

Hope Street:
where young people
build their future



HOPE STREET
YOUTH AND FAMILY SERVICES
ANNUAL REPORT 2025



Who we are

Hope Street Youth and Family Services Limited ("Hope Street") is one of Victoria's leading specialist youth homelessness not for profit charities, drawing on 45 years of serving vulnerable young people including young people with children across the Northern and Western metropolitan regions. The learnings of its reach to young people, has shaped Hope Street's innovative and impact-focused approach to service delivery, driven by young people, in collaboration with community partners. Hope Street's industry leadership is grounded in its values of hope, collaboration, integrity, social justice, fairness and diversity.

OUR VISION

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

OUR PURPOSE

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

OUR PHILOSOPHY

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

OUR VALUES

Fairness

Collaboration

Social Justice

Integrity

Diversity

Hope

BOARD OF DIRECTORS



Judith Cooke – Director

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



Andrew Nette – Director

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



Anthony Goldsworthy – Treasurer

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



Simon Jackson – Director

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



Neb Kocovski – Director

MConstrLaw, BEng. Joined March 2024 to support Hope Street's purpose and strategic goals and to give young people the opportunities they deserve to stay safe and thrive in the community.



Katherine George – Chair

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



Riley Ellard – Secretary

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



Elizabeth Young – Director

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



Youth homelessness – the facts

Young people make up approx. 26% of Australians experiencing homelessness.

In FY2024, only 4.8% of new social housing allocations were to young people.

In June 2025, Melbourne's rental vacancy rate sat at 2.5% while regional Victoria's was just 1.9%. (REIV)

Median weekly rents in February 2025 were **\$580** in metropolitan areas and **\$490** in regional areas.

Centrelink Youth Allowance was **\$331.65** per week, putting the limited rental market beyond the reach of young people.

In Australia:

38,600 young people aged 15–24 presented alone to homelessness services (SHS) across Australia

Nationally, less than 1 in 5 young people who required long-term accommodation were able to access it.

First Nations young people are over 8x more likely to experience homelessness.

In Victoria:

Around 9,600 young people in Victoria presented alone to homelessness services (SHS) in 2023–24. This is approximately 70% higher than the national average.

Only 46% of young Victorians needing accommodation received it.

Victorians are 42% more likely to need homelessness support than the national average.

65% of young people accessing homelessness services are female.

In Victoria, mental health-related support needs are 48% higher than the national average.

Hope Street acknowledges the Wurundjeri People of the Kulin nation as the Traditional Owners of the lands on which its sites operate, and pays its respects to their Elders past, present, and emerging. Hope Street extends this same respect to all First Nations Peoples including those who read this publication.



Photo by James Henry: jameshenryphotography@gmail.com

Allies in Action

At Hope Street, the work of reconciliation is fundamental to everything it does. The development of Hope Street's Innovate Reconciliation Action Plan (RAP) recognises the commitment and the respect the entire organisation has for Aboriginal and Torres Strait Islander peoples as the Traditional Owners of the countries across Australia, including where its services are located. The RAP commits Hope Street to practical and consistent action, accountability and continuous learning.

The RAP will be implemented over two years from the time it is approved. Hope Street's commitments align with Reconciliation Australia's focus areas: Relationships, Respect, Opportunities and Governance. The RAP gives the organisation a practical framework to build on its existing commitment to reconciliation and to strengthen its actions as allies. Examples include displaying the Aboriginal and Torres Strait Islander flags and an Acknowledgement of Country plaque in the foyers of all Hope Street facilities. Hope Street has extended this to include First Nations artwork and soft furnishings throughout all buildings. At each site, an AIATSIS map invites young First Nations people to place a pin to mark their Country.

What makes Hope Street's new RAP truly innovative and exciting will be building on its commitment to reconciliation with young people and young families. While the team have initiated and developed reconciliation focused activities across the sites for some time, Hope Street will develop a Reconciliation module for the Living Skills 101 programs embedding its commitment to Reconciliation across all sites. In collaboration with young people, Hope Street will develop activities and events that strengthen young people's awareness and understanding of their shared histories, the Stolen Generations, Treaty and Truth-telling.

Hope Street provides biennial cultural awareness training for its teams, supporting a deeper understanding of the ongoing intergenerational impacts of colonisation and the Stolen Generations. As data shows, 15 percent of young people accessing Hope Street services are Aboriginal or Torres Strait Islander. This training strengthens cultural safety across all services.

Hope Street has also initiated events during National Reconciliation Week and NAIDOC Week, creating regular opportunities to reflect, learn and act.

RAP Advisory Committee

Implementation of the RAP is guided by the RAP Advisory Group, comprising First Nations Elder Aunty Elaine Taylor, a proud Bunurong and Wemba Wemba woman; Charelle Jackson, a proud Yorta Yorta and Gunditjmara woman; CEO Donna Bennett; Operations Manager Sue Scott; and RAP Lead Trish O'Donohue.

Hope Street is fortunate that both Aunty Elaine and Charelle have strong ties with the Margaret Tucker Hostel and understand the issues facing young First Nations people at risk of or experiencing homelessness.

Hope Street is enacting its RAP commitments with responsibilities shared across the organisation. The Executive Leadership Team and Leadership Team have been allocated tasks with clear timeframes to support delivery and accountability.

National Reconciliation Week

Hope Street's National Reconciliation Week event welcomed Aunty Elaine and Charelle to its Leadership Team at the Whittlesea facility. A morning tea was followed by a tour of the newly opened site with CEO, Donna Bennett.

The event included the launch of the First Nations Welcome Kit, innovated and developed by two First Nations cadets participating in Hope Street's partnership with AFL Sports Ready's cadetship initiative; Gi Brown, a proud Koorie and Bungala person, and Ruby Kelly-Guthrie, a proud Wemba Wemba, Yorta Yorta and Mutthi Mutthi woman. The kit is designed to welcome young First Nations people and young families accessing Hope Street services and to strengthen its cultural safety.

Gi presented the First Nations Welcome Kit and spoke powerfully about their experiences and the importance of mainstream services providing culturally safe support for young First Nations people and young families. Gi's eloquence moved many people; for some it was the first time hearing first-hand accounts of the Stolen Generations and their intergenerational impacts. Thank you, Gi.

The kit's cover features Hope Street's RAP artwork by Alngyriah Morgan, a proud Yorta Yorta and South Sea Islander woman, with the story of her artwork on the inside sleeve.

NAIDOC Breakfast

In developing the Innovate RAP, Hope Street formalised its long-standing partnership with the Margaret Tucker Hostel through a memorandum of understanding (MOU). A feature of the MOU is partnering on the Hostel's signature event, the NAIDOC Breakfast. This year's event celebrated NAIDOC's 50th anniversary, with a display of NAIDOC posters from the past 50 years. The event always draws a crowd, despite the early start and

cold weather. 3KND broadcast live from the site, including interviews, and local First Nations photographer James Henry contributed to the success of the morning.

First Response Youth Service – Whittlesea Opening

Last December, Wurundjeri man Craig Wandin-Murphy performed a Welcome to Country and Smoking Ceremony for the opening of the new purpose-designed and built First Response Youth Service in Whittlesea. A large group of invited guests, including the Minister for Housing, Harriet Shing MP, long-time supporter the Hon. Lily D'Ambrosio MP, corporate donors, sponsors, external partners, Hope Street team members, and young people gathered for this important occasion.

Recognising that the City of Whittlesea is home to a significant population of First Nations people, Hope Street is committed to ensuring that young First Nations people are able to access its services. In addition to young people being able to access all of Hope Street's services, the centre incorporates a self-contained two-bedroom family unit dedicated to young First Nations families.

The site is complemented by landscaped garden areas, with an emphasis on edible native plants, a dry-stone riverbed, and treated branches that provide discreet separation between the refuge and the family units to support a therapeutic environment. A majestic heritage-listed gum tree at the front of the property offers a home to a wide array of wildlife and shade, reinforcing connection to place.

Hope Street is committed to ensuring that young First Nations people are able to access and experience cultural safety in its services.

What we've achieved this year

Chief Executive Officer's Report

Youth homelessness remains alarmingly high, with 38,600 young people aged 15–24 presenting alone to homelessness services (SHS) across Australia. Around 9,600 young people in Victoria presented alone to homelessness services (SHS) in 2023–24. This is approximately 70% higher than the national average. These figures record an increase in youth homelessness, which is symptomatic of a society that does not prioritise the needs of vulnerable young people and their children for public resources such as social and community housing, health, social income, job security and liveable income equity with adults.

The Hope Street team has accomplished lasting and meaningful positive impact.

Hope Street Youth and Family Service's (Hope Street) vision is a society in which all young people and young families have a safe place to call home. 2024–25 has been a year of significant strategic progress and success, building on the existing solid foundations of Hope Street. The team has been preparing future opportunities to achieve its vision, prioritising the needs of young people who do not have a safe place to call home and securing public and non-public resources, in an effort to stem this growing social phenomenon.

The Hope Street team has accomplished lasting and meaningful positive impact that embodies Hope Street's purpose to influence change to end youth homelessness and empower young people and young families to achieve their full potential. Achieving its purpose is a whole-of-Hope-Street team commitment, embracing the organisation's values. The Hope Street team is the powerhouse behind its successful impact. The team comprises the Directors of the company, members of the wider community who contribute their expertise via Hope Street committees and working groups, and its highly skilled and professional operational workforce.

780 young people aged 16–25 years, including young people with children, were assisted by one or more of Hope Street's nine specialist programs. The Year of Impact report in the pages ahead details the quantitative and qualitative services provided that are deeply impactful, as highlighted in the snapshots of young people's experiences in the pages ahead.

The successes of young people and the program teams are particularly outstanding, given they are achieved within a socio-economic environment that continues to manifest extreme disadvantage for young people via, for example, social incomes that are lower than the average weekly rent, a dire lack of affordable and secure housing, and a social housing system that neglects vulnerable young people on low incomes. The outcomes are achieved

in collaboration with the Victorian Government, local governments, the homelessness sector, First Nations agencies, and the health, welfare and allied sectors and local communities that collectively strive to provide a safety net in response to the nation's growing youth homelessness crisis.

Redressing structural and systemic socio-economic barriers is also central to Hope Street achieving its purpose, in particular to 'influence change'. This requires strategic and highly planned activities implemented over years before solid outcomes are visible, such as establishing new homelessness and housing services in local communities, advocating for change via research and government-commissioned consultations, and influencing government policy directions for increased and improved resourcing to address youth homelessness. This area of work remained a priority during 2024–25. The Hope Street team is deeply committed to 'influence change', and I am pleased to highlight the following:

1. First Nations

Hope Street continues to progress its Innovate Reconciliation Action Plan. The organisation is wholly committed to ensuring Hope Street programs are culturally safe. The team continues to explore, reflect and be curious as they develop their awareness and consciousness of what culturally safe means for young First Nations people and their community. 9% of young people served by Hope Street during 2024–25 identified as Aboriginal and/or Torres Strait Islander, a significant over-representation of the estimated 1.9% First Nations population aged 12–25. Hope Street deeply respects the Traditional Owners and highly values and supports its relationships with Aboriginal Community Controlled Organisations, with special acknowledgement of the Manager and team at the Margaret Tucker Hostel for girls. Highlights of Hope Street's responsibility as a sincere ally to First Nations Traditional Owners and peoples are in the Allies in Action section of this Annual Report.

2. Opening of the First Response Youth Service Centre in South Morang

Community collaboration for this leading initiative began in 2018 and went from strength to strength following the City of Whittlesea Council resolving at its June 2018 meeting to support this initiative. Fast forward to February 2025 and the centre opened its doors to young people. This architecturally designed centre is an inspirational example of the achievement of collective impact, made possible with the partnership with the Victoria State Government, City of Whittlesea Council, Mirvac, the Property Industry Foundation, the Marian and H Flack Trust, HWL Ebsworth Lawyers and many other local businesses and community groups. I hope you enjoy reading about this successful initiative in the pages ahead.

3. Building the foundations of Hope Street Youth Housing

0.4% of social and community housing and public housing tenancies are held by young people on social or low-wage incomes. This is despite young people being a growing cohort within the homeless population — 9,600 young people in Victoria presented alone to homelessness services (SHS) in 2023–24. Significant public investment has been made over the last three decades; however, this has not translated into young people supported by Hope Street, being able to access housing managed by community housing providers. This 'lockout' of vulnerable young people is a key contributing factor to youth homelessness. It also spurred Hope Street to explore the feasibility of establishing a housing provider agency for young people and young people with children. Robust and expert analysis of need and feasibility, including financial analysis, occurred over the past two years, which led the Board to unanimously pass a resolution to proceed with the creation of a registered youth housing provider agency — Hope Street Youth Housing. The Hope Street team is deeply grateful for the tremendous pro bono support from HWL Ebsworth Lawyers, which has been rigorous in its commitment to assisting

Hope Street to meet the myriad requirements for successful registration, hopefully by the end of 2025.

The year ahead will be equally dynamic and active as Hope Street continues to lead and innovate for solutions and positive impact, in collaboration and partnership with government, philanthropy, and the corporate, social and allied sectors. Hope Street will continue to explore and respond to need in growth corridors, peri-urban and neighbouring regional communities to provide place-based services, proactively and purposefully striving for the greatest positive impact to redress youth homelessness and to ensure the delivery of industry-led, agile and responsive specialist youth-focused services.

Special acknowledgement goes to the program teams who see the strengths in each young person, empowering them to strive to achieve their goals for

a better future. Thank you to the Leadership Team for guiding and supporting the inspirational and purpose-driven achievements of the program teams. I also acknowledge the Executive Leadership Team for their specialist expertise supporting Hope Street's purpose.

I extend my immense gratitude to the company Directors who form the Hope Street Board and who collectively share decades of expertise and are deeply committed to ensuring Hope Street is a powerhouse in addressing youth homelessness. They are robust in all aspects of governance, compliance and risk management in the achievement of Hope Street's vision and purpose. I extend my sincere appreciation to Kat George (Chair), Andrew Nette, Jude Cooke, Anthony Goldsworthy (Treasurer), Riley Ellard (Secretary), Simon Jackson, Liz Young and Neb

Kocevski for their leadership and support. Both Jude Cooke and Andrew Nette were farewelled as they finished their terms in November 2024 for other life adventures, leaving their imprint of a combined 29 years of service to Hope Street.

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

Donna Bennett
Chief Executive Officer



What we've achieved this year

Opening of the Hope Street First Response Youth Service – Whittlesea

In February 2025, Hope Street opened the doors to its new First Response Youth Service in the City of Whittlesea, marking a significant milestone in its purpose to end youth homelessness and to empower young people and young families to achieve their full potential. The foundation of a clear vision, strong community partnerships, highly capable project team and industry leading architect and builder, has resulted in the completion of the centre providing a safe place for vulnerable young people and young families to receive valuable specialist assistance to focus on their needs and goals as they work towards building a better future.

The facility was designed by Brand Architects, a Melbourne and Geelong based practice with expertise in community infrastructure. Their commitment to sustainability, functionality, and social responsibility has resulted in a welcoming and practical environment tailored to the needs of young people and families. The design has already received industry recognition, being shortlisted for the 2025 Influencer INDE Award and the 2025 Sustainability Awards.

The City of Whittlesea is one of Melbourne's fastest growing areas, and with that growth has come significant challenges. Youth homelessness, unemployment, and family violence are among the highest in Victoria, and social housing waiting lists stretch into the thousands. Census data shows

homelessness in Whittlesea increased by more than a third between 2016 and 2021, well above the national average. The need for a youth-focused local response was clear, and Hope Street is proud to deliver it.

The First Response Youth Service was created with a clear purpose: to provide crisis accommodation that not only responds to immediate need but also supports young people to rebuild their lives. Every element of the design and service model is guided by trauma-informed principles, ensuring safety, dignity, and hope. The service operates 24/7, offering eight bedrooms for individuals and two family units, one of which is dedicated to young First Nations families. The service can assist up to 100 young people each year, providing both accommodation and intensive wrap-around specialist youth support.

The need for a youth-focused local response was clear, and Hope Street is proud to deliver it.

The centre is not just a place to stay. It is a foundation for young people to reconnect with education, pursue employment, access health services, and build social and community networks.

For young families, it provides a safe base to learn and settle into parenthood and to be a family for a more secure future. At the heart of the facility stands a majestic heritage gumtree, symbolising resilience, connection, and belonging. Located on Wurundjeri Country, the service pays respect to Elders past, present, and emerging, and recognises the importance of culture and connection to place.

This achievement was made possible through the support of the Victorian Government, the City of Whittlesea, Mirvac, Property Industry Foundation, Marian and E.H. Flack Trust, and Hope Street's many corporate and community partners, alongside the vision and commitment of its Board, CEO, and operational team. Together, Hope Street and its partners have created a service that will have lasting impact in the lives of young people.

The opening of the Whittlesea First Response Youth Service is both a celebration and a call to action. It demonstrates what is possible when government, community, and service providers work together with a shared vision; it is a promise to young people that in times of crisis there will always be a place of safety, care, and hope.

What we've achieved this year

A Year of Growth

As Victoria's leading specialist youth homelessness organisation, Hope Street continues to strengthen its impact across Melbourne's north and western growth corridors, delivering on its strategic commitment to expand services in high-need areas where young people have limited options. At the heart of this growth is its proven model that delivers solutions for young people experiencing homelessness.

The opening of the Whittlesea First Response Youth Service was a landmark achievement, the first purpose-built service of its kind in Whittlesea. The opening was the result of more than four years of community advocacy, planning and collaboration. It reflects key aspects of Hope Street's 2022–2027 Strategic Plan, delivering new place-based services in areas of greatest need and limited current services. More than bricks and mortar, the service demonstrates Hope Street's ability to replicate a service model that provides young people with safe accommodation, wrap-around supports, and pathways into training, education, employment and sustainable long-term housing. A dedicated First Nations family unit, developed in partnership with the Margaret Tucker Hostel, demonstrates Hope Street's commitment to ensuring young First Nations people have access to culturally safe housing and support.

- Alongside this milestone, Hope Street has: Aligned with its 2022–2027 Strategic Plan, Hope Street is committed to growing where the need is greatest to maximise its community impact. Informed by evidence-based planning, including a future demand study across peri-urban and growth corridor LGAs, Hope Street continues to grow in regions where young people are in greatest need of support.
- Expanded partnerships with local and state government, universities and corporates to grow housing and support options, demonstrating that Hope Street's model can be adapted and scaled across communities with the highest need.
- Advanced Hope Street's role as a sector leader through advocacy and communications, consistent with Priority 2: Leadership and Community, positioning Hope Street as the organisation with the evidence, track record, and credibility to offer real solutions to youth homelessness.
- Invested in future models, including the Big Sky Youth Village, an innovative partnership with the Health and Community Services Union and the Australian Manufacturing Workers Union in developing a youth housing approach that combines safe and stable accommodation with apprenticeships and vocational training, creating pathways into lasting employment in growth industries. This project is progressing steadily through Hope Street's place-based approach, with key stakeholders continuing to come on board, a reminder that such transformative initiatives take time and long-term collaboration to bring to fruition.

These achievements underscore Hope Street's commitment to place-based, specialist youth housing and wraparound services in growth corridors and high-demand areas where young people have limited options. They show that Hope Street's model is effective, scalable and transformative, offering young people safety, stability and the chance to build strong, interdependent lives.

Hope Street's impact is strengthened by the partnerships it shares across all three levels of government, the wider community sector, and its corporate and philanthropic supporters. Hope Street also recognises the communities it works alongside and thanks them for their ongoing support of young people. Finally, Hope Street acknowledges the vital role of its internal Corporate Committee and Business Development and Partnerships Committee in guiding and strengthening these relationships.

Hope Street is proud of what it has collectively achieved this year, yet it knows there is more to be done. The need for youth housing and support continues to grow, and so too does Hope Street's determination to respond. As Hope Street looks ahead, it is excited to build on this year's achievements, deepen its impact and take bold next steps, including the establishment of its new Youth Housing organisation, to give even more young people the safety, stability and opportunities reflective of a nation that demonstrates its commitment to building strong community support for vulnerable citizens.

Nick Mac Hale
Business Development and Partnerships Manager

Hope Street's proven model delivers solutions for young people impacted by homelessness.

What we've achieved this year

A Year of Impact

Hope Street Youth and Family Services continues to face the realities of the national housing crisis head-on, delivering practical solutions for young people and young families experiencing homelessness. The challenges are stark: a tightening rental market, record-low vacancy rates, and limited affordable housing have left many with few, if any, pathways to secure accommodation.

In June 2025, Melbourne’s rental vacancy rate sat at 2.5 percent, while regional Victoria’s was just 1.9 percent (REIV). Median weekly rents in February 2025 were \$580 in metropolitan areas and \$490 in regional areas, well beyond the reach of young people relying on low incomes or Centrelink Youth Allowance of \$331.65 per week.

The shortage of social housing adds further strain. Only 0.4 percent of public or community housing properties are leased directly to young people. Homes Victoria’s Victorian Housing Register Report recorded 30,209 new applications for Priority Housing in March 2025, with a further 25,344 expressions of interest. Among these were 6,099 Aboriginal households and 3,105 single youth. Census data highlights the human impact: in 2021, 23 percent of all Australians experiencing homelessness, 28,204 people, were aged 12 to 24 years.

Despite these realities, Hope Street has continued to deliver services that change lives. This year saw the opening of the First Response Youth Service in Whittlesea, a purpose-built crisis accommodation centre with capacity for eight young people and two family units, one dedicated to young First Nations families with connections to the local area. The service combines a safe place to stay with immediate case management from specialist youth workers, ensuring young people are supported to move towards stability and their path to interdependence.

The Whittlesea service builds on the success of Hope Street’s Melton First Response Youth Service, providing rapid, localised responses to youth homelessness. With 24/7 staffed accommodation and assertive outreach, it connects young people to health, education, employment, and community supports. In an environment of scarce rentals and limited funded accommodation, services like these prevent young people from being trapped in cycles of homelessness, poverty and socio-economic disadvantage.

Across 2024/25, Hope Street supported 780 young people and their children. Housing affordability stress was the most common reason for seeking assistance, reflecting the severity of the housing crisis where even those without family conflict cannot secure safe housing.

Hope Street’s four-stage model is the framework that leads its service delivery responses:

1. Immediate: Assertive outreach providing crisis response and intensive case management in the community.
2. Emergency: 24/7 crisis accommodation offering safety, stability, and access to essential resources.
3. Stable: Medium-term supported housing (up to 18 months) focusing on education, employment, wellbeing, and life skills.
4. Sustainable: Support into long-term housing solutions to prevent a return to homelessness and a pathway out of disadvantage.

This continuum ensures Hope Street’s services extend beyond crisis relief, addressing the complexities of the impact of homelessness, both immediate needs and long-term housing pathways.

The Hope Street teams have worked diligently in challenging conditions, adapting services to meet increasingly complex needs. Each program is underpinned by strength-based, trauma-informed, and solution-focused practice, with young people actively shaping their own support plans.

The Australian Housing and Urban Research Institute warns that the longer a young person experiences homelessness, the greater the likelihood of long-term disadvantage. For First Nations young people, culturally safe and community-connected responses are critical. For those from migrant and refugee backgrounds, services must address both practical housing needs and settlement challenges. Hope Street’s locally based programs are tailored to meet these varied needs.

Partnerships with local and state government, corporate partners, philanthropists, and community organisations remain essential to delivering housing pathways and wraparound supports. The impacts of Hope Street’s purposeful approach alongside our community partners are empowering, meaningful and life-changing for young people and young families. The following pages of this report provide a small insight into the impacts of Hope Street’s four-staged service delivery model.

Our work this year shows that solutions are possible, even in a tough housing climate. From a first night of safety in a refuge to a young family moving into long-term housing, each outcome is a reminder of housing is not a privilege, it is a human right. As long as young people are denied this right, Hope Street will be here delivering solutions, restoring dignity, and building brighter futures.

Sue Scott
Operations Manager

Hope Street’s client group reflects the diversity of the communities it serves:

- 9% identify as Aboriginal or Torres Strait Islander.
- 38% were born overseas.
- Many have experienced family violence, mental health challenges, or disconnection from education and employment.

Across 2024/25, Hope Street supported 780 young people and their children.

What we’ve achieved this year

At the Immediate stage, Hope Street provides critical, life-changing support through the Boost Program in Brunswick West and the First Response Mobile Outreach program in Melton. These programs reach young people at the point of crisis, often when they are new to the homelessness service system and are struggling to navigate this complex system for the first time, designed for adults. Hope Street's outreach model is designed to address this situation, aiming to create seamless access to essential services within a youth focused practice framework. This is achieved through flexible and agile practices for example, providing services outside of business hours, meeting the young person at their location, workers liaising and completing service system back-end processes alongside young person. The Hope Street teams have developed and honed skills and knowledge in youth focused practice offering intensive case management that responds to urgent needs while also building pathways towards stability and interdependence.



The data below reflects that the impact of this work has been clear. Young people and young families were supported to access safe accommodation, reconnect with education, and link into health and specialist services. Many also achieved outcomes in employment, training, and private rental housing, important steps that build resilience and create hope for the future.

While housing affordability remains a critical barrier, the Immediate stage ensures that opportunities are taken wherever possible. Building on housing, Hope Street has seen strong results in education engagement, living skills development, and community connection. Each success reflects the resilience of young people themselves and the commitment of Hope Street's team.

Looking forward, Hope Street remains focused on ensuring every young person at this stage has access to the safety, resources, and opportunities they need to begin rebuilding their lives. By continuing to invest in youth-focused crisis responses, Hope Street can build on these achievements and provide stronger foundations for young people's futures.

Data - Immediate

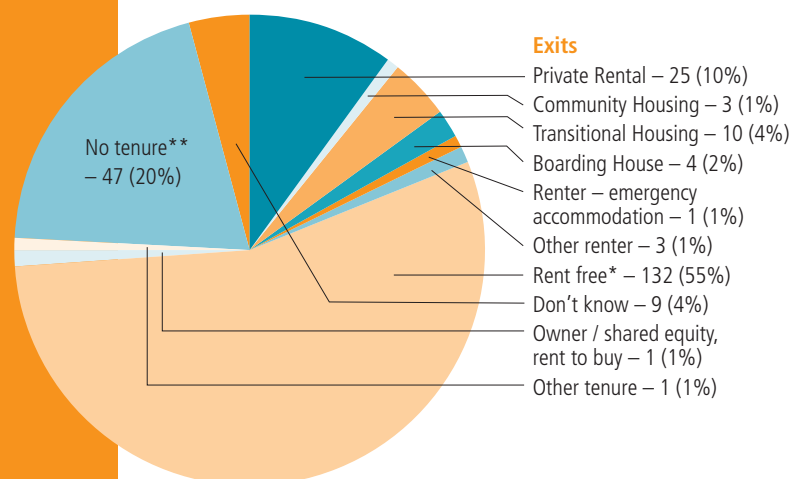
Total clients – 275

115 male, 154 female, 6 other

28 Aboriginal and/or Torres Strait Islander (10%)

46 employed at end of support (19%)

35 engaged in formal study or training (15%)



* Rent free = private housing/public housing/community housing/transitional housing/caravan park/boardrooming house/emergency accommodation,night shelter, women's refuge, youth shelter where rent is not charged/other rent free

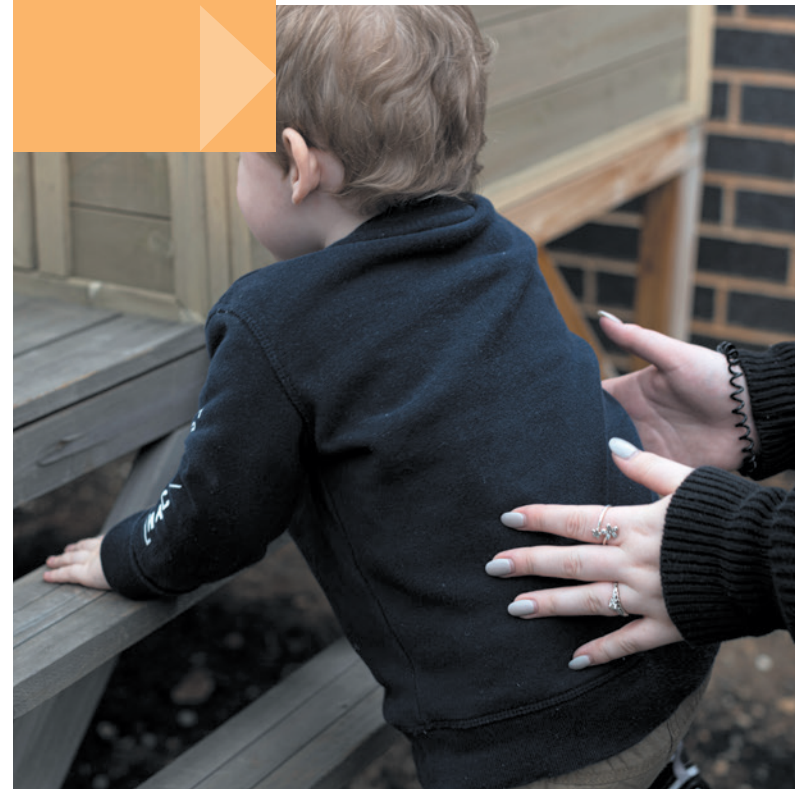
**No tenure in the Specialist Homelessness Information Platform (SHIP) definition is clients lacking a formal or legally recognised right to occupy a property, such as a lease, and indicates they are in a situation of no housing tenure'. For Hope Street, this could be children of parents who are on the lease, people on refugee status, or other visa's preventing them from holding a lease.

Immediate: in action

Jason, a 20-year-old First Nations young man, was referred to Hope Street's Boost program via an Access Point and supported through the Specialist Case Manager to access a one-week bed at the Brunswick West Youth Service. He had experienced repeated homelessness over four years due to family conflict, while also seeking family reconciliation. At the service, Jason was motivated and assisted to access essential services and resources so that he could achieve his goals, including employment, housing, and health. He engaged with the Bolton Clarke nurse, a Victorian Aboriginal Health Service Mental Health program, and started a labouring job.

With support from the Boost case managers, Jason secured transitional housing, accessed resources for cooking and fitness, pursued his L2P licence, and settled confidently into his new home.

At the Emergency stage, young people and young families require urgent support and safe, short-term accommodation. Hope Street's programs, including the Youth Support Service, Brunswick West Youth Service, and the First Response Youth Services in the City of Melton and the City of Whittlesea, provide crisis accommodation alongside comprehensive, wraparound support tailored to each individual.



Over the past year, intensive case management, therapeutic support, and practical skill development enabled young people to regain stability, strengthen interdependence, and engage with education, employment, and health services. Hope Street's figures on the number of young people who have secured affordable mid- to long-term housing tenancies signifies the extreme disadvantage that continues to impact vulnerable young people perpetuating their situation of homelessness. For yet another year, an underwhelming number of young people secured longer-term housing via private rental, public or transitional housing or community housing.

In addition to accommodation, young people developed living skills, improved personal confidence, and formed meaningful community connections. Hope Street's teams supported young people to pursue training and employment opportunities, and to access health and wellbeing services that build resilience.

Emergency services at Hope Street are more than just a roof over a young person's head. They are about dignity, empowerment, and opportunity. By combining immediate safety with tailored case management and developmental support, these programs help young people move from surviving to thriving, laying a foundation for sustainable futures.

Data - Emergency

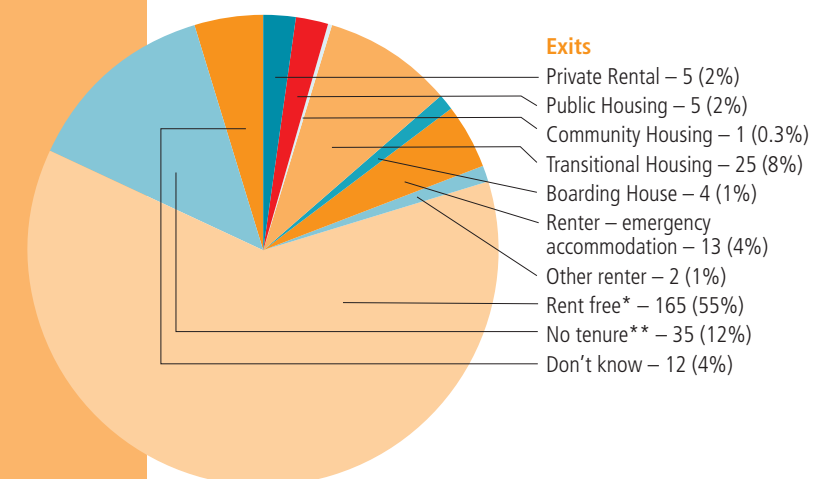
Total clients - 326

138 male, 170 female, 18 other

28 Aboriginal and/or Torres Strait Islander (9%)

52 employed at end of support (11%)

64 engaged in formal study or training (18%)



* Rent free = private housing/public housing/community housing/transitional housing/caravan park/boardrooming house/emergency accommodation,night shelter, women's refuge, youth shelter where rent is not charged/other rent free

**No tenure in the Specialist Homelessness Information Platform (SHIP) definition is clients lacking a formal or legally recognised right to occupy a property, such as a lease, and indicates they are in a situation of no housing tenure'. For Hope Street, this could be children of parents who are on the lease, people on refugee status, or other visa's preventing them from holding a lease.

Emergency: in action

Sisters Ade (17) and Pal (19) arrived in Australia from Ethiopia with little English and no home, facing the overwhelming challenges of a new country far from family and community support. At Hope Street's First Response Youth Service in Melton, they resided in the family unit, finding stability, care, and a supportive environment. The specialist case manager assisted them to enrol in English language courses and connected them with Melbourne's Ethiopian community, fostering belonging and cultural connection.

Through guidance in life skills including cooking, budgeting, and navigating public transport, they gained confidence. Today, Ade and Pal speak English, have secured their own rental, and are thriving, resiliently embracing life in Australia.

The Stable stage provides young people and young families with the secure base they need to consolidate their lives and build towards interdependence. Delivered through the Hope Street in Melton and Hope Street in Whittlesea programs, this stage offers semi-independent accommodation in clusters of one- and two-bedroom units, with on-site specialist youth-focused support available seven days a week. By combining safe and stable housing with personalised case management, the program empowers young people to actively shape their housing, education, employment, and wellbeing outcomes.



Over the past year, many young people at this stage continued to build their interdependent living skills, community connections, and pursued study or work. 58% successfully transitioned into public, private, or transitional housing. Among those with interdependent case plans, the majority achieved most or all of their self-determined goals, reflecting both their determination and the effectiveness of the assistance provided.

Education and employment outcomes have been particularly strong, with young people re-engaging in study or securing work that lays the foundation for long-term self-sufficiency. The Hope Street Team also supported participants to manage finances, navigate health and wellbeing needs, and develop positive community ties.

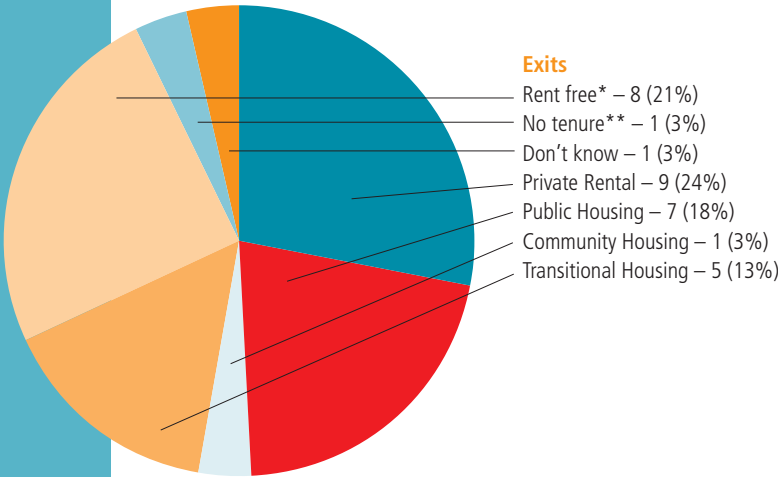
The Stable stage demonstrates the transformative impact of combining security of tenure with tailored support. With stability, young people can focus on growth, wellbeing, and future ambitions, breaking cycles of homelessness and disadvantage.

Data - Stable	
Total clients	– 79
36 male, 40 female, 3 other	
6 Aboriginal and/or Torres Strait Islander	(8%)
9 employed at end of support	(24%)
12 engaged in formal study or training	(32%)

Stable: in action

Shane is a 20-year-old male and was referred and accepted into the Hope Street in Melton (foyer-like) program. When Shane entered the program, he was struggling with independent living and uncertainty about his future. Neurodivergent, he found social situations, motivation, and planning difficult. With 18 months of stable housing and intensive support via his case manager and youth residential support workers, he explored his goals and re-engaged with education and employment in IT, an area he truly enjoyed. Hope Street’s team worked with him on strategies and linked him into external counselling to manage social anxiety and stress. A referral to a longer-term therapeutic youth housing program gave him a safe space tailored to his needs.

After trial weekends and initial challenges, Shane successfully transitioned and is now employed part-time, feeling more settled and confident about what lies ahead.



* Rent free = private housing/public housing/community housing/transitional housing/ caravan park/boarding/rooming house/emergency accommodation,night shelter, women's refuge, youth shelter where rent is not charged/other rent free

**No tenure in the Specialist Homelessness Information Platform (SHIP) definition is clients lacking a formal or legally recognised right to occupy a property, such as a lease, and indicates they are in a situation of no housing tenure'. For Hope Street, this could be children of parents who are on the lease, people on refugee status, or other visa's preventing them from holding a lease.

On the road to interdependency

The Sustainable stage focuses on supporting young people and young families to secure and maintain long-term housing, creating the foundation for interdependence and wellbeing. This stage is also where the housing crisis is most deeply felt. Soaring rental prices, record-low vacancy rates, and scarce access to social housing make it extremely difficult for young people on youth allowance or low incomes to find secure homes. Around 9,600 young people in Victoria presented alone to homelessness services in 2023-2024, 70% higher than the national average. Alarminglly, only 0.4 percent of social housing leases in Victoria are held by young people, leaving most locked out of the housing market.



Despite these systemic barriers, Hope Street continues to create new pathways. A significant milestone this year was beginning the process of registering as a Youth Housing Provider. This will allow Hope Street to directly manage and offer affordable, youth-specific housing options. By doing so, it can give young people and young families a greater chance of securing long-term, stable accommodation.

Young people supported at this stage build the skills required to sustain housing once opportunities arise. They are supported with financial literacy, tenancy management, and interdependent living skills. Many also continue to pursue education and employment, further strengthening their capacity for long-term stability. The combination of case management, community connections, and practical supports ensures they are prepared when suitable housing becomes available.

The Sustainable stage highlights both the urgency of the housing crisis and the resilience of young people determined to create a better future. By investing in youth-specific housing models and ensuring housing is recognised as a human right, Hope Street is committed to ensuring young people can move beyond survival and build thriving, interdependent lives.

Sustainable: in action

Nikol arrived in Australia in 2021 to reunite with her husband but was abandoned during the final trimester of her pregnancy. At 22 years of age, she gave birth and initially stayed with a friend, but overcrowding forced them to move. With limited English and high vulnerability, Nikol and her child were accepted into the Brunswick West Service family unit, linking to Maternal Child Health, Family Services, and interpreters for support. She progressed with English classes, childcare, and daily living skills.

Their Victorian Housing Register application was upgraded to priority, and finally, Nikol and her child moved into a long-term public housing property, giving them a safe, affordable, permanent home and stability for the future. This long-term home gave the family safety, stability, and the foundation to confidently build their future together.

Data - Sustainable	
Private Rental	Immediate – 25
	Emergency – 5
	Stable - 9
Public Housing	Immediate – 0
	Emergency – 5
	Stable - 7
Community Housing	Immediate – 3
	Emergency – 1
	Stable - 1

Conclusion – Operations

Across the past year, Hope Street has walked alongside young people at every stage of their journey. At the Immediate and Emergency stages, Hope Street has provided safety and trauma-informed care in purpose-built facilities. The Stable stage has supported young people to strengthen living skills, pursue education, and prepare for longer term interdependence.

The Sustainable stage remains the greatest challenge, but also our strongest resolve. By registering as a Youth Housing Provider, Hope Street will open new pathways for affordable, youth-specific housing.

In every stage, the message is clear: Hope Street delivers solutions that change lives, fostering resilience, interdependence, and the chance to thrive, diverting young people from entrenched homelessness and disadvantage.

Youth Housing Provider Project: Introducing Hope Street Youth Housing

A flagship initiative in Hope Street's 2022–2027 Strategic Plan is its Youth Housing Provider Project. This work has been underway since 2022, with a strong focus over the past year bringing the project close to fruition. Hope Street now looks forward to launching it in the next annual reporting period.

The project represents a cornerstone in Hope Street's commitment to addressing the unacceptable and acute reality of young people who are socio-economically disadvantaged, being precluded from accessing affordable, safe, and secure public and social housing. Hope Street's solution is to tailor a social housing response which prioritises the needs of vulnerable young people who experience homelessness. By becoming a registered youth housing provider, Hope Street will expand housing options that will deliver stability from which young people can focus on building their capability to achieve interdependence. This can be accomplished through employment, education, training, positive health outcomes, and social and community connectedness as building blocks of success.

Considerable effort has gone into shaping the model. This began with Hope Street's expert team

experiencing firsthand the gap in affordable housing options for young people in the homelessness service system, including social and community housing options. The Hope Street team were quick to embed the establishment of a Hope Street Youth Housing entity as a key strategic goal as part of the solution to this dire situation.

The next step was to determine the feasibility of establishing a registered housing provider entity solely for young people. Expert consultants were engaged to research and assess the demand as well as to gauge community support. The SGS Urbanista and K2 Planning reports resoundingly confirmed both the need and community support for the Hope Street targeted solution, particularly in peri-urban and neighbouring regional communities

Hope Street's robust feasibility investigation included detailed financial analysis conducted by Affordable Housing Solutions, which, combined with previous feasibility reports and stakeholder support, informed the Board's decision to proceed with establishing a registered youth housing provider entity.

This undertaking has been made possible by the vision, commitment, and hard work of the Board Directors, CEO and operational team, alongside the support of key partners HWL Ebsworth, who have provided their expert advice throughout the process.

Hope Street Youth Housing represents a statement of its intent to expand its reach, deepen its impact, and provide a safe place to call home for more young people. Hope Street is proud of the work to date and excited about the difference this project will make in the years ahead.

Hope Street Youth Housing represents a statement of its intent to expand its reach, deepen its impact, and provide a safe place to call home for more young people.



Hope Street Youth Housing

Looking to the future

HOPE STREET YOUTH AND FAMILY SERVICES LIMITED

FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2025

Directors' report

The Directors present their report together with the financial statement of the company for the year end 30 June 2025.

Directors

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

Name	Date of Appointment	Date of Cessation
Judith Cooke	31.03.2008	20.11.2024
Andrew Nette	16.10.2012	20.11.2024
Katherine George	27.02.2019	
Anthony Goldsworthy	24.06.2020	
Riley Ellard	25.11.2020	
Simon Jackson	8.12.2021	
Elizabeth Young	8.12.2021	
Neb Kovetski	06.03.2024	

Principal Activities

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

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

Hope Street has experienced another productive twelve-month period and is achieving significant progress in actioning its Strategic Plan 2022-2027

Hope Street has continued to expand its services and engage in activities which reinforce its reputation as a provider of high-quality housing and homelessness services, with a focus on youth and a secular approach. Over the past year, the leadership and operational team have shown significant dedication to maintaining the quality of Hope Street's services while actively seeking opportunities for further growth and development.

Strategy for achieving Hope Street's objectives

Hope Street is actioning and well on the way to achieving the outcomes identified within its Strategic Plan for 2022 – 2027 and remaining committed to it Risk Appetite Statements as documented in the plan.

Hope Street's strategic goals are aligned closely with its philosophy and reflect its commitment to act responsively to socio-economic changes which are furthering the disadvantage faced by young people and contributing to ongoing increases in youth homelessness.

Hope Street continues to provide assistance to young people in the face of these evolving challenges while fostering robust governance and compliance through close collaboration with the Board.

- Hope Street is now in the final stages of becoming a registered youth housing provider via the incorporation of a new legal entity. This displays Hope Street's ongoing commitment to expand its operations and to develop a greater variety of purpose-designed housing targeted to effectively assist young people and young people with children.
- Hope Street opened the doors to its new First Response Youth Service in Whittlesea in December 2024. The centre is now fully operational and has already been an exceptional success, both meeting and exceeding monthly client targets as contracted by the Department of Families, Fairness and Housing. This is a significant achievement for Hope Street in increasing service offerings, and as a testament to Hope Street's ongoing commitment to delivering responsive and innovative youth homelessness services which positively impact the lives of young people and their families.
- Hope Street continues to use its specialised expertise and reputation to advocate for young people experiencing homelessness. Hope Street are contributing to policy change via submissions to initiative's such as the Orygen Consortium on Models of Mental Health Models of Care for Young People, and the organisation persists in its campaign for purpose-designed programs which address the unique and complex needs of young people at local, federal and state government levels.
- Hope Street is continuing to actively explore partnerships and opportunities for expansion in both the services which it provides, and the geographic areas in which these services can reach. Hope Street are currently in close consultation with Macedon Ranges Shire Council, Hume City Council, and Moorabool City Council to support continued expansion in consultation with the Victorian State Government and key stakeholders.
- The Board continues to be proactively involved in developing and heading Hope Street as it works toward its strategic goals. Each Director works in collaboration to apply their unique expertise, vision, and strong leadership skills to drive Hope Street to improve its impacts for young people and families experiencing homelessness.

Financial Governance

Hope Street's Board of Directors continues to provide robust oversight of the financial performance and position of the Company, its compliance with policy, and the maintaining of effective and accurate internal financial reporting as a key priority.

Hope Street is in a sound financial position at the end of FY25. The Company holds sufficient cash and short-term investments of \$4,092,817 (FY24: \$3,390,829) to continue to provide essential services to clients and prioritise organisational expansion through the execution of the Strategic Plan.

The Company achieved a net surplus of \$3,776,046 in FY25 (FY24: \$2,059,818). This figure was inflated by one-off grant income of \$3,382,000 relating to the finalisation of the Whittlesea First Response Youth Service building project. Excluding the one-off grant income, the net surplus was \$394,046. Capital expenditure of \$3,531,483 was spent during FY25 in relation to the First Response Youth Service in Whittlesea.

The ongoing operations of Hope Street are only made possible by the continued financial support provided by The Victorian State Government, the Department of Families Fairness and Housing, Homes Victoria, the City of Melton, the City of Whittlesea and the City of Merri-bek, as well as our philanthropic partners including the Marian and E. H. Flack Trust, the Property Industry Foundation, Lionsville, STREETSMART, and The Lord Mayors Charitable Foundation.

On behalf of the Board of Directors, we would like to extend our deep appreciation to our partners for their unwavering and long-term support. Hope Street could not continue its work to assist young people experiencing homelessness without their impactful contributions.

Meetings of Directors

During the financial year, directors were eligible to attend, and attended, the following meetings;

	Attended	Held/Eligible
Katherine George (Chair)	9	10
Anthony Goldsworthy (Treasurer)	8	10
Riley Ellard (Secretary)	5	10
Judith Cooke	4	5
Andrew Nette	3	5
Simon Jackson	9	10
Elizabeth Young	10	10
Neb Kocovski	8	10

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

Hope Street would like to extend its deepest gratitude to Andrew Nette and Judith Cooke, who both ceased in their roles as board members at the 2024 Annual General Meeting. Andrew and Judith brought a combined 29 years of experience and expertise to Hope Street and maintained robust governance throughout periods of change internally and externally, as the organisation continued its success in achieving its constitutional objectives. Hope Street acknowledges their visionary and insightful leadership as members of the board during their time with the organisation and wishes each of them the very best for the future.

Solvency of the Organisation

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

Contributions on winding up

Hope Street Youth and Family Services Limited is a Company limited by guarantee and was incorporated on 21st February 2014.

In the event of the Company being wound up, the 6 members’ (2020: 7 members’) liability is limited to an amount not exceeding \$20 (2020: \$20).

Auditor’s Independence Declaration

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

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

On behalf of the directors



Katherine George
Director and Chair



Anthony Goldsworthy
Director and Treasurer

Signed in Brunswick, this Wednesday 29 October 2025.

Statement of Financial Position

as at 30th June 2025

	Notes	2025	2024
		\$	\$
Assets			
Current assets			
Cash and cash equivalents	5	1,633,116	1,700,248
Trade and other receivables	6	44,551	83,687
Financial assets	7	2,459,701	1,690,581
Total current assets		4,137,368	3,474,516
Non-current assets			
Trade and other receivables	6	61,696	43,762
Property, plant and equipment	8	9,000,626	5,736,377
Right-of-use assets		67,071	-
Total non-current assets		9,129,393	5,780,139
Total assets		13,266,761	9,254,655
Liabilities			
Current liabilities			
Trade and other payables	9	396,634	338,545
Lease liabilities		14,265	-
Employee entitlements	10	632,390	604,565
Contract liabilities	11	83,330	19,360
Total current liabilities		1,126,619	962,470
Non-current liabilities			
Lease liabilities		52,990	
Employee entitlements	10	69,242	50,342
Total non-current liabilities		122,232	50,342
Total liabilities		1,248,851	1,012,812
Net assets		12,017,910	8,241,843
Equity			
Retained surpluses		12,017,910	8,241,863
Total equity		12,017,910	8,241,863

Statement of Cash Flows

For the year ended 30th June 2025

	Note	2025	2024
		\$	\$
Cash flow from operating activities			
Receipts from customers (inclusive of GST)		10,747,788	6,716,709
Payments to suppliers and employees (inclusive of GST)		(6,627,043)	(4,695,488)
		4,120,745	2,021,221
Interest received		114,139	103,429
Finance costs paid		(257)	-
Net cash from operating activities	15	4,234,627	2,124,650
Cash flow from investing activities			
Payments for / (proceeds from) investments		(769,120)	941,608
Payments for property, plant and equipment	8	(3,531,482)	(2,282,995)
Proceeds from disposal of property, plant and equipment		-	49,454
Net cash used in investing activities		(4,300,602)	(1,291,933)
Cash flows from financing activities			
Repayment of lease liabilities		(1,157)	-
Net cash used in financing activities		(1,157)	-
Net increase/(decrease) in cash and cash equivalents		(67,132)	832,717
Cash and cash equivalents at the beginning of the financial year		1,700,248	867,531
Cash and cash equivalents at the end of the financial year	5	1,633,116	1,700,248

Statement of Profit or Loss and other comprehensive income

For the year ended 30th June 2025

	Note	2025	2024
		\$	\$
Revenue	3	9,812,088	6,872,020
Expenses			
Client and program costs	4	(3,868,469)	(2,889,180)
Employee benefits expense	4	(1,219,482)	(1,298,038)
Depreciation and amortisation expense		(268,574)	(136,842)
Other expenses		(480,780)	(321,600)
Professional fees		(74,321)	(72,303)
Occupancy		(124,415)	(94,170)
Surplus for the year attributable to the members of Hope Street Youth and Family Services		3,776,047	2,059,887
Other comprehensive surplus for the year		-	-
Total comprehensive surplus for the year attributable to the members of Hope Street Youth and Family Services		3,776,047	2,059,887

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

DIRECTORS' DECLARATION

In the directors' opinion:

- the company is not a reporting entity because there are no users dependent on general purpose financial statements. Accordingly, as described in note 1 to the financial statements, the attached special purpose financial statements have been prepared for the purposes of complying with the Australian Charities and Not-for-profits Commission Act 2012 and associated regulations and the Corporations Act 2001 requirements to prepare and distribute financial statements to the members of Hope Street Youth and Family Services;
- the attached financial statements and notes comply with the Australian Charities and Not for Profits Act 2012 and associated regulations, the Accounting Standards as described in note 1 to the financial statements, the Corporations Regulations 2001 and other mandatory professional reporting requirements;
- the attached financial statements and notes give a true and fair view of the company's financial position as at 30 June 2025 and of its performance for the financial year ended on that date; and
- there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

Signed in accordance with a resolution of directors:


Katherine George
Director


Anthony Goldsworthy
Director

29 October 2025

WilliamBuck
ACCOUNTANTS & ADVISORS

Independent auditor's report to the members of
Hope Street Youth and Family Services Limited

Report on the audit of the financial report

Our opinion on the financial report

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

- giving a true and fair view of the Hope Street Youth and Family Services Limited's financial position as at 30 June 2025 and of its financial performance for the year then ended; and
- complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 of the *Australian Charities and Not-for-profits Commission Regulations 2022*.

What was audited?

We have audited the financial report of the company, which comprises

- the statement of financial position as at 30 June 2025,
- the statement of profit or loss and other comprehensive income for the year then ended,
- the statement of changes in equity for the year then ended,
- the statement of cash flows for the year then ended,
- notes to the financial statements, including material accounting policy information, and
- the company's declaration.

Basis for opinion

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

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

Emphasis of matter – Basis of accounting

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

Responsibilities of the Directors for the financial report

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

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


The directors are responsible for overseeing the company's financial reporting process.


Auditor's responsibilities for the audit of the financial report

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

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at: https://www.auasb.gov.au/auditors_responsibilities/ar4.pdf

This description forms part of our auditor's report.


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


C. L. Sweeney
Director

Melbourne, 30 October 2025

Auditor's Independence Declaration under Section 60-40 of the Australian Charities and Not-for-profits Commission Act 2012

To the directors of Hope Street Youth and Family Services

As auditor for the audit of Hope Street Youth and Family Services for the year ended 30 June 2025, I declare that, to the best of my knowledge and belief, there have been:

- no contraventions of the auditor independence requirements as set out in the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- no contraventions of any applicable code of professional conduct in relation to the audit.


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


C. L. Sweeney
Director

Melbourne, 30 October 2025

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2023.01.31 Hope Street 2022 - Auditors Independence Declaration

Thank you to our Partners

GOVERNMENT



TRUSTS AND FOUNDATIONS



CORPORATE



Thank you to our Community Partners

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

Thank you to the Hope Street team

Hope Street extends its heartfelt thanks to the Hope Street team, whose passion, resilience, and expertise drive everything Hope Street achieves. Its people bring diverse perspectives and lived experience, united by a shared commitment to supporting young people experiencing homelessness. A defining strength of Hope Street is that it only employs degree-qualified youth workers and social workers, ensuring a highly skilled workforce that delivers best-practice responses to young people in complex and challenging circumstances.

This professional expertise, combined with the integration of roles across Hope Street’s organisation, enables it to thrive. Every team member, whether on the frontline or behind the scenes, plays a vital part in the success of its services. Together, Hope Street is stronger, more connected, and better equipped to create lasting change in the lives of young people.

- Abdulai Barrie, Youth Resi Support Worker

Adedeji Adewumi, Youth Resi Support Worker

Airlia Hornsey, Youth Resi Support Worker (Casual),

Anna Marincic, Youth Resi Support Worker

Aoife Fitzpatrick, Youth Case Manager

Ashley Thapa, Youth Resi Support Worker

Bianca Nash, Team Leader

Blaise Mupenzi, Youth Resi Support Worker (Casual)

Cian McLoughlin, IT Coordinator

Ciji Philip, Youth Resi Support Worker (Casual)

Corey Gray, Youth Counsellor (Reconciliation Practitioner)

Divya Sinha, People and Culture Administrator

Donna Bennett, CEO

Duncan Adams, Finance Manager

Elle Valsamakis, Youth Case Manager

Emilie Theunissen, Youth Case Manager

Emily Armstrong, Executive Assistant

Erin Ashmore, Team Leader Northwest

Gary Humphrey, Program Manager Northwest,

Gemma Scott, Youth Case Manager (Casual)

Georgina Sullivan, Team Leader Whittlesea

Gion Getachew, Youth Residential Support Worker

Gi Brown, First Nation Cadet

Hang Pham, Program Manager

Hao Nguyen, Youth Case Manger

Issy Gennari, Youth Case Manager
- Ivie Osobase, Youth Resi Support Worker

Jacqueline Hemshall, Youth Resi Support Worker (Casual)

Jacqueline O’Bryan, Youth Resi Support Worker (Casual)

Jamileh Hargreaves, Communication Lead

Jannay Assafa, Youth Resi Support Worker (Casual)

Jenny Clark, Youth Resi Support Worker

Jeremie Nyetam, Youth Resi Support Worker (Casual)

Jeremy Lusung, Youth Resi Support Worker

Jobin Puthan, Youth Resi Support Worker (Casual)

Jordy McGauran Youth Case Manager

Kate Jones, Youth Case Manager

Katie Hooper, Business Development and Partnership Manager

Kelys Verbel Durango, Youth Resi Support Worker

Kristy Jaycock, Youth Case Manager

Kudzai Chiwonzoro, Youth Resi Support Worker

Kylie Radville, Youth Resi Support Worker

Kym Clark, Youth Resi Support Worker

Lisa Settineri, Youth Resi Support Worker

Mafata Dumber, Youth Case Manager

Manmeet Kaur, Youth Case Manager

Melissa DeSantis, Youth Case Manager

Nasteho Omar, Youth Resi Support Worker

Nelly Teniola, Youth Resi Support Worker

Nicole Misurelli, People and Culture Manager
- Pamela Glendenning, Youth Case Manager

Paula Forrester, Youth Resi Support Worker

Pei Cai, Finance and Payroll Officer

Penny Cheng, Youth Case Manager

Prisca Kot, Youth Case Manager

Rachel Fitzgerald, Youth Case Manager

Robyn Hoult, Youth Resi Support Worker

Ruby Kelly-Guthrie, First Nation Cadet

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Samantha Minerds, Youth Reconciliation Practitioner

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Sebastian Taylor, Youth Case Manager

Selvelyn Guillermo, Youth Resi Support Worker

Shakeel Ahmad, Youth Resi Support Worker (Casual)

Shirley Spooner, Team Leader Northeast

Stephanie Flynn, Youth Case Manager

Sue Scott, Operations Manager

Sue Watt, Program Manager Northwest

Trish O’ Donohue, Capacity Building Operations-Consultant





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

Hope Street acknowledges the Wurundjeri People of the Kulin nation as the Traditional Owners of the lands on which its sites operate, and pays its respects to their Elders past, present, and emerging. Hope Street extends this same respect to all First Nations Peoples including those who read this publication.

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

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



Hope Street acknowledges the support of the Victorian Government.

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Hope Street Youth and Family Services

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