, engaged and supported within the household during their stay at Hope Street.

Partnerships and Capacity Building

Boost workers provide a weekly crisis response for young people through an outreach posting at Haven Home Safe (formally North East Housing). This support provision is often the first time a young person has made contact with the Homelessness Service Sector. Boost workers are conscious that the information, advice or referrals they provide to each individual young person reflects their housing and support needs as well as addresses a range of sustainable options available to them. This cross-organisation arrangement provides Haven Home Safe staff access to a specialist youth specific workers who can support them with information and advice.

In addition, Boost also provides broader sector capacity building so that adult homelessness services are upskilled on the needs of young people and that mainstream youth services are kept up to date about the needs and issues of young people experiencing homelessness. During 2014-2015 Boost provided training to the following agencies and support services:

- Salvation Army Brunswick October 2014
- St Kilda Crisis Centre November 2014
- Centre for Multicultural Youth February 2015
- Royal District Nursing Service Homeless Persons Festival March 2015
- Statewide Youth Refuge Forum April 2015
- Royal Melbourne Institute of Technology Community Services Students May 2015

Boost Clients

During 2014-2015 the Boost program provided 153 new episodes of support to 136 individual young people and their families, with 12 people receiving 2 periods of support and 3 receiving 3 or more support episodes. Of the 153 individual program responses 64% of recipients were female and 36% male while 22 (14%) responses were provided to children. Ten young people were of Aboriginal heritage while 27% of clients were born overseas. The short stay bed response was accessed by 45 young people while Boost's crisis response provided 56 episodes of support and the outreach program provided 52 service supports.

Boost Support Type	DHHS Annual Targets	Supports Periods Provided 2014 -2015	% of target achieved
Outreach	48	52	108%
Crisis	36	56	156%
Short Stay Bed	48	45	94%
Totals	132	153	116%

Housing Crisis was predominantly the main reason for young people presenting to all three service components of the Boost program accounting for 76% of short stay bed referrals, 56% of those seeking a crisis response and 48% of those needing the outreach service. Other primary reasons for young people seeking assistance were:

- relationship breakdown (12%) housing affordability stress (12%) family violence (7%) and financial difficulty (7%) for Boost crisis response;
- relationship breakdown (26%) housing affordability stress (13%) and family violence (4%) for Boost outreach service; and
- relationship breakdown (13%) and previous accommodation ended (11%) for clients accessing the short stay bed.

It is also worth noting that for 48% of the young people supported this financial year this was their first experience with a homeless service, reinforcing the importance of providing early intervention responsive services to prevent long term homelessness.

Client Exit Outcomes

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

- 20 young people were supported to secure private rental accommodation
- 28 were provided with specialised youth services and referrals that assisted them to remain with family and friends
- 16 transitioned into a Hope Street Residential program (including the family unit)
- 15 young people were supported to re-unite with family
- 9 were assisted with referrals to alternative supported accommodation
- 7 young people successfully secured a transitional housing property
- 2 individuals secured an office of housing property
- 2 were accepted into the Hope Street in Whittlesea program
- 15 were connected to other support services via the Access Points
- 14 young people remained active within the program at the end of the financial year

Integrated Service Delivery

A crucial collaborative component in ensuring successful outcomes is the additional service response components provided by allied health programs. Alongside Boost's specialist case management supports and short-stay accommodation, program workers can access additional specialist services to assist with primary case management responses or secondary consultation, to ensure quality well informed client support. In 2014-2015 there were 55 integrated service responses from the following services:

- Youth Reconciliation Program - specialist youth focussed counselling
- Homeless Youth Dual Diagnosis Initiative – secondary consultation with a mental health and alcohol and other drug specialist
- Royal District Nursing Services – Homeless Support Service specialist youth nurse providing primary supports and information and advice relating to such health domains as general medical, dental, optical, and pre/post-natal.

Client Feedback

Client feedback is an important part of our service provision and assists with practice and program enhancements. This year feedback regarding the Boost program and its workers showed that young people consistently either agreed or strongly agreed that they received professional, individually targeted supports that made a difference. Refer to the Operation Manager's report for further detail.

The Boost Reference Group

The Boost Reference Group meets quarterly to oversee the management, delivery and ongoing development of the program. The group comprises senior representatives from the Royal District Nursing Service, Haven Home Safe, Homeless Youth Dual Diagnosis Initiative, MIND and Hope Street Youth and Family Services. We would like to acknowledge the valuable contribution of our departing reference group members during 2014-2015 Julie Fry from Royal

15 REUNITED WITH FAMILY
20 SECURED ACCOMMODATION

District Nursing Service, Lynn Seeley from MIND, Michelle Cassamento from Haven Home Safe and Nathan Hall from Homeless Youth Dual Diagnosis Initiative (NorthWestern Mental Health).

The Boost Team

I would like to acknowledge the hard work, creativity and expertise of our Boost team members this year Ksenya Kupres, Rutendo Chirisa, and Jude Steward along with casual staff who have also supported the Boost program. I would also like to thank our Royal District Nursing Service's nurse Catherine Flanagan and Homeless Youth Dual Diagnosis Initiative Practitioner Nathan Hall for their specialist support for young people during 2014-2015.



Christine Fagan
Youth Residential Programs Coordinator

NINA'S STORY

Nina, a 23 year old hearing-impaired young woman was referred to the Boost intensive outreach program after experiencing relationship breakdown with her family. Nina couch-surfed at her friend's place and continued to attend university, where she is studying a degree in youth work. Nina was faced with the challenge of securing private rental, as she had no rental history and was unsure where to begin. Nina advised her Boost practitioner of two hearing-impaired friends experiencing homelessness and barriers towards securing private rental. The Boost team arranged for IAP assessments and began supporting Nina's friends Adam, 20, studying engineering, and Sarah, 23, studying primary education. All three friends were hearing-impaired and felt a great sense of discrimination when applying for rental properties. Their biggest challenge was the ability to follow up with real estate agents via telephone. Despite their efforts in requesting other forms of communication, their requests were often dismissed. The Boost program practitioners assisted the three friends to attend weekend inspections, collate all required documentation, lodge applications and follow up on behalf of the clients. Within four weeks, they successfully secured a three bedroom rental property together. Boost practitioners applied for private rental brokerage which was used towards the first month's rent in advance and Nina, Adam and Sarah moved into their new home within a week of signing the lease.

YOUTH RESIDENTIAL PROGRAM REPORT

During 2014-2015 the Youth Residential program and the Boost short stay accommodation service provided young people with 2825 nights of housing.

The Youth Residential program provides flexible, multi-disciplinary, youth focussed supports to young people aged between 16 and 25. The service operates from a safe, secure and private accommodation staffed 24/7 (refuge), offering a comfortable, accepting environment free from discrimination, violence and harassment. Additionally, there is a two bedroom family unit on the same site that receives case management and generalised staff support from the refuge.

This year the Youth Residential program provided accommodation to a total of 111 young people with 99 of these commencing their support period within the 2014-2015 period; there were 12 clients already receiving support at the commencement of the year. Of the 99 new clients 57% identified as female, 42% male and 1% identified as gender diverse. The majority of clients were aged 19 to 21 years (50%) while 25% accounted for 16 to 18 year olds and the remaining 25% were aged 22 to 25 years. Of the total number of residents provided with supported accommodation 30% of them were born overseas while another 5% of young people identified as being of Aboriginal or Torres Strait Islander heritage.

Accommodation options available in the program include: emergency accommodation (three nights); and the six week supported crisis accommodation stay; young family unit (three months). During 2014-2015 there were 18 young people who received more than a single support episode, sometimes entering the service as an emergency stay and then transferring into the six week component of the program. The emergency bed provided 42 episodes of support for young people, while there were 54 six week support periods within the year.

With capacity to accommodate up to 11 young people and children, during 2014-2015 the Youth Residential program and the Boost short stay accommodation service provided young people with 2825 nights of housing. This combination of emergency stay, 7 nights Boost support, 6 week residential program and the family unit accommodation equated to: 56 young people being supported up to 3 days; 45 receiving 1 week's support; 40 being provided with 1 to 14 weeks' accommodation and 7 receiving greater than 14 weeks.

The main reasons for young people accessing the Youth Residential program this year were:

- Housing crisis (64%)
- Relationship breakdown (15%)
- Domestic or family violence (8%)
- Problematic alcohol or drug use (5%)
- Inappropriate / inadequate dwelling (5%)

There were a range of housing and non-housing (support) outcomes achieved including entry into long term therapeutic accommodation support programs, reunification with family, public housing and access to Hope Street in Melton and Whittlesea programs; access to general and specialist health services; full income entitlements; access to resources (via enhanced youth refuge brokerage funding) for school, employment and training; nutritional meals; travel; emergency relief and access to onsite counselling. See the Youth Support Service program report and the Youth Reconciliation program report for further details.

Environment as the Security

Accommodation is provided at our large eight bedroom shared living facility (plus staff bedroom) amidst spacious grounds in West Brunswick. The highly experienced Youth Residential Support team staff the service on a 24 hour rotating roster so that there is always someone available for the young people to go to for assistance or advice. The staff have created a warm and welcoming youth friendly environment built on a value base of safety, inclusiveness, and respect for all residents. This is clearly articulated when each new person is referred into the program. In addition, young people have private furnished lockable rooms, they receive a welcome pack of toiletries, new essential clothing items and of course unlimited nutritional meals and snacks as part of their stay. There is a cupboard of good quality second hand clothing that young people can access, as well as a library, bicycles, gaming consoles, pool table, trampoline, boxing bag, DVDs and other recreation equipment.

The culture at Hope Street Youth and Family Services is constructed around encouraging and advancing a young person's skills and independence through a strengths-based approach. This approach provides a foundation on which young people continue to grow their confidence and abilities, better sustaining future housing and developmental experiences.

Daily Chores to support Life Skills

To this end, all residents are required to participate in the daily cooking and chores rosters, and to develop their social skills by interacting and enjoying each others' company in the shared living spaces, including dining together each evening. Further to this young people participate in Living Skills Workshops in which they can build participation reward points in areas such as budgeting, cooking, cleaning, life organisation and laundry. These points are then converted into household purchases to assist with their transition to their next accommodation.

Music and Art as the Healer

There has been increased support for young people at night through the Boost program and the introduction of calming activities such as mandala artwork which assists young people to regulate their emotions, settle in for the night and build routines that will assist them to achieve their daily tasks. The collection of mandala artwork was utilised to showcase the work of young people at this year's Royal District Nursing Service's *Where the heart is* festival in March 2015. They were also included in the May edition of the Council to Homeless Persons Parity Journal *Too Much Too Young – Responding to Young People at Risk of Homelessness*, and this was a big motivator and confidence booster for young people.



“Hope Street is a place I think would be great for people to stay while trying to find longer term housing. Hope Street respects my race, beliefs and problems, and all the clients that live in Hope Street are kind and respectful to others”.

Other young people have also taken the opportunity to get involved with the Gold Stars Music Program that ran through 2014-2015. This was supported through Moreland City Council with a \$5000 community grant. This project involved our youth residential support worker (and musician) Kate Clarke, facilitating young people writing songs based on their experience utilising rock, hip hop, spoken word and various other styles. These were then recorded and developed into a CD called *BOOM* for distribution to the public. *BOOM* was launched in June 2015 encompassing a live performance in the Moreland local government area. Special thanks goes to Monica Weightman for her enthusiastic support throughout this project.

Health, Legal and Personal Development Workshops as the Learning

During 2014-2015 additional workshops have been run within the program to support young people's social, emotional and physical development. These workshops are delivery through the *Skills for Life 101* initiative which has been funded through a number of generous donations from philanthropic organisations. The groups are facilitated by both internal and external providers covering topics such as anxiety, relationship safety, assertiveness, food and mood as well as dealing with grief and anger. Specific workshops run by external partners include monthly legal workshops run by Moreland Community Legal Centre and health focussed topics facilitated by Royal District Nursing Service covering issues relating to general health, sexual health, skin care, hygiene and dental health. In addition, clients have had the opportunity to participate in professional cooking workshops run onsite by Hellenic Republic while others attended Jamie Oliver's five week Community Cooking Program in Carlton.

Family Unit

The family unit has been occupied by three different family groups this year – two single young mothers and their child, and one sibling group of brothers. All young people and children received case management support from the Youth Support Services program and have been able to access all the ancillary programs available through Hope Street such as the Youth Reconciliation counsellor, the Royal District Nursing Service nurse and brokerage programs.

Acknowledgement of Team Members

I would like to acknowledge and say thanks to all our professional team members for their dedication and tireless contribution to improving the lives of young people: Jenny Clark, Lisa Settineri, Samantha Hopkins, Kate Clarke, Alison Maddock, Courtney Shiels, Zac McLarty, Susanna Julian, Lisa Payne, Gion Gatechew, Craig Henry, Rebecca Zeeman, Sarah Jecks, and Michael Cadogan.



Christine Fagan
Youth Residential
Programs Coordinator



YOUTH SUPPORT SERVICE PROGRAM REPORT

The Youth Support Services program provides the case management support to all young people receiving supported accommodation through Hope Street's Youth Residential program. The program also utilises an outreach model to assist young people within the local communities of the northern metropolitan suburbs. When young people first come to the Hope Street refuge they are often surviving experiences of homelessness and family breakdown but have not yet had a calm and safe place to acknowledge the effect of these experiences. Their immediate needs as well as self-care strategies are explored with the support of our specialist staff.

Case Management support is provided within a framework in which clients' needs and wishes are centre and carried forward into the development of a care plan which form the basis of their self-directed goals. Clients are encouraged to maintain contact with their support people and are welcome to include them in decisions about their care plan and future options if requested and where appropriate.

As support requirements continue to be explored new needs emerge which may require specialist referrals and support. Case managers identify risks throughout the young person's engagement in the program and encourage young people to utilise both internal and external resources. These include health service supports through the RDNS youth nurse, mental health and drug and alcohol advice and support through the HYDDI practitioner, as well as youth counselling services through our Youth Reconciliation Program.

Youth Support Services supported 74 new clients during 2014-2015, with 11 existing clients at the start of the year, resulting in a support to 85 young people and their children throughout the year. Of the total number of clients 7 young people were of Aboriginal heritage and 24 were born overseas.

An important aspect of the care plan is the agreement to work together to consider all suitable and appropriate housing options and sometimes this can be a steep learning curve for clients as they come to terms with the reality of what is available for young people within the current housing environment. Case managers actively prepare housing referrals, source brokerage funding, and ensure clients receive appropriate income benefits and identification documents.

Continuity of Care to Young People

Case management continues to be provided for a period of time once young people have moved into their next accommodation enabling a smooth and successful supported transition. If the new accommodation program also provides case management there will be a handover period prior to closing.

The Youth Support Service assisted young people to achieve a wide range of housing outcomes during 2014-2015, including:

- 8 young people who returned to their family
- 7 were supported into long term supported accommodation
- 7 moved into shared accommodation with friends
- 6 successfully secured public housing
- 5 were successfully referred to Hope Street in Melton or Whittlesea
- 4 exited in to a detoxification program
- 2 transferred to another refuge

- 2 were referred to an Education First Foyer program
- 2 obtained private rental
- 2 exited into intensive mental health support

Housing Establishment Funding

Hope Street received \$8,738 from the Department of Health and Human Services for young people within the Northern Division to access Housing Establishment Funds to support their housing options. In accordance with funding guidelines the Youth Support Service case managers were able to allocate these funds to support young people and their families to access a range of housing supports. The funds are advertised as a resource on the Opening Doors Resource Register and this year supported 37 individual clients.

A total of \$6,854 was expended in 2014-2015 on the following categories with a balance of \$1,881 carried forward into 2015-2016:

- 26% of funds assisted with establishing or maintaining tenancy
- 25% purchased whitegoods and furniture to assist young people establish a home
- 23% supported the purchase of emergency accommodation
- 18% assisted with removal and relocation costs
- 8% were expended on storage needs and other associated costs

Client Feedback

Client feedback from young people relating to the supports they received while residing within the Residential Program and receiving assistance from the Youth Support Service case managers was overwhelmingly positive. The majority of clients who provided feedback either agreed or strongly agreed that the support they received was significant to their ongoing development.

Staff Acknowledgment

Hope Street would like to thank Sue Watt and Melina Lanyon for their consistent high quality work in assisting young people within the Youth Support Services program and for their support to all staff across the organisation. I would also like to acknowledge the casual staff who have supported clients in this role Lisa Payne, Gion Gatechew, Rebecca Zeeman, and Zac McLarty.



Christine Fagan
Youth Residential
Programs Coordinator



"HOPE STREET HAVE BEEN SO GOOD TO AND FOR ME AS I NOW KNOW THAT I CAN MAKE MY WAY IN THE WORLD BECAUSE THEY BELIEVED IN ME. I'M AT A DIFFERENT REFUGE NOW AND THE DIFFERENCE IS ASTOUNDING. HOPE STREET IS LIKE A BIG WARM HUG!"

YOUTH RECONCILIATION PROGRAM REPORT



Services provided by the Youth Reconciliation program are as creative as the young people who engage with them. They range from the simple art of having someone to “download” with, to reconciling a young person’s place back within the family home. Many of the young people who have engaged with the Youth Reconciliation program in the past 12 months have utilised the service not only to create more positive lines of communication with their family but also with themselves.

As the Youth Reconciliation practitioner I have been given the opportunity to view the world through the various lenses of the young adults. Many of these worlds have shaky foundations built of inconsistent and detached adult role models, abusive and traumatic experiences, and detrimental developmental influences. Viewing the world from the perspective of these young people it never ceases to amaze me how young people flourish once given the opportunity to take charge of their own lives. The psychosocial framework of empowering young people to believe in themselves through nurturing and bolstering of their self-esteem, has proven beyond a doubt to be the key to the ongoing development of fulfilling lives.

Youth Reconciliation program is co-located within the Hope Street Youth Residential program contributing to the wrap around of services provided to at risk young people in their living space. This enhances the engagement and capacity of the program to meet the needs of young people through the provision of individually targeted counselling sessions, an array of developmental group workshops, and family mediation. The program also provides services to vulnerable young people and their families in the 7 local government areas of Melbourne’s North. Over the 2014-2015 financial period the program provided 88 episodes of support to 67 young people (69% female) engaged with Hope Street Youth and Family Services (Hope Street) as well as within the broader community. Single episodes of support accounted for 73% of program engagement, with 15 young people being engaged in the program over 2 separate periods and a further 3 young people receiving 3 or more support episodes. 23 clients were referred from the wider community.

Relationships with external organisations have continued to be forged and fostered within the local community, with referrals, secondary consults and workshops being advanced with Brunswick Secondary School, Oxygen (Moreland City Council), Salvation Army, Youth Projects, Co-Health, Mind, NEAMI, Margaret Tucker Hostel, Migrant Resource Centre, and Headspace to mention a few.

Workshops

Group workshops have been developed and driven by the arising needs of young people engaged longer term within all of Hope Street’s programs. Many of the young people have requested assistance with skill development that will be transferable across many aspects of their lives. Within the safe and secure space of Hope Street young people are able to confront challenging aspects of their lives without being judged or made to feel inferior. In collaboration with other staff the Youth Reconciliation program has delivered a range of skill development sessions including:

Love and Learning languages: Learning to understand that everyone is a unique individual who loves and learns differently across a range of relationship types. These tools enable a young person to identify what needs to happen for them to feel loved and how to learn at a personal optimal level.

Anxiety, what it is and how it can be used: Understanding how to recognise anxiety within yourself and useful tools that can assist with self-soothing and guiding you to your safe place.

Mindfulness and Meditation: Learning the basic mindfulness principles and how they benefit you with immediate experiential results. The simple art of presence through your breathing can enable you to regain control in your life, anywhere, anytime.

Vision Journaling: Creating a visual prompt that is a picture book of how you want your life to be on all levels.

Self-care: Learning that you are the most important person in your life and how to nurture the relationship with yourself.

Self-esteem: This 8 module self paced workbook enables clients to work out where they are and enhance the strengths that they self identify and build on them.

Mandalas: Colouring-in with specific purpose of resetting circadian rhythms that relax, self-sooth and reduce anxiety.

At this year’s Royal District Nursing Service’s *Where the Heart is* festival Youth Reconciliation program delivered life skills workshops in conjunction with the Royal District Nursing Service’s Homeless Persons Program. A ‘Mandala Tent’ displayed the artwork created by young people engaged with Hope Street and participants were encouraged to spend time creating their own mandala. I discussed how the process of ‘colouring-in’ can assist to regulate the internal body clock (Circadian Rhythms) with the rhythmic motion aiding self-soothing and anxiety reduction as well as provide the benefits of engaging with a creative process. Approximately 30 people attended and participated in the workshops throughout the day. Gift packs of gel pens were presented to participants with one participant stating, they were “so very grateful to be reminded of something (they) actively did as a child, not only to reduce stress, it also gave me joy”.

Client Outcomes

Throughout this past year there have been many successful outcomes for young people both individually and within their families. The following are qualitative examples of how young people benefit from this specialist service:

- One young person had had a very physical and verbally volatile relationship with their family for many years. With the support of Youth Reconciliation program they are now able to communicate openly due to all parties’ participation in, and practicing of, new communication styles discussed, explored and demonstrated within mediation sessions. These new tools have also enabled the young person to have more awareness of their patterns of behaviour, and in turn they are able to self-adjust and move forward to achieving their goals.
- Reconciliation within oneself is a huge outcome for many of the Youth Reconciliation program young people. Simply learning how to depersonalise and reframe previous experiences can, and has reduced anxiety, insomnia and further conflict with friends and family. Much of this vital work is done in fun casual conversation, workshops, and discussion groups, as well as positive role modelling to young people who may not have had consistent family members in their lives.
- Several young people have reported and demonstrated their ability to change the focus of what they thought they had to do or be, so they could “fit” into their family, to an alternative understanding of themselves. This redirection of attention has been the catalyst enabling young people to better understand their uniqueness. The simple recognition of self has allowed young people to increase their capacity to understand and accept others. This in turn leads to creating better relationships and connections.
- Another young person had been able to practice setting clear safe boundaries with their parents. This empowered them, helping them to recognise the support that they need, as well as reducing their anxiety in asking their parents for assistance without fear of the outcome. This young person has also let go of relationships and habits that were holding them back.



Louise Maree
Youth Reconciliation
Program Practitioner

VIVIAN'S STORY

Vivian, a 19 year old single mum with a 5 month-old baby girl, was referred to the Boost intensive outreach program after experiencing recurring homelessness for the past two years. Vivian’s accommodation consisted of couch-surfing between her ex-partner’s home and her mother’s overcrowded home. More often than not, Vivian would resort to sleeping at a Buddhist Temple in Melbourne. Despite experiencing homelessness, Vivian continued to attend school on a daily basis, taking her baby along.

Through consistent engagement with the Boost program and her willingness to explore all housing options, Vivian achieved all her case plan goals. Vivian was supported to search for private rentals, attend weekend inspections, as well as referred to the Hope Street Whittlesea family unit and successfully commencing her interview process. An application for early housing was also completed and a support letter was included, outlining Vivian’s recurring homelessness and current situation. Within 14 days of lodging the application, Vivian was offered a 2 bedroom office-of-housing unit for her and her daughter. The Boost practitioner assisted her to attend all required appointments and Vivian happily accepted the property. The Boost practitioner assisted Vivian to register her baby’s birth and obtain a birth certificate, through the use of Boost outreach case management funds. Vivian was also provided with baby clothing, nappies and toys sourced from the St Kilda Mums’ service. Vivian can now continue her studies in a stable and affordable home, and work towards securing employment and a better future for her 5 month-old daughter.

HOPE STREET IN MELTON AND WHITTLESEA PROGRAMS REPORT

Young people entering the program this year also reported that within the previous 12 months 64% of them at some point had to sleep rough or in non-conventional accommodation and 42% had the need to access short-term and emergency accommodation.

The Hope Street in Melton and Whittlesea programs provide young people and their young families an opportunity to divert from their experience of homelessness before it has a long lasting detrimental effect. Through the provision of semi-independent accommodation and access to specialised support staff seven days a week young people can begin to build a meaningful and productive existence that allows them to seize opportunities available within their local communities. It is crucial that this early intervention model provides affordable, safe and good quality housing to young people, allowing them the prospect of focussing and advancing aspects of their lives that will have a long lasting positive impact.

Across the two programs young people are provided with access to transitional housing located in Melton, Thomastown and Preston. In conjunction with VincentCare, who provide tenancy management support, Hope Street provide onsite support services to young people accommodated in eight two bedroom family units and thirteen single bed units. Case managers and support staff assist young people to address their immediate needs providing them with opportunities to build their personal abilities and social skills. Client centred case planning and goal setting enhance a young person's prospects of securing sustainable employment or successfully engaging in education and training courses.

A major support component utilised to support the vulnerable client group we work alongside is the sourcing and accessing of various funds, brokerage and grants available to assist young people to gain independence and advancement opportunities. Throughout the year young people connected to Hope Street in Melton and Whittlesea were provided with in excess of \$17,000 to promote their immediate and long term education, employment, housing and general case management needs. Without funding such as Private Rental Brokerage access to private rental accommodation would not be feasible or sustainable.

Young people successfully accessed a variety of housing options as a part of their case managed transition from the programs. Although their low income, restricted availability of affordable housing options, and generalised prejudice towards young people limited realistic opportunities, the Hope Street team remained committed to securing viable housing outcomes. Young people obtained a range of accommodation types including private rental, shared rental, public housing, transitional housing as well as returning to family.

Young People and Young Families – Melton Program

During 2014-15 Hope Street in Melton provided support to 23 new clients (including 3 children) with another 13 young people and children already engaged in the program at the beginning of the financial year. Of the new clients 14 (61%) identified as female and 9 (39%) male while 9 of the young people Hope Street supported this year were born overseas.

In total the Melton program provided over 5200 days of program support including more than 3200 nights of accommodation. Of the 22 young people who exited the program during this period 9 were engaged for longer than 1 year, a further 7 spent between 6 and 12 months with the program, while the remaining 27% were connected for less than 6 months.

The primary reason young people engaged with the Melton program were:

- Relationship/family breakdown (30%)
- Housing crisis (27%)
- No housing, inappropriate/inadequate dwellings (19%)
- Time out from the family (8%)
- Family violence (6%)
- Lack of family support (6%)
- Financial difficulty (4%)

Young people entering the program this year also reported that within the previous 12 months 64% of them at some point had to sleep rough or in non-conventional accommodation and 42% had the need to access short-term and emergency accommodation.

The program case managers provide targeted support that focuses on the employment and education needs of young people within the Melton program. The stability and interdependence that the program offers allows young people the mental, physical and emotional space required to secure training and employment opportunities; enhancing their future prospects. Of the young people exiting the Melton program 63% were engaged in either full-time or part-time employment while another 25% were undertaking training or education.

Although difficult to secure, the primary housing outcome for young people within this program is private rental; whether this be as leaseholder, informal shared rental accommodation or boarder with extended family and friends. In 2014-2015 the majority of young people exited in to a 'boarding' situation while six young people were supported to secure their own private rental lease.

Young People and Young Families – Whittlesea Program

Within the 2014-2015 period the Hope Street in Whittlesea Program provided support and assistance to 41 young people and young families of these 23 were new clients (including 4 children). The majority of new clients identified as female, totalling 18 (78%), with 5 (22%) males. Of these young people 5 (22%) identified as being Aboriginal or Torres Strait Islander heritage and 6 (26%) were born overseas.

During this year the Whittlesea program provided young people and their families with 5944 nights of accommodation and a total of over 6600 days of support to our clients. The program saw 22 young people transition from the program during this financial year with 40% (9) being with the program for over 1 year, 4 exiting between 6 and 12 months and the remaining 9 spending under 6 months with the program.

The primary reason young people engaged with the Whittlesea program were:

- No housing, inappropriate/inadequate dwellings (32%)
- Housing crisis (31%)
- Relationship/family breakdown (20%)
- Housing affordability stress (8%)
- Transition from out of home care (5%)
- Family violence (4%)

Prior to being supported by the Hope Street in Whittlesea program young people reported that during the previous 12 months they had spent a period of time in short term or emergency accommodation (78%) with 42% also reporting that they had been sleeping rough or in non-conventional accommodation. At the time of initial engagement with the program 53% of young people reported that they had a pre-existing mental health issue.

With access to six family units the Whittlesea program provides intensive individual support and guidance to young parents assisting with issues such as child care arrangements, enrolment in pre-school, maternal and child health care, ensuring vaccinations are up to date, linkages to mothers groups, and increasing social networks. The program has also been successful in linking 10 program participants to public housing this year, including three family groups.

Client Workshops

An integral part of the case planning for successful transition into independent living within the community is the frequent provision of various workshops across both the programs. The group learning and peer supported group opportunities are facilitated by both Hope Street staff from across the organisation and by specialised external guest presenters. The wide ranging themes covered in workshops during 2014-2015 address such issues as: healthy babies, healthy mothers; communication styles and how these impact on the language we use and receive; safe sex education; ice and other drug use and how these lead to addiction; personal safety and access to the law enforcement service;

private rental market and rental preparedness; and health and nutrition, how to enhance and improve these and their relationship to general wellbeing. These informal educational opportunities also have the added advantage of further supporting group socialisation skill development.

Living Skills and Weekend Programs

Case managers and weekend support workers identified and created living skills enhancement opportunities through their interactions with clients. Living skill development is designed to address the needs of young people that will support them to support themselves long term, often covering topics that a supportive family mechanism would naturally teach i.e. cooking, cleaning and hygiene. Also built into these support structures are weekend and holiday programs that focus on leisure, socialisation and recreational opportunities normally available to young people through family and community.

Various living skill group sessions were facilitated by case managers as well as one to one opportunities provided to young people by the weekend residential support teams. Group topics included: Job Readiness, successful presentation at job interview and resume writing; Mindfulness, Meditation and Stress Relief; Goals and Vision Journaling; and Self-care / Stress Management. The weekend residential support teams provided individualised support to clients focussing on advancing their personal and interpersonal skills.

Young people also participated in program school holiday activities designed to strengthen young people's social and personal developmental abilities including: the thousand steps challenge within the Dandenong Ranges, excursions to Melbourne Museum, trips to the movies, day trips to Macedon Ranges and Hanging Rock, visits and sign up to local libraries, and Victoria Market excursion.

Community Relationships and Capacity Building

Continued engagement in local community networks and broader regional partnerships enhanced the service delivery of the programs during the year. External stakeholder support provides opportunities for ongoing program development which in turn ensures young people receive the best opportunities available, along with a well informed and integrated service response. Both programs focussed on strengthening existing relationships with regional Access Points such as Haven Home Safe and Salvation Army Social Housing and Support Network as well as the tenancy teams at VincentCare.

The programs consolidated their relationship with the Private Rental Brokerage program delivered by VincentCare. This service provides an essential component in securing private rental for young people exiting our service. The team also support young people in their education of the different aspects and requirements of the private rental market. Examples of other partnerships that support the holistic nature of our service provision to the young people include:

- Continued participation in the homelessness Outcome Star pilot with Department of Health and Human Services which provides an essential visual tool in the case planning and goal setting process
- The L to P program provided through Djerriwarrh with additional support from case managers and support workers provided 5 young people from the Melton program with much needed support to obtain their drivers licence and achieve independence
- Bunning's warehouse continued to support the program with material and labour to revamp the client's backyards and promote the veggie garden project. Bunning's also offered work experience to eligible young people in our program with a mentor in a trade of their choice
- Melton Youth Advisory Network is a platform for youth service providers in the area to exchange information and generate ideas to address emerging needs
- Melton New and Emerging Communities Network was established to create a platform for services who provide support to newly arrived communities in the Melton Local Government Area
- Department of Health and Human Services Western Region Leaving Care Alliance which focuses on the needs of young people as they transition from the statutory care system and the support structures that are required to assist with this

The City of Melton awarded grants to three young people in the Hope Street program this year. At a ceremony hosted by the Melton Mayor Councillor Sophie Ramsey and attended by our CEO Donna Bennett, the young people were recognised for their contribution to local community life. These grants provided the recipients with funds to purchase resources to assist with their ongoing educational needs.

Acknowledgement of Team Members

I would like to acknowledge the hard work and dedication of the current team Taryn Alder, Kylie Charleson, Justine Maher, Anna Marincic, Brent McGrath, and Jude Steward, without their expertise and dedication young people within our programs would not have achieved such great outcomes. Additional thanks for the support provided by Sara Sansom, Taw Dooh Moo, and Tian Yi Li.



Jeremie Mbog Nyetam
Melton and Whittlesea
Programs Coordinator

5944
NIGHTS OF
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WHITTLESEA

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SECURED

HOMELESS YOUTH DUAL DIAGNOSIS INITIATIVE REPORT



Since the inception of the Homeless Youth Dual Diagnosis Initiative the practitioner for the northern Department of Health and Human Services division has consistently provided specialist dual diagnosis support to the youth homelessness sector. The role of the Homeless Youth Dual Diagnosis Initiative practitioner (co-located at Hope Street) works within an early intervention collaborative framework to enhance the specialised services available to young people at risk in the Northern metropolitan local government areas.

The Homeless Youth Dual Diagnosis Initiative practitioner provides a range of interventions including primary screening and assessment for mental health and substance use related issues which in turn can lead to a period of joint case management of a young person with their main support person. Predominantly the Homeless Youth Dual Diagnosis Initiative delivers secondary consultation to assist youth homelessness service practitioners to provide informed educated responses to vulnerable young people with multiple complex needs. Alongside primary and secondary client focussed care the program also provides youth homelessness sector capacity building through the provision of both formal and informal training and information dissemination.

At Hope Street the Homeless Youth Dual Diagnosis Initiative practitioner works in close collaboration with programs designed to support young people residing within the crisis accommodation or the Melton and Whittlesea youth foyer like supported transitional accommodation programs, integrating and informing a collective response alongside the Hope Street Youth Support Services case managers, the Youth Reconciliation practitioner and the Royal District Nursing Service Homeless Persons' nurse. Similar support mechanisms are developed to assist young people through the outreach components of the Hope Street programs.

Provision of early interventions and targeted treatment for mental health and substance use to young people within the homelessness sector has been proven to reduce their longevity of experiencing homelessness and decrease the severity of long term dual diagnosis issues. Through the utilisation of the K10 psychological screening tool the Hope Street team initially identify whether the Homeless Youth Dual Diagnosis Initiative supports may be required.

Primary Supports

In the provision of a primary consultation, the practitioner offers a confidential specialist mental health and substance use assessment, in conjunction with the case manager to promote capacity and enhance worker understanding through role modelling and experiential learning. Motivational interviewing sessions, relevant to the young person's stage of change with their substance use, is also provided within the co-case management model.

Both Hope Street team and Homeless Youth Dual Diagnosis Initiative practitioner acknowledge that there are young people who have not been able to successfully access youth mental health services prior to engaging with Hope Street. This is despite presenting with early warning signs of emerging mental health issues, exhibiting symptoms such as paranoia, low mood, hearing "mumbling voices", low energy, poor sleep patterns and irregular appetite indicators. Collaborative

flexible supports have also proved to be beneficial for young people with appropriate and timely assessments, management, and liaison/advocacy with other relevant services leading to a reduction in the need for hospitalisation, length of stay if admitted and reduction in the need for medication.

Through the utilisation of informal engagement strategies and the development of trusting relationships, short-term co-case management can connect disengaged young people with more intense clinical supports or rehabilitation programs previously dismissed by a difficult to engage client group. This has led to improved responses for young people presenting to Hope Street with mental health or substance use issues.

Secondary Consultations

During secondary consultations the Homeless Youth Dual Diagnosis Initiative practitioner provides Hope Street teams, and the broader youth homelessness sector, with advice on: brief therapeutic interventions and strategies; information and support regarding referrals to specialist treatment services; advocacy and case co-ordination assistance; and clinical problem solving. Secondary consultations can be more appropriate and effective if a young person prefers not to engage with a variety of professionals and is cautious in relation to information sharing. It is possible to meet the needs of a young person, identify additional constructive supports, and facilitate therapeutic responses and service connections, without the need for a young person to meet yet "another worker" and repeat their story.

Secondary supports are also a significant contributor to the capacity building element of the model. The Homeless Youth Dual Diagnosis Initiative practitioner's ability to work in close collaboration with youth homelessness sector workers who have wide exposure to young people presenting with a diverse range of dual diagnosis issues ensures an increased understanding and an advancement of knowledge for those providing primary supports. Hope Street team report that the provision of secondary consultation provides them with additional confidence to undertake informed decision making and complex issue case planning.

Sector Capacity Building

As demonstrated by the capacity building nature of secondary consultations, this element of the Homeless Youth Dual Diagnosis Initiative role can take on a number of guises. Similarly to secondary consults, a practitioner's support of an organisation through short-term co-case management also allows support staff to gain experience and increase their capacity to provide greater sophisticated responses to young people requiring mental health or substance use responses.

The other major contributor to enhancing the homelessness sector's capacity involves organisational and cross-sector training. This can be discursive support at team meetings that addresses a specific issue or topic that a team/program is facing at a particular time, through to formal educational presentations at conferences and forums.

During 2014-15 the Homeless Youth Dual Diagnosis Initiative practitioner facilitated a number of reflective practice sessions with Hope Street team while also supporting organisational training covering such topics as managing complex and disruptive behaviours, substance use and self-harming. Furthermore the Homeless Youth Dual Diagnosis Initiative practitioner provided support with behavioural management plans addressing risks and reducing harm from alcohol and other drug use. The practitioner also supported Hope Street case managers to attend health appointments and family meetings at the homes of young people who it would be unsafe for team members to visit alone and supported workers with their risk assessments.

Other examples of capacity building include representing Homeless Youth Dual Diagnosis Initiative and Hope Street as a panel member at the Northern and Western Homelessness Forum *Developing a homelessness sector response to "ice" use*. This included providing reflective and informed response to questions on engaging young people when substance affected, treatment options in the community, and addressing other concerns within the broader sector.

The Northern Homeless Youth Dual Diagnosis Initiative practitioner continues to work in collaboration with the Western Homeless Youth Dual Diagnosis Initiative practitioner to produce a practice manual on dual diagnosis for the youth homelessness sector. The practitioners initially developed a foundational needs survey to scope the requirements of those working within the youth homelessness sector. The results were reviewed and the sector identified areas such as a desire to increase knowledge, capacity and skill base to improve the outcomes for young people with dual diagnosis issues.



Nathan Hall
Homeless Youth Dual
Diagnosis Practitioner

MARY'S STORY

Mary came into the refuge in early October after having one week in the BOOST program. Mary is 19, of Australian background and with aboriginal heritage. Mary attends school at an alternative education setting, is linked in to the youth worker there and is completing TAFE subjects through her year 11. Mary was first referred to an access point via her school after confiding that she was couch-surfing amongst friends and relatives due to her mother's mental health issues and problematic drug use. She also disclosed her own occasional drug use and recurrent hallucinations.

Mary was referred to detox programs, mental health services and a counsellor before coming to Hope Street. She actively maintained engagement with these services whilst continuing her stay at Hope Street. She also had a Lighthouse referral which had started before she came to Hope Street. The Hope Street case managers progressed these referrals and supported her to remain engaged with these support services, particularly her mental health service and her schooling.

A safety plan was developed so that the whole residential team were aware of her symptoms and could support her when she became unwell. At one point her mental health deteriorated, requiring hospital treatment, but following this her care plan was re-assessed and re-adjusted in conjunction with mental health services.

Mary was very keen on the Living Skills program and worked hard to achieve successful outcomes, as she wanted to leave Hope Street with a set of her own bed linen and other bedroom furniture items. Mary also engaged with the Hope Street music program and performed at the AGM held in December. Mary is a talented artist and liked being involved in colouring mandalas and other art activities as part of her care plan. She has consented for Hope Street to use some of these pieces of art.

Mary participated enthusiastically in her Lighthouse process, was accepted in November and happily moved to her new location which offers supported accommodation for a period of up to two years.

HOPE STREET YOUTH AND FAMILY SERVICES LIMITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2015

“I am so happy to have been here at Hope Street as I now know that I am not the only one going through this experience. I have also felt so supported and so much more confident because of what this program has given me”.

Directors' Report

Hope Street has provided services to young people, young families and local communities since 1981 in response to youth homelessness. The organisation's long term objectives have remained relatively consistent during this time:

“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.”

These objectives have been achieved through a range of specific projects and initiatives each year.

The Directors present this report on Hope Street Youth and Family Services for the financial year ended June 30th 2015. Details of the Directors in office are presented on page 5 and the schedule of meetings of Directors throughout the year are listed on page 27 of the annual report.

Together the Board and the staff team work to achieve the organisation's objectives. Hope Street's 2013-2016 Strategic Plan specifies the priorities and principle activities and strategies for achieving our objectives. These include:

PRIORITY 1: CLIENTS

Our objective is to provide specialist youth homelessness services to vulnerable young people and families who are experiencing, or are at risk of, homelessness. We do this utilising proven approaches to practice that are client centred, youth focused and rights based. Our program models are designed to address a young person's immediate situation and short term goals and support the young person to plan their long term goals. We remain committed to early intervention and diversion from the homelessness service system, ensuring young people are provided with the resources, support, compassion and opportunities to reach their full potential as citizens.

PRIORITY 2: COMMUNITIES

We value being an active participant within our local communities (City of Melton; City of Whittlesea and City of Moreland) as well as our wider communities (Regional, State and National) to collectively respond to youth homelessness. New strategies and relationships have been a priority in 2014/15, focused on the philanthropic, corporate and local business communities. As part of this process, the Company created a new Service Development Manager position, a Corporate Committee (involving external representatives with corporate expertise and connections), and a Service Development Sub Committee of the Board (comprised of Director Andrew Nette, Chair, Director Helen Riseborough, CEO Donna Bennett and Service Development Manager Mandy Baxter). This Sub-Committee oversees and coordinates the planning and actions to promote and develop the organisation in accordance with the Hope Street Strategic Plan and the Service Development Action Plan. It also supports the planning and actions of the Corporate Committee.

PRIORITY 3: RESOURCES

We continued to implement robust financial management systems, policies, procedures and practices. The Finance and Audit Sub Committee is comprised of Director Wayne Street (Chair), Director Jo Connellan, Financial Manager, Michelle Montague and CEO, Donna Bennett. In accordance with the terms of reference of the Sub Committee, the financial position is regularly reviewed and financial reports are presented to bi-monthly meetings of the Board. The Sub Committee lead 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 Board has continued to invest in human resources (within budgetary constraints) and technologies to enable the organisation to deliver specialist programs that provide quality, responsive and professional services to individual young people, young families and the community. This investment enables our team to deliver quality services consistent with the organisation's philosophy, values and standards.

A key strategic focus is the diversification of services to enhance the organisation's capacity and responsiveness to the increasing needs of young people and families. Creation of a Service Development Manager position a management restructure creating the position of Operations

Manager has provided the CEO with increased capacity to implement this focus. Hope Street began to receive philanthropic grants and corporate donations in 2014/15 for the first time.

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 Risk Management and Compliance Sub Committee continued to provide reports and recommendations to the Board. The Sub Committee comprises Director Judith Cooke, Chair, Director, Vivienne Archdall, CEO Donna Bennett and Operations Manager Dale Hardy, and it continued to review Hope Street's Risk Identification and Management Register and, as a result, revised strategies and actions for recording and responding to risks.

PRIORITY 4: INNOVATION AND SOCIAL DEVELOPMENT

The organisation has continued to demonstrate its capacity to evolve within changing political, social and economic environments. In doing so, we operate with optimism by identifying opportunities for growth, new partnerships and new solutions to respond to youth homelessness. This has included areas and actions identified in the priorities above as well the areas specified in program reports and the Chair of the Board and CEO's Report. We remain highly committed to innovation and social development to secure the long term sustainability of the organisation.

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 objects of the Company.

There were no changes in the Directors of the Board during the 2014/2015 year. We acknowledge the hard work and professionalism of our team in providing quality services to young people and the community. We acknowledge the leadership, drive, expertise and commitment of our CEO, Donna Bennett, and the dedication, expertise and attention to detail of our Financial Manager, Michelle Montague.

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.

Auditor's Independence Declaration

The lead auditor's independence declaration for the year ended 30 June 2015 has been received and noted by the Board.

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


Andrew Nette
Secretary


Wayne Street
Treasurer

Statement of Financial Position

as at 30 June 2015

	2015	2014
	\$	\$
Assets		
Current Assets		
Cash and cash equivalents	1,759,687	1,541,790
Trade and other receivables	34,053	23,897
Total Current Assets	1,793,740	1,565,687
Non-Current Assets		
Property Improvements	7,667	8,794
Motor Vehicles	31,759	39,961
Office Furniture & Equipment	7,899	12,281
Furniture & Fittings	24,769	32,844
Low Value Pool	0	1,408
Total Non-Current Assets	72,094	95,288
Total Assets	1,865,834	1,660,975
Liabilities		
Current Liabilities		
Trade and other payables	115,994	139,135
Short term employee provisions	97,613	87,066
Other provisions	44,770	42,721
Total Current Liabilities	258,377	268,922
Non-Current Liabilities		
Long term employee provisions	12,605	4,101
Total Non-Current Liabilities	12,605	4,101
Total Liabilities	270,982	273,023
Net Assets	1,594,852	1,387,952
Equity		
Retained surplus	1,594,852	1,387,952
Total Equity	1,594,852	1,387,952

Statement of Cash Flows

as at 30 June 2015

	2015	2014
	\$	\$
Cash flow from operating activities		
Receipts in the course of operations	2,042,424	1,865,221
Interest received	49,742	44,394
Payments to suppliers and employees	-1,852,686	-1,606,562
Net cash provided by operating activities	239,480	303,053
Cash flow from Investing activities		
Purchase of plant and equipment	-21,583	-20,908
Net cash used in investing activities	-21,583	-20,908
Cash flow from Financial activities		
Net increase in cash held	217,897	282,145
Cash at beginning of year	1,541,790	1,259,645
Cash at end of the reporting period	1,759,687	1,541,790

Statement of Profit and Loss

as at 30 June 2015

	2015	2014
	\$	\$
Income		
Grants received and expended	2,037,597	1,847,791
Interest Received	48,898	56,691
Other Income	15,827	16,157
Total Income	2,102,322	1,920,639
Less Expenditure		
Accreditation	9,453	0
Advertising	1,152	1,831
Auditors' remuneration	5,261	2,556
Bank Fees	388	425
Bookkeeping Fees	61,261	63,663
Cleaning	10,739	12,573
Committee expenses	1,942	4,348
Community partnership meetings	3,554	1,034
Consultancy Fees	0	22,450
Contractor	11,700	5,568
Depreciation	44,777	24,991
Donations	5,500	0
Insurance	1,493	2,727
Legal Fees	9,267	1,613
Light, Power Gas and Water	12,017	12,661
Memberships and Subscriptions	3,088	2,754
Motor vehicle expenses	29,050	26,205
Other employee expenses	0	16,260
Other general expenses	16,621	19,662
Program expenditure	101,816	98,829
Repairs and Maintenance	22,640	10,282
Salaries and Wages	1,303,812	1,115,673
Security	2,085	2,132
Staff Training	12,054	19,068
Stationery, printing & postage	15,131	28,771
Superannuation Contributions	116,507	100,575
Telephone	23,327	26,385
Travelling expenses	1,836	1,667
Workcover	68,951	38,790
Total Expenditure	1,895,422	1,663,493
Net surplus for year	206,900	257,146

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

CHIEF EXECUTIVE OFFICER'S REPORT

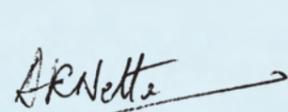
Directors' Declaration

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 2015, 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
23rd October 2015



Wayne Street
Treasurer
23rd October 2015

“You showed me that there are still caring, understanding and down-to-earth people out there! And to top that, you made me realise that I am going to be okay, that I am doing what's right for me, and that's important”.

THE HOPE STREET TEAM

- Donna Bennett**
Chief Executive Officer (CEO)
- Michelle Montague**
Financial Manager
- Fiona Rigney**
Executive Administrative Officer
- Mandy Baxter**
Service Development Manager (March 2015)
- Helda Payet**
Web Designer
- Dale Hardy**
Operations Manager
- Christine Fagan**
Program Co-ordinator
- Jeremie Mbog Nyetam**
Program Co-ordinator
- Ksenya Kupres**
Boost Specialist Practitioner
- Rutendo Chirisa**
Boost Specialist Practitioner
- Jude Steward**
Boost Specialist Practitioner
Youth Residential Support Worker
(Hope Street In Whittlesea program)
- Lara Nelli**
Youth Reconciliation Practitioner
- Louise Maree**
Acting Youth Reconciliation Practitioner
- 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 Whittlesea

- Taryn Alder**
Case Manager Whittlesea
- 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
- Gion Getachew**
Youth Residential Support Worker
- Lisa Payne**
Youth Residential Support Worker
- Sam Hopkins**
Youth Residential Support Worker
- Alison Maddock**
Youth Residential Support Worker
- Susanna Julian**
Youth Residential Support Worker
- Zac McLarty**
Youth Residential Support Worker

Team Member Departures

- Serap Ozdemir**
Service Development Manager
- Courtney Shiels**
Case Manager Brunswick
- Rebecca Zeeman**
Case Manager Brunswick
- Craig Henry**
Youth Residential Support Worker
Whittlesea and Brunswick
- Isaiah Muchoki**
Youth Residential Support Worker
Whittlesea and Brunswick
- Sarah Jecks**
Youth Residential Support Worker
Whittlesea and Brunswick
- Michael Cadogan**
Youth Residential Support Worker
Whittlesea and Brunswick
- Alberta Gray**
Youth Residential Support Worker
Whittlesea and Brunswick
- Taw Doo Moh**
Residential Support Worker
- Tian Yi Li**
Residential Support Worker
- Nate Duivenvoorden**
Residential Support Worker

Acknowledgements

- Cath Flanagan – RDNS Homeless Persons Program
- Department of Health and Human Services
Northern Division and Western Division
- La Manna Brunswick for their annual donation of fruit and vegetables for our Christmas feast
- Jan Carr Quality Improvement Consultant
- MSP Blueshift providing IT services
- Geronimo providing graphic design services

BOARD MEETING ATTENDANCE REGISTER 2014-2015

	19/8	4/12 AGM*	16/12	17/2	28/4	30/6	Total %
Vivienne Archdall	✓	✓	✓	✓	✓	✓	100%
Donna Bennett (CEO)	✓	✓	✓	✓	✓	✓	100%
Jo Connellan	✓	✓	✓	✓	✓	Apology	83%
Judith Cooke	✓	✓	✓	Apology	✓	✓	83%
Andrew Nette	Apology	✓	✓	✓	✓	Apology	67%
Helen Riseborough	✓	✓	✓	✓	✓	✓	100%
Wayne Street	✓	Apology	✓	Apology	✓	Apology	50%



Hope Street Youth and Family Services

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.