



**HOPE  
STREET**



“I WOULD LIKE TO THANK YOU FOR STANDING BY ME AND ENSURING I WAS NOT HOMELESS. WORDS CANNOT DESCRIBE MY APPRECIATION BUT I WOULD LIKE TO ACKNOWLEDGE THAT WHAT YOU'RE DOING IS MAKING A DIFFERENCE AND CHANGING THE WORLD IN MANY WAYS.”

**HOPE STREET YOUTH AND FAMILY SERVICES  
ANNUAL REPORT 2016**



## 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 THANKS OUR SUPPORTERS WHO MAKE 2016'S ACHIEVEMENTS POSSIBLE.

Homelessness is a growing phenomenon and is becoming increasingly visible in our communities. Youth homelessness is also growing however continues to be less visible (more hidden) than adults who experience homelessness and are therefore at greater risk of not accessing specialist services to prevent longer term homelessness and disadvantage. Securing change and resources specifically for young people and young families therefore is critical.

With the expertise of the Hope Street Corporate Committee, Hope Street has continued to build relationships with philanthropic, corporate, government and community bodies to collectively respond to youth homelessness. It is with the generosity and shared vision of our financial partners that Hope Street has been able to develop new programs and initiatives to better meet the needs of young people and young families who are impacted by homelessness.

Hope Street gives special acknowledgement to the Hope Street Corporate Committee members:

Helen Riseborough – Director, Hope Street	Stewart Mitchell – Director, Cyclone The Agency
Paul Baulch – Director, Reactivate Group	Kieran Carson – Director, Raine and Horne Melton
Clive Scott – General Manager, Sofitel Luxury Hotels	Shane Gloury – CEO, TabCorp Park Melton
Bettina Spivakovsky – Director, Upfront Events	Jack Moshakis - Community Member

Hope Street is truly appreciative of the meaningful contributions from the following partners and supporters. Without them we would simply be without.

### OUR PARTNERS



### OUR SUPPORTERS



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

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



## CHIEF EXECUTIVE OFFICER'S REPORT

**"I am extremely appreciative of the generosity of the many individuals who share Hope Street's vision and values in providing young people and young families with life changing alternatives to homelessness."**

The impact of youth homelessness can be significantly detrimental on a young person's biopsychosocial development. It can, if not addressed early, lead to a lifetime of entrenched homelessness and dislocation. The negative impact on the wider society is considerable. The social, economic and environmental impacts place major pressure across government, community and local resources. This growing phenomenon drives Hope Street's determination to reduce the impact of youth homelessness within our strategic vision and planning which prioritise Clients, Communities, Resources, and Innovation and Social Development.

### Leadership and Advocacy:

Hope Street continues to be an active leader in the sector by participating in the Victorian Government's Homelessness Reform agenda, regional and local homelessness networks and community partnerships. We remain strong advocates for increasing resources for such essentials as affordable housing, supported accommodation programs, addressing prejudice against young people, financial assistance to enable young people to remain engaged in school, training, employment, local communities and access to specialist health and wellbeing services.

### Specialist Youth Services:

Our young people tell us that Hope Street provides services in which they feel safe, respected, and where they have access to support and resources to change their situation and work towards their goals. These innovative youth focused services are delivered in partnership with key agencies and stakeholders and enhanced by additional resources from philanthropic supporters.

*"Hope Street is a committed and well respected organisation with a demonstrated ability to provide sound client focused services and programs. The organisation demonstrates an embedded commitment to the provision of services that are reflective of the individual's needs and support empowerment and community connection. Hope Street's knowledge and understanding of the various complexities involved when providing a service to those affected by homelessness is to be commended."*<sup>1</sup>

The outcomes achieved by young people are described in individual stories and feedback from young people throughout this annual report. I also encourage you to read the program reports in the following pages, as they detail the activities, outcomes and benefits to young people and the wider community.

### Major Achievements:

There have been many achievements throughout 2015/2016 however the major achievement for Hope Street was successfully leading a community development campaign to address youth homelessness in the City of Melton.

*"Stakeholders unanimously reported that Hope Street's ability to collaborate is a key strength of the organisation. Many described the organisation as a partner of choice and articulated examples of their professional generosity and willingness to collaborate."*<sup>2</sup>

Building on the previous year's ground work, our partnership with the City of Melton, the Philanthropic and Corporate sectors, the Victoria Police (Melton) as well as invaluable support from the Victorian Government, local businesses and community groups has enabled us to achieve the following:

- Securing funding and establishing the Hope to Home in Melton pilot program in partnership with Gandel Philanthropy, Raine and Horne Melton, Melton City Council and Victoria University. This enables us to reduce youth homelessness within the local community by providing affordable opportunities for young people to access private rental and not re/enter homelessness. This pilot also demonstrates Hope Street's capacity to work with non-traditional partners to provide innovative services.
- Launch of *Responding to Youth Homelessness in Outer Growth Corridors: A Research Project in Response to Youth Homelessness in the City of Melton*, August 2015. The research documented the need to provide an emergency response located within the City of Melton for young people who are at risk of and who experience homelessness. This well received report was launched in partnership with Woodgrove Shopping Centre and supported by the City of Melton, local Members of Parliament, local businesses, Victoria Police (Melton) and community groups. The research provided the basis for the business case for a crisis response service and crisis accommodation centre for young people in the City of Melton.
- Hope Street First Response Youth Service In Melton business case submitted to the Minister for Housing, Hon Martin Foley, accepted and included in the pre budget Housing Blitz announcement in April 2016. This is a major step toward establishing a much needed specialist crisis support and accommodation service to local young people and families. It means that young people will not be forced out of their community – schools, family, friends, employment, services – just because they are homeless.
- A strong and collaborative partnership with the Melton City Council in responding to the needs of local young people who experience homelessness. This has been demonstrated by Council's support for the Hope to Home in Melton pilot project as well as being a significant contributor in the development of the Hope Street First Response Youth Service. Council has given in principle support to lease land for this purpose as well as planning and project management expertise. The City of Melton clearly sees the need to keep vulnerable young people in their local community, supporting their engagement with school, employment, social and community connections.

- Engaging the community as part of the solution in addressing youth homelessness in the City of Melton. To this end the Hope Street Corporate Committee has been proactive in raising community and corporate awareness of the growing phenomena of youth homelessness and its impact on young people, families and the community. This has raised the profile of Hope Street, triggered community, government and corporate contributions and harnessed wider community participation and partnerships.
- The development of a fundraising platform to facilitate financial and material contributions supporting local young people impacted by their experience of homelessness. Key activities have included:
  - o Corporate Committee in particular member UpFront Events, organising the very successful My Big Fat Hope Street Fundraiser in June 2016
  - o Woodgrove Shopping Centre nominating Hope Street as charity of choice for a second year and conducting a Tree of Hope campaign and co-ordinating contributions from the store holders
  - o Financial contributions from the Melton Valley Rotary Club and the Rotary Club of Melton

This major area of strategic development has been supported by the Hope Street Service Development Plan and resourced by the Service Development Manager position. Further details are outlined in the Service Development report.

### Accreditation:

2016 also saw our successful accreditation by Quality Innovation Performance (QIP) against the Quality Improvement Council and Human Service Standards. The accreditation team commended Hope Street on its governance and the quality of its internal systems and service delivery.

*"Hope Street presents as an organisation committed to continual improvement through strong systems, partnering and quality service delivery, with an emphasis on contributing to good practice and capacity building. The organisation demonstrates commitment to integrating its approach to safety and quality within each of its programs... The Assessment Team would like to commend the organisation on an excellent assessment."*<sup>3</sup>

*"Budget development and financial systems clearly support Hope Street's goals to provide a sustainable model of service, remain a financially viable organisation and improve physical resources and subsequently safety and well-being of clients, staff and the community."*<sup>4</sup>

### In conclusion:

Hope Street has excelled in fulfilling its objectives with a year of many successes across all Strategic Priorities: Clients; Communities; Resources; and Innovation and Social Development. The achievements are a collective outcome of our internal capacity and the significant contributions from local, State and Federal governments, philanthropic and corporate sectors and local communities. I am extremely appreciative of the generosity of the many individuals who share Hope Street's vision and values in providing young people and young families with life changing alternatives to homelessness.

I continue to be proud of the strengths, courage and resilience of young people who access our services. They are truly inspirational. I am honoured to be leading an organisation that strives to be responsive, innovative and compassionate in addressing the needs of young people and young families impacted by the day to day experience of homelessness. I acknowledge and thank the people who make this possible – our team members. Hope Street's achievements are a reflection of their expertise and dedication.

Finally, I commend the Directors for their insights and support as well as for maintaining governance and financial management excellence of Hope Street, enabling the company to progress its strategic priorities.



**Donna Bennett**  
Chief Executive Officer

<sup>1</sup>Assessment Report: Human Services Standards and Governance and Management Standards Hope Street Youth and Family Services 19-21 April 2016, Quality Innovation Performance, page 8

<sup>2</sup>ibid page 25

<sup>3</sup>ibid page 8

<sup>4</sup>ibid page 18

## BOARD OF DIRECTORS



**Andrew Nette** Chair

- 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



**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.



**Jo Connellan** Secretary

- 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.



**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.



**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.



**Judith Cooke** Member

- 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.

## SERVICE DEVELOPMENT REPORT: THRIVING IN DEVELOPMENT

Consistent with the Hope Street 2013-2016 Strategic Plan, service development has continued as a key priority in achieving the following aims:

- Develop innovative programs that achieve meaningful outcomes in addressing youth homelessness
- Expand the organisation to strategically respond to the needs of clients, community and government
- Strengthen presence and contribution in wider community as a leading specialist youth homelessness organisation.

The establishment of the Service Development Manager position in 2014 has continued to enable Hope Street to maintain a strong focus in achieving the above aims. Mandy Baxter undertook this role for this reporting period until May 2016 and oversaw significant progress across many of the initiatives commenced in the previous reporting period as part of putting development into service with some major outcomes achieved.

Building and nurturing relationships, partnerships, a connection and shared vision with local communities have been critical to the success of the service development aims. Hope Street's primary focus has been securing additional resources into the City of Melton. This has been in response to no specialist homelessness crisis support or accommodation services for young people and young families in the City of Melton. A major contributor to the progress and achievements is the hard work, support, compassion and commitment of key community stakeholders.

Key activities have included:

1. Building networks, connections and community partnerships
2. Sourcing and seeking funding for new programs and initiatives
3. Promotional and fundraising activities and events
4. Developing new service delivery models and programs

Carrying out the above activities has involved a considerable amount of time, knowledge, information, goodwill, and shared determination as well as a myriad of other actions from a range of community members. This collective effort enabled the Service Development Manager to make significant inroads in achieving the service development aims. The following committees and community groups have been instrumental in this work:

*Hope Street Service Development Committee:* oversaw and coordinated the planning and actions to promote the organisation in accordance with the Strategic Plan and Service Development Action Plan

*Corporate Committee:* provided external expert stakeholder contributions towards the promotion and sustainability of Hope Street

*Advisory Committee in Melton:* established in Melton with government, community and corporate partners to guide development and promotion of the work of Hope Street in the Melton area

"I AM TRULY PRIVILEGED AND APPRECIATIVE TO BE A PART OF THIS PROGRAM AND WITHOUT IT I DON'T KNOW WHERE I WOULD BE LIVING."

A YOUNG PERSON AT HOPE STREET IN MELTON

### Major successes across the year include:

#### Hope Street First Response Youth Service in Melton

April saw the announcement by the Minister for Housing, Disability and Ageing in Victoria, Hon Martin Foley of funding towards the establishment of the Hope Street First Response Youth Service in Melton. This followed a major community development undertaking with the local Melton community, including the submission of a comprehensive business case to the Minister.

This project will establish an eight bed youth crisis accommodation centre and a two bed family unit in Melton as well as a mobile outreach service for young people and young families experiencing homelessness or at risk of homelessness in the City of Melton area. Currently the nearest service is 27 kms from Melton.

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

This report was completed in August 2015 and launched at an event at Woodgrove Shopping Centre (Hope Street partner) in September. This report formed the basis of the business case that the Minister for Housing, Disability and Ageing, the Hon. Martin Foley invited Hope Street to produce following presentation of the research findings at his office.

This extensive research on youth homelessness in the outer growth corridor of Melton was conducted by Hope Street with the aid of RMIT University Honour's student – Karen Files. This research was supported by many stakeholders within the local community. It highlighted the need to provide an emergency response to young people who were at risk of or experiencing homelessness in the Melton area.

#### Hope to Home in Melton

Gandel Philanthropy partnered with Hope Street to provide funding towards an innovative response to youth homelessness in the Melton area and was announced by the CEO Vedran Drakulic at Hope Street's 2015 Annual General Meeting. This initiative commenced in February 2016. It is a new service model for transitioning young people and young families out of homelessness into sustainable private rental housing. Hope Street in partnership with Raine & Horne in Melton is working towards 30 young people moving into private rental and developing their capacity to sustain this into the future. Melton Housing will provide case management support for young people referred to the program. Victoria University will evaluate the program to assist with future development.



#### Corporate Breakfast

In May, Tabcorp Park Melton in partnership with Hope Street hosted a fantastic Corporate Breakfast MC'd by Rob Auber. The Corporate Breakfast provided the business community with the opportunity to learn more about how homelessness affects young people and the wider community, and how business could assist Hope Street with its initiatives.

Mitchell and Lee shared part of their experience of life prior to and while in the Hope Street in Melton program. Campbell Brown, CEO Donna Bennett and Katherine Rudkins – Victoria Police Inspector in Melton were also guest speakers.

#### Tree of Hope Campaign with Woodgrove Shopping Centre

Woodgrove Shopping Centre as a major partner with Hope Street across the year created a special display with information about Hope Street with the Tree of Hope where people could purchase a butterfly to place on the tree in support of young people experiencing homelessness. This was a key link promoting Hope Street, the impact of local young people experiencing homelessness and importantly it provided the community with an avenue to assist.

#### Melton Business Awards

Hope Street is extremely pleased to have been nominated and then awarded the Community Services Award in Melton and was presented the award at the annual business dinner held at the City of Melton

#### National Housing Conference and FRMP Conference

Kieran Carson Director Raine & Horne Melton and CEO Donna Bennett presented a paper at the National Housing Conference in Perth on the Hope to Home pilot program model. Donna also presented a paper at the Family Reconciliation and Mediation Program Conference in Melbourne.

#### Parity

Hope Street co-sponsored two editions of Parity, the monthly magazine produced by the Council of Homeless Persons and submitted a number of articles and opinion pieces on youth homelessness issues.

Overall, this year saw Hope Street continue to Thrive in its Development and make significant progress in its strategic goals in this area. Significant partnerships and community connections enabled some of these great outcomes and Hope Street is very thankful for all the support of many individuals, community groups, corporate and government members across the year.

#### Skills for Life 101

The Skills for Life 101 series of workshops continued into this year. The workshops addressed various skills to assist young people in moving towards a more positive experience of day to day living. Besen Foundation, Equity Trustees, Harness Racing Victoria, Law Foundation and Flora & Frank Leith Charitable Trust all provided some grant funding to assist with funding to operate these workshops. These workshops focused on planning and cooking meals, managing a budget on a low-income, understanding legal rights and basic skills in independent living.

#### Promotion and Marketing Events across the year included:

##### The My Hope Street Big Fat Fundraiser

The My Hope Street Big Fat Fundraiser was held in June at Hellenic Republic in Kew, and was proudly organised by the Hope Street Corporate Committee including expert organising from Upfront Events. Guests were treated to a banquet of sumptuous Greek food, delectable wines, live and silent auctions and great prizes. Hollie Johnson was a special guest speaker who courageously provided guests with an insight into her life and her experience of homelessness as well as her experience of hope.

We also acknowledge the generous support of the many businesses that donated fabulous prizes, and to the guests who contributed to such a successful event. Over \$16,000 was raised towards establishing the Hope Street First Response Youth Service in Melton.



**Bruce Tucker**  
Service Development  
Manager



**Mandy Baxter**  
Service Development  
Manager (Mar2015-May 2016)

## OPERATION MANAGER'S REPORT

**“77 young people were supported to either reconnect with or explore positive strategies to sustain living arrangements with family, partners or friends”.**

It is widely acknowledged that the current economic environment and underfunding of the housing and homelessness sector have a major impact on the lives of individuals and families on low incomes. This is especially true for vulnerable young people who find it particularly difficult to establish a safe and sustainable existence which allows them to build and grow their personal capacity which would facilitate a balanced enriched life. Within this environment Hope Street programs and staffing group continue to explore and respond to individual's immediate and long term needs with creativity and resourcefulness.

Hope Street recognises the important role our teams play in providing crucial early intervention and prevention responses to young people and their families. Enabling early diversion away from engrained homelessness sector support as well as engagement in a range of opportunities that assist to address issues having a negative impact on an individual or family. Hope Street staff provide holistic flexible supports within a safe space allowing a young person to explore personal conflicts, focus on their inner-resources, and enhance personal growth.

Although the current social climate makes it increasingly difficult to find appropriate supports and housing for both young people in crisis and those at risk of becoming homeless, staff manage to deliver effective outcomes for clients. The main housing outcomes achieved this year include:

- Additional to Hope Street's crisis residential programs, teams also enabled 30 young people to successfully access other supported crisis accommodation
- 77 young people were supported to either reconnect with or explore positive strategies to sustain living arrangements with family, partners or friends
- Within a difficult private rental market program staff were successful in supporting 33 individuals and families to access stable housing
- Additional to Hope Street's transitional supported accommodation a further 26 young people were supported to access or maintain transitional housing
- Public housing was successfully accessed for 24 young people and their families
- Long term supported accommodation programs responding to young people's specialised needs such as mental health, disabilities, complex behaviours and educational, was accessed for 20 young people
- 50 young people and families were provided with over \$8,700 in Housing Establishment Funds to support transition into housing, or maintenance of existing accommodation (see Youth Support Service report for a detailed overview)

### Client Demographics

Similar to previous years all of Hope Street programs have exceeded their departmental funding allocation targets (as detailed below). This year Hope Street provided 434 new episodes of support to young people and their children with an additional 70 clients already engaged within the programs at the commencement of July 2015, resulting in the organisation providing 504 active episodes of support for the year.

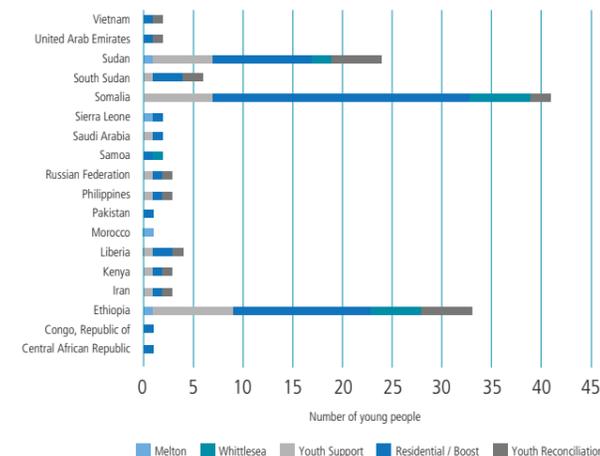
*New support responses provided in 2015 – 2016 by Hope Street programs:*

Program	Episodes of Support	Program Target	% of Target Achieved
Boost	174	132	132%
Melton	17	14	121%
Residential	98	95	103%
Whittlesea	16	14	114%
Youth Reconciliation	64	44	145%
Youth Support Service	65	39	167%

As mentioned, young families on low incomes are at particular risk of homelessness. Hope Street provides a range of resources and case managed supports to build long term family security and resilience including child focused responses. This year 10 per cent of all clients were children of vulnerable young families.

Also within 2015-2016 there were 134 active support episodes provided to young people who were born overseas, travelling from 18 different countries. Of these, program assistance was sought primarily for young people born in Ethiopia, Somalia or Sudan with these three countries accounting for 73 per cent of country of origin, other than Australia. These figures are similar to the previous 12 months. The chart below provides details of young people's country of origin.

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



Furthermore, young people identifying as having Aboriginal or Torres Strait Islander heritage continue to be over represented within the homelessness sector. At Hope Street these clients represented approximately eight per cent of active supports for the year. Similarly young people confronting issues relating to sexual and/or gender identity continue to have a high visibility within homelessness services. At one stage this year ten per cent of the young people residing within our residential programs identified as trans or gender diverse.

All programs continue to forge professional relationships and close alliances with community organisations to better support young people's needs around a broad array of individual identity issues. This year program staff have been supported to explore how issues relating to culture and identity impact on the young people they assist. Hope Street have engaged a number of organisations to support staff professional development with *Indigenous Cultural Awareness Training* being provided by Kangan Institute, *Cultural Diversity Training* by the Centre for Multicultural Youth, and *Trans and Gender Diversity Training* support by TransGender Victoria.

### Service Partnerships and Coordination

The most effective and successful client outcomes occur when a truly holistic approach is taken in relation to responding to client needs. This means that appropriate specialist workers and programs are integrated into a client's support planning with the young person participating and having their voice heard throughout this coordinated response. There are a number of programs provided by, or closely aligned with, Hope Street that are available to young people including Youth Reconciliation program, Homeless Youth Dual Diagnosis Initiative, and Royal District Nursing Service. These programs not only provide direct supports (primary and secondary), they also have specialist knowledge of an extensive range of external supports. Workers attached to these programs aid and facilitate supported referrals benefiting a young person's case plan.

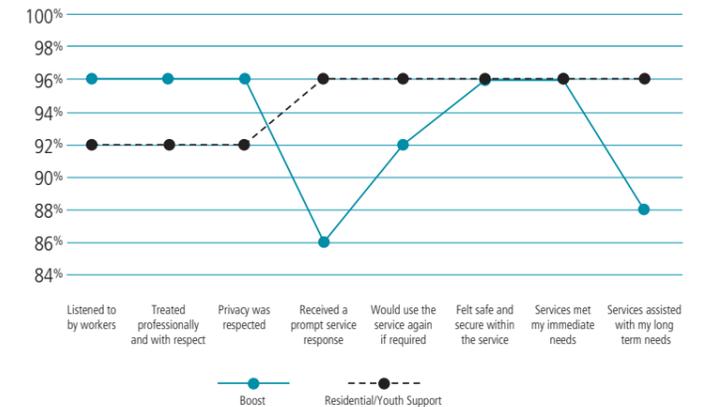
For example, this year the youth nurse supported: 81 young people with general health assessments; 62 to access dental treatment; 24 with optical specialist support; and facilitated linkages to other professionals for assistance with diet, audiology, vaccinations, wound care, podiatry and pregnancy / neonatal support.

Furthermore, program staff reported that the most frequent supported referrals over the 12 months were to: Centrelink; education and training organisations; health services; mental health professionals; legal services; employment agencies; culturally diverse support services and parenting programs.

### Service System Improvements

Hope Street continually strive to ensure both clients and the staffing group are consulted and have input into to the day to day functioning of programs as well as any system improvements that aid better practice and enhanced outcomes for young people. Staff have instigated a number of initiatives this year to streamline and progress client support structures, notably the *SHIP Quality Improvement Working Group*, and the *Client Complaint and Feedback Working Group*. The chart below documents client satisfaction with different aspects of service delivery.

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



In addition to internal client feedback systems Hope Street also provides young people with opportunities to communicate their thoughts and opinions to the broader community. Young people are given various opportunities to discuss and share their lived experiences of being homeless and their thoughts regarding the homelessness sector. This year young people have had their voices heard at a range of business breakfasts, industry forums, newspaper articles, and Hope Street specific events. Five young people also contributed their voices to a Hope Street video produced by Youthworx in which they described why it is important that youth specific homelessness services exist along with their future hopes and dreams.

The organisation also continues to invest in ensuring its assets and infrastructure support the delivery of quality services and that staff are appropriately resourced to effectively undertake their roles. Major investments have been made this year into upgrading information and technology resources, installation of the NBN for both staff and Brunswick clients, and fleet vehicles. Additionally Hope Street have signed a lease to relocate nine staff members to vacant office space within the Brunswick Town Hall. An office refurbishment project has commenced with staff due to vacate the refuge location before the end of 2016, improving the amount of space staff have to perform their roles as well as lessen the impact on residents of having non-service delivery staff working from the refuge.

All the positive outcomes discussed above could not be achieved without the hard work and commitment of the whole staffing group. The following program reports encapsulate this dedication to young people and I'd like to additionally acknowledge the authors Christine, Jeremie, Kat and Brendan for their professional assistance. Furthermore, special thanks to Cath Flanagan, Homeless Persons Program nurse, whose health expertise cannot be underestimated.



**Dale Hardy**  
Operations Manager

## BOOST PROGRAM REPORT

“IT WAS FUN IN THE BAD TIME IN MY LIFE. I FELT SUPPORTED AND SAFE.”

The Boost program is an intensive youth crisis specialist case management service that provides extended hours short-term support to young people with medium to high needs. The service provides vulnerable young people and their families a multi-disciplinary integrated approach prioritising immediate needs.

Boost consists of a small team of responsive Specialist Practitioners who provide services via case management and residential support, working a roster that includes late night and weekend support, maximising availability and flexibility to achieve better outcomes with young people. This has proved particularly valuable for assistance with private rental inspections on Saturdays, shared housing research during the evenings, and additional personal therapeutic support outside the hours that generic homelessness services operate.

Boost has three program streams: crisis response, outreach community support for up to 3 months, and a 7 night short-stay bed. The program benefits from access to a weekly short-stay refuge bed providing an immediate safe housing option for young people while other accommodation options are explored. Boost has a particular focus on securing private rental outcomes for clients where possible, thus diverting young people out of the homelessness service system.

### Integrated Service Response

Through intensive support from a Boost Specialist Practitioner young people have the opportunity to explore a range of issues currently reducing their capacity to achieve their goals. Often young people have mental health issues or a history of drug and alcohol use that can be intensified by their experiences of homelessness. The Boost team coordinates support responses with a range of other service professionals such as the co-located Homeless Youth Dual Diagnosis Practitioner, Royal District Nursing Service Youth Homelessness nurse and Youth Reconciliation Practitioner, to provide informed responses to address immediate needs.

Supported referrals and the community outreach case management model provide a consistent worker relationship which enhances the program's ability to achieve successful client directed outcomes. Young people in the outreach program are supported with a range of issues including housing applications, Centrelink advocacy, linkages to health related services, counselling, education, parenting support and legal services. Often young people in the outreach program can be diverted away from the crisis accommodation sector through timely referrals and support.

Another aspect of the program's integrated response is the weekly co-location of a Boost Specialist Practitioner at the Haven Home Safe Access Point in Preston. Young people are referred by Haven Home Safe to better explore their housing and support needs. The Boost Specialist Practitioner provides enhanced knowledge about the realities of the housing and homelessness sector while exploring whether an immediate service response is required. Support responses can range from exploring crisis housing options and affordable shared accommodation, through to liaising with, and supporting, family mediation services.

### Boost Clients

The Boost program provided 174 episodes of support during the 12 month period with 39 young people and their families being assisted on more than one occasion. The focus on diversion away from homelessness means that young people referred to the program are predominantly aged 19 years or older (80 per cent) with many living in overcrowded unsustainable arrangements. The program also supports a large percentage of young people born overseas who account for almost 50 per cent of all new assisted support episodes. The annual activity targets for the Boost program were once again exceeded in 2015-2016, achieving 132 per cent against expected service delivery. A breakdown of the program's service components are listed below.

Boost Support Type	DHHS Annual Targets	Supports Periods Provided 2015-2016	% of target achieved
Outreach	48	48	100%
Crisis	36	78	217%
Short Stay Bed	48	48	100%
<b>Totals</b>	<b>132</b>	<b>174</b>	<b>132%</b>

Along with case management support, accommodation, case coordination and links to a range professional services, young people assisted through the short-stay bed program also engaged in living skill development opportunities with:

- 57 per cent focusing on budgeting
- 57 per cent working on personal goal setting
- 43 per cent exploring their understanding of private rental housing
- 21 per cent enhancing cooking skills along with a variety of other topics.

Young people in the short-stay bed were provided priority access to the Royal District Nursing Services Homeless Persons Program with the youth specialist nurse providing support to access; a general health assessment (45 per cent), dental treatment (31 per cent), optical services (19 per cent) or other more specialised health professions. In addition Case Managers accessed the support of the Homeless Youth Dual Diagnosis Practitioner for 17 per cent of young people in the program.

### Client Exit Outcomes

There were a variety of positive accommodation outcomes for young people engaged in the Boost program this year. Housing needs and exits varied depending upon the service response provided.

The primary exit outcomes for young people engaged in Boost's community case management services included:

- 21 were reunited or assisted to remain connected to their families
- 21 were supported to sustain their living arrangements with partners and friends

- 18 successfully obtained Transitional Housing
- 14 young people were supported to secure private rental housing
- 10 young people and their families secured public housing
- Seven received ongoing support from Hope Street's crisis residential service
- Seven were successfully referred into another crisis accommodation program.

The main exit outcomes for young people in the seven night short-stay refuge bed were:

- 17 transitioned into another Hope Street residential program
- 14 were successfully referred to alternative residential programs
- Nine were connected to other support services via the Access Points
- Three were supported into another specialist community accommodation program
- Two secured private rental.

In addition to the Boost program delivering a range of housing options for young people and their families, the service also provides young people an opportunity to advance other aspects of their lives. This year the program reported that:

- 64 young people enhanced aspects of their living skills
- 32 improved their linkages to health services
- 30 focused on boosting their self esteem
- 23 established their income
- 18 improved their education and training opportunities
- 18 were connected to mental health professionals.

### Community Capacity Building

The Boost program takes responsibility for enhancing the broader community's understanding of the experiences of young people experiencing homelessness and the realities of the difficulties they confront. This year the Boost team supported a number of community and service sector capacity building events including: the Djerriwarrh Festival, the Royal District Nursing Services Where the Heart Is community day, as well as presenting to the Statewide Youth Refuge Forum.

In June the program hosted a Private Rental for Youth Forum. The event was held in Melton with guest speakers, including young people, focusing on how to maximise opportunities within the rental market and tips for ensuring successful applications. Kieran Carson, Director of Raine and Horne Melton, provided a real estate agent's perspective of what they require from young people when submitting applications, while young people provided their lived experience of the journey through homelessness.

### 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 Royal District Nursing Service, Haven Home Safe, MIND, NorthWestern Area Mental Health, and Hope Street Youth and Family Services.

A crucial component of Boost's ability to elicit successful client outcomes is the program's capacity to be responsive to a range of young people's needs within a short timeframe. The mixture of short term accommodation and intensive community outreach interventions provide the opportunity and focus that many young people require to address immediate needs while looking forward to their long term goals. The continued demand for this program highlights its importance within the narrow range of youth specific homelessness programs.



Christine Fagan  
Programs Coordinator



10 YOUNG PEOPLE & THEIR FAMILIES SECURED PUBLIC HOUSING  
23 YOUNG PEOPLE SECURED INCOME

## STEPHEN'S STORY

A year ago, the relationship between 17 year old Stephen and his Aunt and Uncle began to deteriorate and the family asked Stephen to leave. Stephen held a lot of anger towards them, as he felt they treated him differently from their own children. Stephen also expressed resentment towards his mother, whom he described as a "junkie".

Stephen's Hope Street Youth Support Case Manager referred him to the MCM Foyer program which provides long term supported housing along with services for education, training, employment and intensive casework support to young people aged 16-25, to help them reach independence. Stephen was able to work towards his goals, and address any issues he identified to progress to positive independent living.

Funding was found to purchase items to assist Stephen with his new accommodation and independent living. Stephen also successfully participated in the Hope Street Skills for Life 101 program and received achievement vouchers.

Stephen found himself eager to put in place necessary changes to move forward to establish a stable future.

## YOUTH RESIDENTIAL PROGRAM REPORT

“I GOT A ROOF OVER MY HEAD.”

Hope Street Youth and Family Services has a long history of providing crisis supported accommodation from its youth refuge in Brunswick. The Youth Residential program provides young people with a safe and stable environment, often lacking in their recent history. Along with their own private space, young people have access to a number of specialist supports which offer respectful, professional, and non-discriminatory assistance to respond to their immediate and emerging needs.

In addition to the eight bed refuge there is also a two bedroom family unit onsite which supports young families to stabilise their current living arrangement while accessing services to enhance their parenting capabilities or to source more stable long-term housing. The program supports young people aged 16-25 years and their families (children).

Regional Access Points initially respond to program vacancies through the submission of an Initial Assessment and Planning referral document. This informs the initial conversation that Youth Residential program staff have with a young person as a part of the telephone intake; a process which allows the young person an opportunity to have the service model explained and for them to ask questions about the service they will engage with. The residential program has three support model types: emergency bed (usually a three night stay), six week crisis support bed and the family unit (usually a three month support program).

During the 2015-2016 the Youth Residential program provided 106 accommodation support periods with 98 of these being new support episodes for the 12 months. Of the new residential clients 56 of these received emergency bed support, 37 were engaged in the six week bed program, while five resided in the family unit. Those aged 19-21 years comprised 50 per cent of all young people supported for this period with the other 50 per cent evenly split between the younger and older age groups. 45 per cent of young people were born overseas while eight per cent identified as being of Aboriginal or Torres Strait Islander heritage.

### Immediate Needs

All young people in the Youth Residential program are provided with 24 hour specialist youth staffing supports and have access to healthy and nutritious food as well as being provided with essential clothing items, toiletries and other material assistance (e.g. MYKI cards, emergency pharmacy access). The facility has two communal lounge / recreation rooms, communal kitchen, outdoor garden and vegetable patch, trampoline, basketball hoop, bicycles and other recreation equipment. There are laptops provided to support residents with achieving their case plan goals or to assist with their educational needs, as well as access to their own wireless internet connection (newly installed this year). We also promote the use of the Hope Street gym membership and access to the local libraries.

### Independent Living Skills

As part of participation in the Youth Residential program young people are assisted with the opportunity to improve their living skills through one to one workshops in the areas of cooking, cleaning, budgeting, life organisation and laundry. Active engagement in the program earns the young person living skill voucher awards which they can then spend on items which support their accommodation needs as they transition from the program.

In addition to the structured living skills program young people are also offered the opportunity to engage in other aspects of personal development through the support of internal and external facilitators. These include:

- Psychosocial and positive relationship exploration – Youth Reconciliation Practitioner
- Health and general wellbeing – Royal District Nursing Service Homeless Youth Program
- Alcohol and other drugs information – Regen specialist counsellors
- Mental health matters – Homeless Youth Dual Diagnosis Initiative Practitioner
- Legal matters – Moreland Community Legal Service

During this year the program had: 76 per cent of young people engage in the cooking skill development, 73 per cent supported to enhance cleaning/hygiene skills, 51 per cent participate in budgeting workshop, 39 per cent supported with legal matters, 24 per cent engage in sports and recreation activities and 17 per cent explore aspects of psychosocial development.

### Shared Spaces

There are many aspects of the Youth Residential program that encourage sharing as well as respectful and responsible behaviours. Unlike newer residential facilities that have rooms with ensuite bathrooms, our grand old turn of the century brick building has shared bathrooms, kitchen and living facilities. This environment has its advantages as residents cook shared meals, are encouraged to keep shared spaces clean and tidy, and experience shared living with people they are not familiar with. Naturally there can be challenges, especially for our residents inexperienced in some aspects of shared living and interactions. However, the staffing group provide individualised support and guidance to assist young people to enhance their social and living skills, as well as improved self-confidence. Residents are encouraged to utilise this shared living experience to better understand what they need when transitioning into other shared accommodation arrangements. Whilst all young people benefit from the general day-to-day living skills development, 37 per cent of young people participated and graduated from the formal living skills



“THANK YOU FOR TENDING TO MY NEEDS AND TREATING ME WITH DIGNITY AND KINDNESS. THERE IS HOPE FOR HUMANITY AFTER ALL.”

program while engaged in the six week program. The Residential team aim to increase the formal participation of young people in this program over the next year.

### Wrap-around Specialist Service Response

Young people and families receiving support whilst in the Youth Residential program six week stay and family unit are allocated a Case Manager through the Youth Support Services program – see the following program report for specific details of service provision.

As part of our wrap-around (holistic) service for young people experiencing homelessness we have an onsite specialist youth-focused nurse, Cath Flanagan, through our partnership with the Royal District Nursing Service Homeless Persons Program. She is available three days a week to assist with general health assessments and appropriate referrals to specialist health care, including dental, optical, pathology, sexual health, and pregnancy/parenting support. Many young people would not access health care services on their own due to lack of valid Medicare or healthcare cards, difficulty negotiating the healthcare system, missed letters of appointments due to lack fixed address, and misunderstanding of the importance of their follow up appointments. Nurse Cath is a strong advocate for the health of the young people and also for systemic change so that the mainstream health care system can better accommodate homeless young people. Thirty five percent of young people in the six week program received a general health assessment and support while 32% received dental treatment.

We also have the professional support provided by Brendan Pearl the Homeless Youth Dual Diagnosis Initiative Practitioner who delivers support through a partnership with North Western Area Mental Health. Brendan is available onsite three days a week to assist with consultations for our young people regarding drug and alcohol and mental health

issues. Brendan is also available for secondary consultations with staff and able to offer training and professional development on clients with complex needs.

### Client Feedback and Participation

Each fortnight the Youth Residential program holds house meetings where young people are able to have their say about the program, meet other new residents and are informed of any changes or workshops coming up. In addition, any suggestions that have been received through client feedback are responded to, as well as updates relating to residents' previous suggestions. This year the Youth Residential program have been able to implement a number of recommendations, most notably the installation of a client-specific Wi-Fi network and upgrades to technology resources. Often there is also a living skills workshop immediately after the house meeting. This year we have had regular legal workshops run in partnership with Moreland Community Legal Centre, or the Youth Reconciliation Practitioner will facilitate a group discussion.

Young people thrive in the structured and supported environment provided by the Youth Residential program in Brunswick. The mixture of safety, stability and learning supported by professional staff, enables young people to move ahead with their goals, develop social and living skills, address any health issues and have some respite from the difficulties facing them in achieving longer term stable accommodation.



Christine Fagan  
Programs Coordinator

## YOUTH SUPPORT SERVICE PROGRAM REPORT

The Youth Support Service program provides case management support to young people residing in the Hope Street Youth Residential program in Brunswick including the family unit as well as to clients via outreach across the northern metropolitan suburbs. Individually responsive case management support is provided in a framework of empowerment, wellbeing, engagement and participation.

### Case Management Support

Case management support involves engaging the young person in identifying goals across various life domains whilst in the Hope Street Youth Residential program. These include housing, education and training, income support, family relationships, social and recreational, health and mental health, identity and culture, drug and alcohol, community connectedness, and legal issues.

The Youth Support Case Manager takes the lead from the young person in identifying priorities. The young person decides what actions they would be able to take to head towards the things they want to achieve and what support they need to do this. From the detailed initial engagement stage, the Youth Support Case Manager will have identified the young person's strengths and abilities and is able to encourage them to draw on these to continue moving forward and stabilising their situation.

Where the young person cannot advocate for themselves or has little experience in negotiating bureaucracies, e.g. Centrelink, the Youth Support Case Manager will assist to steer the process. The Youth Support Case Manager will spend time explaining the range of realistic housing options available and complete necessary application forms, while advocating for the best type of housing based on young people's needs and resources. Additionally the Youth Support Case Manager will undertake referrals for other professional support services to address identified needs.

The Youth Support Service program provided 65 episodes of support during 2015-2016 with an additional 13 young people already engaged at the beginning of the year. 42 per cent of all young people were born overseas while five percent identified as being of Aboriginal or Torres Strait Islander heritage. Furthermore eight children were provided support within their family group.

The Youth Support Case Managers access a range of financial resources in their support of young people's case plan needs. These can take the form of Enhanced Refuge Funds, Material Aid, Private Rental Brokerage, Essentials Gift Vouchers, MYKI cards and HEF (see HEF breakdown below). During this 12 months the program supported young people and their families to access in excess of \$14,600 in brokerage funds.

### Client Exit Outcomes

The Youth Support Service program supported young people to access an array of housing options to support their ongoing accommodation stability needs, including:

- 10 young people who moved into shared accommodation with friends
- Six transitioned to Hope Street in Melton or Whittlesea programs
- Six successfully accessed other Transitional Housing
- Six were supported into long term supported accommodation
- Six were connected to other support services via Access Points
- Five obtained Public Housing
- Three were supported to secure private rental
- Two re-engaged with their family and moved back home.

Referrals to the Royal District Nursing Service Homeless Persons Program youth nurse supports the program to professionally identify the health needs of young people within the Youth Residential program. This year the program sought assistance for: 22 young people to address general health needs, 16 to receive urgent dental treatment, eight optometrist's services, as well as a variety of sexual health, hygiene, physiotherapy, and nutritional needs.

### Wellbeing and Safety Plan

Youth Support Case Managers provide each Youth Residential program client the opportunity to develop their own *Wellbeing and Safety Plan* which is individually developed and allows young people to identify strategies to enhance their wellbeing. In practice this includes identifying triggers that may lead to emotional upsets, anxiety or depression behaviour traits, or other mental health symptoms. Youth Support Case Managers support residents to identify positive strategies they find useful at these times to reduce these symptoms as well as internal and external supports available to them.

The wellbeing plan forms a conversation starter for the Youth Residential program staff to refer to when they notice a resident becoming agitated, and provides known strategies that each client will find useful. Other activities that Hope Street staff utilise to encourage emotional regulation and self-soothing include mandala kits, group work sessions and knitting/craft groups, as well as encouragement to access community services made available such as the local gym and library.

### Housing Establishment Funding

Hope Street received \$9,078.56 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 across a range of housing supports. The funds are advertised as a sector resource on the Opening Doors Resource Register and this year supported 50 young people including young families.

A total of \$8,757 was expended this year on the following categories with a balance of \$321 carried forward into 2016-2017:

- 32 per cent purchased whitegoods and furniture to assist young people establish a home
- 28 per cent of funds assisted with the establishing or maintaining tenancy
- 19 per cent assisted with removal and relocation costs
- 16 per cent supported the purchase of emergency accommodation
- Five per cent of funds were expended on storage and other associated costs

Youth Support Case Managers in the Youth Support Service program provide the driving force that keeps the momentum going for each young person through their stay in the Hope Street Youth residential program and for their transition to their next accommodation. Youth Support Case Managers have a one to one relationship with each young person assisting and encouraging them in their goals and available housing options as well as continually supporting their overall wellbeing. The communication between Youth Support Case Managers and the Youth Residential program team mean that young people are receiving a comprehensive wrap-around service.



Christine Fagan  
Programs Coordinator

"I'M STRONGER AND JUST KEEP ON GETTING TOUGHER, WHATEVER LIFE THROWS AT ME."

### MUNA'S STORY

Before arriving at Hope Street, Muna would have to get up early every day to pack up her bed which was on the floor, so her Aunt could use her bedroom as a family day care centre. She fought a lot with her Aunt as she was made to do all the housework and never allowed to go out. When her Uncle would come home he would be drunk, loud and aggressive. One day Muna was scared and left with a friend – and when she got home all her belongings were out in the street.

After arriving at the Youth Residential program (refuge), Muna quickly adjusted and established friendships. She attended church every Friday and her course on Saturdays. Muna enthusiastically participated in the refuge routines, including cooking. Muna was very motivated to make changes to enable her to have a stable and consistent lifestyle. Muna is attending counselling with the Hope Street Youth Reconciliation Practitioner, and has recently reconnected with her older brother. Hope Street will continue to support her on an outreach basis until Muna feels settled and determines she no longer requires Hope Street's support.

## YOUTH RECONCILIATION PROGRAM REPORT

The Youth Reconciliation program is a free confidential counselling support service for young people and families experiencing or at risk of homelessness. The program aims to achieve the following:

- prevent young people from entering into a cycle of homelessness as a result of family conflict
- assist young people to achieve self-reliance, stability and interdependence
- intervene in an initial time of crisis to enable young people and their families to encourage better communication and problem solving.

### Meeting the needs of young people

Recognising that many young people become homeless as the result of family or relationship breakdown, the program provides a safe and confidential space for young people to express their concerns and clarify their thoughts and feelings. The Youth Reconciliation Practitioner works through personal issues such as anger, separation, grief and loss, and exploring options for positive change. Young people are supported to develop ways they can positively resolve conflict, formulate the means to strengthen relationships, and build confidence in accessing family mediation.

The program provided 60 support episodes during the 2015-2016 period with 82 per cent of clients receiving formal counselling support, and the other young people connecting with the program through life skill development group workshops. Through the Youth Reconciliation Practitioner's work with young people, the program reported the following service outcomes:

- 75 per cent improvement in a person's self-esteem
- 50 per cent enhancement of young people's interpersonal life skills
- 40 per cent increase in connections to community
- 25 per cent enhanced engagement with family
- 25 per cent improved engagement with education or training
- 22 per cent increased access to specialist mental health

Collaborations and professional service coordination have been an intrinsic part of the work of the Youth Reconciliation Practitioner this year. The collaborative work has included support for Case Managers across all Hope Street programs, providing specialist advice in employment, education and training, as well as general advocacy for young people. Providing services within an individualised and holistic approach, partnerships with both the Homelessness Youth Dual Diagnosis Initiative program and the Royal District Nursing Service Homeless Persons Program have been sustained and enhanced to better support clients' health and wellbeing.

The Youth Reconciliation program has also supported the advancement of local community connections for young people, assisting them to improve their engagement in leisure and recreation activities, which are integral to breaking down their sense of isolation. The life circumstances of our young people have limited their access to many enjoyable experiences that are often taken for granted. The Youth Reconciliation Practitioner has forged connections with a number of organisations, including adventure parks, zoos and aquatic centres with the aim of strengthening young people's sense of belonging and connection to their local community, as well as providing them with options for recreational pursuits.

Another good example of the community providing support for vulnerable young people is the Moreland City Council libraries who have welcomed Hope Street clients, offering that all-important safe space for young people to find warmth and comfort.

In addition, the last 12 months has seen the Youth Reconciliation program provide support and focus to enhancing Hope Street's client feedback mechanisms ensuring clients were given ample opportunity to present their experiences to the organisation. The revision and redesign of client feedback systems provide young people a voice in the continual improvement of the different aspects of service delivery across the organisation. The Youth Reconciliation Practitioner has been a constant presence at house meetings, updating and communicating with young people on the progress of their feedback suggestions. This process has resulted in young people expressing that they feel listened to and that their concerns are addressed, contributing to an overall sense of wellbeing.

### Workshops

The Youth Reconciliation Practitioner continued to deliver workshops to both clients and staff. These are integral to the personal development of clients and the professional development of staff across all sites. The client workshops delivered as a part of the Skills for Life 101 program, were designed to promote maximum personal responsibility and self management for all participants. It also fosters peer support to further enhance young people's learning and self development. Workshop topics included *stress and self-care, alcohol and other drugs, communication, legal, and housing stress*. The Youth Reconciliation Practitioner delivered interpreter training to staff at a cross program activity training day. Members of staff were provided with updated information on best practice, using an interactive display from the Victorian Interpreting and Translating Service.

### Capacity Building

An important aspect of the Youth Reconciliation program involves building connections and partnerships within the community to provide education about youth homelessness and encourage early intervention. The following partnerships were either initiated or strengthened throughout the year providing ongoing community engagement and education; Pavilion School, Simonds Catholic College, Victoria University, Moreland Youth Commitment Network, Merri Health, Jesuit Social Services and the Islamic Council of Victoria. The strengthening of connections with such external organisations has increased support for Hope Street's varied client base, including young people from the culturally and linguistically diverse, Aboriginal and Torres Straight Island, and LGBTQI communities.



**Kat Perdriau**  
Youth Reconciliation  
Program Practitioner

"I THOUGHT I MIGHT LET YOU KNOW THAT MY GRADUATION IS THIS WEDNESDAY. I FINISHED MY NURSING BRIDGING PROGRAM COURSE AND HAD MY PLACEMENT AT CAULFIELD HOSPITAL, ALFRED HEALTH. THREE DAYS BEFORE I FINISHED THEY CALLED ME FOR AN INTERVIEW AND I MADE IT. I WAS OFFERED A FULL TIME JOB. EVEN THOUGH I HAVEN'T GOT MY REGISTRATION YET. I CRIED A LITTLE BIT. TEARS OF JOY. I'M ABOUT TO SUBMIT MY APPLICATION TO APHRA AND GET MY AUSTRALIAN NURSING REGISTRATION IN A FEW WEEKS TIME"

# HOPE STREET IN MELTON AND HOPE STREET IN WHITTLESEA PROGRAMS REPORT

The Hope Street in Melton and Hope Street in Whittlesea programs utilise a 'foyer like' employment and education support model to provide individually responsive integrated services to young people and their families. Youth focused case managed supports are provided across three sites located in Melton, Thomastown and Preston in conjunction with the provision of medium term transitional housing.

The Melton and Whittlesea programs provide young people with a platform to transition from homelessness to sustainable long term interdependent living by supporting them to be active participants in creating opportunities to strengthen practical aspects of their lives along with assistance to focus on personal and social development.

The service model encompasses specialist youth focused case management, community outreach and living skills programs with links to their local communities. The programs' housing support model is delivered in partnership with VincentCare and consists of various configurations of single units and two bedroom family units. Where possible individualised supports focus on connections or reconnections with family as well as the enhancement of positive personal relationships and responsible community citizenship.

Prior to being engaged in the programs nearly all young people and young families reported living in unsustainable accommodation such as:

- Emergency short-term accommodation
- Overcrowded family arrangements
- Couch surfing
- Sleeping rough / sleeping in vehicles
- Short-term hostels

All clients accommodated within the program receive independent supported housing along with an establishment grant to purchase household essentials to make the unit into their home. During the financial year the two programs provided 10,085 nights of accommodation to young people and their children across the three locations.

In addition, an array of financial supports are sourced to aid young people with their daily living needs, independent housing outcome requirements and items relating to education, training and employment essentials such as course fees, computers, educational resources and transport. During the 2015-2016 period Case Managers accessed in excess of \$18,000 to support young people enhance their life goals.

Throughout the year all young people and their children received specialist case managed supports ensuring individualised issues were addressed in a coordinated and responsive manner. These issues primarily related to the domains of health, employment, education and training, income, family linkages, and sustainable long-term housing. In addition, other individual areas of need frequently responded to included matters concerning family violence, mental health, legal issues, community connections and recreational supports.

THIS YEAR OUR CASE MANAGERS ACCESSED **>\$18,000** TO SUPPORT YOUNG PEOPLE ENHANCE THEIR LIFE GOALS

Staff from both programs have continued to work closely with internal specialist practitioners from the Youth Reconciliation program and Homeless Youth Dual Diagnosis Initiative, as well as with other youth focused agencies within the local communities to ensure seamless referral and support pathways.

## Hope Street in Melton Program Young People and Children

This year the Hope Street in Melton program assisted a total of 31 clients (including four children). Four of these young people were born overseas while three identified as being of Aboriginal heritage. There was an increase of 69 per cent of young people aged 16 to 18 years referred to the program.

There were 16 clients transitioned from the program this year with the primary ongoing housing supports being:

- Private rental market
- Reuniting with immediate or extended family
- Shared arrangement with new partner or with friends

Other crucial outcomes reported for clients transitioning from the program include that all young people had:

- Either reengaged with, or improved connections to, their families;
- Advanced their living skills and increased their abilities to live interdependently

While it was reported that 90 per cent of young people had:

- Increased or maintained their engagement with educational facilities or training programs (young people were enrolled in vocational education and training courses, university and tertiary education facilities, or still in secondary school);
- Improved their self-esteem;
- Improved their connections to health and support services;
- Increased their connections to the local community.

Other significant client outcomes:

- Sustained or improved employment opportunities
  - o Half of the young people leaving the program were either working full or part time;
- Enhanced cultural connections;
- Linkages to mental health specialists and supports;
- Connections to recreational pursuits.

## Community Relationships and Capacity Building

During the year, the Hope Street in Melton program has continued to benefit from the support of the local community and business partnerships. Organisations such as Raine and Horne, TabCorp Park, Woodgrove Shopping Centre, Melton City Council and Bunnings, have not only provided visible community commitment to Hope Street as an organisation but also provided tangible support to young people within the program. This has been further supplemented with the strengthening of local partnerships and community support networks, while forming new service alliances to enhance service provision to our client group.

## Hope Street in Whittlesea Program Young People and Children

This year the Hope Street in Whittlesea program assisted a total of 35 clients (including eight children). 12 of these young people were born overseas while seven identified as being of Aboriginal heritage. The program has seen an increase in young people born overseas being referred over the last 12 months with 58 per cent of new referrals born in countries within, or adjacent to, the Horn of Africa.

This year 13 clients transitioned from the program with 38 per cent supported to reunite with their extended family, 31 per cent were successful in securing public housing, 23 per cent were supported to access a private rental property and eight per cent transitioned into a long-term community supported accommodation program.

Other life domains that the majority of clients had successful outcomes within included:

- Connecting to, or maintaining linkages with, education and training institutions;
- Enhancing independent living skills;
- Improved connections to health service supports; and
- Strengthening connections to community and/or culture.

The program also reported that individual client outcomes also focused on the following areas:

- Employment engagement
- Parenting
- Finance and budgeting
- Recreation / community sports clubs
- Religious or spiritual needs

## Community Relationships and Capacity Building

Along with a close working relationship with VincentCare to ensure young people are provided with quality housing and tenancy knowledge enhancement, the program continues to build a relationship with the City of Whittlesea's Baseline Youth Service. A collaborative arrangement has been developed to assist Hope Street clients to access local leisure and recreation facilities at no cost. In addition the program has continued to strengthen connections with other community services and facilities through staff attending team meetings and discussions with tertiary students to support understanding of youth homelessness and associated issues.

"THANKS TO EVERYONE AT HOPE STREET FOR THE HELP AND CARE THAT YOU HAVE SHOWN ME AND MY CHILDREN."

## Hope Street in Melton and Hope Street in Whittlesea Programs Client Workshops

As a part of the Skills for Life 101 program, young people participating in the Hope Street in Melton and Hope Street in Whittlesea programs were provided with structured and responsive life skill development workshops and individual supports to aid their transition into independent living. Case Managers and Residential Support Workers from both programs in conjunction with other community service professionals engaged clients in facilitated group programs that addressed situations and topics as identified by young people.

The Skills for Life 101 program topics included cooking / nutrition, goal setting, budgeting, healthy and sustainable relationships, gardening / sustainability, and social and community linkages. External community representatives such as the VincentCare's Private Rental Brokerage Program delivered workshops on a wide range of topics such as responsible tenancy, self-regulating and resilience building, AUSLAN information session, and sexual health.

## Weekend and Holiday Programs

The programs recognise the value of having Case Managers and support staff available on weekends. This not only provides clients with access to Case Managers outside of normal student hours but also provides a friendly safe environment each day of the week. Activities delivered on weekends often focus on social and community connection enhancement.

Some of the client focused activities support by weekend workers this year include:

- Attending private rental inspections
- Visiting open days for universities and TAFE
- Engaging in the L to P program
- Initiation of a *homework club*
- Establishing a communal garden
- Excursions to places such as Melbourne Star, the Dandenongs, Hanging Rock, Circus Oz, Werribee Zoo, rock climbing gym and bowling

Hope Street in Melton and Hope Street in Whittlesea programs are a valuable asset to the under resourced youth homelessness sector. The important combination of independent accommodation and on-site professional support, enables young people a safe place to explore and expand their abilities while acknowledging their vulnerabilities. Without the care and concern of specialist staff young people would not achieve as many significant and sustainable positive outcomes.



Jeremie Mbog Nyetam  
Programs Coordinator

# HOMELESS YOUTH DUAL DIAGNOSIS INITIATIVE REPORT

The Homeless Youth Dual Diagnosis Initiative Practitioner provides specialist dual diagnosis support to workers within youth-focused Specialist Homelessness Services. The dual diagnosis support can cover any mental health or substance use issue that is identified by either the young person or their workers, and does not have to be formally diagnosed by another professional.

The Homeless Youth Dual Diagnosis Initiative Practitioner is employed by NorthWest Area Mental Health's Substance Use and Mental Illness Treatment Team and is co-located at Hope Street, in a partnership between these two organisations. The aim of the initiative is to provide timely responses to issues arising from mental health or substance use, and limit the impact these have on a young person's ability to participate in the community.

The Homeless Youth Dual Diagnosis Initiative Practitioner works in collaboration with a young person's key workers, along with other professionals such as Royal District Nursing Service's Homeless Persons Program or the Youth Reconciliation Practitioner, to allow for a holistic and coordinated response to a young person's needs.

The support provided by the Homeless Youth Dual Diagnosis Initiative Practitioner can encompass primary or secondary consultations at the request of the young person's Case Manager or Residential Support worker.

## Secondary Consultations

Most of the work undertaken by the Homeless Youth Dual Diagnosis Initiative Practitioner involves secondary consultations provided to the young person's key workers, who can be part of various Hope Street teams or located within the broader youth homelessness sector in the Northern Metropolitan region.

Secondary consultations are a key component of skilling up the capacity of the youth homelessness sector to identify and respond to issues related to mental health and substance use. The desired outcome of secondary consultations are that the case management and residential support teams for the young people feel more confident in their ability to make informed decisions relating to complex issues. Most of the secondary consultations with workers in the youth homeless sector have focused upon:

- Education on techniques to help young people to reduce the harms from substance use
- Available services for mental health or substance use issues
- Education on the impact of mental health or substance use upon a young person's day-to-day living
- Development and maintenance of therapeutic relationships when facing challenging behaviours
- Developing crisis plans to help young people stay safe in the community

This year the Homeless Youth Dual Diagnosis Initiative Practitioner has provided 112 episodes of secondary consultation providing timely supports to direct service staff and limiting the amount of times a young person has to repeat their story. In seeking out a secondary consultation, the young person's Case Manager or Residential Support worker only needs to discuss the details that are relevant to the question being asked and the young person's personal details do not need to be revealed to the Homeless Youth Dual Diagnosis Initiative Practitioner. This way a young person's privacy can be maintained.

## Primary Supports

In conjunction with the young person's Case Manager or Residential Support worker, the Homeless Youth Dual Diagnosis Initiative Practitioner provides specialist mental health and substance use assessments and interventions. These primary supports are offered to young people who are not engaged with other mental health services such as Orygen or headspace. Many young people supported by the youth homeless sector face multiple barriers to accessing formal services, such as transience, lack of contact details, or mistrust of formal institutions. This can lead to young people missing out on assistance to help them achieve stability in their lives.

Alongside the young person's key worker, the Homeless Youth Dual Diagnosis Initiative Practitioner can either: undertake one-off assessments and discuss pathways to receiving longer term specific supports; provide a period of short term co-case management; or facilitate informal interactions where strategies for boosting the young person's strengths are discussed. Conducting these assessments and interventions in conjunction with the young person's key workers allows both the key worker and Homeless Youth Dual Diagnosis Initiative Practitioner to share knowledge, practice skills, and promote understanding of the multiple issues faced by young people. The less formal nature of these interactions allows young people to be an active partner in deciding what, if any, formal supports they engage. This year the Practitioner provided 72 primary consultation episodes with 23 instances of co-case management.

## Capacity Building

The capacity building of the Homeless Youth Dual Diagnosis Initiative role takes on many forms, not limited to role modelling and experiential learning. In addition to primary and secondary supports, the Homeless Youth Dual Diagnosis Initiative Practitioner also undertakes organisation and sector development. This can take the form of discussions at team meetings addressing contemporary issues, facilitating reflective practice sessions, and formal education sessions.

The Homeless Youth Dual Diagnosis Initiative Practitioner has run reflective practice sessions covering responding to challenging behaviours and therapeutic relationships, and run education sessions on various aspects of mental health and substance use issues such as harm

reduction, effects of substances, and responding to threats to safety or self harm. There have been 80 education information sessions run at a team level and at a cross-sector level to youth homelessness practitioners from a wide variety of backgrounds as well as smaller group discussions.

There are a number of cross-sector collaborations that the Homeless Youth Dual Diagnosis Initiative Practitioner attends to support broader sector understanding and improve system efficiencies for both clients and workers. This year the Practitioner supported 23 various meetings and forums along with the Western area Practitioner. An example of these, is the Building Up Dual Diagnosis in Youth Services (BUDDYS) committee which is made up of Homeless Youth Dual Diagnosis Initiative Practitioners from mental health services across Victoria and is part of the Victorian Dual Diagnosis Initiative as well as cross-sector *Making Links Project* – Orientation Working Group which is a partnership project between the Homelessness, Mental Health, and Alcohol and Other Drugs sectors.



**Brendan Pearl**  
Homeless Youth Dual  
Diagnosis Practitioner

## JACEY'S STORY

17 year old Jacey was living with her mother and sister in the northern suburbs. Her father was deceased and Jacey had long-term relationship difficulties with her mother, including severe physical and mental abuse. Her mother wanted her to marry an abusive ex-boyfriend against her will, and was pressuring Jacey to continue the relationship.

Jacey had no income as her mother was receiving Centrelink payments on her behalf. After arriving at the Hope Street Youth Residential program (refuge), Jacey's Youth Support Case Manager quickly reconnected her to Centrelink so that she could secure income independent of her mother. A referral was completed to Hope Street's visiting Royal District Nursing Service Homeless Person's Program nurse, to address all dental and medical concerns. Jacey was also referred to the Hope Street Youth Reconciliation Practitioner, who she met with on a regular basis for counselling.

Her Support Service Case Manager applied for funding to pay for Jacey to enrol in a Dental Technician course. Jacey is now on track to secure stable long term accommodation.



“WHEN I CAME HERE I FELT SAD BUT WHILE I WAS HERE I FELT MUCH BETTER.”

# HOPE STREET YOUTH AND FAMILY SERVICES LIMITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2016

**“I appreciate how well run the service is, that it can provide so much for the needs of young people. I think it really helps and empowers youth to have access to the services they need to live healthy, everyday lives.”**

## 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 2016. Details of the Directors in office are presented on page five 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 2015/16 with a continued focus on developing and nurturing partnerships and connections with the philanthropic, corporate and local business communities. To achieve this, the Board continued its investment in the Service Development Manager position, a Corporate Committee (involving external representatives with corporate expertise and connections), and a Service Development Committee of the Board (comprised of Director Andrew Nette and Director Helen Riseborough (Chair), CEO Donna Bennett and Service Development Manager Mandy Baxter and later Bruce Tucker). This Committee oversees and co-ordinates 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 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 Committee, the financial position is regularly reviewed and financial reports are presented to bi-monthly meetings of the Board. The Committee led the financial planning and budgetary processes, for consideration and approval by the Board, and monitored and reviewed the organisation's financial systems, and authorised the annual financial audit.

The Board has continued to invest in human resources (within financially sustainable approach) 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.

Achieving a key strategic focus of the diversification of resources and services to enhance the organisation's capacity and responsiveness to the increasing needs of young people and families continued as significant priority. The CEO's and Service Development Manager's Reports detail some of the successes and challenges.

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 Committee continued to provide reports and recommendations to the Board. The 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, monitoring 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 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 2015/2016 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 2016 has been received and noted by the Board.

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



Jo Connellan  
Secretary



Wayne Street  
Treasurer

## Statement of Financial Position

as at 30 June 2016

	2016	2015
	\$	\$
<b>Assets</b>		
<b>Current Assets</b>		
Cash and cash equivalents	1,964,749	1,759,687
Trade and other receivables	23,753	34,053
<b>Total Current Assets</b>	<b>1,988,502</b>	<b>1,793,740</b>
<b>Non-Current Assets</b>		
Property Improvements	6,248	7,667
Motor Vehicles	46,739	31,759
Office Furniture & Equipment	9,933	7,899
Furniture & Fittings	18,992	24,769
Low Value Pool	0	1,408
<b>Total Non-Current Assets</b>	<b>81,912</b>	<b>72,094</b>
<b>Total Assets</b>	<b>2,070,414</b>	<b>1,865,834</b>
<b>Liabilities</b>		
<b>Current Liabilities</b>		
Trade and other payables	177,582	115,994
Short term employee provisions	102,867	97,613
Other provisions	45,843	44,770
<b>Total Current Liabilities</b>	<b>326,292</b>	<b>258,377</b>
<b>Non-Current Liabilities</b>		
Long term employee provisions	11,683	12,605
<b>Total Non-Current Liabilities</b>	<b>11,683</b>	<b>12,605</b>
<b>Total Liabilities</b>	<b>337,975</b>	<b>270,982</b>
<b>Net Assets</b>	<b>1,732,439</b>	<b>1,594,852</b>
<b>Equity</b>		
Retained surplus	1,732,439	1,594,852
<b>Total Equity</b>	<b>1,732,439</b>	<b>1,594,852</b>

## Statement of Cash Flows

as at 30 June 2016

	2016	2015
	\$	\$
<b>Cash flow from operating activities</b>		
Receipts in the course of operations	2,174,562	2,042,424
Interest received	47,355	49,742
Payments to suppliers and employees	-1,972,594	-1,852,686
Net cash provided by operating activities	249,323	239,480
<b>Cash flow from Investing activities</b>		
Purchase of plant and equipment	-73,897	-21,583
Proceeds from Sale of plant and equipment	29,636	-0
Net cash used in investing activities	-44,261	-21,583
<b>Cash flow from Financial activities</b>		
<b>Net increase in cash held</b>	<b>205,062</b>	<b>217,897</b>
<b>Cash at beginning of year</b>	<b>1,759,687</b>	<b>1,541,790</b>
<b>Cash at end of the reporting period</b>	<b>1,964,749</b>	<b>1,759,687</b>

## Statement of Profit and Loss

as at 30 June 2016

	2016	2015
	\$	\$
<b>Income</b>		
Grants received and expended	2,175,361	2,037,597
Interest Received	47,355	48,898
Other Income	18,537	15,827
<b>Total Income</b>	<b>2,241,253</b>	<b>2,102,322</b>
<b>Less Expenditure</b>		
Building and Facilities	113,492	85,665
Corporate	146,047	98,748
Salaries and Wages	1,597,283	1,481,580
Employment Related Expenses	89,000	88,464
Service Delivery	157,844	140,965
<b>Total Expenditure</b>	<b>2,103,666</b>	<b>1,895,422</b>
<b>Net surplus for year</b>	<b>137,587</b>	<b>206,900</b>

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

## DIRECTORS' DECLARATION

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

The Directors of the company declare that:

- The financial statements and notes as set out on pages 4 to 12 are in accordance with the *Corporations Act 2001* and:
  - Comply with Australian Accounting Standards; and
  - Give a true and fair view of the financial position as at 30 June 2016, and of the performance for the year ended on that date in accordance with the accounting policies described in Note 1 to the financial statements.
- In the Directors' opinion, there are reasonable grounds to believe that the company will be able to pay its debts as and when they fall due.

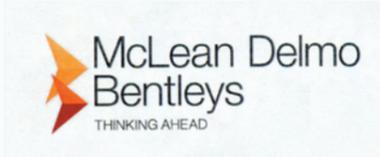
This declaration is made in accordance with a resolution of the Board of Directors.



Jo Connellan  
Secretary  
8th November 2016



Wayne Street  
Treasurer  
8th November 2016



**McLean Delmo Bentleys  
Audit Pty Ltd**

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**Independent Auditor's Report  
To the members of Hope Street Youth and Family Services Limited**

We have audited the accompanying financial report of Hope Street Youth and Family Services Limited, being a special purpose financial report, which comprises the statement of financial position as at 30 June 2016 and the statement profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant account policies and other explanatory information, and the directors' declaration.

**Directors' Responsibility for the Financial Report**

The directors of the company are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards and have determined that the accounting policies described in Note 1 to the financial statements which form part of the financial report are appropriate to meet the financial reporting requirements of the *Australian Charities and Not-for-profits Commission Act 2012* and are appropriate to meet the needs of the members. The directors are also responsible for such internal control as the directors determine is necessary to enable the preparation of a financial report that gives a true and fair view and is free from the material misstatement, whether due to fraud or error.

**Auditor's Responsibility**

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with the Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the financial report that gives a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial report.

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

**Independence**

In conducting our audit, we have complied with the independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012*. We confirm that the independence declaration required by the *Australian Charities and Not-for-profits Commission Act 2012*, which has been given to the directors of Hope Street Youth and Family Services Limited, would be in the same terms if given to the directors as at the time of this auditor's report.

**Opinion**

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

- (i) giving a true and fair view of the company's financial position as at 30 June 2016 and of its performance for the year ended on that date; and
- (ii) complying with Australian Accounting Standards to the extent described in Note 1 and Division 60 of the *Australian Charities and Not-for-profits Commission Regulations 2013*.

**Basis of Accounting**

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the directors' financial reporting responsibilities under the *Australian Charities and Not-for-profits Commission Act 2012*. As a result, the financial report may not be suitable for another purpose.

McLean Delmo Bentleys Audit Pty Ltd

Martin Fensome  
Partner  
Hawthorn, 9th November 2016

**THE HOPE STREET  
TEAM**

**Staffing**

Donna Bennett Chief Executive Officer; [Michelle Montague](#) Financial Manager; Fiona Rigney Executive Administrative Officer; [Bruce Tucker](#) Service Development Manager; 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); [Jessica Sorrenti](#) Boost Specialist Practitioner; Kat Perdriau Youth Reconciliation Practitioner; [Brendan Pearl](#) Homeless Youth Dual Diagnosis Practitioner; Kylie Charleson Case Manager Melton; [Justine Maher](#) Case Manager Whittlesea; Anna Marincic Residential Support Worker Melton; [Lachlan McLeay](#) Case Manager Whittlesea; Emily Flett Residential Support Worker Whittlesea; [Melina Lanyon](#) Case Manager; Sue Watt Case Manager; [Jenni Clark](#) Youth Residential Support Worker; Lisa Settineri Youth Residential Support Worker; [Samantha Hopkins](#) Youth Residential Support Worker; Alison Maddock Youth Residential Support Worker; [Gion Getachew](#) Youth Residential Support Worker; Polette Silva Youth Residential Support Worker; [Lisa Payne](#) Youth Residential Support Worker; Susanna Julian Youth Residential Support Worker [Zac McLarty](#) Youth Residential Support Worker

**Staffing  
Departures**

Mandy Baxter Service Development Manager; [Kate Clarke](#) Youth Residential Support Worker; Lara Nelli Youth Reconciliation Practitioner; [Louise Maree](#) Acting Youth Reconciliation Practitioner; Brent McGrath Case Manager Whittlesea and Melton; [Taryn Alder](#) Case Manager Whittlesea; Monique Pulo Community Integration Facilitator; [Michelle Bamford](#) Case Manager Whittlesea; Lynda Spencely Youth Residential Support Worker; [Sarah Bowman](#) Residential Support Worker Melton; Nathan Hall Homeless Youth Dual Diagnosis Practitioner; [Christie Webster](#) Homeless Youth Dual Diagnosis Practitioner

**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 ICT services; [Geronimo](#) providing graphic design services

**BOARD MEETING  
ATTENDANCE REGISTER 2015-2016**

	18/8	22/9*	20/10	24/11 AGM	15/12	1/3	19/4	21/6	Total %
Vivienne Archdall	✓	✓	✓	✓	✓	✓	✓	Apology	87%
Donna Bennett (CEO)	✓	✓	✓	✓	✓	✓	✓	✓	100%
Jo Connellan	✓	✓	✓	Apology	✓	✓	✓	Apology	75%
Judith Cooke	✓	✓	Apology	✓	✓	✓	Apology	Apology	62%
Andrew Nette	✓	✓	✓	✓	Apology	✓	✓	✓	87%
Helen Riseborough	Apology	✓	✓	✓	✓	✓	Apology	Apology	62%
Wayne Street	✓	✓	✓	✓	Apology	✓	✓	✓	87%

\*September 22nd the Board met for the QIP Accreditation Self Assessment Workshop conducted by Jan Carr Consultancy



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Hope Street acknowledges the support of the Victorian Government.