

HOPE STREET YOUTH AND FAMILY SERVICES  
ANNUAL REPORT 2019

*Building hope*





## Who we are

Hope Street Youth and Family Services ("Hope Street") is one of the longest established specialist youth homelessness services in Victoria, with over 38 years' experience delivering responsive services to young people in local communities. Based in the northern and western regions of Melbourne, Hope Street provides both strategically targeted and holistic programs for young people aged 16-25 years old, including young families.

### OUR VISION

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

### OUR AIM

To assist young people and young families at risk of or experiencing homelessness by providing them with resources, support, compassion and opportunities to reach their full potential.

### 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.



We acknowledge the traditional custodians of the lands on which we work and live, and we pay our respects to Elders past, present and emerging.

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

#### Disclaimer

Some names have been changed to protect our clients' identities. Hope Street acknowledges and appreciates the use of images of our clients and staff throughout this publication. Whilst every reasonable effort has been made to ensure the accuracy of this information, neither Hope Street nor the Hope Street Board of Directors accept liability for any loss or damage arising directly or indirectly by the statements or opinions expressed, nor from reliance on this information. Apart from any use permitted under the Australian Copyright Act 1968, no part of this document may be reproduced without permission from Hope Street.

## Building hope



2018-2019 was a year for building hope, both figuratively and metaphorically.

Construction of the Hope Street First Response Youth Service commenced in Melton. Once complete, this will be the first youth refuge for the City of Melton and surrounding areas. The refuge will provide crisis accommodation and mobile outreach services to over 220 young people per year who would otherwise leave their community to access support and accommodation elsewhere. Whilst awaiting the completion of construction, we launched the First Response Youth Mobile Outreach Service as well as an interim First Response Youth Refuge program.

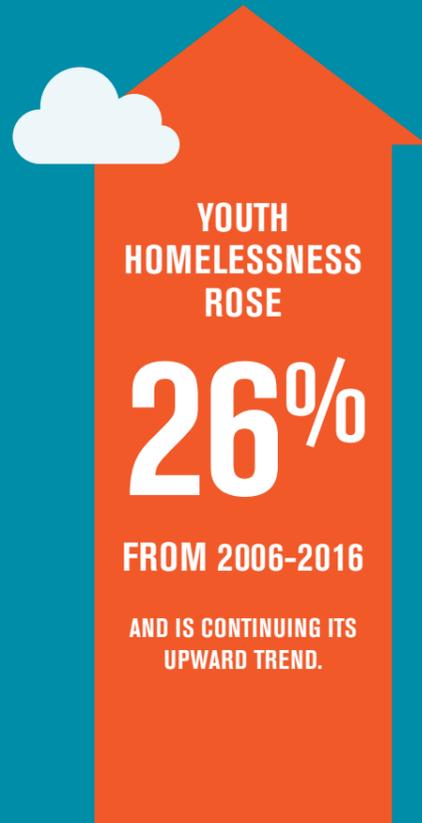
We completed a two-year pilot program for the Hope to Home private rental transition program, publishing an external research evaluation report demonstrating the uniqueness, effectiveness and scalability of the model.

We supported 670 young people including their children who were experiencing, or at risk of, homelessness across our sites in Brunswick, the City of Melton and the City of Whittlesea. From mobile outreach services to crisis accommodation, from counselling to dual diagnosis initiatives, from supported transitional housing to private rental accommodation – these young people each received the support they needed in their time of crisis.

Above all, we believe we provided each young person and their children who came through Hope Street's doors with hope. Hope that their experience of homelessness can be short-lived and will not define who they are or what their future looks like. Hope that, one day, Melbourne will be a city, and Australia a country, in which no young person has to experience homelessness. Hope for a better future.

# Why we exist – youth homelessness in Melbourne

YOUTH HOMELESSNESS IS LARGELY HIDDEN FROM SOCIETY, WITH ONLY 3% OF YOUNG PEOPLE WHO ARE EXPERIENCING HOMELESSNESS ACTUALLY SLEEPING ROUGH ON THE STREETS.



THE OTHER 97% ARE SLEEPING IN CARS, COUCH SURFING, OR IN OVERCROWDED DWELLINGS, BOARDING HOUSES OR IN CRISIS ACCOMMODATION.

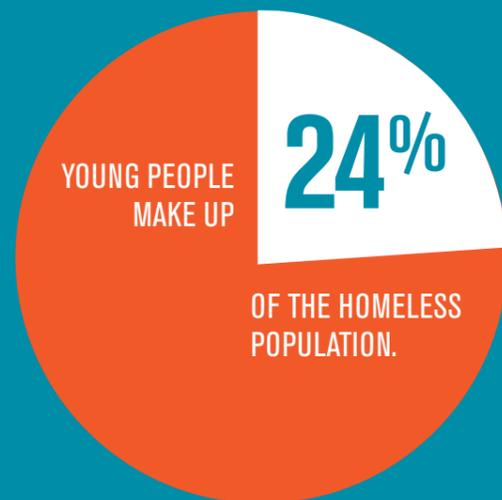
97%



ON ANY GIVEN NIGHT, THERE ARE

OVER **6,000**

YOUNG PEOPLE AGED 12-24 WHO DO NOT HAVE A SAFE PLACE TO CALL HOME.



THE LEADING CONTRIBUTING FACTORS TO YOUTH HOMELESSNESS ARE FAMILY AND DOMESTIC VIOLENCE, AND AUSTRALIA'S HOUSING CRISIS.

SOURCE: ABS CENSUS, 2016

## HOPE STREET RESPONDS BY FOCUSING ON THE FOLLOWING FOUR STRATEGIC PRIORITIES PER OUR STRATEGIC PLAN (2016-2021):

- **Clients:** Delivery of high quality services and support systems to young people.
- **Community:** Local place collaboration with communities in outer growth corridor areas to collectively address youth homelessness.
- **Resources:** Investing in our people and programs and expanding and diversifying our funding streams.
- **Innovation and Social Development:** Conducting research and creating innovative and unique models through new partnerships with the government, corporate and philanthropic sectors.



## CHIEF EXECUTIVE OFFICER'S REPORT

Hope Street continues to be a leading specialist youth focussed organisation – striving to meet the needs of young people and young families who experience homelessness in Melbourne's Northern and Western regions. Our reach stretches to neighbouring non metropolitan areas where there are no specialist youth homelessness services. Addressing the structural causes of youth homelessness, our approach extends to the continual improvement of the homelessness service system at a regional and state level.

A proud, inclusive and safe community



This dual approach to redressing youth homelessness is cornerstone to Hope Street's 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.**

2018/2019 was a year of consolidating our growth from the previous three years of leading a place-based, community development drive for additional resources into the Western growth corridor of Melton, targeting young people and young families experiencing or at risk of homelessness. Our growth was achieved by securing additional resources into the area for:

- The Hope Street First Response Youth Mobile Outreach Service – funded in partnership with The Ian Potter Foundation; and
- The Hope Street First Response Youth Refuge – funded in partnership with the Victorian Government via the Department of Health and Human Services.

The Hope Street First Response Youth Mobile Outreach Service had its first full year of operation in 2018/2019, providing crisis response services within an assertive outreach model seven days a week until 11.00pm. The first 12 months saw 178 young people reaching out for support. This was significantly higher (78%) than anticipated, and this trend continues. The team have excelled in securing higher than average sustainable housing outcomes with young people and families.

Operational funding was received for the Hope Street First Response Youth Refuge in December 2018. Hope Street established an interim youth refuge model comprising: two private rental properties; and an assertive outreach service to young people. The program team excelled achieving 48% of the annual client target in the three months of operation to end of June 2019.

The interim refuge model will operate until the new purpose-designed refuge is complete. The builder commenced construction in July 2018. In September 2018, Hope Street marked this significant occasion with a *turning of the sod event*. I was extremely pleased to welcome our 60 guests to share in this special celebration.

The construction has progressed, with the expert oversight of the Project Control Group, made up of representatives from Brand Architects, Melton City Council and Department of Health and Human Services. This is Hope Street's first construction project and I am deeply appreciative of the expertise and support each member of the group has brought to this project. As Chair of this group, I am inspired by the shared vision and drive to build a space that will provide safety, comfort, short term stability and youth-focussed support that is often the beginning

of a young person's journey to changing their life. In particular I acknowledge the tremendous contributions from Brand Architects. Hope Street is also extremely grateful to HWL Ebsworth Lawyers for their advice assisting Hope Street to navigate legal aspects of the project.

2018/2019 also saw the completion of the Hope to Home pilot projects in the City of Whittlesea and the City of Melton, funded in partnership with the Lord Mayors Charitable Foundation and Gandel Philanthropy. Hope to Home is now in a funding transition phase while Hope Street explores sustainable government funding opportunities. The evaluation research conducted by Victoria University and launched in August 2018 noted that the Hope to Home model was highly successful in achieving its aims, is unique and scalable to other local government areas across Victoria in diverting young people from crisis and accommodation services within the homelessness service system.

With the growth of Hope Street, the organisation prioritised the resourcing and support required for the transition from being a small/medium not for profit to a medium/large not for profit. In addition to reviewing our systems and recruiting to the new programs, Hope Street also increased our Executive Leadership and Corporate Services teams either with new positions or increased hours. Recruitment to new and existing positions is a challenge across the homelessness sector as there is a reported movement of skilled and experienced workers out of the sector<sup>1</sup>. In August 2018, Hope Street appointed our People and Culture Manager, Riette Veldsman. Riette provides a renewed focus on our recruitment and retention strategies. This is one example of our whole of organisation approach to supporting our growth and development.

In support of the transition, in October 2018 Hope Street established a working group of the Board, consisting of myself and three Directors, to oversee an organisation review which actively attained staff feedback on the impact of change across the organisation. The comments and experiences of team members were insightful, identifying both gaps and opportunities as well as ideas and solutions. One of the biggest challenges with growth is changes in team members also impacting organisational culture. Following the review report in February 2019, the working group became the Organisational Capacity Building Working Group to develop a high level Organisational Capacity Building Implementation Plan for the next three years. Numerous actions were implemented throughout 2018/2019 across all areas of the organisation, including governance, management and service delivery, resulting in key measurable improvements.

In April of 2019, Hope Street underwent an accreditation review and successfully attained full accreditation, providing independent recognition that our practice, service, and programs meet the QIC Health and Community Services Standards as well as the Human Services Standards. Recommendations from the Accreditation Report were similar to those identified via the Hope Street teams as a part of the work of the Organisational Capacity Building Working Group, and have been incorporated into the Organisational Capacity Building Implementation Plan. Hope Street will continue its commitment to invest in the building of the capacity of the organisation, and in particular our people, into the future.

The program reports on the pages ahead are a lens to the professionalism, drive and shared values of our team members in providing safe, welcoming, youth-focussed services to young people and young families. As noted in the Accreditation Report *"Hope Street has a proud legacy of client centred approaches and within its service delivery staff live and breathe its mission of a society that values and meets the needs and rights of young people and ensures that no young person should have to face a night without a safe roof over their head."* **Accreditation Report, Quality Innovation Performance, p.5.** Our people are the heart of the organisation – a life-force to the services we provide.

I acknowledge the Executive Leadership Team members who moved on from Hope Street during this year: Emma Baxter and Michelle Montague. Appreciation to Lyn Seeley – acting Operations Manager, for supporting our program teams through change during an extended recruitment process. Welcome to new Executive Leadership members, Riette Veldsman, Olivia Myeza, Ulrike Read and Jennifer McAughtrie. Together with long term team member Helda Payet, they have been instrumental in key changes supporting our program teams and partners in achieving the vision, purpose and strategic priorities, and building on the strengths of the organisation.

The Hope Street Directors who form the Board, govern the company with a high level of professionalism and expertise. They provide stability and excellence in conducting all governance activities, improving the capabilities of the organisation for the benefit of all stakeholders. My sincere gratitude to their unwavering commitment to Hope Street. I commend Andrew Nette (Chair), Peter Barns-Jenkins (Treasurer), Judith Cooke (Secretary), Jo Connellan (Director), Vivienne Archdall (Director), Helen Riseborough (Director), Nick Tseros (Director) who resigned in March 2019 and Kat George newly appointed Director in March 2019, for all they have contributed during their combined 41 years of governance.

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

Report written by Donna Bennett, CEO.

<sup>1</sup> Homelessness Australia; *Sector Diversity: A Paper by Homelessness Australia*, June 2012.



## BUSINESS DEVELOPMENT AND PARTNERSHIPS REPORT

### Partnerships

As a non-for-profit organisation, we are reliant on partnerships to enable our work with young people who are experiencing homelessness and to expand our services in response to the growing youth homelessness rates in Melbourne. We partner with all levels of government, with the corporate sector, with local businesses in the communities in which our services operate, with the philanthropic sector, with the community and with individuals. We are ever-grateful for these partnerships that have enabled Hope Street to reach and support more young people this year than any other year in our 38 year history.

Partnerships this year enabled Hope Street to:

- Launch the First Response Youth Mobile Outreach Service in Melton in July 2018, thanks to a Major Grant from The Ian Potter Foundation, a major annual contribution from Hope Street and a grant from Melton City Council Community Grants Program;
- Launch the First Response Youth Refuge Interim model in Melton in March 2019, thanks to funding from the Victorian Government;
- Commence construction of the First Response Youth Refuge in Melton in July 2018, thanks to funding from the Victorian Government, The Marian & E.H. Flack Trust, The Edward Wilson Trust, and 32 businesses who provided donated or heavily discounted building supplies; and
- Complete the pilot program for Hope to Home in the City of Whittlesea and the City of Melton and launch an external evaluation report by Victoria University on the impact and scalability of the program, thanks to grants from Gandel Philanthropy and Lord Mayor's Charitable Foundation.

### New funding partners

In addition to the funding partners mentioned above, Hope Street welcomed the following new funding partners this year:

- Michael Martin Fund, a charitable fund account of Lord Mayor's Charitable Foundation: grant for rent support for the Hope to Home program in Whittlesea;
- The Ballandry Fund, a sub-fund of Australian Communities Foundation: grant for emergency accommodation for young people as part of First Response Youth Mobile Outreach Service in Melton;

- Youth in Philanthropy: grant for emergency packs for young people as part of First Response Youth Mobile Outreach Service in Melton; and
- ALH Group: donation for the Hope to Home program in Whittlesea.

We also received a small number of donations from individuals and family groups, which we hope to build on in future years.

### Corporate Committee

Hope Street's Corporate Committee is a group of eight external expert stakeholders from the corporate sector who contribute to the promotion and sustainability of Hope Street. Current activities of the Committee include raising the public profile of Hope Street, supporting the development of new sites and programs, and implementing a Millennial Advisory Group. The Corporate Committee met four times this year and was involved in many of the activities mentioned in this report, including the Live Life With Hope song and the Hope Street breakfast event. We are deeply grateful for their time, wisdom, connections and efforts throughout this year. The Corporate Committee members are:

- Clive Scott, General Manager at Sofitel Melbourne On Collins;
- Bettina Spivakovsky, Director at Upfront Events;
- Stuart Mitchell, Director at Cyclone Creative;
- Jack Moshakis, Executive Director at Wesley College Foundation and Alumni;
- Angus Curry, Victoria State Manager at Ecodynamics;
- Clare Masters, Communications Manager at Mirvac;
- Anthony Palmer, Business Affairs Executive and Lawyer at Hyper Consulting Pty Ltd; and
- Jason Spivakovsky-Pyle, Associate Director at Upfront Events.

### Spreading the word

This year, Business Development and Partnerships expanded Hope Street's public image and profile of young people who are experiencing homelessness. Highlights included:

- Hope Street joined the social media world, with a LinkedIn page launched in December 2018 and a Facebook page launched in May 2019;
- Four Partners eNewsletters were produced and distributed, with the subscription figures growing significantly;
- Several local newspaper articles were published about Hope Street's programs and impact, and can be viewed on the Media Centre page of our website;
- Hope Street's CEO, Donna Bennett, was interviewed on 3CR Radio on 22nd July 2019 about Hope Street's work;
- A Hope Street team attended a live studio broadcast of the ABC TV's program Q&A on 15th July 2019, with Hope Street young person Hayden posing a question about youth homelessness services in growth corridors to the panel. A ten minute discussion about youth homelessness followed, broadcast to a national TV audience;
- Hope Street featured in monthly blogs on Woodgrove Shopping Centre's website; and
- Hope Street's website continue to be a great source of information and inspiration, with 15,077 unique visitors to the website this year;
- Hope Street was announced as the winner of the City of Melton Business Excellence Community Contribution Award in August 2018;
- Professional photographer, Shannyn Higgins, conducted a pro-bono photo shoot for Hope Street on 17 January 2019. The photos of Hope Street sites and clients have been utilised for marketing and promotional purposes throughout this year, including in this annual report;



- Corporate Committee member, Bettina Spivakovsky from Upfront Events, produced a music video for the Live Life With Hope song that she wrote for Hope Street, containing images of young people who have been supported by Hope Street; and
- Hope Street hosted a visit to the Brunswick West Youth Refuge by Mr Peter Khalil, Federal Labor MP for the Wills electorate, on 14th May 2019, just days before the federal election. The visit was part of Everybody's Home, a campaign that calls for leaders to improve Australia's housing system.

### Christmas at Hope Street

Four corporate partners - Ecodynamics, Mirvac, Woodgrove Shopping Centre and Stramit - partnered with Hope Street for a Christmas appeal that saw over 70 young people receive Christmas gifts, food hampers and gift vouchers in December 2018. Each Hope Street site also received a Christmas tree, which the young people helped to decorate, and hosted a Christmas lunch complete with bonbons and Christmas puddings. Additionally, Woodgrove Shopping Centre hosted a Christmas wrapping stand in aid of Hope Street, with \$2,693.55 being raised.

### Breakfast event at the Sofitel Melbourne on Collins

On Thursday 7th March 2019, a select group of corporate and philanthropic leaders gathered for a breakfast function in support of Hope Street, hosted generously by Sofitel Melbourne on Collins. The event announced to the corporate and philanthropic sectors that Hope Street plans to bring the First Response Youth Service to the City of Whittlesea in the future. It was MC'd by Clive Scott, General Manager of Sofitel Melbourne on Collins and a founding member of

Hope Street's Corporate Committee, and included addresses by Donna Bennett, CEO at Hope Street; Russell Hopkins, Director of Community Services at Whittlesea City Council; Lauren Monaghan, Program Manager at The Ian Potter Foundation, and Hayden, a 21 year old Hope Street client.

### Panel discussion on youth homelessness

Hope Street hosted panel discussion on youth homelessness in the City of Whittlesea on 7th May 2019, attended by homelessness service providers, government representatives, community members and young people with lived experience of homelessness. The event, called Young and Homeless in the City of Whittlesea, took place at the EDGE Youth Facility in Plenty Valley with support from Baseline for Young People at City of Whittlesea and Council to Homeless Persons. Panellists included Andrew Giles, Federal MP for Scullin; Russell Hopkins, Director of Community Services at Whittlesea City Council; Donna Bennett, CEO at Hope Street Youth and Family Services; Jo Smith, Acting General Manager at Haven Home Safe; and two young people with lived experience of homelessness. The Mayor of Whittlesea, Cr Lawrie Cox, officially opened the event, and Jenny Smith, CEO of Council to Homeless Persons, was the MC and panel facilitator.

### Parity magazine

The panel discussion on youth homelessness mentioned above also launched the April 2019 edition of Parity magazine, Australia's national homelessness publication, produced by Council to Homeless Persons. The April 2019 edition was co-sponsored by Hope Street and is focused on youth homelessness. Hope Street contributed seven articles to the magazine, bringing a voice to young people

who are experiencing homelessness via sharing client impact stories, and highlighting Hope Street's innovative new place-based models.

### Submission to Royal Commission into Victoria's Mental Health

In June 2019, Hope Street made a submission to the Royal Commission into Victoria's Mental Health System. Mental health and homelessness have a bidirectional relationship, with poorer mental health associated with a lower likelihood of achieving stable housing, and unstable housing contributing to worsening mental health.

### First Response Youth Service, Whittlesea

Following this year's launch of the First Response Youth Service in Melton, we are committed to establishing the First Response Youth Service in the City of Whittlesea in the future. The City of Whittlesea has committed to the long-term lease arrangement of 2500 square metres of council-owned land to Hope Street, on which the First Response Youth Service will be built. We now need to mobilise funding partners for the capital building costs and then the ongoing operational costs. During this year, Hope Street engaged in a number of meetings with various representatives from the Victorian Department of Health and Human Services regarding this project, and a funding proposal was submitted for their consideration. We also met with several potential corporate and philanthropic partners regarding the project. We look forward to furthering this work in 2019-2020.

Report written by Olivia Myeza, Business Development and Partnerships Manager.

## OPERATIONS MANAGER'S REPORT

In an environmental landscape of severe housing shortages, rental stress and long public housing waiting lists, youth homelessness is increasing within the state of Victoria. This challenging context is compounded by young peoples' income that is at least 50% below the Australian poverty line, exposure to family violence, alcohol and other drug mis/use, unemployment, isolation, mental health problems and high rates of suicide.

THROUGH 2018-2019  
HOPE STREET SUPPORTED

**670**  
YOUNG PEOPLE

INCLUDING  
DEPENDENT CHILDREN

Public awareness of the challenges faced by society's lowest income earners and the related rising rates of homelessness is growing, with the New Start debate and the Everybody's Home campaign gaining momentum and catching the media's attention this year. However, the road ahead is a long one, and many young people are still falling through the gaps into homelessness, with some 6000 young Victorians reported as homeless on Census night 2016.

Within the immense socio-economic structural constraints, Hope Street's teams have continued to excel in the delivery of specialist youth-focused homelessness services to young people and young families in the Northern and Western regions of Melbourne. Our professional teams respond holistically to the individual needs and aspirations of each young person, resulting in many encouraging outcomes. Through 2018-2019, Hope Street supported 670 young people including dependent children, of which 565 were new clients, with 105 clients continuing to be supported from the previous year. There were 640 support periods provided.

Each Hope Street program has a unique model of service delivery designed specifically to respond to different needs of young people. The youth refuge, for example, is a crisis response model (accommodation for 6-8 weeks) that's staffed 24/7, whereas the foyer-like programs provide longer term housing, stability and interdependent living skills via co-located staff providing youth-focussed support seven days per week. Hope Street teams support, resource and collaborate with young people, using strengths-based and solutions-focussed approaches to empower young people to reach their goals.

This year, Hope Street responded to the needs of young people via the following programs:

- First Response Youth Service (refuge and mobile outreach service);
- Hope to Home (private rental transition);
- Boost (crisis response);
- Youth Support Service (case management);
- Youth Residential (refuge in Brunswick West);
- Youth Reconciliation (counselling and support);
- Homelessness Youth Dual Diagnosis Initiative (HYDDI);
- Hope Street in Whittlesea and Melton (Foyer-like supported transitional housing)

During 2018/2019 we were thrilled to continue embedding our newly established program in partnership with The Ian Potter Foundation – the First Response Youth Mobile Outreach Service in Melton. We were also delighted to establish and launch the First Response Youth Refuge in Melton in partnership with the Victorian Government. Further, we celebrated the launch of Victoria University's research evaluation into the Hope to Home program and the successful conclusion of the Hope to Home pilot programs funded by Gandel Philanthropy and The Lord Mayor's Charitable Foundation.

I hope the program reports in the pages ahead provide you with an insight into the different models of service delivery, young peoples' need for these services as well as their many strengths, and the incredibly positive and life changing impact of Hope Street's work.

Hope Street strives to be youth-focused and client-centred in all interactions, reflecting the organisation's philosophy and values. Client feedback received this year confirmed that young people were very happy with the service they received. They were achieving their goals, and

looking forward to a positive future. They were also confident that, if needed, there would be no barriers to coming back to Hope Street once they had exited the service.

Hope Street's specialist youth focussed approach and our teams' exemplary practice were further affirmed by this extract from page five of the Quality Innovation Performance Accreditation Report: "Staff members are to be commended for their commitment to using a rights-based approach in working with young people to build their capacity to live independent lives, while providing safe places and clinical and psycho-social supports tailored to their needs and aspirations... There is a strong focus on development and strengthening of independent living skills, and this is driven by the young people, and their identified goals."

Hope Street values the dedication and professionalism of our staff teams across the organisation. Throughout the year we have invested in the learning and professional development of our team members as they deliver on what is recognised as complex work. We ran our bi-annual Professional Development Retreat over two days in August 2018 and provided a multitude of opportunities for staff to engage with external training, coaching, conferences and other professional development activities.

Hope Street is a part of an integrated service system response to the needs of vulnerable young people who are experiencing, or at risk of, homelessness and its impact. We are deeply grateful to the many community organisations, allied health services, government programs and services, local city councils and other specialist homelessness and housing organisations who make up the other pieces of the puzzle. I'd like to make special mention here of the Bolton Clarke visiting Youth Homelessness Nurse Catherine Flanagan. Together, we do all we can to support young people, preventing them from falling through the gaps, and catching them when they do. We hold onto the hope of a brighter future for young people who are vulnerable yet striving for a better life, and we share a collective vision for a future in which youth homelessness doesn't exist.

I'd like to acknowledge Lyn Seeley who was Acting Operations Manager from August 2018 to May 2019.

Report written by Jennifer McAughtrie, Operations Manager.

## SIAN'S STORY

Sian\*, 23 and a mother of three, is no stranger to the realities of homelessness. While growing up in Melbourne, she spent years moving around, changing schools and in the care of the Department of Health and Human Services due to her mother's long-term drug addiction, and the many issues that came with that.

"We were homeless from when I was aged seven to 13. We lived in refuges and hotels. I'd watch my mum line up in the street at the Salvation Army from 6 o'clock in the morning hoping to get a bed to sleep in that night."

When Sian was 16 years old, her mother left her and her siblings and didn't return. Not long later, Sian found herself pregnant, aged 17, and suffering deep depression. Sian's mother eventually ended up in prison for drug-related charges, and was still there when she died of kidney failure in late 2018.

After initially being taken in by her partner's parents, then living in transitional housing, Sian had no rental history to support her in her attempts to rent her own place. She was facing the threat of homelessness again early last year, while pregnant with her third child, and was referred to the Hope Street First Response Youth Mobile Outreach Service by a Melton City Council housing worker. There, she received support from a Hope Street outreach worker who helped her with transport to attend rental inspections, and who was able to help her find a place of her own – a three-bedroom house, located five minutes away from her daughter's school. Hope Street was by Sian's side to help her set up her new home with basic furniture and a pantry full of food.

"There are a lot of young people out there who don't have parents who teach them life skills," Sian says. "I never knew how to look for my own house to rent; my mum only ever showed me how to go to SASHS [Salvation Army Social Housing and Support]. That's what Hope Street gave me. They taught me how to be a good tenant, to know my rights as a tenant, how to do everything and not to be so worried about everything."

While for now she is focussed on caring for her youngest baby, Sian has bright hopes for the future. Having already completed the first year of her apprenticeship as a chef, she is keen to return to cooking once her youngest is in kindergarten. And her biggest dream? To transition to a new career that gives her more time with her kids: baking birthday cakes.

\*Name changed to protect client's identity.

# First Response Youth Service

The Hope Street First Response Youth Service is an innovative new model designed to respond to youth homelessness via a place-based approach in growth corridors around Melbourne. The Service consists of two components – a Youth Refuge providing supported crisis accommodation, and a mobile outreach service available 365 days per year including after hours. Both components provide early intervention first response support to young people aged 16-25 years old who are experiencing homelessness in the City of Melton and neighbouring communities.



## FIRST RESPONSE YOUTH REFUGE, MELTON REPORT

### Construction of the Hope Street First Response Youth Refuge

Hope Street is currently constructing a purpose-built youth refuge in South Melton, with the building expected to be completed by mid 2020. The state-of-the-art First Response Youth Refuge will consist of eight individual bedrooms for young people and a two-bedroom family unit. It will accommodate 100 young people including young families experiencing homelessness each year. The refuge will be a first for the City of Melton and this North-Western growth corridor.

A turning of the sod event took place at the construction site in Melton on 21 September 2018 to celebrate the start of the construction of the First Response Youth Refuge. Hope Street CEO, Donna Bennett, MC'd and welcomed everyone to share in this special celebration marking the commencement of the build of the purpose-designed centre for young people and young families experiencing homelessness. The event included a Welcome to Country and smoking ceremony conducted by Mr Ron Jones, an Indigenous Elder. Guest speakers included the Hon. Natalie Hutchins – then local member for Sydenham and Minister for Aboriginal Affairs, Prevention of Family Violence, Women, and Industrial Affairs – and Cr Bob Turner – City of Melton Mayor. Kirrip Aboriginal Corporation supported the event with provision of a venue, Melton City Council provided catering, and Ecodynamics donated a tree for the tree planting ceremony. There were approximately 60 people in attendance, many who have supported the vision of this community project from the very beginning in 2015.

### Funding partners

Hope Street is grateful to the following partners for enabling this project:

- The Victorian State Government, which provided major funding of the capital and recurrent operational funding;
- The City of Melton, which leased Hope Street the land for the site and provided executive officer expertise;
- The Marian & E.H. Flack Trust and The Edward Wilson Trust, which have both provided significant philanthropic contributions; and
- 32 businesses which provided either full donations of building materials or significant discounts (please see Our Partners and Supporters on p32 and p33 for a list of these donors).

### Interim refuge model

Whilst construction continues, crisis accommodation is being provided via an interim model. The First Response Youth Refuge

Interim Model went live on Tuesday 12th of March 2019, thanks to funding from the Victorian State Government. Two private rental properties (with capacity to support a total of four clients plus dependent children in the families unit) were secured to provide supported crisis accommodation until the Youth Refuge building is completed.

Young people and young families who are experiencing homelessness in Melton and neighbouring metro and non-metro areas can now access emergency support and accommodation within a case management framework for up to a six week support period. Team members support young people to acquire short term (crisis) to long term accommodation (private rental) according to their wishes, needs and abilities. Young people are also linked into longer term support services, employment services and other specialised supports to assist them to sustain their housing outcome and interdependent living needs.

### Our young people

Between March 12 – June 30 2019, or 111 days of operation, the Youth Refuge Interim Model:

- Assisted 48 young people aged 16-25 years old, including four dependent children; and
- Provided 147 nights of accommodation, with the average length of accommodation being 27 nights per client.

Of the 48 young people assisted:

- 19 were male and 29 were female;
- The most common country of birth was Australia (29 young people), followed by Sudan (five young people), Kenya (two young people) and Thailand (two young people);
- Two identified as being of Aboriginal background;
- The most common age groups were 21-25 years old (46%), followed by 18-20 years old (38%) and 15-17 years old (15%);
- 46% reported that they had a diagnosed mental health condition;
- Five family groups were supported – one couple, and four young people with dependent children;
- The main reasons for seeking support were a housing crisis (71%), domestic and family violence (10%) and relationship or family breakdown (4%);
- The most common sources of income when presenting to the service were :
  - o Youth Allowance (38%);
  - o New Start allowance (15%); and
  - o Parenting payment (19%).



### Our impact

Of the 48 young people supported this year:

- 77% received funding to stabilise and/or maintain their private tenancy;
- 29% received advocacy or liaison on their behalf;
- 14% received emergency accommodation; and
- 8% received funds for essential items such as the purchase of medication, external specialist services or obtaining a birth certificate.

By providing funding to stabilise and maintain young peoples' tenancies, we are able to prevent young people from becoming homeless and from becoming entrenched in the homeless sector. The high demand for advice, information and advocacy/liaison correlates with the high rates of breakdown in the family unit which leaves the young people with little or no support.

The most common housing outcomes for young people on exit from this program were:

- 27% exited to rent-free private housing with family or friends;
- 25% exited to private rental (up from 17% on intake);
- 13% exited to youth shelters or other emergency accommodation (down from 21% upon intake);
- 9% exited to rent free emergency accommodation;
- 6% exited to public housing (up from 2% on intake); and
- 6% exited to other rent free accommodation.

Of the 32 young people who moved on from the service:

- 19% were engaged in part-time employment (up from 13% upon intake); and
- 28% were undertaking formal study or training (up from 23% upon intake).

### Living Skills 101 program

The Living Skills 101 program is an important component of the Youth Refuge day to day activities. The program supports young people to develop

independent living skills in preparation for moving on into their own tenancies in the future. Support, guidance and encouragement is provided by residential staff on a daily basis, to allow young people to develop a sense of accountability and to be aware of the expectations when living in a communal area or share house.

All young people who are part of the Youth Refuge program are expected to cook one meal per week with staff support. The young people also have set chores to complete in the refuge home on a daily basis, as part of learning to live independently and to prepare for being tenants in private properties or public housing in the future. Young people also attend a house meeting every two weeks to discuss how the household is running and identify any challenges or issues and solutions in a timely manner.

### Community connections

The First Response Youth Refuge acknowledges the following community organisations for their support and partnership:

- Western Emergency Relief Network (WERN) for provision of furniture for young people;
- ReLink Australia for provision of social and sporting activities for young people;
- Kirrip Aboriginal Corporation for their support of our young people who are of Aboriginal heritage; and
- Woodgrove Shopping Centre in Melton.

The Hope Street First Response Youth Refuge in Melton is committed to building strong and positive relationships with the Melton community to help support our young people. We aim to support young people to be proud of themselves and their community, and to develop a strong sense of identity and personal beliefs that will set them on a path towards engaging in education, employment and training opportunities and moving towards a positive future.

Report written by Steve Clark, Team Leader.

## FIRST RESPONSE YOUTH MOBILE OUTREACH SERVICE, MELTON REPORT

The Hope Street First Response Youth Mobile Outreach Service, an innovative place-based model responding to youth homelessness, launched in the City of Melton in July 2018. The service is funded thanks to a four year, \$1.8 million Major Grant from The Ian Potter Foundation, a significant contribution from Hope Street, and contributions from other community and philanthropic grants.

The service provides local mobile crisis support for young people and young families experiencing, or at risk of, homelessness in the City of Melton. Young people hear about the service via word of mouth, from Melton City Council workers, via marketing posters and flyers around the community and via referrals from other local organisations. Available seven days a week, including after hours and public holidays, support is provided by a team of six staff members, including a Team Leader, four Case Managers and a Community Engagement Officer.

### Our young people

In the 2018-2019 financial year, the service supported 178 young people, including 24 dependent children, who were experiencing or at risk of homelessness. This significantly exceeded the anticipated annual target of 100 young people. Clients supported included individual young people aged 16-25 years old, single young parents and young families. During the year, 159 young people exited the program.

Of the 178 young people supported:

- 71 were male and 107 were female;
- The most common age brackets were:
  - o 18-20 years old (39%);
  - o 21-25 years old (33%);
  - o 15-17 years old (8%);
- 10% identified as being of Aboriginal heritage;
- The most common countries of birth included Australia (86%), Sudan (5%), Ethiopia (2%) and South Sudan (2%). Other countries each represented by one young person included Canada, Liberia, New Zealand, Serbia, Somalia, Sri Lanka, Thailand and Zimbabwe;
- 61% of clients were unemployed; and
- 37% reported mental health issues.

Clients self-reported the following challenges as being the main reasons they sought support:

- Housing crisis: 37%;
- Inappropriate or inadequate dwelling conditions: 23%;

- Relationship/family breakdown: 9%;
- Financial difficulties: 7%;
- Housing affordability stress: 6%; and
- Domestic and family violence: 5%.

### Our impact

The support provided to young people this year included:

- Crisis accommodation;
- Meal and grocery vouchers;
- Crisis response and service from Centrelink such as emergency payments and family violence financial assistance;
- Referrals and consultation with Headspace, Melton;
- Referrals and support sought from Djerriwarrh Health Services, Melton;
- Clothing;
- Emergency back packs containing personal toiletry items;
- Support to engage in employment and education opportunities;
- Assistance navigating the homelessness service system;
- Referrals to relevant services; and
- Securing of on-going accommodation such as private rental.

The highest allocations of client brokerage funding were utilised for:

- Emergency accommodation (43%);
- Material aid, transport, food vouchers (40%); and
- Support establishing and maintaining a tenancy (16%).

The following accommodation outcomes were secured for young people this year:

- Private rental accommodation (38%);
- Rent-free accommodation due to re-established connections with family and friends (34%);
- OoH (Office of Housing);
- Crisis accommodation;
- Short term accommodation;

- Supported accommodation;
- Transitional Housing Model accommodation;
- Shared space accommodation; and
- Foyer housing model.

Factors that contributed towards the positive housing outcomes include:

- The support of Case Managers to walk with young people through the process of applying for and securing private rental accommodation, such as assistance with looking online for properties, attending open houses, and completing application forms. This process often presents barriers to rental access for young people who are experiencing homelessness, which is successfully minimised with the support of the Case Managers.
- The success of the Case Managers in forming strong and supportive relationships with external housing services, and then their role in advocating on behalf of young clients to secure housing.
- The success of the Case Managers in building strong relationships with real estate agents in the City of Melton, and working with these agents to break down negative stigma associated with young people who are experiencing homelessness. Once real estate agents understood that young people had the backing and support of Hope Street, they were much more inclined to rent a property to a young person.

### Community engagement and partnerships

A large focus for the team this year was on introducing the service to the local community of Melton and integrating it via establishing partnerships with other local service providers and community organisations.

The service developed out-postings whereby Case Managers are available for one session per fortnight with local indigenous service, Kirrip Aboriginal Corporation, and Combined Churches Melton.

These out-postings increase the accessibility of the program by young indigenous people and young low-income earners who are at risk of experiencing homelessness.

Partnerships were also established with the following community organisations:

- Helping Hands Victoria: providing house hold items and clothing for young people;
- Earth Village Melton: providing young people with cooked meals and fresh bread;
- Western Emergency Relief Network (WERN): providing donations of furniture items to assist young people set up their new homes;
- Youth Projects Melton: streamed referral process whereby young people can access educational opportunities and employment;
- Burnham Real Estate in Footscray: providing shared space accommodation for young people; and
- Child and Family Services in Bacchus Marsh: Assisting young people with funds for crisis or longer-term accommodation.

### BABBA fundraising event

Close to 200 Melton residents attended a BABBA show at WestWaters Hotel and Entertainment Complex on Saturday 20 October 2018 to raise funds and awareness for the First Response Youth Mobile Outreach Service. The evening event included a performance by the world's leading ABBA tribute group BABBA, entertainment by well-known comedian Elliot Goblett, a three-course meal, a live auction and a silent auction. Venue WestWaters sponsored the event, with Kieren Carson, Manager of Raine & Horne Real Estate, Melton, donating his time to be the auctioneer for the night. 20 businesses donated items for the auction and door prizes. \$12,367 was raised from the event and used to purchase emergency accommodation and meals for young people and young families experiencing homelessness.

### Grants

In addition to the four-year grant from The Ian Potter Foundation, The First Response Youth Mobile Outreach Service received the following grants this year to assist with crisis accommodation and emergency packs for young people:

- The Ballandry Fund, a sub-fund of Australian Communities Foundation, \$5,000;
- Melton City Council Community Grant, \$5,000; and
- Youth in Philanthropy, \$2,885.

### Media coverage

The First Response Youth Mobile Outreach Service was profiled in several media articles, including in the April 2019 edition of Parity, the national homeless magazine; The Melton Star Weekly; The Melton and Moorabool Star Newspaper; and Right Now online magazine.

Report written by Tegan Tregoe, Team Leader.

“HOPE STREET’S FIRST RESPONSE YOUTH MOBILE OUTREACH SERVICE IS AN EXAMPLE OF WHAT CAN BE ACHIEVED WHEN SERVICE PROVIDERS WORK WITH THE LOCAL COMMUNITY. BY OFFERING ASSISTANCE TO VULNERABLE YOUNG PEOPLE IN THEIR OWN COMMUNITY, HOPE STREET GIVES THEM THE BEST CHANCE TO AVOID LONG-TERM HOMELESSNESS. IT IS EVIDENT THE CONTINUITY OF CARE MODEL EMPLOYED BY HOPE STREET WORKS VERY WELL IN BUILDING TRUST AND ENGAGEMENT WITH YOUNG PEOPLE EXPERIENCING OR AT RISK OF HOMELESSNESS.”

MR CHARLES GOODE,  
CHAIR OF THE IAN POTTER FOUNDATION.



## HOPE TO HOME, WHITTLESEA AND MELTON REPORT

Hope to Home is a unique, evidence-based model that transitions young people aged 18-25 from homelessness into private rental accommodation. Hope Street implemented successful pilot programs for Hope to Home in the following growth corridors:

- The City of Melton, Jan 2016 – Jul 2018, funded by Gandel Philanthropy
- The City of Whittlesea, Jun 2017 – Jun 2019, funded by The Lord Mayor's Charitable Foundation

### Program overview

- **Aim:** To reduce the number of young people (18-25 years old) and their children at risk of homelessness in growth corridors by providing supportive access to private rental housing.
- **Approach:** To engage the support of community stakeholders, including local real estate agents, private landlords and local city councils, in providing more open and inclusive access to private rental properties for young people who are at risk of homelessness.
- **Key features:**
  - Cost effective with no capital investment required
  - Utilises existing housing stock in the communities where young people want to remain
  - Exclusively youth-focused (18-25 year olds)
  - Hope Street co-signs the rental agreement for the first six months
  - Rental subsidies for four months
  - Case management and episodic wrap-around support (including an after hours telephone support response) for up to 12 months
  - Workshops to help young people acquire tenancy life skills
  - Tailored training and employment opportunities from local business
  - Local place approach, assisting young people to remain connected to their local communities
- **Outcomes:**
  - Homelessness is prevented and diverted;
  - Young people have a rental history, enabling access to other tenancies in the future and reducing the risk of returning to the Homelessness Service System; and
  - Young people have a place they can call home that is affordable, sustainable and long-term.

“HOPE TO HOME IS UNIQUE IN THAT IT ADDRESSES HOMELESSNESS AT INDIVIDUAL, RELATIONAL, AND COMMUNITY LEVELS. AS SUCH HOPE TO HOME CAN MAKE A SUSTAINED CONTRIBUTION TO HOMELESSNESS IN AUSTRALIA.”

VICTORIA UNIVERSITY RESEARCHERS DR PETER GILL AND DR DANIEL OOI.



### Evaluation report launch

An external research evaluation was conducted by Victoria University, with an evaluation report released on 17 August 2018 at Victoria University's Footscray campus. The evaluation report demonstrated the model's uniqueness, impact and potential for scaling.

The evaluation launch event featured presentations by:

- Donna Bennett, CEO of Hope Street;
- Dr Michelle Ball, Senior Lecturer in Psychology at Victoria University, member of the Institute for Health and Sport (iHeS) and Deputy Head of the Clinical and Community Health and Wellbeing Research Program;
- Dr Peter Gill and Dr Daniel Ooi, authors of the evaluation report, Victoria University researchers and members of the Institute for Health and Sport (iHeS); and
- Zara, one of the young participants in the Hope to Home in Whittlesea pilot program who, through a live interview with Hope Street Programs Manager (North East), Christine Fagan, recounted how the program helped her and her young family to find a safe place to call home and enabled her to continue her studies.

An article about the Hope to Home program's research evaluation findings was published in the Melton & Moorabool Star Weekly on 28 August 2018, entitled *Rental Trial Provides Hope*.

### Client impact

Hope to Home accomplished its primary goal of assisting homeless young people into the private rental market. 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.

More than 75% of clients found their Hope to Home accommodation both affordable and suitable. Overwhelmingly, participants felt the accommodation was suitable for their needs and gave them access to schools, employment, services, family, and friends.

From Jan 2016 – Jun 2019 across the City of Melton and the City of Whittlesea:

- 87 people housed across 40 tenancies (55 young people and 32 dependent children);

- Average client age: 20 years;
- Average time between commencing program and being housed in private rental: 5.5 weeks;
- Client situation prior to program: most were relying on temporary, unsuitable accommodation with family and friends;
- Percentage of tenancies that lasted longer than 6 months: 75%;
- Percentage of clients who were within the homelessness service sector prior to the program: 31%;
- Range of services provided:
  - o Assistance finding houses available to rent;
  - o Assistance with inspections and the application process;
  - o Liaising with landlords;
  - o Securing properties (bond and rent);
  - o Setting up the house for the occupancy;
  - o Provision of cash brokerage and shopping vouchers which helped clients maintain their tenancies;
  - o Tenancy trainings and mentoring; and
  - o Support to pursue employment and education.

From July 2018 to June 2019, 10 young people and five dependent children in the City of Whittlesea joined Hope to Home, whilst previous clients in both City of Whittlesea and City of Melton received ongoing case management and tenancy support.

### Community partnerships

Community partnerships with local real estate agents and city councils were critical to the success of the Hope to Home program. In the City of Melton, Hope Street partnered with The City of Melton and local real estate agent, Raine and Horne Melton. In the City of Whittlesea, partnerships occurred with The City of Whittlesea, Ray White Real Estate Thomastown and Barry Plant Real Estate.

### Philanthropic support

In addition to Gandel Philanthropy and The Lord Mayor's Charitable Foundation, who both provided significant grants for the Hope to Home program, a grant was also received from the Michael Martin Fund, a charitable fund account of Lord Mayor's Charitable Foundation.

### Into the future

The Hope to Home program is currently continuing in the City of Whittlesea thanks to funding from Hope Street and corporate partner ALH Group. Hope Street is working to secure ongoing recurrent funding of the program from the Victorian State Government in the future, and to this end a proposal has been submitted.

Report written by Abeer Alzawada, Hope to Home Whittlesea.



## ARAMINTA'S STORY

Araminta\*, 20, first got involved in Hope Street's Hope to Home program in 2017. She had recently moved to Melbourne from Perth, was unemployed and had been homeless for three months, couch surfing at friends' houses. She had left Perth suddenly, taking only a suitcase of clothing with her, after her relationship ended and her ex-boyfriend kicked her out of his house.

Her time of couch surfing at different friends' houses was challenging. "I felt really vulnerable and a bit lost, to be honest. I would just get comfortable and then I'd have to switch to another house. It feels very strange when people ask you for your address and you have to say 'I don't really have a home.'"

Meeting Abeer, the Hope Street Hope to Home worker, was a turning point for Araminta. With Abeer's support, Araminta enrolled in a diploma in early childhood care, completed a first aid certificate, created a CV, and then secured a job as an assistant with a before and after school care program.

With a few months' income behind her, Araminta was able to rent a room and, with the Hope to Home Moving In Kit, to purchase furniture and food. It was a good feeling. "I felt settled, like I'd finally settled down, my clothes were hung and weren't in my bags. I could do things according to my schedule not the schedule of the person whose couch I was crashing on."

Araminta is currently working as a co-ordinator at a before-and-after-school care program and has completed her Diploma in Early Childhood Education and Care. When asked what she hopes to be doing five years from now, Araminta replies "Teaching, having my own classroom, leaving an impact like the impact that Abeer left on me, working with youth and giving back."

"Thank you for being there when not a lot of people were. And thank you for always giving the right advice and leaving the best impact on my life. It's nice to know that there are people out there who don't judge and are just willing to help. We all have our story."

\*Name changed to protect client's identity.

## YOUTH SUPPORT SERVICE REPORT

Co-located at the Hope Street refuge in Brunswick West, the Youth Support Service is a proactive case management program. It provides a range of services to young people aged 16-25 years and their children, who currently reside at the refuge. The Youth Support Service also provides outreach support to past residents who have transitioned into new accommodation. The client-centred case management approach encompasses trauma-informed practice with a focus on empowerment, wellbeing, positive housing outcomes, engagement and participation.

Young people are also assisted to access external funding such as Private Rental Brokerage or Housing Establishment Funds for tenancy expenses, tenancy settlement, or emergency accommodation. The service is designed to provide young people with intensive case management for a period of six weeks, though many clients receive longer support periods due to the complexity of their situation.

### Our young people

This program supported 63 young people over the year, including three dependent children. Of the 63 clients, 42 were new clients and 21 were carried over from the previous year. 53 young people exited the program during the year. Key client demographics included:

- The most common age ranges were 21-25 years old (70%), 18-20 years old (22%), and 15-17 years old (2%);
- The most common country of birth was Australia (50%), followed by Somalia (14%) and Ethiopia (7%);
- Six clients identified as being of Aboriginal or Torres Strait Islander heritage; and
- The most common reasons for seeking assistance were:
  - o Housing affordability stress (22%);
  - o Relationship family breakdown (19%);
  - o Housing crisis or eviction (16%); and
  - o Domestic and family violence (10%).

### Our outcomes

This year, housing outcomes for young people supported by this program included:

- Public housing (23%);
- Rent-free private housing due to reconnecting with family or friends (23%);
- Medium-term transitional housing model accommodation (9%);
- Private rental housing (8%); and
- Emergency accommodation (2%).

The program provided support for young people to access their full government income entitlements, and/or to secure employment. Upon exit of the program, young peoples' income sources were as follows:

- New Start allowance: 26%;
- Youth allowance: 21%;
- No income: 21%;
- Paid employment: 15%;
- Parenting Payment: 9%;
- Other government pensions and allowances: 6%; and
- Disability support pension: 2%.

Client brokerage funding was expended to support clients in the following ways:

- Purchase of essential items such as clothing, public transport expenses, grocery vouchers, household items, medical expenses and education and training expenses: 52%;
- Support to maintain or establish a tenancy: 38%; and
- Short-term or emergency accommodation: 10%.

Report written by Matthew Johnston, Case Manager.

One of the highlights for the Youth Support Service was a wonderful outcome for a remarkable client. Upon entering the youth refuge after an extended period of couch surfing and sleeping rough, the Youth Support Service supported the client to successfully transition into a 12-month, one bedroom, self-contained Transitional Housing Model unit. The client was able to develop independent living skills during their stay in the youth refuge. Individually-tailored case management support further assisted the young person to prepare and apply for employment opportunities, to partake in a community driving lesson program and to submit university applications. The young person is now employed part-time in their chosen field, is on the road accumulating valuable learner driver hours and has commenced Bachelor studies at RMIT as of the second semester of 2019.



## YOUTH RESIDENTIAL PROGRAM REPORT

The Youth Residential program provides crisis accommodation and 24/7 support to young people and young families who reside in the Hope Street Youth Refuge in Brunswick West. Young people are provided with a safe and stable environment, meals, basic clothing and toiletry supplies. The refuge can accommodate up to seven young people. Additionally, it has a two bedroom stand-alone crisis accommodation unit for young people and their accompanying children.

### Our young people

In 2018-2019, 108 young people were accommodated at the Youth Refuge, including one accompanying child. Of these, 101 were new clients this year, whilst seven clients were carried over from the previous year. During the year, 106 clients exited the program. Of the 108 young people supported:

- 67 were female and 41 were male;
- The most common age brackets were 21-25 years old (54%); 18-20 years old (36%); and 15-17 years old (8%);
- 50% were born in Australia, with 7% identifying as Aboriginal or Torres Strait Islander;
- Of those born overseas, the majority were born in Somalia (9%), Ethiopia (9%); England (6%), Canada (4%), New Zealand (4%) and Sudan (4%). China, Columbia, Egypt, Ghana, Liberia, Pakistan, Samoa, South Sudan and Tanzania were also represented with one client from each country;
- 49% had a prior mental health diagnosis; and
- The most common reasons for seeking assistance were: previous accommodation ended (34%); domestic and family violence (14%); relationship and family breakdown (10%); and lack of family and/or community support (8%).

### Our impact

When a young person arrives at the refuge, it is often the first opportunity they have had to sleep in a bed, have a shower or eat a proper meal for some time. For many it is also the first time they can remember having felt "safe". Residential staff work with each young person to address their immediate needs for shelter, safety, food and general wellbeing. They also support case managers to focus on the health, employment, education and training, family relationships and longer-term housing goals of the young people.

The most common housing outcomes for young people following their exit from this program were: Emergency accommodation (51%); Rent-free accommodation via reconnecting with family or friends (11%); Transitional housing (6%); Private rental accommodation (4%); and Public and community housing (4%).

### Living Skills 101 program

Throughout the year, young people benefitted from the Living Skills 101 program that provided regular workshops to prepare them for independent living. A key element is the cooking program, which operates Sunday to Thursday. Individual residents are rostered to prepare and share a meal, with assistance from staff. They often choose a meal which reflects their cultural background and this enables conversations about different countries, cultures and traditions. Young people benefit from the skills they acquire, from the sense of community, and from the positive feedback they receive for their efforts from other residents and staff. Other group workshops include healthy eating, resilience and cyber safety, whilst some topics, such as budgeting, cleaning and laundry, are delivered one-to-one.

### Pizza nights!

Every fortnight, the refuge holds an informal house meeting over pizza dinner. This is a chance to consult, discuss issues and share ideas about improvements in the refuge. These nights are a great opportunity to build rapport in a relaxed and friendly environment. Various guest speakers attend to inform young people about community services available to them.

### Partnerships

Throughout the year, the Youth Residential program benefitted from various partnerships with other community organisations, including:

- The Bolton-Clarke Homeless Persons program provided a registered nurse who visited regularly

to provide nursing care, advice and referrals;

- The Northern Community Legal Service provided on-site legal support every fortnight;
- Hope Street corporate partners, Ecodynamics and Mirvac, provided Christmas gifts, a Christmas tree and decorations for the young people to enjoy;
- Hope Street corporate partner, Stramit, regularly donated toiletries, clothing and gift items for the young people;
- The Lort Smith Animal Hospital provided pet therapy, with regular visits by furry friends that were greatly anticipated by the young people; and
- Refuge residents and outreach clients attended the Luna Park Community Fun Day where they were provided with free access to rides and activities.

### Upgrade of refuge

The look and feel of the physical environment of the youth refuge has a significant impact on young people. We aim to create an environment that is welcoming, calm and homely, consistent with trauma-informed practice. During this year, the bedrooms were given an upgrade, receiving a fresh coat of paint and new bed linen. The communal living areas were revitalised with new cushions and rugs.

### Week Without Violence – clothesline project

The Youth Residential and BOOST programs marked the Week Without Violence by running a Clothesline Project on 15th October 2018. This is an annual initiative co-ordinated by Women's Health in the North. The Hope Street workshop involved an engaging, trauma-informed discussion between staff and young people about the impact of violence on women, and then decorating t-shirts with messages and images that communicated these themes. The t-shirts were proudly displayed in a communal area of the refuge.

Report written by Sue Watt, Youth Residential Team Leader.

## BOOST PROGRAM REPORT

BOOST is an enhanced youth refuge response that offers vulnerable young people an integrated approach and immediate response to their situations and needs, with the aim of diverting them from the homelessness service system or preventing them from entering the system in the first place. BOOST is an integrated program which is located at Hope Street's youth refuge in Brunswick West.

Services provided to young people by the BOOST team this year include:

- Intensive case management for up to three months;
- Short-term accommodation for up to seven nights in the 'short stay bed';
- Short-term crisis support for up to six weeks;
- Housing support;
- Linkages to the community;
- Role modelling and mentoring;
- Referral pathways;
- Living skills;
- Budgeting assistance; and
- Advice and information.

### Our young people

The BOOST program assisted 154 young people in 2018-2019, including 16 dependent children aged zero to eight years old. The program provided 336 bed nights throughout the year.

Of the 154 young people supported:

- 132 were new clients this year and 22 were carried over from the previous year;
- The most common age brackets were 21-25 years (57%), 18-20 years (24%) and 15-17 years (5%);
- The most common countries of birth were Australia, England, Somalia, Canada and Ethiopia;
- 17 clients identified as being of Aboriginal or Torres Strait Islander heritage;
- The most common reasons for seeking assistance were:
  - o Housing affordability stress (57%);
  - o Housing crisis (12%);
  - o Lack of family and/or community support (7%);
  - o Financial difficulties (5%);
  - o Relationship and family breakdown (3%); and
  - o Domestic family violence (3%).

### Our impact

The lengths of service for the three primary program elements were as follows:

- For young people accommodated in the **short-stay bed**, the average length of stay was nine days;
- For young people who received **outreach services**, the average length of support was 54 days; and
- For young people who received **crisis support**, the average length of support was 65 days.

Of the young people accepted into the BOOST program short stay bed, the vast majority were able to be placed in more ongoing accommodation at the end of their stay, with the majority securing a six to eight week refuge stay. Others reconnected with family or were accommodated with extended family or friends. A small number of young people were able to obtain longer term supported accommodation, whilst those who didn't fall into the categories above were referred back to an access point.

The BOOST program provided approximately \$4000 in financial assistance to clients. Just over half of this was through Housing Establishment Funds either paid directly for hotel/motel accommodation or to assist with establishing or maintaining a tenancy, such as removalist expenses or purchasing household items. This support is important in enabling young people to establish and maintain private rental accommodation as a way of preventing homelessness. Other major areas of expenditure were clothing, education/training/employment, phones or phone credit, medical and pharmaceutical items and travel expenses.

### Access point outpost

Throughout the year, BOOST practitioners continued to provide a weekly outpost for young people at the homelessness service system access point in Preston operated 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.

### After hours outreach support

The BOOST Intensive Case Managers staff the program weekdays until 11pm and Saturday full days, which enables outreach and on-site support to be provided to young people after hours. Many young people who were supported this year via outreach services were only contactable after hours due to work or study commitments during the day. Intensive Case Managers often used evenings to contact outreach clients to check in with them and ensure their needs were being met.

Report written by Georgina Sullivan and Jude Steward, Boost Intensive Case Managers.

A young female Aboriginal client came into the BOOST program via the homelessness service system access point at which BOOST has a weekly out-posting. The young person presented with complex needs including transience, substance use and a significant intellectual disability. She was originally from South Australia and had no ID, bank cards or clothing with her and had no known connections with family or friends in Melbourne. The BOOST team worked with the client to obtain her ID; contacted agencies and other professionals in South Australia on her behalf; and acquired a six-week bed for her in an Aboriginal Girls Hostel. The BOOST workers remained involved with the client via co-case management, connecting her with a sister she hadn't met before, and assisting the client to work towards her eventual return to South Australia in the future. The client has now been reunited with family back in South Australia and is no longer experiencing homelessness.

"I HAVE NOT FELT THIS CARED ABOUT IN A LONG TIME".

A BOOST CLIENT

## SHARON'S STORY

Sharon\* is a 24 year old woman who has a long history of homelessness that started when she was a child.

"I went through a time then of being homeless, sleeping in cars, going from couch to couch, there was a lot of sexual assault happening to me over that time too. All that led to me using drugs and being very depressed, as I had lost all hope."

Sharon sought help through the homelessness service sector, after she realised she was pregnant. "I realised I had to get my life in order, so I sought help," she said. She ended up in Hope Street's youth refuge in Brunswick West for a few months.

She says Hope Street entered her life just at the right time. "When I got to Hope Street I got filled with hope. Being in a refuge gave me consistency – and I really needed that – there are rules and structure, and I had to be home by a certain time at night, so it felt almost like there were parents in the home looking after me and keeping me in line. All the staff were so kind and really cared about me – I hadn't had that for many years so it felt brand new to me," she said.

After a brief stay in the youth refuge, Sharon secured a place in Hope Street's youth foyer-like program of supported transitional housing, where she can stay for the next 1-2 years.

"It was a very bumpy road to get here. I'm off drugs now, and doing my best to be a great mum. Now that things are finally settling down, I'm starting to dream about the future and make plans," she said.

\*Name changed to protect client's identity.

## YOUTH RECONCILIATION PROGRAM REPORT

The Youth Reconciliation program provides one-to-one, solutions-focussed counselling and support so that young people can establish and maintain constructive relationships with family and broader support networks. It also provides family counselling, mediation and facilitation of family meetings that support young people.

### Our young people

Throughout the year, 39 young people were supported. Of these, 27 young people newly accessed support during this year, and 12 entered the program in the previous year. 37 young people exited the program during the year.

Of the 39 young people who received support:

- 25 were female and 14 were male;
- The most common age brackets were 21-25 years (62%); followed by 18-20 years (31%); and 26-35 years (7%);
- 51% of clients reported a prior mental health diagnosis;
- The most common reasons for seeking support were:
  - o Family and domestic violence (33%);
  - o Relationship/family breakdown (15%);
  - o Previous accommodation ended (10%);
  - o Lack of family and/or community support (8%); and
  - o Housing crisis (8%).
- The most common income situations of the young people who received support were as follows:
  - o No income (33%);
  - o Youth Allowance (31%);
  - o New Start allowance (18%); and
  - o Employment income (15%).

### Our impact

This year, the program has continued to assist young people to build the resilience and strength necessary to achieve their personal goals and to bring about positive change in their lives.

Counselling and support were provided by the Youth Reconciliation Practitioner from a welcoming professional counselling room in Hope Street's head office in Brunswick, from the Hope Street sites in

Brunswick West and Thomastown, and to young people in the general community.

Throughout the year, various services were provided to the young people accessing the service, as follows:

- o 64% accessed specialist counselling services;
- o 9% accessed support from mental health services;
- o 5% received support around legal issues; and
- o 5% received general advice and information.

### Workshops for young people

The Youth Reconciliation Practitioner ran a range of Living Skills workshops, designed to promote personal growth, responsibility and self-management in young people. This year's workshop topics included:

- Legal;
- Optimism;
- Communication;
- Psychoeducational workshop on avoidance; and
- Healthy relationships.

Workshops are often presented in partnership with another organisation or service provider and are based on current events, matters or issues identified by young people and/or by the youth refuge staff. This year's workshops included:

- A voting workshop in partnership with Democracy Advocates from the Victorian Electoral Commission. The workshop was held during a pizza night at Hope Street's Youth Refuge in Brunswick West. Topics included: different levels and responsibilities of government; ballot papers; electoral processes for council, state, and federal voting; information on enrolling to vote; no fixed address forms; as well as silent elector forms.
- Legal workshops in partnership with Northern Community Legal Service. The topics covered

included: new sexting laws and how they affect young people; laws around personal phone photos; offensive material; consent laws; social and psychosocial consequences of sharing images; young peoples' rights when dealing with the police; legal literacy; and lawyer career paths

### Sector capacity building

The Youth Reconciliation Practitioner engages in community development and sector capacity building in the form of networking, presentations, workshops and provision of information related to youth homelessness, early intervention and prevention.

During this year The Youth Reconciliation Practitioner:

- Co-Chaired the Youth Network of the Northern and Western Local Area Service Network (LASN);
- Represented the Northern and Western LASN's Youth Network at the Transitional Housing Model Review Round Table Discussion held by the Department of Health and Human Services;
- Facilitated a homelessness information session for the Moreland Youth Network;
- Presented on homelessness at the Moreland Youth Commitment Network;
- Attended the Building Up Dual Diagnosis in Youth Services Expo;
- Participated in the Moreland City Council's Youth Commitment Network; and
- Attended the Preventing Violence Against Women Community of Practice, organised by Women's Health in the North.

Kat Perdriau was employed as the Youth Reconciliation Practitioner from November 2015 to December 2018. We are grateful for the impact her work had on the many young people she supported over her years with Hope Street.

Report written by Jennifer McAughtrie, Operations Manager.

## HOMELESS YOUTH DUAL DIAGNOSIS INITIATIVE REPORT

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 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's youth refuge in Brunswick West.

The initiative focuses on developing the knowledge, abilities and capacity of youth Specialist Homelessness Services workers in the north of Melbourne to identify and respond with early intervention to the complex needs of young people (aged 16 to 25 years) who are dually experiencing homelessness and difficulties related to mental health or substance use.

### Client and sector impact

During 2018-2019, the Northern HYDDI Specialist Practitioner:

- Conducted 185 sessions of direct clinical work with young people;
- Provided co-case management to seven young people;
- Provided long term (i.e. ongoing for more than 12 months) counselling / therapeutic interventions for two young people who have particularly complex needs;
- Saw 33 young people for single session consultations;
- Provided 234 secondary consultations to workers within the sector; and
- Conducted 198 capacity building and educational sessions in the form of structured sessions for teams or programs around an identified topic related to dual diagnosis, or informal educational sessions around a clinical related question.

### Services provided

The main role of the Northern HYDDI Specialist Practitioner is to support the youth homeless sector in providing services to young people. This is achieved through:

- 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;
- Long term (greater than 12 months) individual counselling and therapeutic work for young people with complex needs who otherwise cannot access treatment and support; and
- Training and development for staff on working with clients who have complex needs.

### Partnerships

During 2018-2019, this work was conducted alongside workers from the following agencies and sites:

- Hope Street Youth and Family Services (West Brunswick refuge; Brunswick Town Hall; Thomastown and Melton foyer-like supported transitional housing programs; BOOST outreach; Youth Reconciliation Program);
- Melbourne City Mission (Stopover, Vicky's Place, WRAP and Iramoo youth refuges; Foyer transitional programs; Springboard);
- Merri Outreach Support Service (Catchment Youth Refuge);
- Salvation Army Tranmere St Program;
- Wombat Housing; and
- Bolton Clarke Homeless Persons Program.

### Ongoing therapeutic support

During the 2018-2019 year, the Northern HYDDI Specialist Practitioner began offering ongoing therapeutic support to young people engaged with youth homelessness services whose needs have not been met by mainstream therapeutic services.

At the end of the 2018-2019 reporting period, two

young people have been engaged in this form of support.

### PhD research

The Northern HYDDI Specialist Practitioner, supported by both Hope Street Youth and Family Services and SUMITT, continued to undertake a PhD through 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.

### Challenge

The most prominent challenge faced by young people who engage with HYDDI is being able to get their needs met when the latent effects of previous traumas impact upon service provider's ability to respond to their needs. This can affect the young person's ability to engage with or access specialist health and welfare services, or their ability to sustain housing. HYDDI plays a critical role in both supporting young people to utilise different skills when engaging with services, and supporting specialist services and workers to conceptualise and respond appropriately to the effects of early negative experiences in a way that allows both the young person's and service's needs to be met.

### Media coverage

The HYDDI program was featured in an article called *Responding to Youth Homelessness in Melbourne's north: Partnerships for dual diagnosis*, published in the April 2019 edition of Parity Magazine, a national homelessness publication.

Report written by Brendan Pearl, Northern Homeless Youth Dual Diagnosis Initiative Specialist Practitioner.

## HOPE STREET IN WHITTLESEA REPORT

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 in Thomastown, including two family units, as well as four family units in Preston. Youth-focussed case management assists young people to identify their goals and work towards their transition out of the homelessness service system.

### Our young people

This year, the program team has continued to support young people to engage with education, employment and their community. The program supported 38 young people, including six dependent children aged under ten years old. Of the 38 clients, 22 were ongoing from last year and 16 were new clients this year. Some client demographics of note were:

- The most common age brackets were:
  - o 20-24 years old: 50%
  - o 18-19 years old: 21%
  - o 16-17 years old: 11%;
- 50% were born in Australia;
- Two young people identified as being of Aboriginal heritage;
- Overseas-born young people originated from 11 countries, with the majority born in Somalia (13%), Afghanistan (8%) and Iraq (8%);
- The most common reasons young people sought assistance were:
  - o Housing crisis (29%);
  - o Housing affordability stress (26%);
  - o Domestic and family violence (26%);
  - o Lack of family or community support (8%); and
  - o Financial difficulties (5%).

### Our outcomes

During the year, 15 young people exited the program, with 86% transitioning out of the homelessness service system. The most common housing outcomes were:

- Public housing (40%);
- Private rental housing (20%); and
- Rent-free private housing (20%).

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. Hope Street recognises the importance of therapeutic programs and activities that support young people's personal growth and development, and assist them to develop social skills and foster positive relationships with others.

### OzHarvest

Every week OzHarvest, a food rescue charity, provides the young people at Hope Street in Whittlesea with fresh produce salvaged from supermarkets that would otherwise go to waste. This is a huge help for the young people, who are all low-income earners working in part-time or casual work and/or receiving government income such as the New Start allowance. Purchasing fresh fruit, vegetables and meat is challenging on their budgets, but the OzHarvest partnership ensures their nutrition needs are being met.

### Living Skills 101 program

Throughout the year, we ran a weekly Living Skills 101 program for the young people, whereby they all came together to prepare, cook and eat a meal. This brings all the young people together in a relaxed environment that results in open discussions and a noticeable improvement in mental health, social connectedness and general wellbeing. It also allows the staffing team to impart important lessons on food preparation, cooking methods and healthy nutrition.

### L2P Learner Driver Mentor Program

We enjoy a continuing partnership with Darebin and Whittlesea L2P programs. The L2P Learner Driver Mentor Program assists learners who are under 21 years of age and do not have access to a supervising driver or vehicle. Two of our staff members have

trained and registered as volunteers to mentor young people on learner permits. We had two young people successfully obtain their probationary licences during this year. This is a huge milestone in a young person's life that is otherwise unattainable for many of our client group.

### Group outings

Several group outings occurred during the year. The highlight was an end of year Christmas outing on a punt, thanks to Captain David of "The Punt", who kindly let us come aboard for a private tour of the waterways around the Docklands. This was a fantastic and memorable way for our young people to experience their city.

### Christmas at Hope Street

Our young people enjoyed Christmas at Hope Street, made special by a Christmas Eve luncheon complete with Christmas foods, bonbons, a Christmas tree that they enjoyed decorating, and Christmas gifts contributed by Hope Street's corporate partner, Ecodynamics.

"I DON'T FEEL HOMELESS WHEN I'M HERE. THIS PLACE IS MY HOME. I LOOK FORWARD TO GETTING HOME EVERY SINGLE DAY."

21 YEAR OLD HOPE STREET IN WHITTLESEA RESIDENT.

### Networks and partnerships

The Department of Health and Human Services owns the properties utilised by the Hope Street in Whittlesea program, whilst VincentCare provides tenancy management for the properties.

Hope Street in Whittlesea values our wonderful community partnerships as a part of our place-based response to youth homelessness in the City of Whittlesea. We would like to acknowledge the following community partners:

- Mental Health Legal Centre (based in Carlton but outreach to Thomastown);
- Melbourne Polytechnic;
- Darebin Information Volunteer Resource Service (DVIRS);
- Bolton-Clarke Homeless Persons Program provides a registered nurse who visits our young people regularly and provides support, advice and referrals on a range of health related areas;
- Reservoir Library;
- Blak Dot Gallery;
- Whittlesea Community Festival;
- Whittlesea Community Connections;
- IDAHOBIT (International Day Against Homophobia, Biphobia, Intersexism and Transphobia);
- Diamond Valley Learning Centre; and
- HYDDI Homeless Youth Dual Diagnosis Initiative.

The Hope Street in Whittlesea team is proud to be a part of the amazing achievements of the young people in our program. We look forward to another successful year.

Report written by Sue Watt, Youth Residential Team Leader.

## JESSE'S STORY

Jesse\* is 21 years old and has been living in a Hope Street supported transitional housing unit (youth foyer-like program) for the past three years. He became homeless at the age of 16 when his family kicked him out because they couldn't accept his identity as a transgender male. He spent the next two years couch-surfing at extended family and friends' houses. He was sleeping in a school when teachers discovered him. They allowed him to sleep in an empty classroom and connected him into homelessness services, which led him to Hope Street.

Within two weeks of connecting with Hope Street, Jesse was moved into one of the supported transitional housing units. Jesse arrived at Hope Street aged 18, with no driver's licence, having failed year 11, being unemployed, estranged from his family and never having lived alone. Now, three years later, he has completed year 11 and year 12 through VCAT, he has his driver's licence, he knows how to live independently and cook (he is known as the residential chef) and clean (though he says he doesn't like cleaning much). He also has a close group of friends, he is reunited with his family and visits them regularly, and he has performed at a number of Hope Street events – he is a gifted self-taught singer, song-writer and guitarist.

When asked what Hope Street means to him, Jesse struggled to hide his emotions. "I don't want to get emotional . . . I can't even put it into words how grateful I am for this place. Hope Street was the first place I ever found that really accepted me. Hope Street is always there for you, no matter what," he said.

"Homeless is neglect from your family. It's never easy, no-one ever wants it. Be open to help. As a young person you're not homeless for no reason. You've been kicked out of your home and your family and the neglect you feel is always heavy – you think who else would want you if your family doesn't. But the people who are here to help, they are not like your family. When people are willing to help, just try your hardest to open up and let them help you. They're not going to leave you or kick you out – they will help you."

\*Name changed to protect client's identity



## HOPE STREET IN MELTON REPORT

Hope Street in Melton is a model of eight self-contained units and two family units, based on the youth foyer-like model of supported transitional housing. It provides young people and young families with safe, secure and affordable accommodation for 12 months to two years. Young people are active participants in creating opportunities to strengthen their housing, employment, education, training and personal and social development. Young people who exit the program are provided with up to 12 months of outreach support.



The program currently has two part-time Case Managers working Monday to Friday, who focus on intensive one-to-one specialist youth support, and two weekend Youth Residential Support Workers who focus on living skills development.

### Our young people

Hope Street in Melton provided support to a total of 27 young people during 2018-2019, including 14 clients who were carried over from the previous year, and 13 new clients. There were two accompanying children. Client demographics of note include:

- 18 females and nine males;
- The most common client age groups:
  - o 18-20 years old: 59%;
  - o 21-25 years old: 19%; and
  - o 15-17 years old: 15%;
- The most common country of birth was Australia (70%), with 7% of clients identifying as having an Aboriginal background. Other countries of birth included Iran, Sudan, Ethiopia, New Zealand, Somalia and Vietnam;
- The most common reasons young people sought support were:
  - o Domestic and family violence: 31%
  - o Inadequate dwellings: 23%
  - o Relationship or family breakdown: 15%; and
- A previous mental health diagnosis was reported by 39% of clients.

### Our impact

Throughout the year, 13 young people transitioned from the program into a variety of housing options, the most common of which were:

- Rent-free private housing (reuniting with immediate or extended family): 31%;
- Accessing private rental: 23%;
- Securing public housing: 8%; and
- Securing transitional housing: 8%.

A total of \$8,126 was spent on supporting young people during this period, including costs such

as establishing and maintaining private rental tenancies; for training, education or employment supports and other purposes.

Youth Specialist Case Managers and Youth Residential Support Workers assisted young people to achieve a variety of successful outcomes to assist with the transition into independent living in the community, including:

- Engagement in employment and/or connecting to education and training;
- Enhancing living skills and the ability to live independently;
- Increased connection to health and support services; and
- Strengthened connection to community.

The following support and services were provided:

- Medium-term / transitional housing (27%);
- Advice and information (15%);
- Living skills (7%);
- Advocacy (8%);
- Transport (5%); and
- Family relationship assistance (3%).

At the end of the supported services, 39% of young people were receiving the Youth Allowance, 23% of young people had income from employment, 8% were receiving the New Start allowance and 8% were receiving the parenting payment.

### Holiday program

The holiday program continued to be a favourite among residents, with programs as diverse as the young people we support. The holiday programs assist young people to connect with and explore the community, to build on their social skills and to increase their resilience. Activities this year included:

- Volunteering for Pets Haven Animal Shelter;
- Visiting historical areas;
- Hiking and creating connection with nature;

- Visiting museums;
- Attending arts programs; and
- Visiting regional centres and Melbourne city.

### Community support

Hope Street in Melton continued to benefit from the support of the local community and business partnerships. Organisations including The Period Project, Pinchapoo, Bunnings, Melton Youth Services 6801, the GAP, Reclink, Melton Waves, L2P and Western Emergency Relief Network have shown their commitment to the continued success of the program and also provided additional supports which enhance the young people's wellbeing and connection to community.

SAF-Holland, a Melton-based designer, manufacturer and distributor of engineering components, provided quarterly donations and offered young people access to an employment readiness program.

Woodgrove Shopping Centre continued to raise funds and awareness for Hope Street in Melton via various marketing and community engagement activities.

### Mirvac community day

Hope Street in Melton received a make-over of its grounds in October 2018 when a team of 40 staff from property developer Mirvac volunteered their

time to run a working bee. Mirvac, who run the nearby Woodlea housing development, selected Hope Street as one of their charity partners for their nationwide Community Day which sees hundreds of staff members stop their usual duties and volunteer their time for community benefit.

The team rolled up their sleeves to upgrade the garden beds, develop a child-friendly play area and install a cubby house for the Hope Street in Melton program. They also created a social area with paved patio and tables and chairs and upgraded the client interview room for the First Response Youth Mobile Outreach Service. The Hope Street team hosted a barbeque lunch to thank the workers, and certificates of appreciation were distributed to each volunteer.

The Hope Street in Melton team is grateful for the opportunity to support each of the 27 young people we've worked with this year.

Report written by Kylie Charleson, Intensive Support Case Manager.



## HAYDEN'S STORY

Hayden, 21, stayed at Hope Street's youth refuge in Brunswick West from December 2018 to March 2019 after leaving his family home in Melton after suffering unbearable issues.

Hayden knew where to go for help when he became homeless. "I had heard of Hope Street through my brother, who had also left home, and I knew I could go there for help," he says.

Hope Street's First Response Youth Mobile Outreach Service team in Melton immediately started looking for crisis accommodation so that Hayden wouldn't have to sleep rough on the streets. They found him a bed, in Hope Street's Youth Refuge in Brunswick West.

In March, after a five month stay, Hayden got the news that his application for a one bedroom property in the Hope Street in Melton program (a youth foyer-like program where young people can stay for 1-2 years) was successful. "I had the biggest sigh of relief to be honest, I was so emotional and felt so happy that I was going home to Melton, back to the place where I belong, back to my friends. It's where I need to be," he said.

Hayden is now residing in the Melton foyer-like program. He has recently completed a course in hospitality, and plans to pursue a career in acting one day. He has chosen to speak up about his experience of homelessness, in the hope that it may help other young people. He was a guest speaker at the Hope Street corporate and philanthropic breakfast event held at the Sofitel Hotel, and he represented Hope Street on ABC TV's Q&A panel discussion show where he posed a question to the panel about the provision of youth homelessness services in growth corridors.

"I have hope again."



# HOPE STREET YOUTH AND FAMILY SERVICES LIMITED

## FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2019

### Directors' report

Your directors submit the financial report of Hope Street Youth and Family Services Limited for the financial year ended 30 June 2019.

#### 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	
Peter Barns-Jenkins	29.11.2017	
Nicholas Tseros	29.11.2017	27.03.2019
Katherine George	27.02.2019	

#### 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 constitutional objectives continue to be achieved through a range of specific projects and initiatives:

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

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.

#### Financial governance

The 2018/2019 Financial Year has seen several specific challenges for Hope Street pertaining to the financial governance and operation.

- Accommodation of new accounting standards specifically relating to not for profit organisations;
- Providing sufficient skilled resources to support the corporate operation of a growing organisation;
- Managing a complex construction project with contractual arrangements involving multiple parties; and
- Matching the demands of programs and benefactors with the limitations of a very tight labour market in the homelessness sector in Victoria.

In the preparation of Financial Accounts your Board in association with our Auditors is constantly reviewing and applying new accounting standards as they pertain to Hope Street. In the Financial Accounts for 2017/2018 and again this year 2018/2019 we have included 'Revenue' that reflects the capital grant received by Hope Street from the Victorian Government toward the construction of the 'Hope Street First Response Youth Service in Melton' buildings.

The timing of 'Revenue' recognition is matched to the value spent on 'Work in Progress' to complete the building. The accounting anomaly is that the cost of constructing the building cannot be reflected in the accounts of Hope Street as an 'Expense' as we are building a long-term asset to be owned and used by Hope Street for many years to come.

The Finance Committee is also reviewing the implications for next year's accounts around the recognition of leases. The consequences for Hope Street are that the standards are changing for the recognition of what is known as 'peppercorn rent' where the cost to the organisation may not reflect the true value of the benefit. This may again result in the need to reflect accounting transactions that do not necessarily match with actual outlays.

The 2018/2019 financial year saw a major improvement in our finance team capability. A new Finance Manager, Ulrike Read, commenced in January 2019 and an increase in the weekly hours for the Payroll and Finance Officer was approved by the Board.

A major review of the accounting process and the veracity of accounts was completed during the period to ensure that timely and accurate reports were being produced for the Board. The requirement for accurate budgets and timely reports is essential to enable Management, the Finance Committee, and the Board to make valid decisions. 2018/2019 has seen a major improvement in the quality and timeliness of reporting.

The construction of the First Response Youth Service building in Melton has been progressing during the year but, as with many home renovations and commercial constructions, has experienced major delays adding enormous workload to the CEO, Finance Manager and the Board. The delay in completion of the building has hampered the ramp up of the new service as budgeted and as funded operationally by our partner the Department of Health and Human Services.

The management team have established an interim youth refuge model as a part of the First Response Youth Service in order to ensure that the Melton area is receiving specialist youth homelessness support and crisis accommodation services. The first half year of operational funding was not received until December 2018 and the program went live on the 12th of March 2019. Hope Street leased two private rental properties to provide young people and young families with interim emergency accommodation in addition to delivering services via an outreach model. As a prudent Board, Hope Street is not in a position to commit to the recruitment of staff or any capital expenditure prior to the formal commitment of funding. In addition the homelessness sector in Victoria is experiencing a considerable shortage in appropriately qualified and experienced staff and Hope Street is aware that the quality of our team is the best way to achieve a high level of service and to maintain our reputation within the sector. Over the past year this labour shortage has impacted Hope Street's ability to engage quality team members in a timely manner for the ramp up of new and continuing programs.

Your Board and Management are striving to lessen the impact in several ways. Stakeholders are encouraged to provide longer term guaranteed funding or in the case of annual funding to ensure that suitable lead times are in place to enable timely implementation of a fully operational service. Management is building relationships with sector-based agencies to enable short term appointments during the start-up phase for new programs.

I would like to take this opportunity to thank our CEO Donna Bennett and Finance Committee member Jo Connellan for the considerable work they have contributed in regular meetings with our stakeholders in the project, our architects, quantity surveyor and legal advisors in keeping this project moving.

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, Finance Manager, Ulrike Read 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 bimonthly meetings of the Board. The Committee led the financial planning and budgetary processes, for consideration and approval by the Board, monitored and reviewed the organisation's financial systems, and authorised the annual financial audit.

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 objectives of the Company.

The changes in the Directors of the Board during the 2018/2019 year included the resignation of Nicholas Tseros and the appointment of Katherine George. We acknowledge the contribution of Nicholas Tseros including his work on the Corporate Committee. 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.

#### Meetings of Directors

During the financial year, Directors were eligible to attend, and attended, the following meetings:

## BOARD MEETING ATTENDANCE REGISTER 2018-2019

	29/8	26/9	24/10	21/11	12/12	27/2	27/3	12/6	Total %
Vivienne Archdall	Apology	✓	✓	✓	✓	✓	✓	✓	88%
Donna Bennett (CEO)	✓	✓	✓	✓	✓	✓	✓	✓	100%
Jo Connellan	✓	✓	✓	✓	✓	✓	✓	✓	100%
Judith Cooke	Apology	Apology	✓	✓	✓	Apology	✓	Apology	50%
Andrew Nette	✓	✓	✓	✓	✓	✓	✓	✓	100%
Helen Riseborough	✓	Apology	✓	Apology	✓	✓	✓	✓	75%
Katherine George							✓	✓	100%
Peter Barns-Jenkins	✓	✓	✓	✓	✓	✓	✓	Apology	88%
Nicholas Tseros	✓	Apology	Apology	Apology	✓	✓	Resigned		43%

## BOARD OF DIRECTORS

### 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' (2018: 7 members') liability is limited to an amount not exceeding \$20 (2018: \$20).

### Auditor's independence declaration

The lead auditor's independence declaration for the year ended 30 June 2019 has been received and noted by the Board.

In accordance with a resolution of the Board of Directors.

Judith Cooke  
Secretary

Peter Barns-Jenkins  
Treasurer

Signed in Brunswick, this 23rd day of October 2019.



#### Vivienne Archdall Director

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

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

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



#### Judith Cooke Secretary and Chair of Risk Management and Compliance Committee

- Joined Hope Street in 2007
- MBus, BA, Dip Ed; 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 Hope Street 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 Director and Chair of Corporate Committee and Business Development & Partnerships Committee

- Joined Hope Street in 2012
- BSocWk, Master of Social Policy; 35 years of experience in health and community service sector.

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



#### Peter Barns-Jenkins Treasurer

- Joined Hope Street in 2017
- Extensive career in finance and IT Governance, continuing involvement with local community organisations and social activism.

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



#### Kat George Director and Chair of Millennial Advisory Group

- Joined Hope Street in 2019
- BA Arts (Media & Communications), LL.B, LL.M; human rights and consumer policy professional.

**Role:** To support the governance of the organisation and help it to meet sustainable long term strategic goals.



#### Nicholas Tseros Director

- Director from December 2017 – March 2019
- Over 10 years' experience in sales and marketing.

**Role:** To support the governance of the organisation and help it to meet sustainable long term strategic goals.



#### McLean Delmo Bentleys Audit Pty Ltd

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### Independent Auditor's Report

#### To the members of Hope Street Youth and Family Services Limited

##### 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 2019, 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:

- giving a true and fair view of the Entity's financial position as at 30 June 2019 and of its performance for the year ended on that date; and
- complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 of the Australian Charities and Not-for-profits Commission Regulations 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, 25th October 2019

## Statement of Financial Position

as at 30th June 2019

	Note	2019 \$	2018 \$
<b>Assets</b>			
<b>Current Assets</b>			
Cash and cash equivalents	3	793,450	540,877
Financial Assets	4	2,990,441	1,834,372
Trade and other receivables	5	59,820	916,314
<b>Total Current Assets</b>		<b>3,843,711</b>	<b>3,291,563</b>
<b>Non-Current Assets</b>			
Property, plant and equipment	6	152,030	187,250
Building work in progress	6	1,313,019	71,782
<b>Total Non-Current Assets</b>		<b>1,465,049</b>	<b>259,032</b>
<b>Total Assets</b>		<b>5,308,760</b>	<b>3,550,595</b>
<b>Liabilities</b>			
<b>Current Liabilities</b>			
Income received in advance	2	720,000	-
Trade and other payables	7	238,924	412,888
Provisions	8	234,171	140,247
<b>Total Current Liabilities</b>		<b>1,193,095</b>	<b>553,135</b>
<b>Total Liabilities</b>		<b>1,193,095</b>	<b>553,135</b>
<b>Net Assets</b>		<b>4,115,665</b>	<b>2,997,460</b>
<b>Equity</b>			
Retained earnings		4,115,665	2,997,460
<b>Total Equity</b>		<b>4,115,665</b>	<b>2,997,460</b>

## Statement of Cash Flows

For the year ended 30th June 2019

	Note	2019 \$	2018 \$
<b>Cash flow from operating activities</b>			
Receipts from government grants and other revenue		6,394,887	2,524,987
Payments to Suppliers and Employees		(3,716,335)	(2,427,204)
Interest received		40,550	43,673
<b>Net cash provided by operating activities</b>	9	<b>2,719,102</b>	<b>141,456</b>
<b>Cash flow from Investing activities</b>			
Payment for building work in progress		(1,315,979)	(153,876)
Proceeds from sale of property, plant and equipment		5,519	17,337
Proceeds from financial assets		(1,156,069)	(39,740)
<b>Net cash provided by investing activities</b>		<b>(2,466,529)</b>	<b>(176,279)</b>
<b>Net increase / (decrease) in cash held</b>		<b>252,573</b>	<b>(34,823)</b>
<b>Cash and cash equivalents at the beginning of the financial year</b>		<b>540,877</b>	<b>575,700</b>
<b>Cash and cash equivalents at the end of the financial year</b>	3	<b>793,450</b>	<b>540,877</b>

## Statement of Profit or Loss

as at 30th June 2019

	Note	2019 \$	2018 \$
<b>Revenue</b>			
DHHS Funding		3,729,622	2,147,238
Grant – DHHS – Building	2	500,000	800,000
Philanthropic Grants		520,000	333,000
Other Grant Funding		5,238	7,174
Donations		21,321	40,630
Interest Income		62,937	43,673
Other Income		17,211	81,423
<b>Total revenue</b>		<b>4,856,329</b>	<b>3,453,138</b>
<b>Expenses</b>			
Administrative, Fundraising and General expenses		506,916	270,705
Audit Fees		4,500	4,100
Client and Programme Costs		138,928	110,437
Depreciation		108,382	93,802
Employment Costs		2,979,398	2,065,028
<b>Total expenses</b>		<b>3,738,124</b>	<b>2,544,072</b>
<b>Surplus for the year</b>		<b>1,118,205</b>	<b>909,066</b>

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

## DIRECTORS' DECLARATION

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

The directors of the company declare that:

- The financial statements and notes as set out on pages 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 2019, 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.

  
 Judith Cooke  
 Secretary

  
 Peter Barns-Jenkins  
 Treasurer

Signed in Brunswick, this 23rd day of October 2019.

# Thank you to our Partners and Supporters

Our impact on young people who are experiencing homelessness is only possible thanks to the generosity and support of following partners and supporters, for whom we are deeply grateful:

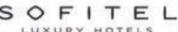
## GOVERNMENT

			
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## TRUSTS AND FOUNDATIONS

				Michael Martin Fund, a charitable fund account of Lord Mayor's Charitable Foundation
				The Ballandry Fund, a sub-fund of Australian Communities Foundation

## CORPORATE

					
Melton					Melton
					

## CORPORATE DONORS FOR CONSTRUCTION OF FIRST RESPONSE YOUTH SERVICE, MELTON

The following businesses contributed either fully donated or heavily discounted supplies for the construction of the First Response Youth Service in Melton, quite literally putting a roof over the heads of young people who don't have a safe place to call home.

- ARC Fences
- ASC Watertanks
- Austral Bricks
- Austral Masonry
- BGC
- Big River Instant Turf
- Blue Stone Pavers
- Capral Aluminium
- Caroma
- Citywide North Melbourne Asphalt
- Criterion
- Daikin
- Distinctive Floor Coverings
- Ecodynamics
- Everlast Services
- Gyprock CSR
- Hardings Hardware
- Hand Rail Industries
- Harvey Norman Commercial Project Division
- Haymes Paint
- Holcim
- Hutchinson Glass and Aluminium
- Interface
- Johnson Tiles
- Melton HOME Timber and Hardware
- Polyflor
- RBA Group
- Rinnai
- Rockcote
- Rondo
- SoilWorx
- Steven Taylor
- Stramit
- Streamline
- Technika

## COMMUNITY

- Bolton Clarke Homeless Persons Program
- Council to Homeless Persons
- Centre for Multicultural Youth
- Haven; Home, Safe
- Kirrip Aboriginal Corporation
- Launch Housing
- Lort Smith Animal Hospital
- Melbourne Youth Support Service
- Northern Community Legal Centre
- NorthWestern Mental Health – SUMITT
- Northern Local Area Services Network
- Western Local Area Services Network
- Victoria Police
- Victoria University
- VincentCare Victoria
- Western Emergency Relief Network
- Whittlesea Community Connections Partnership
- Whittlesea Community Futures Partnership

We are deeply grateful to the individuals listed below, who made up the passionate and skilled Hope Street team for 2018-2019:

Shakeel Ahmed, First Response Mobile Outreach Worker; Abeer Alzawada, Case Manager; Vivienne Awad, Executive Administration Officer; Jaime Bakker, Case Manager; Oliver Bates, Youth Residential Support Worker; Luke Bearne, Case Manager; Mandy Beattie, Case Manager; Donna Bennett, Chief Executive Officer; Nyuol Bol, Youth Residential Support Worker; Pei Cai, Payroll and Finance Officer; Mim Calipari, Case Manager; Kylie Charleson, Case Manager; Geetha Chetty, Programs Manager North East; Jenni Clark, Youth Residential Support Worker; Stephen Clark, Youth Residential Team Leader; Kate Clarke, Case Manager; Michelle De Sant'Anna, First Response Mobile Outreach Worker; Melissa De Santis, Case Manager and Community Engagement Officer; Mark Dixon, Operations Manager; Christine Fagan, Programs Manager North East; Emily Flett, Residential Support Worker; Paula Forrester, Youth Residential Support Worker; Olivia Gergis, Case Manager; Gion Getachew, Youth Residential Support Worker; Johanna Greville, Case Manager; Nadia Haider, Youth Residential Support Worker; Greg Harriden, Youth Residential Support Worker; Samantha Hopkins, Youth Residential Support Worker; Airlia Hornsey, Youth Residential Support Worker; Anni Hughes, Executive Administration Officer; Sebastian Jenner First Response Mobile Outreach Worker; Diane Johnson, First Response Mobile Outreach Worker; Matthew Johnston, Case Manager; Manny Kidanu, BOOST Specialist Practitioner; Chris Maddigan, Executive Administration Officer; Alison Maddock, Youth Residential Support Worker; Anna Marincic, Residential Support Worker; Jamie Massouris, Senior Case Manager; Jennifer McAughtrie, Operations Manager; Louise Merrett, BOOST Specialist Practitioner; Michelle Montague, Finance, People and Culture Manager; Olivia Myeza, Business Development and Partnerships Manager; Katherine Norris, Youth Residential Support Worker; Helda Payet, Web Developer; Brandon Pearl, Homeless Youth Dual Diagnosis Practitioner; Kat Perdriau, Youth Reconciliation Practitioner; Diego Pinzon, Youth Residential Support Worker; Ulrike Read, Financial Manager; Fiona Rigney, Executive Administration Officer; Angela Riley, Youth Residential Support Worker; Lyn Seeley, Operations Manager; Lisa Settineri, Youth Residential Support Worker; Polette Silva Vasquez, Youth Residential Support Worker; Jessica Sorrenti, Case Manager; Claire Steinke, Finance and Payroll Officer; Jude Steward, Case Manager; Georgina Sullivan, Case Manager; Sharon Toohey, Youth Residential Team Leader; Tegan Tregea (Pain), First Response Youth Mobile Outreach Service Team Leader; Riette Veldsman, People and Culture Manager; Norman Vella, Programs Manager North West; Sue Watt, Youth Residential Team Leader; Reece Welsh, Case Manager; Chloe Woollams, Youth Residential Support Worker; Karen Woulfe, Finance and Payroll Officer.

Annual Report production  
 Producer and editor: Olivia Myeza  
 Photographer: Shannyn Higgins  
 Designer: Geronimo Creative Services  
 Printer: Impact Digital



Hope Street Youth and Family Services

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



Hope Street acknowledges the support of the Victorian Government.