



**HOPE STREET YOUTH AND FAMILY SERVICES  
ANNUAL REPORT 2018**

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# AN INCREDIBLE YEAR.

This annual report is a summary of what has been a momentous year in the life of Hope Street Youth and Family Services. A year in which Hope Street has grown considerably both in size and impact. This growth comes in direct response to the ever-increasing need for our services to young people who are experiencing, or at risk of, homelessness.

The rate of homelessness in Australia has increased 4.6 per cent over the last five years, with more than 24,000 people experiencing homelessness in Victoria, one quarter of whom are young people aged between 12 and 24 years. These figures are believed to be significantly under-reported and the reality is likely far worse. The leading two reasons that young people experience homelessness are overcrowding in homes and domestic and family violence.

We are on a journey to respond to these staggering statistics, to intervene, to be a part of seeing them improve in the future. Because these are not just numbers on a page. These are lives, these are families, these are the communities we call home.

We live in a country that is one of the most resourced in the world, and we believe that no young person should have to face a night without a safe roof over their head. Together, we work towards our vision of a society that values and meets the needs and rights of young people. There has been great progress towards this vision, and we are grateful for that, and simultaneously we are mindful of the great amount of work yet to be done. Hope Street is playing our part in the response.

We are grateful for each life that we have been able to touch this year. Our impact would not have been felt without the support and partnership of those who are on the journey with us. To our philanthropic partners, our corporate partners, to the local businesses and individuals who support us, to our skilled and dedicated Corporate Committee who volunteer their time to further Hope Street's visibility and reach. We all do our part with the young people we are supporting at the front of our minds and hearts.

"IT IS NICE THAT I WAS ABLE TO KIND OF HAVE A FRESH START AND NOT GO THROUGH SO MUCH. I HAD ALREADY BEEN THROUGH A REALLY TOUGH TIME"

## OUR PARTNERS



## PHILANTHROPIC DONORS



## GOVERNMENT CONTRIBUTIONS



## CORPORATE DONORS

ARC FENCES, ASC WATER TANKS, AUSTRAL BRICKS, AUSTRAL MASONRY, BGC, BIG RIVER INSTANT TURF, CAPRAL ALUMINIUM, CAROMA INDUSTRIES, CITYWIDE NORTH MELBOURNE ASPHALT, CRITERION INDUSTRIES, CSR GYPROCK, DAIKIN, DISTINCTIVE FLOOR COVERINGS, ECODYNAMICS, EVERLAST SERVICES, HAND RAIL INDUSTRIES, HARDINGS HARDWARE, HARVEY NORMAN COMMERCIAL PROJECT DIVISION, HAYMES PAINT, HOLCIM AUSTRALIA, HUTCHINSON GLASS AND ALUMINIUM, INTERFACE, JOHNSON TILES, MELTON HOME TIMBER & HARDWARE, POLYFLOR, RBA GROUP, RINNAI AUSTRALIA, ROCKCOTE, RONDO BUILDING SERVICES PTY LTD, SOILWORX, STEVEN TAYLOR, STRAMIT BUILDING PRODUCTS, STREAMLINE PRODUCTS, TECHNIKA PTY LTD

## 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.

# 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.

## BOARD OF DIRECTORS



**Vivienne Archdall** Member

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

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



**Jo Connellan** Secretary

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

**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.



**Judith Cooke** Member

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

**Role:** To develop and ensure strong governance systems and practices and to support the vision and strategic development of Hope Street, with particular focus on risk management.



**Andrew Nette** Chair

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

**Role:** To ensure the governance of the organisation is effective and robust and that the organisation is meeting its strategic plan and making the most of opportunities for expansion.



**Helen Riseborough** Member

- BSocWk, Master of Social Policy
- Joined Hope Street in 2012
- 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.



**Peter Barns-Jenkins** Treasurer

- Extensive career in Finance and IT Governance.
- 30 year local community resident.
- Continuing involvement with local community organisations and social activism

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



**Nicholas Tseros** Member

- Joined Hope Street in December 2017
- Ten+ years' experience in sales and marketing
- People focused leader, passionately driven to help people achieve personal success

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

## CHIEF EXECUTIVE OFFICER'S REPORT

Hope Street has been providing specialist homelessness services to young people and young families within local communities since 1981. Within the continual ebb and flow of the environmental landscape, Hope Street has purposely maintained its focus as a specialist youth homelessness support and accommodation agency. Our Mission is *to seek, advocate and facilitate social change to meet the needs of young people and their children and to empower young people to overcome disadvantage and to achieve their hopes and future goals.* Working within this scope, Hope Street is able to conceptualise, understand, plan and develop solutions to youth homelessness, both as a broad structural socio, political and economic situation, and also as an individual one-to-one situation. Achieving the dual elements of our mission requires different knowledge, skills and relationships – that are each integral in successfully responding to youth homelessness. The common threads that enable Hope Street to achieve this are: our people within our organisation, our partnerships in the wider community and the young people we respectfully serve.

2017/2018 has been an exceptional year for Hope Street in once again striving to be true to our mission. This is demonstrated across all areas of our organisation: governance, corporate, management, programmatic and service delivery. It is achieved by our people, relationships and partnerships working together, as guided by our key strategic priorities:

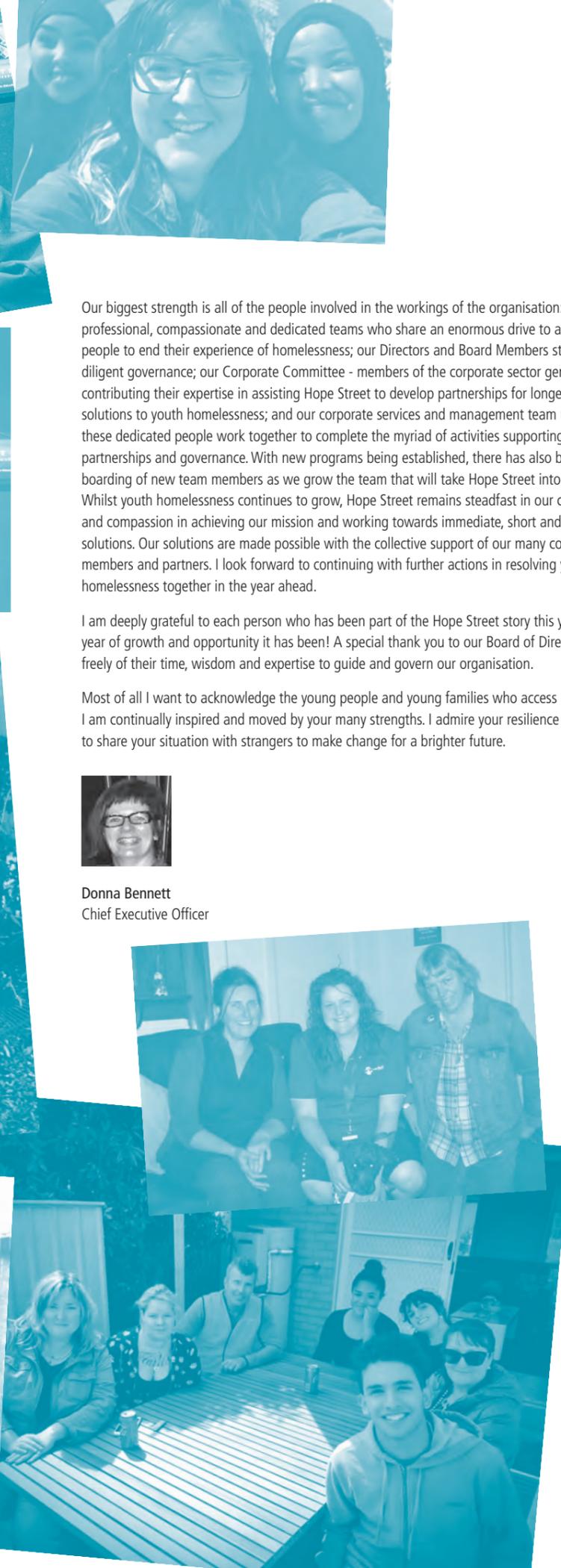
1. Clients
2. Communities
3. Resources
4. Innovation and Social Development

The executive and program reports in the following pages detail key activities involved in working towards the strategic priorities. The client stories are a lens for you to view some of the real situations experienced by young people and young families and can be seen as a barometer of our progress. Some highlights I would like to share include:

- The number of young people assisted and key outcomes;
- Young people feeling safe, respected, valued and receiving the care they require or seek within our services;
- Key partnerships with: the Victorian Government and Local Governments; philanthropic organisations; the Homelessness Sector; the allied services sectors; the corporate sector; local communities – businesses, local groups, families and individuals;
- Appointing a builder (via a tender process) to construct the Hope Street First Response Youth Service - Refuge in Melton. Due to be completed mid-2019, this leading designed centre will assist 100 young people including children each year;
- Hope to Home Pilot in Whittlesea established in partnership with The Lord Mayor's Charitable Foundation;
- Gandel Philanthropy continuing its partnership with Hope Street with an extension of the Major Grant for the Hope to Home Pilot in Melton;
- In December 2017 it was announced that Hope Street was successful in a Major Grant from The Ian Potter Foundation to deliver the Hope Street First Response Youth Mobile Outreach Service in Melton. A new model providing a solution to youth homelessness with a local place response;
- Key promotional and community awareness raising with the expertise and generous assistance of the marketing team from Woodgrove Shopping Centre in Melton;
- Mirvac National Community Day providing some much needed TLC to two of our sites: the refuge in Brunswick and the young people's units and office courtyard at our Hope Street in Whittlesea program.

OUR SOLUTIONS ARE MADE POSSIBLE WITH THE COLLECTIVE SUPPORT OF OUR MANY COMMUNITY MEMBERS AND PARTNERS.

YOUTH HOMELESSNESS IN VICTORIA HAS RISEN **43%** IN THE LAST DECADE



Our biggest strength is all of the people involved in the workings of the organisation: our skilled professional, compassionate and dedicated teams who share an enormous drive to assist young people to end their experience of homelessness; our Directors and Board Members striving for diligent governance; our Corporate Committee - members of the corporate sector generously contributing their expertise in assisting Hope Street to develop partnerships for longer term solutions to youth homelessness; and our corporate services and management team members. All these dedicated people work together to complete the myriad of activities supporting programs, partnerships and governance. With new programs being established, there has also been an on-boarding of new team members as we grow the team that will take Hope Street into the future. Whilst youth homelessness continues to grow, Hope Street remains steadfast in our commitment and compassion in achieving our mission and working towards immediate, short and long-term solutions. Our solutions are made possible with the collective support of our many community members and partners. I look forward to continuing with further actions in resolving youth homelessness together in the year ahead.

I am deeply grateful to each person who has been part of the Hope Street story this year. What a year of growth and opportunity it has been! A special thank you to our Board of Directors who give freely of their time, wisdom and expertise to guide and govern our organisation.

Most of all I want to acknowledge the young people and young families who access our programs. I am continually inspired and moved by your many strengths. I admire your resilience and courage to share your situation with strangers to make change for a brighter future.



**Donna Bennett**  
Chief Executive Officer

*Our biggest strength is all of the people involved in the workings of the organisation.*

## BUSINESS DEVELOPMENT AND PARTNERSHIPS MANAGER'S REPORT

OVER 32 COMPANIES  
DONATED BUILDING  
MATERIALS WITH AN  
ESTIMATED VALUE OF  
**\$1,050,000**

Providing solutions to address the impact of youth homelessness works best through a societal approach that inspires and engages diverse organisations and individuals. For this reason, Business Development and Partnerships has a strategic focus to establish new and build upon existing Hope Street programs by facilitating meaningful partnerships with community, corporates, government and the philanthropic sector.

In 2017-2018, key activities included:

- Developing innovative service delivery models and programs;
- Sourcing philanthropic and government funding for new programs and initiatives;
- Youth homelessness awareness raising and fundraising activities and events;
- Networking and creating connections with the wider community.

### Building a First Response Youth Service in Melton

In September 2017 we received a significant funding boost from the Victorian Government for the *Hope Street First Response Youth Service in Melton* project. This brings the State Government's total contribution to over \$2.4 million towards the capital build cost of the specialist youth supported crisis accommodation centre, in addition to their recurrent operational funding for the new facility. The youth refuge in Melton is only one of two new refuges to which the State Government is committed and we are extremely grateful for their unwavering support.

As well as the State Government, Hope Street has partnered with the following significant contributors:

- The Edward Wilson Trust: \$84,000 grant towards the capital of the youth refuge's family unit;
- The Marian and E.H. Flack Trust: \$50,000 grant towards the capital of the youth refuge's family unit;
- Melton City Council: commitment of a significant block of land in Melton to be leased to Hope Street for crisis accommodation facility, and additionally the provision of ongoing support;
- Over 32 companies: building materials/supplies donated and/or contributed at minimal cost to the retail value of \$1,050,000 - their commitment makes a significant difference to the financial outlay for the project;
- Community members: generous donations of approximately \$180,000 through fundraising events and our Melton First Response campaign.

Construction of the youth refuge is scheduled to start in July 2018 and be completed in July 2019.

### The Journey with Hope to Home

Hope Street partnered with Gandel Philanthropy (\$150,000 grant), The Lord Mayor's Charitable Foundation (\$165,000 grant), local real estate businesses Raine and Horne, Ray White Thomastown and Barry Plant, housing services in the City of Melton and City of Whittlesea and other community stakeholders to establish a two-year pilot program in these growth corridors. Hope to Home aims to transition at-risk young people and their children from the instability and insecurity of homelessness and into private rental accommodation. In December 2017 Victoria University released an interim report of its research into the effectiveness of this innovative model. The final evaluation report is due

to be launched in August 2018. The interim report revealed that Hope to Home was accomplishing its primary goal of improving access of young people experiencing homelessness into the private rental market – on average within five and a half weeks of commencing the program. By participating in the program, young people also began developing a rental history, as well as gaining valuable knowledge and skills relating to securing and maintaining leases.

**READ MORE:** Hope to Home Program Report

### Rapid Response for At Risk Youth

As a result of a significant five year, \$1.8 million grant from The Ian Potter Foundation, Hope Street launched the *Hope Street First Response Youth Mobile Outreach Service in Melton* on 12 June 2018 to provide assistance to young people and young families (at risk of) experiencing homelessness in the City of Melton and surrounding areas. Available 7 days a week from 10:00am to 12:00 midnight, the First Response Mobile Outreach Team finds, identifies and engages with young people wherever they are located, for example in hospital, school, a police station, Centrelink or another service/agency. A safe place to meet with young people can also be arranged if they are staying/sleeping on a friend's couch, in a car, in the park or the streets.

**READ MORE:** Hope Street First Response Youth Mobile Outreach Service in Melton Report

### Corporate Committee Activities and Events

Many tremendous achievements have been made with the goodwill, expertise and dedication of the members of the Corporate Committee including:

- Developing and implementing Hope Street's marketing plan;
- Raising community awareness about youth homelessness;
- Increasing the profile of Hope Street;
- Conducting major fundraising events;
- Relationship building with philanthropists and the corporate sector.

Activities and events have included:

- Attending meetings with philanthropic organisations;
- Quarterly Corporate Committee meetings;
- 7 July 2017: Construction-themed Fundraising Dinner for the building of the Hope Street youth refuge in Melton;
- 4 October 2017: Corporate Morning Tea hosted by the Sofitel Melbourne On Collins;
- 5 May 2018: Corporate Committee Planning Day hosted by the Sofitel Melbourne On Collins.



Almost 100 employees from Ecodynamics built 16 bicycles, which were then donated to Hope Street for our young people and young families in Brunswick and Melton.

### Promotion of Hope Street and Youth Homelessness Issues Partners eNewsletter and Website

In August 2017, Hope Street's inaugural quarterly *Partners eNewsletter* was distributed to 146 organisations and individuals from the corporate, government, philanthropic and community sectors. The publication has been designed to provide updates on Hope Street's activities and the meaningful contributions to Hope Street from our partners and supporters, with a focus on the developments of the *Hope Street First Response Youth Service in Melton* project. You can subscribe to our *Partners eNewsletter* at: <https://eepurl.com/cUN9gz>

During the 2017-2018 period, there were 9,837 unique visitors to the Hope Street website. Our website continues to promote activities, events and featured stories to keep visitors informed about our current and new programs, including a comprehensive kit of downloadable promotional resources for our new *Hope Street First Response Youth Mobile Outreach Service in Melton*.

### Parity Magazine

Hope Street co-sponsored the April 2018 *Young People, Trauma and Homelessness* edition of the Council to Homeless Person's *Parity* magazine. The articles from Hope Street examine trauma as a cause of youth homelessness, its impact on young people experiencing homelessness and how understanding trauma can assist those helping young people out of homelessness. Contributions featured:

- *Opinion* piece, Donna Bennett, Chief Executive Officer;
- *It Doesn't Have to be Therapy to be Therapeutic*, Brendan Pearl, Homeless Youth Dual Diagnosis Practitioner at Hope Street and SUMITT North Western Mental Health;
- *Hope Street's Therapeutic Art and Crafts Program*, Jude Steward, BOOST Specialist Practitioner;
- *Hope Street Wellbeing and Safety Plans*, Christine Fagan, Programs Manager (North East);
- *The Case For Counsellors In Youth Refuges*, Kat Perdriau, Youth Reconciliation Practitioner.

The *Star Weekly (Melton and Moorabool)* and *Whittlesea Leader* have continued to inform the local community about youth homelessness issues, Hope Street programs and community activities. Articles featured this year include:

- 20 February 2018, *Star Weekly*: *Hope for homeless*;
- 27 March 2018, *Star Weekly*: *Homelessness a growing problem in Melbourne's outer north*;
- 10 April 2018, *Star Weekly*: *Whittlesea homeless centre for youth a step closer to reality*;
- 17 April 2018, *Whittlesea Leader*: *Crisis beds edge closer*;
- 24 April 2018, *Star Weekly*: *Fight against youth homelessness*;
- 28 May 2018, *Star Weekly*: *Hope lives in Melton*.

### Partners and Supporters: Highlights

- **Woodgrove Shopping Centre:** Special thanks goes to our corporate partner in Melton who has continued to show their inspirational support of young people and young families who experience homelessness with their latest special project: *Stories of Hope*. Developed in partnership with Hope Street, the two videos show Hope Street's young people sharing their experience of homelessness and how Hope Street helped them to find a stable place to call home. Together with the *Letters of Hope* and *Sign of Hope* installations featured on our website, these stories of hope highlight the resilience of young people. Also for the *Wrap it Thoughtfully* Christmas Wrapping Service (together with Melton City Council Youth Services).
- **Mirvac National Community Day:** Over forty volunteers from these two organisations joined forces to contribute their labour to improve buildings and grounds at various Hope Street sites on 20 October 2017:
  - o At the Brunswick West refuge the office and bedroom doors and wood trimmings were all freshly painted, hedges and screening trees planted alongside the external fence lines, and the family unit outdoor furniture freshly cleaned. The two most significant improvements were the construction and installation of a standalone 15-bicycle shed and the erection of a high quality shade sail for the outdoor furniture.
  - o At our Whittlesea Youth Foyer-like program site, the volunteers constructed an outdoor raised decking area with a shade sail structure above it.
- **Ecodynamics:** Almost 100 employees from Ecodynamics built 16 adults and kids bicycles during their annual Group Strategy Day on 21 February 2018. The bicycles were donated to Hope Street for our young people and young families in Brunswick and Melton. Ecodynamics is also offering landscaping services and materials for the *Hope Street First Response Youth Service in Melton*.
- **SAF Holland Melton:** provided quarterly donations to assist young people accommodated at our Melton site with basis needs such as Myki transport cards, food and clothing for job interviews.
- **Harness Racing Victoria Tabcorp Park:** provided a grant to refurbish the youth community centre at the Melton site to transform it into a bright youth-friendly space.



Serap Ozdemir  
Business Development and Partnerships Manager  
(July 2017 - April 2018)

## OPERATION MANAGER'S REPORT

"...(THE) LACK OF AFFORDABLE HOUSING (BEING) THE PRIMARY REASON THAT IMPELS YOUNG PEOPLE AND YOUNG FAMILIES TO SEEK ASSISTANCE AT HOPE STREET..."

The 2017-2018 period has been a dynamic year of growth and transition for Hope Street as our teams continue to provide a sanctuary, stability and support for the increasing numbers of young people and young families who have no safe place to call home. Over the year, there have been many inspirational outcomes and stories of young people and their children being supported through our new and ongoing specialist youth-focused programs that respond holistically to their needs and aspirations.

The 2016 Australian Bureau of Statistics (ABS) Census data released in March 2018 indicated that there were 24,817 Victorians experiencing homelessness on Census night – an increase of 11.3% since the 2011 Census. Of these, 39% were under 25 years old. Youth homelessness in Victoria has risen 43% in the last decade.

The actual numbers of young people and young families without a stable home is difficult to measure as the issue is largely hidden. Contrary to common perception, most are not sleeping rough on the streets, but are in dangerously-overcrowded dwellings, cars, homeless refuges or couch surfing in friends' homes. The affordable housing crisis, difficulties in securing sustainable employment, and low incomes result in young people and their children experiencing cycles of poverty and homelessness. Hope Street's integrated wrap around services are designed to assist young people and young families to overcome these challenges by addressing their immediate and long-term needs within a compassionate and safe environment.

### Client Demographics

A support period is the length of time during which a client receives services from Hope Street. The support period ends when the client stops receiving those services, e.g. they exit one of our programs. Sometimes a young person/family (at risk of) experiencing homelessness requires more than one support period to ensure that they have every opportunity to secure stable accommodation and remain connected to their families, networks, education and employment.

During the 2017-2018 period, our program teams exceeded the Department of Health and Human Services' support period targets:

### New Support responses provided in 2017-2018 by Hope Street programs

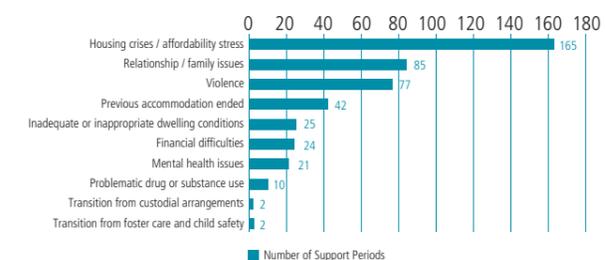
Program	Distinct Clients Supported	Support Periods Provided	DHHS Support Periods Target	Target Achieved
BOOST	95	134	132	102%
Melton	35	25	19	132%
Whittlesea	40	26	19	137%
Youth Reconciliation	53	51	44	116%
Youth Residential	61	101	100	101%
Youth Support Services	61	53	39	136%
<b>Total</b>	<b>345</b>	<b>390</b>	<b>353</b>	<b>110%</b>

Hope Street provided a total of 488 support periods comprising 390 support periods commenced this year and 98 ongoing support periods from the previous year. Over 29% of young people and young families were provided with more than one support period this year.

The majority of young people in our programs were 18-24 years old (77%), followed by 12% being 15-17 years old and 4% aged 25-29 years. As in previous years, Hope Street assisted a range of at risk young families to access services and resources to help them rebuild resilience and connections with family and local community for successful, sustainable life outcomes. Hope Street supported 25 children in these young families.

The primary country of birth for 55% of young people seeking assistance at Hope Street was Australia. Of these, 7% are of Aboriginal and/or Torres Strait Islander heritage. Hope Street supported young people born in 23 overseas countries, with 20% being from Somalia, Ethiopia and South Sudan.

### Ten most common reasons for seeking assistance



Young people in 86% of the support periods provided to them reported experiencing evictions, foreclosures, rental and/or mortgage arrears, accommodation that was unsafe, unsuitable, overcrowded or no longer available to them (eg rental property being sold by the owner), relationship/family breakdown, domestic and other types of violence. With the lack of affordable housing being the primary reason that impels young people and young families to seek assistance at Hope Street, it is extremely challenging for them to secure a home from which to rebuild their lives. It is not difficult to understand why there has been an increase in youth homelessness as reported in the 2016 ABS Census.

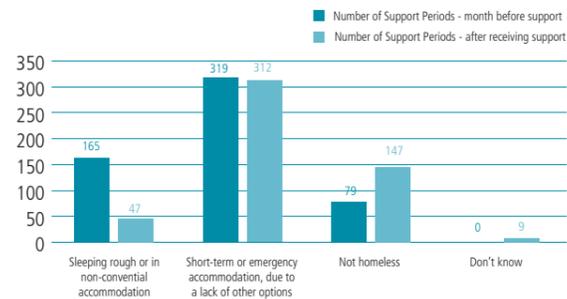


On Mirvac National Community Day, over forty volunteers from these two organisations contributed their labour to improve buildings and grounds at the Brunswick West refuge.

### Before and After Support Outcomes: At A Glance

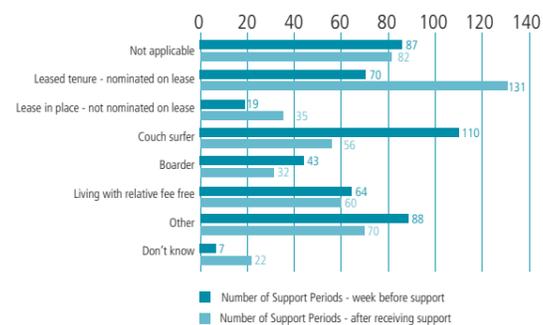
The compassion and expertise of Hope Street's teams provide transformational outcomes that give hope and support to at risk young people and young families experiencing homelessness.

#### Episodes of Homelessness



Note: Young people can have more than one episode of homelessness per support period.

#### Conditions of Occupancy



Note: Other refers to a type of arrangement not listed in the above categories, eg a young person sleeping rough or in their car, living in a squat, or who does not wish to say where they are living.

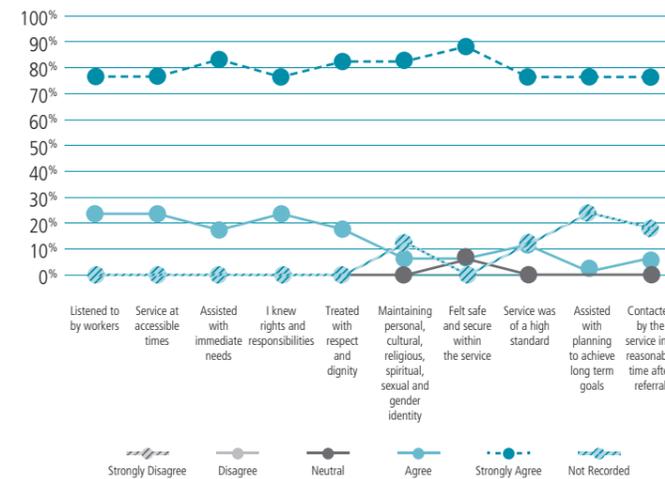
Young people in 176 of the 488 support periods provided by Hope Street reported receiving the Youth Allowance in the week prior to accessing support. This was followed by those on the Newstart Allowance (104), nil income (85), Disability Support Pension (36), employee income (35), and Parenting Payment (34). After receiving support from Hope Street, young people in 187 support periods were on the Youth Allowance in the month prior to their exiting our programs (or by June 2018 for those accessing ongoing support), 102 on Newstart Allowance, while the number receiving nil income decreased to 73 and those on the Disability Support Pension and receiving employee income both increased to 42. Thirty-two support periods were for young families receiving Parenting Payment (32).

The marked increase in young people accessing income through paid work is reflected in the changes in their labour force status. In the week prior to accessing support, the vast majority of young people indicated that they were unemployed (244 support periods). This is followed by 150 support periods for young people reporting as not being in the labour force (includes those not actively seeking work), and 52 support periods for those already employed. After receiving support from Hope Street, the numbers of young people reporting as unemployed or not in the labour force decreased (221 and 141 support periods respectively) while there was an increase in those securing paid work (84 support periods). Just over 30% of our young people and young families were undertaking formal/accredited study or training.

### Client Feedback and Participation

Hope Street's philosophy has a strong emphasis on young people being treated as equal citizens in our society. Within our programs this means they must have equal access to resources and be able to participate in making decisions about their own lives. Young people's feedback during support periods and as they exit our programs assists Hope Street to review and improve our responses to their changing needs.

#### Hope Street Client Feedback



Note: Feedback from clients in our BOOST, Youth Reconciliation and Youth Support Service programs.

Young people in two Hope to Home pilot programs (see next section) were given the opportunity to provide feedback on a quarterly basis regarding their experiences in the program and its impact on their lives. More than 75% of young people reported that they had found suitable and affordable accommodation that enabled them to access education, employment, services, family, and friends. They were also greatly impressed with the range of services provided by the program and indicated that the assistance provided by our case managers went beyond their expectations.

### Responding to Youth Homelessness in Melton and Whittlesea

As part of our continuous improvement process, Hope Street seeks to identify solutions and strategies to better address the housing, social, economic and developmental needs of young people and young families who are not receiving (adequate) support to be diverted from or move out of homelessness. Following Hope Street's Responding to Youth Homelessness in Outer Growth Corridors research study report released in August 2015, providing specialist youth homelessness support services in these areas has been a key strategic priority:

- Two pilot programs – Hope to Home in Melton and Hope to Home in Whittlesea – operating for the last two years is due to be evaluated by Victoria University in August 2018. This innovative model aims to transition young people from homelessness into private rental accommodation.

READ MORE: Hope to Home Program Report

- The Hope Street First Response Youth Mobile Outreach Service in Melton, a new program that actively seeks, identifies and directly engages with vulnerable young people in the Melton local government area and surrounding suburbs, was launched on 12 June 2018. This rapid response service will enhance the emergency response model and service delivery to young people utilising the Hope Street First Response Youth Service in Melton (Youth Refuge) currently under construction.

READ MORE: Hope Street First Response Youth Mobile Outreach Service in Melton Report

### Supporting Our Teams, Young People and Young Families

Hope Street has continued to promote ongoing professional development for our teams. Training topics this year have included Strength-based Case Management, Client Incident Management, Working with Interpreters, and Focus on Self-Care.

In partnership with community stakeholders, the positive outcomes discussed in this report have been achieved through the hard work of the Hope Street teams together with the young people we empower to achieve those life-changing outcomes. The program reports that follow demonstrate this. I would like to acknowledge Emma Baxter, Operations Manager to April 2018, and each team member for their unwavering commitment. Special thanks to Cath Flanagan, Homeless Persons Program nurse from Bolton Clarke, for her care and expertise in providing comprehensive health services to young people. Most importantly, I thank our young people for their participation and resolve to regain hope for a stable home and their rightful place as contributing members of our community.



Donna Bennett  
Chief Executive Officer

PROVIDING SPECIALIST YOUTH HOMELESSNESS SUPPORT SERVICES IN MELTON AND WHITTLESEA HAS BEEN A KEY STRATEGIC PRIORITY.



## BOOST PROGRAM REPORT

“I WANT TO THANK THE WHOLE BOOST SERVICE FOR HELPING ME MORE THAN I DESERVE, FOR INFORMATION, ASKING ME HOW MY DAY HAS BEEN, AND ALWAYS ASKING ME IF I WANT ANYTHING THAT THEY CAN DO FOR ME.”

BOOST is integrated into the specialist youth programs operating at Hope Street and once again the program achieved impressive outcomes for young people and their children this year.

Client support needs include referrals to specialist housing services, Centrelink, medical care, local area mental health services, drug and alcohol services, court support, advocacy to immigration department, refugee support services, financial supports, emotional supports, counselling and family support. The short-term one week refuge stay, includes intensive case management support from BOOST staff where a holistic needs assessment of their immediate needs, goals and aspirations is facilitated, and other assessments including K10, medical and dental, are conducted. The aim of the BOOST program is to seek housing for young people via assisting the young person to apply for the following housing options e.g. shared accommodation, private rental, Office of Housing or Community Housing options, student accommodation, or to return to their initial access point.

The BOOST program also offers support to young people in the community via two support options- six week crisis outreach support and six month long term outreach support.

The BOOST program receives all referrals via access points such as Haven Home Safe, Launch, Vincent Care, Front Yard. The BOOST program also links young people to financial brokerage to assist clients with their housing crisis including to sustain their existing housing, thereby preventing homelessness. External funding can be accessed from (HEF) Housing Establishment Fund, brokerage for supporting the young people with either hotel accommodation or white goods and furniture for setting up a house.

### Client Demographics

The BOOST program provided 156 support periods during 2017-2018 with 134 new assists during the 12-month period. Just over 21% of the 95 young people supported were under 18 years old. Of the 58 young people born in Australia, almost 13% identified as having Aboriginal and/or Torres Strait Islander heritage. The majority of overseas-born young people in the program originated from Ethiopia, Somalia and New Zealand (8%, 6% and 3% respectively).

During the 2017-2018 period, the program exceeded the Department of Health and Human Services' support period targets:

*New support responses provided in 2017-2018 by the BOOST program*

BOOST Support Stream	Support Periods Provided	DHHS Support Periods Target	Target Achieved
Outreach	38	48	79%
Crisis Response	54	36	150%
Short Stay Bed	42	48	88%
<b>Total</b>	<b>134</b>	<b>132</b>	<b>102%</b>

### BOOST Night Time Support

The BOOST program is very fortunate to be able to facilitate a night time support worker role as part of its intensive case management support to the BOOST Short Stay Bed in the refuge program at West Brunswick.

Our BOOST case manager and night time support worker has been in this role for over four years and during this time has developed a strong relationship with the refuge residential staff support team. Identifying a need for young people to be assisted and supported in self settling and relaxation techniques, staff developed an arts and crafts program. The program operates on a needs basis and as such is not confined to one particular day or time period.

Arts and crafts are offered to young people at times in which they have identified a need and the activities range from adult colouring and drawing, mandala work, knitting, jewellery making, creating dreamcatchers and constructing vision boards. Young people at times have also engaged in mindfulness and meditation techniques.

Young people residing in the refuge often experience issues associated with settling and relaxing during the evening and with ongoing staff support we are able to provide them with several options to engage in creativity, assisting them with the release of happy endorphins that promote a sense of calm, joy, peacefulness and achievement.

The program facilitators have developed extensive personal and professional knowledge in relation to working with young people from an arts-based platform and the results for the young people have been outstanding.

Throughout the years, young people accessing the BOOST Short Stay Bed in the refuge program have made presents and gifts for themselves, family members and loved ones. They have also at times created gifts of acknowledgement to members of the Hope Street Board and affiliated companies who have kindly donated items to and fundraised for Hope Street.



Christine Fagan  
Programs Manager  
(North East)



### Program Overview

BOOST offers vulnerable young people with medium to high needs an integrated approach with the aim of diverting them away from the homelessness service system. Young people and their children are provided short-term accommodation for up to seven nights (Short Stay Bed), short-term crisis support for up to six weeks (Crisis Response) or case management for three months (Outreach).

BOOST practitioners provide a weekly outpost for young people at the access point in Preston run by Haven; Home, Safe. Young people can be referred here by the access point staff and seen by our BOOST case managers for information and support, or referral into the BOOST program for ongoing support.

### DANA'S STORY

For over two months, Dana, referred from VincentCare, had stayed with her mother about one night a week and lived on TAFE grounds the rest of the week, using the bathrooms before the TAFE students arrived. Fortunately, she did not have a criminal record as she had been shoplifting meat and other food to cook on the free barbeques in the local parks.

Dana said that her homelessness was due to family conflict. She recounted that there was a time when the family – her father, mother and two siblings – had lived in Dallas. Her father had worked in his own furniture making business and her mother had done the upholstery for these items. The three children had a goat and a horse.

Everything changed in Dana's family when her father was attacked in the street, acquiring a brain injury. He then began drinking too much and became violent towards his wife and children. In time Dana's father had an Intervention Order against him, limiting his contact with family members. Dana's mother was unable to discipline the children and often defaulted to kicking them out of home. This had happened to Dana many times ever since she was 13 years old.

Despite all of these issues, Dana indicated that she was still very interested in a family reconciliation. She also said that she wanted to save money, get a part time job and to either teach English, become an interpreter or work as a police officer.

Dana was accepted into the BOOST program for a Short Stay Bed in the refuge. She was later offered a six-week bed. Since then, Dana says she would like a regular support person for the next two years who she can contact for information and decision making. Hope Street has the expertise and experience to provide this case management and help young people like Dana to move away from homelessness.

OVER **21%**

**OF THE 95 YOUNG PEOPLE SUPPORTED WERE UNDER 18 YEARS OLD.**

## YOUTH RESIDENTIAL PROGRAM REPORT

The Youth Residential Program provides accommodation in West Brunswick for at risk young people and their children. Our program team are available 24 hours, seven days a week so that there is always someone available if young people need assistance or advice.

### Client Demographics

The Youth Residential Program provided 108 support periods during the year, including seven support periods continuing from 2016-2017. Of the 61 young people receiving support, 54% were 20-24 years old, followed by 41% aged 15-19 years, 3% aged 20-29 years and 2% being children under 10 years old. Most of the young people at our refuge were born in Australia (48%) with 3% identifying themselves as being of Aboriginal heritage. The majority of overseas-born young people originated from Somalia (13%), Ethiopia (11%), Sudan and Kenya (5% each).

The most common reason young people sought assistance were their previous accommodation ending (21%), followed by relationship or family breakdown (21%) and domestic and family violence (19%).

### Duration of Stay and Outcomes

During 2017-18, young people stayed at our refuge for an average of 27 days. The duration of stay for each young person varies greatly depending on their needs and the type of vacancy advertised. The majority of young people (39) stayed at the refuge for under ten nights, while 10 young people stayed between 50 and 100 nights, four young people for 30-50 nights and three young people for 10-30 nights. Five young people stayed at our refuge for over 100 nights. This means that their 6-week stay was extended for a second period of 6 weeks due to not achieving a suitable housing outcome within the initial 6-week stay. Reasons for this included a lack of income, high support needs or no suitable housing being available.

The housing outcomes for young people in this program can be viewed in our Youth Support Service Program Report as these are the same young people being accommodated at our refuge. In addition to the 53 young people supported in our Youth Residential Program, there were 48 support periods offered to young people who were accommodated without case management. This means that they were offered an emergency bed for one to three nights.

Emergency bed clients have a safe and private place to rest. They also have access to healthy food, crisis support, medical care, free toiletries and basic clothing, as well as personal support in a non-threatening environment. On expiry of their emergency bed young people usually return to the access point. If they have liked the Hope Street environment and a further vacancy has become available, they can be referred into it again or on to another refuge vacancy in the Opening Doors system.

### Achievements and Highlights

#### Pet Therapy: A Two-way Gift with a Wagging Tail

Hope Street refuge has been fortunate in its continuing partnership with the Lort Smith Animal Hospital who provide Pet Therapy to the young people at the refuge. Several young people have had pets in their lives prior to entering refuge crisis accommodation, and may be missing their animals due to becoming homeless. This community activity is a chance for our young people to connect with a furry friend (Tiffany) and spend time with the owner (Lucia) in a relaxed, social context.

#### Living Skills Program

This program offers workshops to prepare young people for independent living such as budgeting, cooking, cleaning, laundry, hygiene, and personal management. Additional workshops are provided to meet individual needs (eg stress management, relaxation skills and self care). Young people who progress through the full series of workshops receive vouchers valued at \$100 to purchase household items such as lamps, rugs, kitchen appliances or linen for their next accommodation.

During the year, young people benefitted from approximately 100 group-based or individual workshops including: art and craft workshops run by our creative Youth Residential Program support staff and BOOST night time staff, a Shared Household Skills Workshop from our Youth Reconciliation Practitioner, and a Legal Workshop with a visiting lawyer from the Northern Community Legal Centre.

#### Mirvac National Community Day

To those at risk and seeking shelter, the importance of having a place to stay in that is comfortable, clean and pleasant, is paramount. On Mirvac National Community Day, volunteers from Mirvac and Woodlea gave freely of their time and skills to improve and beautify the Brunswick West refuge. The volunteers enjoyed a delicious lunch prepared by the young people and Hope Street team members to thank them for their hard work.

**READ MORE:** Business Development and Partnerships Manager's Report



Christine Fagan  
Programs Manager  
(North East)



"HOPE STREET IS A PLACE/HOME I WILL NEVER FORGET. IT WILL ALWAYS BE A PLACE THAT IS REMEMBERED AS A HOME BECAUSE THEY TOOK ME IN WITH LOVE AND KINDNESS. THEY TAUGHT ME THE VALUE OF LIFE AND TO GIVE MYSELF MORE CREDIT WITH EVERYTHING THAT I HAVE ACCOMPLISHED IN MY LIFE. THEY TREATED ME WITH RESPECT AND THAT IS WHAT I APPRECIATED THE MOST."

### Program Overview

The Youth Residential Program at West Brunswick provides young people with a safe and stable environment including meals, basic clothing and toiletry supplies. We provide round the clock supervised support and a range of youth-specific programs. Young people are provided with their own private space and have access to two recreation spaces with indoor and outdoor facilities. There are eight beds in the main residential block and a two-bedroom family unit onsite to accommodate young families experiencing homelessness.

Young people are allocated a living skills worker who works with them to acquire and improve independent living skills and knowledge. Social and emotional development are also promoted via relaxation, self-awareness, social learning, sharing meals together and other group interactions.

We have local partnerships with the Coburg YWCA gym for our young people to access, the Moreland Library group and the Salvation Army in Brunswick.

## YOUTH SUPPORT SERVICE PROGRAM REPORT

The Youth Support Service provides specialist youth-specific case management in collaboration with our Youth Residential Program in Brunswick West to improve outcomes for young people.

### Client Demographics

During 2017-2018, the Youth Support Service provided 53 new support periods and 21 support periods continuing from the previous year. Of the 61 young people receiving case management support, the majority (64%) were 20-24 years old. Eleven children were also supported within their family group.

As with other Hope Street programs, young people originated from a diverse range of cultural backgrounds. Australian-born young people accounted for 54% of those supported, 7% identifying themselves as being of Aboriginal and/or Torres Strait Islander heritage. This was followed by young people born in Ethiopia (10%), Somalia (7%), and Sudan, South Sudan and New Zealand (all 3%).

### Trends – Client Housing Outcomes

The program supported 53 young people to achieve a range of housing outcomes. Housing outcomes included living with family and friends, Office of Housing vacancies, private rental, supported accommodation, or vacancies within Hope Street Youth and Family Services itself. Due to the increase in homelessness, and less available affordable options for young people, our figures show that 20 young people were offered a further short-term vacancy within Hope Street refuge.

This year, three young people and their children were referred and accepted into Transitional Housing properties, one young person into student accommodation (Foyer program) and one young person into mental health supported accommodation. Additionally, a total of six young people were offered properties by Office of Housing after their applications had been completed and submitted by the case manager. Further to this, seven young people exited to family and friends, either finding someone in their network to live with, contributing financially to live with partners or friends or reconciling with extended family. While four young people entered the private rental market in the 2017-2018 period, housing affordability issues presented a challenge to case workers in finding housing outcomes for clients. One young person left to another refuge and five young people left to unknown destinations. The other five young people were children of clients.

### Wellbeing and Safety Plan

The Wellbeing and Safety Plan is utilised as a mental health support for young people while they reside at the refuge. Completed during an initial meeting with the case manager, it facilitates the client-worker rapport in a mutually trusting, supportive environment and allows the young person to discuss and identify triggers that may lead to feelings of emotional distress, anxiety or depression behavioural traits, or other mental health symptoms. The case manager supports the young person to then identify positive strategies and hobbies they find useful at these times to reduce symptoms, as well as internal and external supports available to them.

This plan also acts as a supportive guide for residential staff to assist refuge residents in times of emotional distress. In these cases, staff sit with the young person to review strategies, and support them to enact these to positively impact on their emotional health and wellbeing.

The longer-term engagement provided by the Youth Support Service program – both in a refuge-based and outreach capacity – enables case managers to assist young people across all aspects of their lives. This year, case managers supported young people to access a range of services including mental health and Alcohol Other Drugs counselling, family/relationship services, employment and education support, legal services, and specialist asylum seeker and refugee services. The case managers assisted young people through referrals and in navigating these services, and to achieve substantial outcomes for clients.

The Youth Support Program team support young people from a strengths-based approach that helps build resilience, knowledge and confidence in navigating the homelessness and wider service sectors. This is also crucial as young people face increasing challenges when experiencing homelessness and attempting to navigate the homelessness sector; insufficient welfare payments and lack of stable housing makes it difficult for young people to enter the private rental market, while clients viewed as being too low or high needs struggle to access longer-term supported accommodation. Finally, relationship breakdown between young person and care giver is causing many young migrant and refugee young people to enter the homelessness system; they face additional challenges based on cultural misunderstandings and miscommunications, stereotyping/racism, and lack of knowledge to navigate the service sector. The YSS case managers work within a client-focused approach to ensure all clients are empowered and supported to achieve their life-goals.

The case managers support clients during their six week stay at the refuge, which can be extended for a short time based on engagement in achieving case plan goals. Additionally, clients are supported in their moves to new accommodation, with case managers providing support for up to six months following the young person's transition. When a client is accepted into transitional housing often the Program team is requested to act as the primary case manager for the twelve-month duration of their stay. Following this, the case manager supports the young person to transition from the transitional property, often to shared private rental accommodation.



Christine Fagan  
Programs Manager  
(North East)

# 53

YOUNG PEOPLE WERE ASSISTED TO ACHIEVE A RANGE OF HOUSING OUTCOMES



### Program Overview

The Youth Support Service is a case management program located at the Hope Street youth refuge in Brunswick West. Utilising a multi-disciplinary integrated approach, it provides services to young people aged 16-25 years, and their children, who are either accommodated at the refuge or who have moved on whilst they settle into their new accommodation. The client-centred case management support is provided in a framework of empowerment, wellbeing, engagement and participation.

Young people are also assisted to access external funding such as Housing Establishment Funds for tenancy expenses (e.g. rent, rent in advance/arrears), tenancy settlement, or emergency accommodation.

“CASE MANAGEMENT WAS VERY FLEXIBLE AND ACCOMMODATING AND NOT PUSHING ME OUT OF MY COMFORT ZONE BUT SENSITIVE TO EVERYTHING.”

### ALMAS' STORY

Almas arrived at Hope Street at the end of January 2018 after experiencing homelessness due to mental health challenges and he was accepted into the BOOST program due to his high vulnerability and lack of supports. Almas engaged well with his case manager and worked collaboratively to develop his case plan. Later he was accepted into our six-week bed program.

Almas identified accessing private rental as a priority and he independently found a place to rent. His case manager helped him apply for a bond loan, explained his legal rights and responsibilities as a privately renting tenant and provided a Residential Tenancy Agreement form for him to complete with his landlord. The case manager successfully applied for Housing Establishment Funds and Private Rental Access Program funding to assist with Almas' rent payments. Almas was also linked in with mental health services to begin tackling his anxiety and depression and he proactively organised his own GP appointment and liaised with his counselling services.

Almas successfully moved into a private rental property in Melbourne's western suburbs in early March 2018. He was given funds to buy household items for his new home and vouchers for his local supermarket to help him transition from crisis accommodation into independent living. He is still engaged with his Hope Street case manager in an outreach capacity and is liaising with an employment and training organisation to build his skills for future employment opportunities.



# YOUTH RECONCILIATION PROGRAM REPORT

The Youth Reconciliation Program provides counselling and support so that young people can establish and maintain constructive relationships with family and broader support networks. This year the program has continued to assist young people to build the resilience necessary to achieve their personal goals and to bring about positive change in their lives.

## Client Demographics

The program provided 63 support periods during 2017-2018 which included 12 ongoing support periods from the previous year. The majority of the young people in the program (90%) received formal counselling support while the remaining young people had connected with the program through life skill development group workshops. Young people aged 18-24 years comprised 81% of the clients supported by the program, while 17% were under 17 years old.

Of the 51% of young people born in Australia, 6% identified themselves as being of Aboriginal and/or Torres Strait Islander heritage. Overseas-born young people mainly originated from Somalia (9%), Ethiopia (8%) and India and South Sudan (both 4%).

The majority of support periods were provided to young people seeking assistance from the program because of relationship/family breakdown and/or violence (52%) followed by 30% reporting housing issues (includes affordability stress or inadequate/inappropriate dwelling conditions), mental health issues (5%) or problematic drug/substance use (3%).

## Achievements and Highlights

Program workshops are integral to the personal development of young people and the professional development of staff across all sites. They are designed to promote maximum personal responsibility and self-management for all participants, and to foster peer support to further enhance learning and self-development. Staff workshop topics included: *Youth Support & Advocacy Service; Intersectionality in CALD Communities; Dealing with Perpetrators of Family Violence; K10 Scale; and Words at Work.*

Workshops for young people included:

Title	Outline	Outcomes
Legal (monthly)	Update on latest legislative changes in laws affecting young people.  Information and advice provided for dealing with most common legal issues.	Increased knowledge and skills pertaining to common legal matters  Enhanced confidence in dealing with authorities within a legal framework.
Youth Voices	Explaining how residents take part in a research project collecting young people's experiences in the youth refuge service.	Validation from input into relevant processes. Sense of ownership in providing information to improve lived experience.
Voting	Information on enrolling to vote check.aec.gov.au  Match political values with parties australia.isidewith.com/political-quiz	Opportunity to participate in the political system. Magnified capacity to engage in political parties of all persuasions.
Avoidance	Defining avoidance and what it means. Identifying typical strategies and the consequences. Exploring alternative strategies with positive outcomes.	Identification of avoidance and the associated pitfalls. Refreshed perspective on avoidance habits. Employment of alternative strategies.
Combatting Sexism	Information and strategies from Women's Health In the North (WHIN) and their <i>16 Actions Against Sexism</i> . Slides provided to participants.	Enhanced understanding of: calling out sexism when it occurs; men expressing feelings & emotions; gender stereotypes; victim blaming; identifying patriarchy.
Celebrate Joy	Identifying potential joyous experiences. Providing Big Issue literary tips and tricks to remain positive under difficult circumstances.	More developed strategies to find joy in the little things life has to offer. Learning to appreciate food, animals, and the natural world.
Safety Plans	Distinguish between physical and mental health safety plans. Explain self-soothing techniques and provide five options.	Additional understanding of the need for and context of safety plans. Exploration of possible triggers and options to self-soothe.

Healthy Relationships	Identifying healthy and unhealthy relationships. Provide a checklist to enable understanding of respectful behaviours.	Self-reflection on types of relationships that promote self-worth. Understanding of a respect checklist.
Self-Care	Decipher the meaning and subsequent benefits of self-care. Six strategies to allow for relaxing and recharging the body.	Additional understanding of self-care plans. Advanced comprehension of nurturing the self to obtain positive outcomes.
Distress Tolerance	Illustrate the benefits of utilising radical acceptance when dealing with intolerable situations. Provide worksheets and videos.	Expanded knowledge on acceptance as a method of managing distress. Strategies to self-soothe and deal with negative emotions.
Stress	Defining stress and its effects. Recognising the triggers and employing the strategies to cope with stress.	Updated knowledge of stress. Expanded understanding of the triggers of stress. Additional strategies to combat the effects.
Shared Housing	Youth Private Rental Access Program. Assessing rental affordability. Budgeting tools for necessities and lifestyle choices.	Expanded knowledge and understanding of the move towards independence. Enhanced confidence in budgeting for future goals.

## Political Climate, Housing Affordability

Hope Street supported the Council to Homeless Persons campaign, to pass the Residential Tenancies Amendment Bill with the Youth Reconciliation Practitioner contributing to the lobbying of members of Parliament. Advocacy work included supporting young people at the launch of the youth edition of Parity magazine and activities during Youth Homelessness Matters Day.

## Networks and Partnerships

The Youth Reconciliation Practitioner provided education about youth homelessness, chairing both the Local Area Service Network's Youth Network and the Moreland Youth Commitment Network meetings. Ongoing partnerships included local schools, Merri Health, Jesuit Social Services, as well as Youth Support + Advocacy Service (YSAS). 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 Strait Islander, and LGBTQI communities.

The partnerships with both the Homelessness Youth Dual Diagnosis Initiative and Bolton Clarke Homeless Persons Program have been a vital tool in enhancing young people's health and wellbeing. This work included providing clinical reviews to the Substance Use and Mental Illness Treatment Team (SUMITT).



Kat Perdriau  
Youth Reconciliation Practitioner

## Program Overview

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:

- 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 encourage young people and their families to engage in better communication and problem solving.

The program allows young people to work through personal issues such as anger, separation, grief and loss, and explore options for positive change. They are supported to develop ways to positively resolve conflict, formulate the means to strengthen relationships, and build confidence in reaching their goals and furthering their potential.

## YOLANDA'S STORY

As a refugee, Yolanda's international qualifications were not recognised in Australia which meant that she needed to requalify by completing her secondary education again. Yolanda managed to complete her Year 11 exams while living in the Brunswick refuge before moving to transitional and then public housing. Yolanda was engaged with the Youth Reconciliation Program (YRP) throughout this time and utilised the strength-based, solution-focused therapy provided. This positive self talk guided her through the more stressful times and helped her focus on her studies. With the assistance of YRP advocacy, Yolanda was successful in gaining special consideration during her Year 12 exams and is about to graduate with her VCE certificate.

## JADEN'S STORY

Jaden arrived at the refuge after couch surfing and sleeping rough for over two years. He was unable to return home because of ongoing tension between his mother and her housemate so he was asked to leave when he was a teenager. Jaden experienced difficulty with education and employment and had been exploited and underpaid by employers in the past.

The Youth Reconciliation Program worker, in conjunction with the case manager, engaged with a Jesuit Social Services (JSS) employment program worker who assisted Jaden through two courses in his chosen field. Jaden has managed to find some casual work and, due to his increased experience and confidence, is looking forward to more employment opportunities. Jaden has also recently obtained shared transitional housing and has begun a new course through JSS.

"I LIKE THE WAY THAT THE SERVICE SUPPORTS YOUTH THAT DON'T HAVE HOMES."

# HOPE STREET FIRST RESPONSE YOUTH MOBILE OUTREACH SERVICE IN MELTON REPORT

On 12 June 2018, Hope Street launched the first innovative youth homelessness and support mobile emergency response service for vulnerable young people and their children in Melton, thanks to a significant partnership with The Ian Potter Foundation.

The increasing numbers of young people and young families experiencing or at risk of homelessness in Melton have been at a considerable disadvantage due to the fact that there has been no specialist youth homelessness crisis response service within the local government area. Young people must travel at least 27km to the nearest youth emergency facility and a limited VLine train service severely impacts their access to services.

In response to this identified gap in locally-based services, Hope Street established the Hope Street First Response Youth Mobile Outreach Service in Melton, aiming to provide services and support to a target of 100 young people and young families per year. A dedicated helpline and email inbox was set up and the service listed on Infoxchange's Ask Izzy and Service Seeker directories. A comprehensive kit of promotional resources was delivered to service providers and other stakeholders, and made available on Hope Street's website to raise awareness of the new Melton program. With the support of The Ian Potter Foundation, The City of Melton, Victoria Police, Centrelink, local businesses, government and community, services that are holistic, integrated, high-quality, effective and timely are now being provided to young people within their local community.

## Client Demographics

The First Response Mobile Outreach Team supported 14 young people over a period of 19 days from the program's launch to 30 June. At this rate, projections for the first year indicate that the new service will provide assistance to at least 270 young people in Melton and surrounding areas – more than 2.7 times the program's annual target.

Young people accessing the program were predominantly aged 15-24 years (79%). Two children under ten were also assisted within their family group. Australian-born young people accounted for 65% of those receiving support with 21% identifying themselves as being of Aboriginal heritage. Almost 29% of the overseas-born young people had been in Australia for less than ten years.

Our First Response Mobile Outreach Team found that 86% of the young people reported requiring assistance due to housing crises/affordability stress and inadequate or inappropriate dwelling conditions. The majority of young people (79%) were unemployed with 29% having no or very low (irregular) income.

The Hope Street First Response Youth Mobile Outreach Service in Melton, a service that will work in conjunction with our new youth refuge currently under construction in Melton, has already provided a rapid response to young people in crisis with accommodation, material aid and outreach support. The numbers of at-risk young people and their children already receiving assistance highlight the need for the outreach service and youth refuge in Melton.

## Program Overview

The Hope Street First Response Youth Mobile Outreach Service in Melton operates from 10:00am to midnight, seven days per week and 365 days per year to directly find, identify and engage with young people and young families who are (at risk of) experiencing homelessness in the City of Melton and surrounding suburbs\*. This is the first assertive outreach model of its kind in Melton and will enhance the emergency response model and service delivery to young people utilising the Hope Street First Response Youth Service in Melton (Youth Refuge) funded by the State Government.

Requests for assistance for young people in housing distress are received from local agencies, businesses and the general public and the First Response Mobile Outreach Team meet with the young person at a suitable location to begin the support process. The location could include anywhere from a hospital, school, police station, Centrelink or another service/agency. A safe place to meet with the young person can also be arranged if they are staying/sleeping on a friend's couch, in a car, in the park or the streets.

In addition to responding to calls and emails on the dedicated helpline and inbox, the First Response Mobile Outreach Team actively seek out young people who may be sleeping rough in the Melton local government area. Young people and young families get help to be safe, navigate and access the homelessness service system and other services, find emergency accommodation, food and/or material aid for up to six weeks within and around the Melton municipality.

This innovative program would not be possible without major funding from The Ian Potter Foundation and the immense support of The Melton City Council.

\* Areas include Aintree, Brookfield, Burnside - Burnside Heights, Caroline Springs, Cobblebank - Strathulloh, Diggers Rest, Eynesbury Township, Fraser Rise, Harkness, Hillside, Kurunjang, Melton, Melton South, Melton West, Rockbank, Rural Balance, Taylors Hill & Toolern Vale



Tegan Tregaea  
Team Leader



Norman Vella  
Programs Manager  
(North West)

## DAVID'S STORY

David was living at home with his older and younger siblings, some of whom had their own children (DHHS were involved with these six children). David's mother had a heart condition and she was unable to cope with the large number of individuals in the family home. David's mother and father asked him to move out of the family home. He moved into his sister's home for a period of time until that housing option also broke down.

The First Response Mobile Outreach Team was contacted for their assistance. They submitted a referral to the Hope Street in Melton program and David underwent assessment. He was successful in obtaining a placement in the Hope Street Foyer-like model whereby he has just moved into accommodation.

# Need to re to emergen support in Melton LG

Introducing a mobile  
first (crisis) response service  
for young people (aged 16-25)  
experiencing or at risk of homelessness,  
in the Melton local government area.

call  
**03 9132 4**  
firstresponse@

Are you 16-25?

## Need a place to go?

## Need a place to go?

If you're aged  
16-25, in or near Melton\*,  
and need to talk to someone  
who can assist with finding a place to stay  
please take one of the tabs below and contact us.

**HOPE STREET FIRST RESPONSE**  
youth outreach service

10am - 12 midnight,  
7 days a week.

\*including Aintree, Brookfield, Burnside - Burnside Heights, Caroline Springs, Cobblebank - Strathulloh, Diggers Rest, Eynesbury Township, Fraser Rise, Harkness, Hillside, Kurunjang, Melton, Melton South, Melton West, Rockbank, Rural Balance, Taylors Hill & Toolern Vale.

or email firstresponse@  
Also find us at aski  
**03 9132 4**

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## HOPE STREET IN WHITTLESEA PROGRAM REPORT

The Hope Street in Whittlesea program offers young people case-managed supports together with medium-term transitional housing. This year the program team has continued to help young people engage with education, employment and their community in flexible and structured ways.

### Client Demographics

Within the 2017-2018 period the program provided 48 support periods, 22 of which were ongoing from last year. Almost 78% of the 40 young people assisted were 18-24 years old. There were four children under ten being supported within their family group.

Most young people supported were born in Australia (40%), including 5% identifying themselves as being of Aboriginal heritage. Overseas-born young people originated from 12 countries with the majority born in Somalia (25%), Afghanistan (8%) or Ethiopia (5%).

The most common reason young people sought assistance were housing crises and affordability stress (60%), domestic and family violence (17%), and financial difficulties (8%).

### Achievements and Highlights

During the year, the Whittlesea program provided young people and their children over 8,000 days of support including over 5,700 days of accommodation. The Youth Foyer-like model, upon which this program is based, has demonstrated that providing people experiencing homelessness with stable accommodation and links to education, training and employment can break the cycle of homelessness.

### READ MORE: Operation Manager's Report

### OzHarvest

Each week an OzHarvest van pulls into the driveway and provides us with fresh produce salvaged from supermarkets that would otherwise go to waste. This enables us to provide young people with meat, fruit and veggies and whatever surprises OzHarvest brings us. It also alleviates food insecurity for young people on a tight budget and subsidises our Wednesday get together meals.

We have had great success in the simple act of a weekly meal together. Young people are invited to share a meal, help cook and prepare, but are under no obligation to attend. This relaxed approach has resulted in many lively discussions and a noticeable improvement in mental health, social connectedness and general wellbeing.

### L2P Learner Driver Mentor Program

We enjoy a continuing partnership with Darebin and Whittlesea L2P programs. The L2P Learner Driver Mentor Program helps learners who are under 21 years old, and who do not have access to a supervising driver or vehicle, to get driving experience so they can apply for a probationary licence.

Three of our five staff members have trained and registered as volunteers to mentor young people on learner permits to gain this driving experience. As a result, we have had three young people recently successfully obtain their probationary licences. This is a huge milestone in a young person's life that is otherwise unattainable for many of our client group.

### Group Outings

We have also endeavoured to have group outings every school holidays. We would like to give a big shout out to Captain David of "The Punt", who kindly let us come aboard for a private tour of the waterways around Docklands. A fantastic and memorable way for our young people to experience their city.

### Whittlesea Homework Club

The Whittlesea Homework Club started organically with young people onsite expressing a need for support with their study skills, access to computers for word processing/printing and internet, time management, and understanding course content. Furthermore, some of our young people had indicated that they held a poor self-belief that they could actually complete their qualification as they may have been disengaged from education for a long time.

This club provides quiet, structured time at the office where they can concentrate without being distracted. As a result, the young people improve their study skills and the ability to focus on single tasks to get their homework done more effectively. Self-discipline is hard enough for the rest of us, let alone when you are starting out.

Sometimes we will have two or three young people at the office and even though they will be zoned off in different areas, they still enjoy the camaraderie of each other as they share the experience and acknowledgement that others in their situation have to work hard to achieve upward mobility through reaching their education goals.

At other times young people roll in and out though a shift and end up with one-on-one support with their homework and then it becomes possible to have longer discussions and analysis of the homework task at hand.

Young people who participate learn quickly that staff will not give them the answers or do the homework for them, rather they will be challenged and supported to discuss their ideas and how to use research skills to find the correct answer. After the Whittlesea Homework Club staff have a strong sense of satisfaction when the work is done and the positive feedback is absorbed by our young people. The club provides the weekend support staff with an excellent tool for engagement and informal discussions about other issues that might be present in the young peoples' lives.

### Networks and Partnerships

The Department of Health and Human Services owns the properties utilised in the Hope Street in Whittlesea program, VincentCare provides tenancy management and operates in partnership with Hope Street, who provide the case management support and staffing for young people.

As mentioned earlier in our report, other partnerships this year include OzHarvest and Whittlesea Community Connections (specifically the

"THE WHITTLESEA PARITY COOKING SKILLS WORKSHOP HAS TAUGHT ME A LOT. IF I COMPARE BEFORE AND NOW WITH REGARDS TO EATING HEATHY FOOD, I CAN SEE THAT I HAVE GOT MORE ABILITY TO COOK AT HOME AND TO MAKE MEALS WITH VEGETABLES IN THEM."

L2P Learner Driver Mentor Program and legal support program). We have been actively involved with Whittlesea Youth Commitment Community Team, Melbourne Polytechnic, Chin Up and Crossroads Salvation Army, Darebin Information Volunteer Resource Service DVIRS.

### Program Overview

The Hope Street in Whittlesea program is based on the Foyer model of supported transitional housing for young people and young families who are provided with safe, secure and affordable accommodation for 12 months to two years. Support is provided within a model of seven self-contained units at Thomastown including two family units and four family units at Preston.

Case management helps young people identify their goals and how they can transition out of the homelessness service system. Hope Street is responsible for the holistic programs and activities that are designed to achieve development in four core areas:

- Employment, education and training – including living skills development;
- Maintaining successful tenancies;
- Social and recreational development;
- Citizen participation.

Our program team plays maintains a safe and healthy environment for young people including supporting them with their Wellbeing and Safety Plans. Young people exiting the program are also provided with outreach support as they determine.



Christine Fagan  
Programs Manager  
(North East)

## LAURA'S STORY

Laura has experienced much grief and loss in her life: her father fled the home when she was born and her mother passed away when she was only three. Consequently, Laura's grandmother became primary caregiver to Laura and her brother.

When Laura's grandmother passed away mid last year, Laura decided to stay with her older brother in the family home. In December 2017 Laura had to flee the home as her brother was physically and verbally abusive towards her. Since then Laura has been couch surfing and looking for safe and stable housing.

As an outreach client of Hope Street in Whittlesea, Laura has been engaging well with the program and working on the following goals:

- Obtaining a private rental or Transitional Housing Management (THM) property;
- Passing her VCAL at a secondary college;
- Getting her driver's licence through the L2P Learner Driver Mentor Program.

Meanwhile, Laura's case manager has:

- Been working closely with the family who are supporting Laura until she has appropriate housing;
- Obtained approved funding for Laura to go to America with family members to help rebuild her relationship with them;
- Working with Pets of the Homeless Australia to support Laura's puppy until she secures housing so she can have her puppy back. A foster parent is looking after the puppy in the interim.

Laura is someone we can all look up to. She is an incredible, resilient young person who keeps on striving for the best out of life.

## HOPE STREET IN MELTON PROGRAM REPORT

The Hope Street in Melton program provides intensive case management to assist young people to develop their educational and employment goals, while improving their independent living skills, in medium-term interdependent accommodation. Young people are seen as part of the developing community who take an active part in the local development and social outcomes for the Melton region.

### Client Demographics

During 2017-2018, the program provided 25 new support periods with another 14 support periods continuing from last year. Of the 35 young people supported, 11 were under 17 years old. Most young people were born in Australia (83%) with 6% identifying themselves as being of Aboriginal heritage. The five most common countries from which overseas-born young people originated were Iran, Philippines, Somalia, Sudan and Vietnam (all 3%).

The main reason young people engaged with the Melton program were relationship/family breakdown and/or violence (41%). A third of young people had experienced housing issues (housing crises, affordability stress, inadequate/inappropriate dwelling conditions or their previous accommodation had ended).

### Achievements and Highlights

The Melton program provided over 6,600 days of program support including over 4,400 days of accommodation this year. Young people accessing supported accommodation included 13 adults and seven children.

Over the past 12 months the staff at Hope Street in Melton have been offering life skills education including *Living Skills* workshops, *L2P Learner Driver Mentor Program*, support for tenancy needs, material aid, and links to financial counsellors, psychologists and medical professionals. By providing social and community supports to young people in the program, we offer life skills that will assist the young person to be a productive member of society.

**READ MORE:** Operation Manager's Report

### Networks and Partnerships

Hope Street in Melton believes that strong community engagement is a positive reflection of the agencies commitment to the local community, but also a positive way to support young people in taking pride in their community. The program aims to support young people in challenging their own personal beliefs and developing a deepened sense of identity. We see that this has the potential to lead to increased opportunities in education, employment and training, which can all positively impact the young person's social standing for many years into the future.

To achieve these goals, Hope Street in Melton has developed strong links with numerous community services and local agencies and businesses that assist with providing support to the young people within the program. These have included Woodgrove Shopping Centre, SAF Holland, Kirrip House, Western Emergency Relief Network, Copperfield College, Melton Housing, JPS Meats, as well as other local community service providers.

### Program Overview

The Hope Street in Melton program is based on the Youth Foyer-like model of supported transitional housing for young people and young families who are provided with safe, secure and affordable accommodation for 12 months to 2 years. Young people are active participants in creating opportunities to strengthen their housing, employment, education, training and personal and social development. Support is provided within a model of eight self-contained units and two family units.

Case management helps young people identify their goals and how they can transition out of the homelessness service system. Hope Street is responsible for the holistic programs and activities that are designed to achieve development in four core areas:

- Employment, education and training – including living skills development;
- Maintaining successful tenancies;
- Social and recreational development;
- Citizen participation.

The Hope Street in Melton program works to develop and maintain a safe and healthy environment for young people including supporting them with their Wellbeing and Safety Plans. Young people who exit the program are provided with up to 12 months of outreach support.



Norman Vella  
Programs Manager  
(North West)

“HOMEWORK CLUB MAKES IT EASY TO GET YOUR HOMEWORK DONE BECAUSE IT'S NICE AND QUIET... WHEN I GO TO THE OFFICE I HAVE MY OWN SPACE TO STUDY AND I CAN ASK QUESTIONS WHENEVER I NEED HELP!”



## JANE'S STORY

Jane, a 23-year-old single parent with an 11-month-old child, contacted our First Response Mobile Outreach Team after being advised by a Bacchus Marsh agency that they could no longer assist her as she had relocated to a Melton address, making her ineligible for their services.

Jane was referred by a team member to the Hope Street in Melton program where she was assessed by a program worker for housing and support. The worker identified a number of challenges impacting Jane's ability to secure long-term housing including drug and alcohol problems, physical and mental health issues, a cycle of experiencing homelessness, lack of rental history, limited Centrelink income, extensive debts and limited family support.

Several housing and support options were explored with Jane. With her existing vulnerabilities, Jane took on board a discussion the Hope Street worker had regarding whether she would consider sharing a rental property with a friend of hers that would assist her financially. She subsequently contacted the worker to let her know that she had secured a private rental property in Melton South and would be moving in with her friend. She needed assistance, however, with the bond, the first month's rent in advance and to obtain furniture as she did not own anything. The worker helped Jane submit an Office of Housing application for the bond loan, advocated for the rent in advance and provided Jane with contact details for furniture suppliers.

## HOMELESS YOUTH DUAL DIAGNOSIS INITIATIVE REPORT

The Northern Homeless Youth Dual Diagnosis Initiative (HYDDI) provides a Specialist Practitioner who delivers support to a number of our Hope Street programs through a partnership with NorthWestern Area Mental Health. Co-located at Hope Street, the practitioner assists with consultations for our young people regarding drug and alcohol and mental health issues, is available for secondary consultations with staff, and offers training and professional development on clients with complex needs.

### Client Support Provided

During 2017-2018, the Northern HYDDI Specialist Practitioner:

- Conducted 164 instances of direct clinical work with young people;
- Provided co-case management to 27 young people;
- Provided 139 secondary consultations to workers within the sector, and
- Conducted 222 formal and informal education sessions for workers.

This work was conducted alongside workers from the following agencies and sites:

- Hope Street Youth and Family Services (West Brunswick refuge, Brunswick Town Hall, Melton and Whittlesea Youth Foyer-like programs, BOOST outreach, Youth Reconciliation Program);
- Melbourne City Mission (Stopover, Vicky's Place, WRAP, and Iramoo youth refuges, Ladder and Precinct transitional programs, Frontyard);
- Merri Outreach Support Service (Catchment youth refuge).

### Training and Development

This year saw a large increase in the training and development undertaken as part of HYDDI's role. Most of these sessions were conducted at agency sites and focused on responding to challenging behaviours, formation and maintenance of therapeutic relationships, and responding to trauma-driven behaviours. In conjunction with the Western HYDDI Specialist Practitioner, several educational sessions were conducted at the Royal Melbourne Hospital for practitioners across the network.

Within the wider sector, the HYDDI Specialist Practitioner continued to be an active member of the Building Up Dual Diagnosis in Youth Services (BUDDYS) committee which is made up of dual diagnosis clinicians from mental health services across Victoria and is part of the Victorian Dual Diagnosis Initiative. In 2017 the BUDDYS committee ran the Annual BUDDYS expo which focused on the emergence of new initiatives to support young people who have co-occurring dual diagnosis issues.

### Primary and Secondary Consultations

Throughout the 2017-2018 year, a number of focused consultations were provided by the Northern HYDDI Specialist Practitioner, primarily to answer specific questions relating to issues around co-occurring problems from mental health and alcohol and other drug issues. All of these consultations occurred together with the person's key workers.

The Northern HYDDI Specialist Practitioner also began to undertake long-term therapeutic work in conjunction with the Hope Street Youth Reconciliation Practitioner over a one to two year timeframe. This aims to support young people who are engaged with Specialist Homelessness Services agencies and have particularly complex needs that cannot be adequately supported by primary care systems and who do not meet criteria for receiving support from tertiary care systems. The long term support aims to address the complex barriers that have prevented young people from retaining accommodation and linkages with their communities.

### Research

In late 2017 the Northern HYDDI Specialist Practitioner commenced a long-term research project with Hope Street, Melbourne City Mission, and the University of Melbourne. The research project will run over several years and aims to engage young people who have or are experiencing homelessness in a co-produced project to identify and examine the factors that support young people to exit homelessness and maintain stable accommodation.

The Northern HYDDI Specialist Practitioner looks forward to an ongoing productive relationship with Hope Street Youth and Family Services. This relationship will continue to support Hope Street in providing a high level of support to young people who are experiencing homelessness across the northern and western suburbs of Melbourne.



**Brendan Pearl**  
Northern Homeless Youth Dual  
Diagnosis Initiative Specialist  
Practitioner

"YOU DON'T FEEL LIKE  
YOU'RE IN A 'PROGRAM',  
THEY TREAT YOU LIKE  
YOU'RE A PERSON."

### Initiative Overview

The Northern Homeless Youth Dual Diagnosis Initiative (HYDDI) is a Department of Health and Human Services Youth Homelessness initiative implemented through a partnership between Hope Street and the NorthWestern Mental Health (NWMH), the mental health arm of Melbourne Health. A HYDDI Practitioner is employed by NWMH's Substance Use and Mental Illness Treatment Team (SUMITT) and is co-located at Hope Street.

Northern HYDDI focuses on developing the knowledge and abilities of youth Specialist Homelessness Services workers in the north of Melbourne, including Hope Street workers, to identify and respond with early intervention to the complex needs of young people experiencing homelessness. The initiative fosters ongoing partnerships between mental health, drug and alcohol and youth homelessness services and provides:

- Primary consultation offering a confidential specialist mental health and substance use assessment, with the case manager present to promote capacity building;
- Secondary consultation advising case managers on brief interventions and strategies, information on referral for specialist treatment, services coordination and clinical problem solving;
- Individual and group support for case managers on working with clients with a dual diagnosis;
- Short term co-case management of clients with an emerging or current complex needs or dual diagnosis;
- Training and development.

"IT IS STILL ONE OF THE BEST THINGS THAT HAPPENED TO ME TO BE HONEST WITH YOU".

## HOPE TO HOME PILOT PROGRAM REPORT

The Hope to Home pilot program was successfully piloted in Melton and Whittlesea thanks to significant partnerships with Gandel Philanthropy and The Lord Mayor's Charitable Foundation.

The program model aims to reduce the number of young people at risk of homelessness by addressing the barriers contributing to youth homelessness in the City of Melton and the City of Whittlesea. The program engages the support of community stakeholders, including local businesses, to respond to the needs of at risk young people and young families by facilitating more open and inclusive access to existing community life resources such as housing, employment, education, and social and wellbeing programs.

### Hope to Home in Melton

Hope Street partnered with Gandel Philanthropy, Raine and Horne Melton, and Melton City Council Housing Services to implement a pilot project from January 2016 to June 2018 in the Growth Corridor of the City of Melton to test a model for transitioning – and where possible diverting – young people and young families out of homelessness by assisting them to access private rentals.

### Hope to Home in Whittlesea

In January 2017 the pilot was expanded to the City of Whittlesea in partnership with The Lord Mayor's Charitable Foundation, Ray White Real Estate Thomastown, Barry Plant Real Estate, Whittlesea Council, and housing services in the Whittlesea local government area, with identical aims and rationale. The 18 month pilot project enabled Hope Street to test the leading Melton model in the Growth Corridor of the City of Whittlesea.

### How the program works

Young people aged 16-25 years are supported to:

- **Gain accommodation** that is affordable, sustainable and long term;
- **Build their knowledge base** to maintain employment, education and training, connection to family, friends and other healthy relationships in their local community;
- **Develop valuable life skills and establish a rental history**, enabling access to other tenancies in the future and reducing the probability of returning to the homelessness service system.

The program offers:

- **Rental subsidies and joint lease signatories** to facilitate young people and their children's transition into private rental accommodation;
- **Linkages to local business for training/employment opportunities**;
- **A range of workshops** to help young people acquire skills to sustain private rental tenancies;
- **Support** to build capacity and maximise outcomes for young people.

Hope to Home Community Integration Facilitators work directly with young people to build their confidence and support them with advice, vouchers and items for any dependent children and to set up their new home, including linen, towels, crockery and kitchen utensils.

### Hope to Home Research Evaluation by Victoria University

Over the past two years, Victoria University has undertaken a rigorous research evaluation of the Hope to Home model piloted in Melton and Whittlesea, with an interim report provided during this reporting period and a final evaluation report due to be launched in August 2018.

Drawing upon both quantitative and qualitative research methodologies, the interim report findings presented by Dr Peter Gill and Dr Daniel Ooi, Victoria University researchers and members of the Institute for Health and Sport (iHeS), have been ground breaking for the youth homelessness sector.

The interim findings revealed that, on average, young people were successfully housed in private rental within five and a half weeks of commencing the program. The tenancies across Melton and Whittlesea were in diverse living arrangements with a significant proportion of young people being in single occupancy or one and two child households.

The average age of young people who came through the program at the time of the interim report being published was 20 years old with most of them reliant on unstable and/or unsuitable accommodation immediately before entry into the pilot. Reasons for requesting assistance included unsafe and stressful living situations, end of their previous tenancy, and inadequate housing. The number of children accompanying young people in the program was significantly greater than expected. Many of the tenancies were longer than six months' duration at the time of data analysis for the interim report, which indicates that young people succeeded in securing stable accommodation. More than 75% of young people reported that their accommodation was affordable, suitable for their needs, and gave them access to schools, employment, services, family, and friends.

### What young people found beneficial

- **Wrap around service:** Young people were impressed with the broad range of services offered by Hope to Home for the entire duration of their tenancies;
- **Support from case managers:** The important role of case managers in relieving some of their stress relating to securing housing was emphasised by young people. Case managers were reported to have gone beyond expectations;
- **Lack of rental history:** Overwhelmingly, young people stated that their lack of rental history was a barrier to renting. Hope to Home services and lease co-signing helped to overcome this;
- **Knowledge and skills:** Young people reported gaining skills and knowledge that could help them secure and maintain leases in the future;

- **Flexibility to address diverse needs:** Hope to Home was able to tailor services for the diverse situations and needs of young people and young families.

### Why is the Hope to Home model unique?

- **Supporting growth corridors in Melbourne:** Hope to Home was unique in targeting the Melton and Whittlesea areas. Providing services in the young peoples' neighbourhoods improved housing suitability and employment and education outcomes;
- **Supporting dependent children:** The number of dependent children housed highlights the need for services for young families. Hope to Home may help to relieve the pressure on family and child services;
- **Rental education:** Young people learned valuable skills and knowledge related to securing and maintaining rental properties;
- **Ripple effects:** Facilitating relationships between young people, the community and Hope to Home partners increased awareness and reduced stigma around young people experiencing homelessness. This effect could grow with greater community participation in Hope to Home.

The interim report confirmed that Hope to Home was accomplishing its primary goal of assisting homeless young people into the private rental market. Community Integration Facilitators Abeer Alzawada and Katie Mochan provided case management support and their exceptional commitment to their clients was a major factor in the successful transition of these young people and young families into private rental accommodation. They resolutely worked with them on securing properties, negotiating and signing leases, setting up bond and rental processes, acquisition of essential furniture items, provision of rental subsidy for six months and additional brokerage support for essential items, budgeting support, tenancy education, employment readiness, access to employment and community capacity building. Case managers noted that some of the young people used their rental history, and newly acquired skills and knowledge, to later move out of Hope to Home properties after securing private rental properties on their own.

The Hope to Home pilot demonstrated that it is important to build and nurture relationships with real estate agents to create access to private rentals, and to work with local businesses to create employment and training opportunities for young people and young families to maintain tenancies.

The final evaluation, due to be published in August 2018, will identify how the model can be improved to increase its capacity in providing services to more young people and children in growth corridors. Hope Street then plans to submit a proposal to the Department of Health and Human Services requesting funding for this program – an expanded model based on the learnings from the pilot. The outcome of this will be provided on our website in due course.

Hope Street congratulates the young people who are a part of Hope to Home. Special thanks goes to our partners and supporters who have made the pilot possible, the Victoria University researchers who are evaluating this new model, and the Hope Street team members who go above and beyond to provide vulnerable young people and young families with stability, a home, safety, a place to go to school and/or work, to be a family, to live, and to remain connected in their local community.

A copy of the evaluation report will be made available to download from our website in August 2018.



Norman Vella  
Programs Manager  
(North West)



Christine Fagan  
Programs Manager  
(North East)

"THE PROCESS OF TRYING TO FIND A HOUSE WAS REALLY HARD AND THE HELP THAT I GAINED AND THE CONFIDENCE AND SUPPORT THEY GAVE ME WAS REALLY GOOD".

## AASMA'S STORY

Aasma (23) arrived in Melbourne from Perth with a suitcase and \$300 in her pocket after leaving her husband. She was told about the Hope to Home program, and inquired as to her eligibility. When asked about the program Aasma replied "It is still one of the best things that happened to me to be honest. . . I was couch surfing at a friend's house. . . I was doing casual shifts at Camp Australia. . . I found a place in Lalor".

Hope to Home helped Aasma with other many aspects of everyday life: "So if you look at what I have requested over a few months, I have done Myki, Kmart, Coles. . . they are always willing to cater to you as a specific person. . . sometimes I pay off rent, then there is no food".

Aasma had some suggestions for improving and expanding upon programs like Hope to Home: "There is nothing for people that want to study but can't afford it, like no company similar like this funding at the moment". Aasma also suggested that Hope to Home would be ideal for helping some of her friends who are single parents. She also wished there was some more cash brokerage, as some businesses like Halal butchers only accept cash.

# HOPE STREET YOUTH AND FAMILY SERVICES LIMITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

"I REALLY APPRECIATE THE FACT THAT THERE ARE REFUGES FOR THE YOUTHS WHICH I NEVER KNEW."

## Directors' Report

Your directors submit the financial report of Hope Street Youth and Family Services Limited for the financial year ended 30 June 2018.

### Directors

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

Name	Date of Appointment	Date of Cessation
Judith Cooke	31.03.2008	
Vivienne Archdall	19.04.2011	
Andrew Nette	16.10.2012	
Helen Riseborough	16.11.2012	
Jo Connellan	12.03.2013	
Wayne Street	19.11.2012	29.11.2018
Peter Barns-Jenkins	29.11.2017	
Nicholas Tseros	29.11.2017	

### Principal Activities

Hope Street has provided services to young people, young families and local communities since 1981 in response to youth homelessness. The organisation's 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.

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

The Board remains committed to a development program which helps to secure the long term sustainability of the organisation, while still pursuing short-term priorities. Increasing the role of the Service Development Committee of the Board (chaired by Director Helen Riseborough and membership including Director Andrew Nette, CEO Donna Bennett and Service Development Manager Serap Ozdemir) remained a priority during 2017-18. The work of the Corporate Committee of the Service Development Committee has been instrumental in Hope Street's success in innovation and social development.

Highlights of the 2017-18 year include:

- Continuing to provide high quality specialist services to young people and young families;
- Maintaining accreditation standards across all aspects of the organisation: Governance and management; human services; service delivery; risk management; legal and regulatory compliance; financial management; collaboration and strategic positioning; service agreements and partnerships;
- The Hope Street First Response Youth Service in Melton – purpose designed youth supported crisis accommodation centre:
  - o Securing additional capital funding from the Victorian Government;
  - o Formalising with the signing of a Tripartite Agreement with the Director of Housing and the Melton City Council;
  - o Signing the Ground Lease Agreement with the Melton City Council for the land;
  - o Appointing SheeOak Ridge Construction Pty Ltd for the construction of the new purpose designed centre;
- Gandel Philanthropy extending the Major Grant to continue the Hope to Home pilot project in the City of Melton;
- In partnership with the Lord Mayor's Charitable Foundation operating the Hope to Home pilot project in the City of Whittlesea;
- Via invitation, successfully submitting an application for a Major Grant with The Ian Potter Foundation for a five year period to operate the Hope Street First Response Mobile Outreach Service in the City of Melton;
- The Whittlesea City Council formally supporting Hope Street's proposal for a Hope Street First Response supported crisis accommodation; centre, with Council commitment to the allocation of land pending operational and capital funding;
- Raising the profile of the organisation within the wider community to attract additional resources enabling additional solutions to youth homelessness.

Board members continued to implement robust financial management systems, policies, procedures and practices. The Finance Committee is comprised of Director Peter Barns-Jenkins (Chair), Director Jo Connellan, 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 support responsible investment in human resources (within financial constraints) and technologies to enable the organisation to deliver specialist programs that provide quality, responsive and professional services to individual young people, young families and the community. This investment enables the Hope Street team to deliver quality services consistent with the organisation's philosophy, values and standards.

The path towards further diversification to enhance the organisation's capacity and responsiveness to the increasing needs of young people and families is detailed in the CEO's and Business Development & Partnerships Manager's Reports Reports, including some of the successes and challenges.

The Risk Management and Compliance Committee monitors exposure to risk across the whole organisation and oversees systems of compliance with relevant legislation, government policy, organisational policy, codes of practice, standards, contracts and agreements. This Committee

comprises Director Judith Cooke, Chair, Director, Vivienne Archdall, CEO Donna Bennett and Operations Manager Emma Baxter. In 2017-18 the Risk Management and Compliance Committee reviewed Hope Street's Risk Identification and Management Register and with the expertise of business consultant Paul Baulch, drafted a Business Continuity Plan in consultation with the Executive and Leadership Teams.

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.

The changes in the Directors of the Board during the 2017/2018 year included the resignation of Wayne Street and the appointment of Peter Barns-Jenkins and Nicholas Tseros. We acknowledge the expert contribution of Wayne Street including as Chair of the Finance Committee through-out his years of service. We value the dedication and professionalism of our team in providing quality services to young people and the community. We appreciate the leadership, drive and expertise of our CEO, Donna Bennett.

### 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.

### Member's Undertaking

Hope Street Youth and Family Services Limited is a company limited by guarantee and was incorporated on 21st February 2014. In the event of the company being wound up, the 7 members' (2017: 7 members') liability is limited to an amount not exceeding \$20 (2017: \$20).

### Auditor's Independence Declaration

The lead auditor's independence declaration for the year ended 30 June 2018 has been received and noted by the Board.

In accordance with a resolution of the Board of Directors



Jo Connellan  
Secretary



Peter Barns-Jenkins  
Treasurer

Signed in Brunswick, this 21st day of November 2018

## Statement of Financial Position

as at 30th June 2018

	Note	2018 \$	2017 \$
<b>Assets</b>			
<b>Current Assets</b>			
Cash and cash equivalents	2	540,877	575,700
Trade and other receivables	3	916,314	34,245
Financial Assets	4	1,834,372	1,794,632
<b>Total Current Assets</b>		<b>3,291,563</b>	2,404,577
<b>Non-Current Assets</b>			
Property, plant and equipment	5	259,032	115,484
<b>Total Non-Current Assets</b>		<b>259,032</b>	115,484
<b>Total Assets</b>		<b>3,550,595</b>	2,520,061
<b>Liabilities</b>			
<b>Current Liabilities</b>			
Trade and other payables	6	412,888	314,487
Provisions	7	140,247	110,394
<b>Total Current Liabilities</b>		<b>553,135</b>	424,881
<b>Non-Current Liabilities</b>			
Provisions	7	-	6,786
<b>Total Non-Current Liabilities</b>		<b>-</b>	6,786
<b>Total Liabilities</b>		<b>553,135</b>	431,667
<b>Net Assets</b>		<b>2,997,460</b>	2,088,394
<b>Equity</b>			
Retained earnings		2,997,460	2,088,394
<b>Total Equity</b>		<b>2,997,460</b>	2,088,394

## Statement of Cash Flows

as at 30th June 2018

	Note	2018 \$	2017 \$
<b>Cash flow from operating activities</b>			
Receipts from government grants and other revenue		2,524,987	2,606,675
Payments to suppliers and employees		(2,427,204)	(2,142,406)
Interest received		43,673	40,925
<b>Net cash provided by operating activities</b>	8	<b>141,456</b>	505,194
<b>Cash flow from Investing activities</b>			
Payment for property, plant and equipment		(153,876)	(99,611)
Proceeds from sale of property, plant and equipment		17,337	-
Payments for / (proceeds from) financial assets		(39,740)	(38,146)
<b>Net cash provided by investing activities</b>		<b>(176,279)</b>	(137,757)
<b>Net increase / (decrease) in cash held</b>		<b>(34,823)</b>	367,437
<b>Cash and cash equivalents at the beginning of the financial year</b>		<b>575,700</b>	208,263
<b>Cash and cash equivalents at the end of the financial year</b>	2	<b>540,877</b>	575,700

## Statement of Profit and Loss

as at 30th June 2018

	Note	2018 \$	2017 \$
<b>Revenue</b>			
DHHS Funding		2,147,238	2,267,646
Grant – DHHS – Building	13	800,000	-
Donations		40,630	130,132
Interest Income		43,673	40,925
Other Grant Funding		7,174	3,046
Gain (Loss) on Sale of Fixed Assets		17,080	-
Philanthropic Grants		333,000	185,250
Miscellaneous Income		35,241	543
Other Income		29,102	27,057
<b>Total revenue</b>		<b>3,453,138</b>	2,654,599
<b>Expenses</b>			
Administrative, Fundraising and General expenses		270,705	300,544
Audit Fees		4,100	3,000
Client and Programme Costs		110,437	130,785
Depreciation		93,802	65,673
Employment Costs		2,065,028	1,798,642
<b>Total expenses</b>		<b>2,544,072</b>	2,298,644
<b>Surplus for the year</b>		<b>909,066</b>	355,955

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

## DIRECTORS' DECLARATION

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

The directors of the company declare that:

- The financial statements and notes as set out on pages 6 to 15 are in accordance with the *Australian Charities and Not-for-profits Commission Act 2012* and:
  - Comply with Australian Accounting Standards; and
  - Give a true and fair view of the financial position as at 30 June 2018, 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



Peter Barns-Jenkins  
Treasurer

Signed in Brunswick, this 21st day of November 2018



**McLean Delmo Bentleys  
Audit Pty Ltd**

Level 3, 302 Burwood Rd  
Hawthorn Vic 3122  
  
PO Box 582 Hawthorn Vic 3122  
  
ABN 54 113 655 584  
T +61 3 9018 4666  
F +61 3 9018 4799  
  
infor@mclb.com.au  
mcleandelmobentleys.com.au

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

**Opinion**  
We have audited the financial report of Hope Street Youth and Family Services Limited, which comprises the statement of financial position as at 30 June 2018, the statement of profit or loss, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies and the Directors' declaration.

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

- (a) giving a true and fair view of the Entity's financial position as at 30 June 2018 and of its performance for the year ended on that date; and
- (b) complying with Australian Accounting Standards to the extent described in Note 1, and the Australian Charities and Not-for-profits Commission Regulations 2013.

**Basis for Opinion**  
We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the Entity in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

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

**Emphasis of Matter – Basis of Accounting**  
We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the Director's financial reporting responsibilities under the Australian Charities and Not-for-profits Commission Act 2012. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

**Responsibilities of the Directors for the Financial Report**  
The Directors of the Entity are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the Australian Charities and Not-for-profits Commission Act 2012 and is appropriate to meet the needs of the Directors. The Directors' responsibility also includes such internal control as the Directors determine is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management is responsible for assessing the Entity's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless Directors either intends to liquidate the Entity or to cease operations, or has no realistic alternative but to do so.

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

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

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

McLean Delmo Bentleys Audit Pty Ltd

Martin Fensome  
Partner

Hawthorn, 23rd November 2018

**THE HOPE STREET  
TEAM**

Hope Street is proud to be a leading youth homelessness specialist organisation. Our team values enormously the responsibility we have to young people, families and the wider community to deliver exceptional and effective programs with compassion and understanding. We continue to strengthen and grow steadily, in response to the ever-growing need for our services to young people experiencing homeless, thanks to funding from the state and local governments, philanthropic partners and grant-givers, corporate partners, local business and individuals.

**Staffing**

Donna Bennett Chief Executive Officer; [Helda Payet Web Designer](#); Christine Fagan Programs Manager North East; [Norman Vella Programs Manager North West](#); Claire Steinke Finance and Payroll Officer; [Jude Steward BOOST Specialist Practitioner Youth Residential Support Worker](#); Abeer Alzawada Case Manager; [Kat Perdriau Youth Reconciliation Practitioner](#); Brendan Pearl Homeless Youth Dual Diagnosis Practitioner; [Kylie Charleson Case Manager Melton](#); Louise Merrett BOOST Specialist Practitioner; [Anna Marincic Residential Support Worker Melton](#); Greg Harriden Youth Support Worker Melton; [Emily Flett Residential Support Worker Whittlesea](#); Sue Watt Case Manager; [Reece Welsh Case Manager](#); Jenny 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; [Oliver Bates Youth Residential Support Worker](#); Polette Silva Youth Residential Support Worker; [Kate Clarke Youth Residential Support Worker](#); Luke Bearne Case Manager; [Paula Forrester Youth Residential Support Worker](#); Shakeel Ahmad First Response Mobile Outreach Worker; [Melissa De Santis Community Engagement Worker](#); Sebastian Jenner First Response Mobile Outreach Case Manager; [Jamie Massouris First Response Mobile Outreach Worker](#); Angela Riley Youth Residential Support Worker; [Samantha Shannon Youth Residential Support Worker](#); Sharon Toohy Youth Residential Team Leader; [Tegan Tregea First Response Mobile Outreach Team Leader](#).

**Acknowledgements**

Fiona Rigney Executive Administration Officer for providing 8 years of service; [Cath Flanagan – Bolton Clarke for her youth focused district nursing outreach expertise](#); Department of Health and Human Services: Central Office, Hume/Moreland Area team, Melton/Brimbank Area team and North East metropolitan area team; [La Manna Brunswick for their annual donation of fruit and vegetables for our Christmas feast](#); MSP Blueshift providing ICT services; [Geronimo providing graphic design services](#); Brand Architects.

**Special thanks  
to the Hope Street  
Corporate Committee**

Helen Riseborough: Director and Chair of Committee, Hope Street; [Nicholas Tseros: Director, Hope Street](#); Paul Baulch: Director, Reactivate Group; [Angus Curry: State Manager VIC, Ecdynamics](#); Stuart Mitchell: Chairman and Managing Partner, Cyclone Creative; [Jack Moshakis: Community member](#); Anthony Palmer: Lawyer and Consultant, Hyper Consulting; [Clive Scott: General Manager, Sofitel Melbourne On Collins](#); Bettina Spivakovsky: Director, Upfront Events; [Jason Spivakovsky-Pyle: Associate Director, Upfront Events](#); Serap Ozdemir: Business Development and Partnerships Manager, Hope Street; [Donna Bennett: CEO, Hope Street](#).

**BOARD MEETING ATTENDANCE REGISTER 2017-2018**

	22/8	21/11	30/11 AGM	12/12	28/3	30/5	13/6	Total %
Vivienne Archdall	✓	✓	✓	✓	✓	✓	✓	100%
Donna Bennett (CEO)	✓	✓	✓	✓	✓	✓	✓	100%
Jo Connellan	✓	✓	✓	✓	Apology	✓	✓	86%
Judith Cooke	✓	✓	✓	✓	✓	✓	Apology	86%
Andrew Nette	✓	✓	✓	✓	✓	✓	✓	100%
Helen Riseborough	✓	✓	✓	✓	✓	Apology	Apology	71%
Wayne Street	✓	✓	✓	N/A	N/A	N/A	N/A	100%
Peter Barns-Jenkins		observer	✓	✓	✓	✓	✓	100%
Nicholas Tseros		observer	Apology	✓	✓	✓	Apology	75%



**Hope Street Youth and Family Services**  
PO Box 285, Brunswick VIC 3056  
Ph 8311 9610 | [hopest@hopest.org](mailto:hopest@hopest.org) | [www.hopest.org](http://www.hopest.org)



Hope Street acknowledges the support of the Victorian Government.