



Hope St. Annual Report 2011

Vision

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

Mission

To seek, advocate and facilitate social change to meet the intrinsic needs of young people and their accompanying children.

The organisational values and standards inherent in the approach and services provided by HSYFS are a significant influence on the way the organisation achieves its vision.

Values

Empowerment, diversity, choices, interdependence, education, self determination, equity, non-discrimination, respect, fairness, collaboration and social justice.

Standards

Safety, ethical, professional, responsive, consistency, quality, commitment and accountability.

Philosophy

Resolving homelessness is the responsibility of federal, state and local bodies, the community as a whole, families and individuals. Hope St. Youth and Family Services Inc. believe that young people have the right to safe, secure and affordable housing and to be treated as equal citizens in our society. This means equal access to resources, decision making and life options.

Purpose

HSYFS focuses on the needs of young people who are experiencing homelessness and/or at risk of homelessness as determined by them. The programs strive to provide support to young people in their transition towards interdependence.

HSYFS aspires towards quality outcomes within a collaborative, supportive, accountable and strengths based model of best practice incorporating equity, respect, fairness and inclusion.

Participation

HSYFS encourages young people and other stakeholders to be involved in the decision making processes of the service including policy development, program planning, delivery, practice and review.

Committee of Management Report

This has been an exciting year for HSYFS. We have consolidated the Hope St. at Melton and at Whittlesea programs and the CoM has focused on planning the next few years for the service.

HSYFS is in a strong position within the sector and we are considering the next phase of our development. At the Strategic Planning workshop in February we agreed that the service was ready to grow based on our expertise of working with young people.

We held a very successful governance workshop with Jean Roberts in March and developed an action plan for implementation over the next twelve months. We made some changes to our meeting format to enable us to spend more time discussing the strategic direction for HSYFS;

we audited our decisions over the past twelve months; updated our Constitution for consideration at this AGM; and will be undertaking some detailed discussions about further developing the future of HSYFS.

There have been some changes to the membership of the CoM this year: Emma Davine resigned after two years and we welcomed Vivienne Archdall and Dessie Kontis as new members.

HSYFS is a fantastic service, committed to empowering young people to overcome the difficulties that life places in their way. We rely on the hard work of our professional staff and fully support the equal pay case currently before Fair Work Australia.

Committee of Management



Terry Huddy
Chairperson



Carlo Carli
Treasurer



Kirsty Leong
Secretary



Vivienne Archdall
(commenced
February 2011)



Mary Doyle



Judith Cook



Sue Warburton



Dessie Kontis
(commenced
May 2011)

Emma Davine (resigned October 2010)

Service Manager's Report

In 2010/2011 Hope St. continued to demonstrate our capacity as a leader in the Youth Homelessness Sector. Hope St. is funded by the Department of Human Services (DHS) to provide crisis and non crisis support services to young people who experience homelessness or are at risk of homelessness in the North West Metropolitan Region.

Hope St. management and staff recognise it is vital to redress the complex social causes and impacts of homelessness on young people, families and wider communities. This responsibility was reinforced at our Strategic and Business Planning Day in February 2011 and is a core element in all aspects of the organisation – client service delivery, community connections, collaboration with government, program development and strategic planning and development. It is also the cornerstone of our Vision, Mission and Philosophy.

Client service delivery to young people and accompanying children is Hope St.'s purpose and is achieved via our programs:

1. Youth Reconciliation
2. Youth Residential
3. Youth Outreach
4. Hope St. Melton
5. Hope St. Whittlesea
6. Homeless Youth Dual Diagnosis Initiative (partnership with Melbourne Health)

The centrepiece of service delivery in all programs is client centred responses and prevention from medium and long term homelessness. Each program also has its unique 'model' defining the framework in which services are provided. The teams in all programs are highly committed to quality service delivery and assisting young people to achieve their goals.

Services to clients are underpinned by continual improvement systems and strategies, including a high level of professional and program development reflective of the Hope St. standards and values. Community connections are equally significant in responding to the needs of young people who experience homelessness. Staff and management in all programs are active in building relationships with key homelessness and non homelessness agencies that result in comprehensive support to young people. Each program has also responded to challenges impacting on the delivery of services such as

reduced workforce capacity, housing crisis and high demand. The Program reports detail the facets enabling quality and responsive service delivery and the client outcomes achieved.

Coralene Berkeley is the Program Manager leading the Youth Residential and the Youth Outreach programs. Jane Lazzari joined the Hope St. management team in March 2011 and leads the Hope St. Melton and Hope St. Whittlesea programs.

Leadership of the programs has focused on quality service delivery, integration of programs across sites, and within communities, and the integration of new opportunities.

The Youth Reconciliation Program was successful in attaining funding for an additional .5 position as a part of the National Partnership Agreement, Family Reconciliation Initiative focusing on early intervention and prevention. The Youth Refuge Enhancement Funding initially received in 2010, continues to be embedded in the Youth Residential Program for improved client outcomes.

The Hope St. Melton and Whittlesea Programs commenced training to utilise the Homelessness Star Outcomes – an evidenced based innovative evaluation and case management tool developed in the United Kingdom and being piloted in Victoria with programs for young people based on a Step Forward approach. Hope St. continues to strengthen its partnership with Melbourne Health for the delivery of the Homeless Youth Dual Diagnosis



*'I gained everything.
Hope St. gave me a step in
the right direction. Put me
back on my feet. If I can
do this I can do anything!
Road to recovery.'*

*'The workers are
honest with you, and you
know where you stand.
They expect something
good for you, like you
can be someone.'*

Initiative (HYDDI) which focuses on workforce capacity building of youth homelessness workers in the NW region to provide an early intervention approach in their work with young people with emerging drug and alcohol use issues and mental health.

A key part of the model is in placement of the HYDDI worker in a youth homelessness setting. There are two HYDDI positions in the NW region and one is in place with Hope St. at Brunswick four days a week and the other is with WRAP in Sunshine. My focus with HYDDI in 2010/2011 was strengthening the governance structure and practice and the employment of the HYDDI worker.

Homelessness sector redevelopment led by the Department of Human Services continued as a key focus of Hope St. In 2005 the DHS embarked on major sector reform including best practice approaches to improving pathways into homelessness services within a period of unprecedented demand on the Homelessness Service System. I have been a part of this journey since the beginning, piloting of the Hume Moreland Access Point with VincentCare in 2008. I have remained an active participant to the North West Local Area Services Network (NWLASN) in collaboration with homelessness agencies and the regional DHS team.

I have also continued to be a strong advocate of high quality responses to young people. In addition to the NWLASN and working group, this has

involved being an active contributor of the Youth Consultative Committee convened by the regional DHS, which has been instrumental in developing tools for Access Point workers to use when assessing and responding to young people. The Committee also developed a Youth Policy endorsed by the NWLASN to be embedded in all Access Points.

During this period Hope St. continued to convene the Northern Region Youth Homelessness Network, be an active member of the North and West Homelessness Network, contribute to the departmental reviews of the Housing Establishment Fund and Family Reconciliation Program and participate in a range of forums. This enabled Hope St. to contribute to an analysis of the causes and impacts of youth homelessness and advocate for better responses in service delivery, systems, policy and community connections. Our contribution is a key method for achieving our Vision: 'That society values and meets all needs and rights of young people.'

The Hope St. vision will only be achieved through collective effort of governments, communities, families, a range of service agencies and professionals. We are lucky to have our hard working staff and managers and the Committee of Management. We are also buoyed by our clients, the outstanding and resilient young people who experience homelessness and, too often, immense hardships. These young people often continue to go to school, hold down jobs, maintain

relationships and find the courage to open their lives to strangers, seeking assistance and a better life.

I would like to acknowledge the staff teams and their dedication to providing young people with expert support and willingness to go the extra yard for client outcomes. A special thank-you to the Program Managers who bring to Hope St. their experience, insights and skills in leading the teams and program development.

I thank the members of the Committee of Management for their collective wisdom and drive to achieve the Hope St. Vision. I value their tremendous support of me as Service Manager and commend their commitment to the organisation and young people. I look forward to the year ahead and Hope St. continuing as a leader in Youth Homelessness.



Donna Bennett
Service Manager



Year at a glance



residential



youth reconciliation



outreach

Achievements

This year Hope St. has successfully provided support to homeless and at risk young people to find housing, employment, education and achieve family reconciliation; thus exceeding our funding agreement targets.

We have welcomed the introduction of new staff across all our programs, strengthening the management of teams and services provided by each.

Equally, improvements to our facilities including the completion of units in Whittlesea and planning approval for units in Melton are significant achievements and will greatly improve service delivery in these areas.

Hope St. was successful in gaining funding from the National Partnership Agreement (NPA) Family Reconciliation Initiative 2010. This resulted in an additional 0.5 position for the Youth Reconciliation Program. The focus of this position is on early intervention and prevention of homelessness for 16–18 year olds.

In line with our ongoing commitment to maintaining strong community relationships and networks, and in response to the findings of the recent program review, the Youth Reconciliation Program has created a 'Community Development Model' designed to increase active relationships with organisations and schools. We now have a more co-ordinated and responsive approach to addressing the needs of our clients.

Over this reporting period there has been a 100% increase in the number of feedback forms received from clients of the Youth Residential and Outreach Program, compared to previous years. This is attributed to a more consistent approach to following up young people as part of the exit process.

We have also maintained greater ongoing contact with clients post-program, enabling us to assess strengths and weaknesses within both the outreach and residential services.

Challenges

Hope St. inevitably encounters challenges across the delivery of all its programs. The recruitment and retention of staff is an ongoing one facing the organisation and its management program-wide.

The organization now operates from three sites, providing a range of services to young people across the northern suburbs of metropolitan Melbourne. This growth and development brings with it a range of organizational challenges.

We now have a more co-ordinated and responsive approach to addressing the needs of our clients.

The Brunswick site which operates principally as an accommodation facility for young people, also provides office accommodation for administrative and other program staff. The conditions are already inadequate and as such finding appropriate modern office accommodation for these functions at a cost the organization can afford presents a major challenge to be faced in the near future.

On top of all of these, the ongoing challenge of providing the best service possible with the funds and resources available is the single biggest test faced by staff and management across all service areas in the delivery of the Hope St. programs.

Professional Development

Hope St. is highly committed to giving staff the opportunity to broaden and build on their professional skills and knowledge. Over the past year, workers from all programs have been supported to actively pursue options for professional development in a variety of capacities, highlighting Hope St.'s commitment to service quality.

Skills development and training have come from a number of sources. These have been formal government



'It gave me hope that I would soon find somewhere to live. It gave me a bit of 'me' back. I was depressed that I had nowhere.'

'I have been homeless on and off since I was 13, I'm now 16. It's hard not having parents that want to help you. There is lots of stuff I still need to learn. I'm doing an apprenticeship.'

training provided by the Department of Human Services, occupational health and safety training and professional accreditation workshops. It has also involved participation in training services from a large number of private service providers, and the development and implementation of several in-house training and development programs, workshops and seminars across all three programs.

Professional development provides essential opportunities for staff to up-skill, improving knowledge and experience relevant to the youth and housing sectors. It is a valued practice across all Hope St.'s programs and a crucial tool for professional growth and improvement and assists the organisation to achieve our strategic objectives .

Accreditation

Hope St. is accredited through QICSA under the Quality Improvement Council Core Standards and the Homelessness Service Assistance Standards.



Case Study

Left in the care of a foster family with three other children, Paul along with his biological sister struggled with homelessness from the young age of 12.

Against the odds, Paul completed year 11, however becoming increasingly disengaged with school he dropped out before his final year. With very low motivation to seek employment, he was referred to Hope St. by the local Reconnect program. With some hesitation about living alone for the first time, Paul moved into one of Hope St.'s units.

Struggling to adjust, he experienced loneliness and anxiety, sleeping in the lounge-room for the first two weeks. His case manager worked intensively with him to assist in his transition to independent living. While at

Hope St. Paul maintained contact with his foster family, seeing them regularly both at their home and his unit.

While living in the unit, Paul was supported to secure an apprenticeship as a butcher in the local area. He began making connections to his community and was taken to and from work each day by one of his new colleagues.

After four months in the unit, Paul returned home to his foster family.

Independently, he now commutes on public transport to work and TAFE each day and his case worker notes his improved attitude towards the value of work and an appreciation for his income.

Youth Residential and Outreach Programs

The Hope St. Youth Residential and Outreach Program (YROP) provides crisis housing and outreach support to homeless and disadvantaged young people.

Managed on a case by case basis, clients are provided immediate crisis response and accommodation, followed by guidance for future planning and personal development (through our outreach program), ensuring each the very best chance of recovery and success.

Employing a holistic, coordinated service, we support young people to make informed decisions in addressing their basic needs including housing, health, income, education and community engagement.

This financial year (2010–2011) has been the first full year the program has been overseen by a permanent Manager. Engaged to both strengthen and support the YROP team and program delivery, this position operates closely alongside the other program manager to ensure the ongoing success and future growth of Hope St.'s overall service.



YROP staff have, over the past 12 months, continued to strengthen the organisation's capacity as a leading service provider. Through participation in a variety of State Government funded programs and observed practice we have continued to grow, adding to our professional expertise and experience.

Active involvement by staff in case management meetings has encouraged staff to share their diverse knowledge and experience. This process continues to enable staff to manage the challenges of their positions, and achieve the aims and goals of the program.

Areas of particular focus for ongoing improvement include the recruitment and professional development of staff, the overseeing of program operations by a dedicated manager and client participation. Above all, maintaining a cohesive service delivery across the staff body is integral to the success of the program and ongoing support of our clients.

Youth Residential Program

The Youth Residential Program has two operating models. A six-week residential program aimed at 16–25 year olds offers secure accommodation with access to crisis response and case management facilities. Housing up to seven young people at any one time, the program aims to equip clients with the support and ability to transition to safe, appropriate accommodation.

The alternative Crisis Accommodation Persons (CAP) unit model is a private, self-contained unit designed for families, generally with children. The term of stay is longer, up to three months and while the aims are the same, the issues of housing a family are considered.

Key Outcomes

During the 2010–11 period, Hope St. provided safe, supported accommodation to 56 clients across its residential facilities.

It successfully supported them to achieve sustainable long-term housing outcomes, receive ongoing medical and well-being services and other community resources, and attain full income entitlements upon leaving the program.

Former Hope St. residents successfully transitioned to a variety of supported housing including transitional housing, shared and private rental and among family and friends.

Youth Outreach Program

The outreach program provides ongoing support to residents as they exit the residential program. This component aims to ensure young people achieve safe, permanent housing and community integration upon leaving the residential facilities.

Funded to provide support for up to 12 weeks (often extended), the active outreach program supplies ongoing aid to clients transitioning into adulthood and independence.

'It was hard in the beginning. A hard time. I didn't have other supports; family or friends. It was a scary time.'

'We had freedom, but still had boundaries.'

Enhanced Funding

For the past two years Hope St's YROP has received Enhanced Funding from the Department of Human Services. These additional funds have helped staff provide greater support to residents in severe need, in turn improving success in meeting case plan goals.

Funding has aided in the provision of living essentials including clothing, medical supplies and services, education and training, driving lessons, rent in advance and recreation and community connectedness.

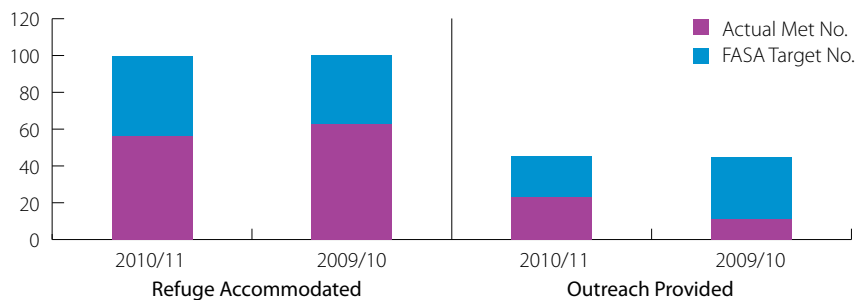
Client Participation and Feedback

Over this reporting period we have experienced a noticeable increase in client participation in the provision of feedback. There was more than 100% increase in the number of feedback forms received compared to previous years.

We have also maintained greater ongoing contact with clients post-program, enabling us to assess strengths and weaknesses within both the outreach and residential stages.

We see feedback as a crucial part of building the future of the Hope St. service and receive both criticisms and accolades with equal measure as a tool for measuring success and strengthening the program for the future.

YROP Service Agreements Targets and Outcomes



YROP Statistics

YROP Service Agreements Targets and Outcomes

The Funding and Service Agreement (FASA) with DHS sets targets across both programs. The 'targets' and 'actual met' for the period 2010–2011, and comparative of previous financial year as in the graph above.

There were a number of variable factors that influenced these results. These included; the average stay being longer by approximately two months than in previous years; time taken to assess immediate mental health and wellbeing of clients; limited suitable housing for exit from program; recruitment and retention of staff.



Youth Residential and Outreach Programs

Facts and figures

Location of Clients Last Home

The residential program draws clients from across Melbourne's northern suburbs. The suburbs from which our clients are most commonly drawn are:

1. Hume – Glenroy/Dallas/
Craigieburn/Gladstone Park/West
Meadows/Meadow Heights
2. Brimbank – Sunshine/St Albans/
Watergardens
3. Darebin – Preston/Thornbury/
Reservoir
4. Moreland – Coburg/ Brunswick

Average Number of Days Accommodated in Refuge Program

The average number of days spent in refuge accommodation increased significantly from the previous year among female clients, whilst experiencing a minor comparative decrease among males (from 44 in 2009–10 to 42 in 2010–11). Days spent by females rose from 40 in 2009–10, to 68 in 2010–11.

Total days spent in refuge by all clients increased from 2,154 in 2009–10, to 2,231 in 2010–11.

Youth Outreach Program Average Support Period

Figures for youth accessing outreach support has experienced a similar increase across the board over the past three years, almost doubling for each.

For the current reporting period duration increased to an average of 61 weeks compared to 42 in 2009–10, and 19.2 in 2008–09.

Refuge Program Referrals

Hope St. received a total of 120 referrals for 2010–11, successfully accommodating 56 of these. Common reasons for unsuccessful referrals were a need to consider current household dynamics, location and higher suitability of other referrals.

Client's Country of Birth

- 59% were born in Australia
- 22.5% were born in an African country (Somalia, Ethiopia, Rwanda, and Sudan)

Main Reason for Seeking Assistance

- 45% cited relationship/ family breakdown as main reason for seeking assistance
- 21% cited overcrowding or eviction

Main Source of Income

- 64% of young people were receiving Youth Allowance
- 12.5% of young people were receiving no income

Youth Outreach Program Source of Referral

- 92% of referrals came from SAAP agency/ worker or telephone/ crisis referral service

Client's Country of Birth

- 62% were born in Australia, 16.8% in an African country (Somalia, Ethiopia, Rwanda, and Sudan)

Main Source of Income

- 46% Youth Allowance, 46% Parenting Payment, 8% wages/ salary

Coralene Berkeley
Programs Manager, YROP



'Hope St. was safe. I felt safe in this environment.'

'One positive impact was a routine. Coming home for dinner, chores etc. I've taken these skills with me, and am now an outreach client.'



Hope St. in Melton and Whittlesea

The Hope St. in Melton and Whittlesea Program is an intensive supported housing service for homeless young people aged 16–21. Drawing support from the municipal council and youth services of the Melton and Whittlesea areas, the program offers integrated case management and accommodation support.

Young people can be supported for up to two years whilst living in the units and for a further 12 months after having moved on to long-term stable accommodation. Referrals for both Whittlesea and Melton are received via VincentCare whom act as the entry point for clients wishing to access the program.

Melton

Currently awaiting the construction of ten new units, Hope St. in Melton works closely with young people on an outreach basis. Over the past year, 16 young people have received assistance through the program, many having been successfully placed in private sublet or shared rental arrangements.

Actively supported by members of the Melton Community Partnership, Hope St. has continued to receive ongoing guidance and help for the future. The success of the service is greatly dependant on the support of the community and this is greatly valued, especially pending the completion of Melton's housing program.

In February 2011, a planning objection to the construction of the Melton units was put before by Victorian Administrative Appeals Tribunal. The outcome was that several minor amendments were made to the building plans and while the process created a delay in construction, the way is now clear for the project to resume. The team is very much looking forward to having properties available in which to house vulnerable young people in and around Melton.

As well as providing a direct service, Hope St. staff have been actively involved in the development of youth specific services in Melton, in particular 'The Gap'. A newly established youth centre, The Gap seeks to enhance the lives of young people in the community by providing a safe environment while helping to develop self-esteem, team work skills and self-discipline.

Whittlesea

Reaching completion in December 2010, all eight Whittlesea units were occupied by June the following year. They now house a total of seven young people including two pregnant women. One unit is used as the office and provides a common area for the residents for fortnightly house and group meetings.

Four new properties in Preston were acquired late in 2010 and these were fully tenanted by early 2011. Three young women with four children between them were accommodated here, with the fourth being shared between two young women, one of whom is a refugee.

Thanks goes to the City of Whittlesea and all of our local partners for their assistance and support of Hope St. and young people who are homeless in the City of Whittlesea.

Homelessness 'Outcomes Star'

Originating in the UK, the 'Outcomes Star' is an approach to assessing change when working with vulnerable young people using measurable outcomes. It is integrated within assessments and support plans.

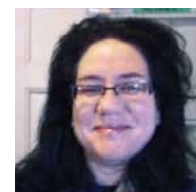
In support of the program, the Office of Housing has funded training for all youth homelessness support workers, an initiative which took place in January and June of 2011.

Staff in Melton and Whittlesea commenced using the tool in May and so far have found it very useful. Shortly the Star tool will be available online and further training to support its implementation will be provided by the Office of Housing later in the year.



Jane Lazzari

Programs Manager, Melton and Whittlesea



'There are so many things you need to know when you are out of home, like how to find somewhere to live that I can afford, everything is expensive.'



Case Study

Orphaned and with limited knowledge of English, Sam came to Australia on an orphan visa from east Africa in his early teens.

Arriving with his older brother the boys were initially accommodated by an Aunt, but the arrangement soon broke down.

Sam and his brother stayed with a woman from their local community but overcrowding prevented this from being a permanent arrangement, and only two years after arriving in Australia the boys found themselves facing homelessness.

It was then that Sam came to Hope St. with his brother and began what would be a long but successful journey to recovery and independence.

Commuting an hour and half twice each day to continue attending English language school, Sam worked hard to improve his language and communication skills. Sam later noted the benefit living in shared accommodation at Hope St. had had on his ability to practice English at home.

Facing the difficulty of never having lived independently, Sam worked hard to take on the responsibilities of cooking and cleaning while at Hope St. – things he had never done before.

Sam came to Hope St. with his brother and began what would be a long but successful journey to recovery and independence.

With support from staff, he also began saving money for the first time in his life, putting aside his first \$250 by the time he left the service, a testament to his ability to prevent future homelessness.

Half way through Sam's stay his brother left the service prematurely, struggling with the program requirements. Taking this loss in his stride, Sam maintained his commitment to the program, continuing on alone.

During his stay, Sam used every resource available to improve his circumstances. He used enhancement funding to buy a laptop for school and later through the Creating Connections (CEEP) program, gained funding support to move to a new English school with a trade skills component.

Sam was now taking control of his future, working hard to gain formal skills and training in building, work he had begun to pursue in Africa before arriving in Australia.

His English had improved

dramatically and staff at Hope St. noticed the new confidence with which he participated in the program and life beyond.

Sam lived at Hope St. for five months before exiting into transitional housing in his local community, where he was reunited with his brother.

Upon leaving Hope St., Sam spoke about his experience in Australia, from the initial fear he felt at the overwhelming change to his newly improved opportunities. Through Hope St. Sam had worked hard to gain both language and life skills, as well as formal education and training, giving him the tools to begin building an independent life.

Of the noticeable change, one caseworker recalls his happy disposition and how he 'no longer seemed afraid of the future.'

Youth Reconciliation Program

Youth Reconciliation Program (YRP) provides counselling and reconciliation support to homeless young people between 16–25 years. Assisting young people to consolidate, strengthen and maintain important connections and relationships in order to prevent homelessness.

Recognising each young person's right to free, confidential and professional counselling services, the YRP aims to provide clients with the emotional tools and support to combat the precipitating factors of homelessness and reconcile them with their families and support networks.

YRP employs a number of reconciliation methods to best suit the needs of each individual case. These can include one on one counselling, personal development workshops, community development, mediation and family meetings. Positive outcomes from these services are measured by the personal, social and emotional development of clients.

In 2010–11 Hope St. YFS was successful in gaining funding from the National Partnership Agreement (NPA) Family Reconciliation Initiative 2010. This resulted in the initiation of an additional .5 position designed with a focus on early intervention and prevention of homelessness for 16–18 year olds based on the NPA service model.

Presenting Issues

Presenting issues reported most frequently by clients over the reporting period included anxiety and anger, family and relationship issues, difficulties with living situation, unhealthy habits or relationships surrounding food, alcohol and drugs.

Referrals

Over the 2010–11 period, YRP supported 45 clients, 31 of whom were female and 14 male and four with accompanying children. Approximately a quarter of referrals were external to the agency, with the remaining 75% coming directly from within Hope St. Youth and Family Services.

Outcomes

The program had significant success throughout the year, effectively closing 40 client files. In addition, 83 formal one on one counselling sessions were conducted, one family mediation session and five cases of client participation in social and personal development workshops. Clients were also helped to re-establish and maintain positive and supportive relationships, obtain and maintain permanent accommodation and develop crucial communicative, emotional, decision making and conflict resolution skills.

Key Program Developments

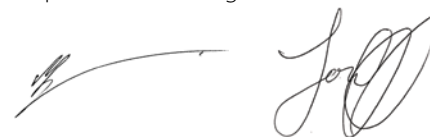
Over the 2010–11 period the YRP initiated several developments aimed at improving the program. This has included a review of both the youth and family reconciliation programs.

In 2010 Hope St. participated in the Department of Human Services

Family Reconciliation Program Review, assessing our YRP service model and performance, client outcomes, philosophy, strengths, challenges and strategies. It also examined how Hope St.'s program fits within the broader early intervention and prevention approach within the sector and the interrelationships between this and other similar programs. The review resulted in adaptations to the current YFS Business Plan and YRP Work plan.

In line with our ongoing commitment to maintaining strong community relationships and networks, the YRP have created a Community Development Model. Designed to increase active relationships with organisations and schools, the model highlights the importance of Hope St.'s extended networks.

Maintenance of these valued relationships further encourages the reciprocal flow of support and resources between other organisations and an increase in the quantity of referrals to the YRP and Hope St. services in general.



Merilyn Lanigan & Sonia Fuentes
Youth Reconciliation Program workers





Financial Report 2010/2011

Hope St. Youth and Family Services Inc. (HSYFS) Committee of Management has provided strong financial management of the income from various Government grants and other funds and expenditure on various program areas. All funds have been accounted for and are presented in the annual statement of accounts.

Hope St. Youth and Family Services Inc. (HSYFS) is primarily funded by the Supported Accommodation Assistance Program to deliver crisis accommodation, support and counselling services to the community. The financial position of the organisation remains strong with adequate reserves.

An abridged version of the Auditor's Report is contained in the Annual Report and includes Balance Sheet, Income Statement, Statement by members of the Committee and the Audit Report.



Carlo Carli
Treasurer



Michelle Montague
Finance Officer



Income and Expenditure Statement

As at 30 June 2011

	2011	2010
Income (\$)		
DHS Grants	1,234,550	919,452
HEF Income	8,363	8,363
Refuge Service Fee	3,555	4,140
Unit Income	2,718	3,800
Donations	2,603	2,256
Interest Received	39,191	16,187
Training Reimbursement	1,818	2,400
One Off Grants	6,751	7,870
Other Projects & Funds	135,208	19,441
Other Income	143	5,824
Profit/Loss on Sale of Assets	-25,026	20,727
	1,409,874	1,010,460
Expenditure (\$)		
Direct Employment	752,145	593,341
Employment Related Expenses	35,755	26,846
Service Delivery	56,657	71,543
Corporate	110,021	78,785
Buildings, Facilities & Equipment	107,871	68,157
	1,062,449	838,672
Operating Profit	347,425	171,788

Balance Sheet

As at 30 June 2011

\$	2011	2010
Equity		
Retained Earnings	789,618	442,193
Total Equity	789,618	442,193
Current Assets		
Cash on Hand	1,050	1,050
Cash at Bank – SFYPTRC Operation		28,213
Bendigo A/C 60843	416,598	209,980
Bendigo Trust A/C	30,366	20,733
Bendigo Debit Card A/C	-1,903	1,973
Electronic Claring A/C	-17,911	
Sundry Debtors	1,078	
Trade Debtors	5,500	1,745
Other Debtors	500	900
Term Deposits	487,994	460,682
Prepayments		2,229
	923,272	727,505
Non-Current Assets		
Property Improvements	13,365	13,365
Less Accumulated Depreciation	-1,876	-194
	11,489	13,171
Motor Vehicles	123,405	162,995
Less Accumulated Depreciation	-54,585	-58,034
	68,820	104,961
Office Furniture & Equipment	59,606	49,112
Less Accumulated Depreciation	-41,739	-33,431
	17,867	15,681
Furniture & Fittings	79,844	61,406
Less Accumulated Depreciation	-57,643	-51,816
	22,201	9,590
Low Value Pool	4,053	4,053
Less Accumulated Depreciation	-3,885	-3,772
	168	281
	120,545	143,684
Total Assets	1,043,817	871,189
Current Liabilities		
Trade Creditors	46,565	39,380
Other Creditors & Accruals	108,989	328,919
Provision for Audit Fees	2,164	
Provision for TIL	3,670	2,500
Provision for Holiday Pay	25,364	9,887
Provision for Long Service Leave	23,352	17,135
Provision for Sick Leave	14,917	9,700
Provision for Flexi Time	628	
Provision for GST	28,551	21,475
	254,200	428,996
Total Liabilities	254,200	428,996
Net Assets	789,618	442,193

Hope St. Youth and Family Services Inc.
Statement by Members of the Committee

The Committee has determined that the Association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the Committee the financial statements:

- a) Presents a true and fair view of the Association's financial position as at 30 June 2011 and its performance for the financial year ended on that date.
- b) At the date of this statement, there are reasonable grounds to believe that the Association will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the committee and is signed for and on behalf of the Committee by:



Mary Doyle
Public Officer

Dated this 20th day of September 2011



Carlo Carli
Treasurer

INDEPENDENT AUDITOR'S REPORT

To the members of HOPE St. YOUTH AND FAMILY SERVICES INC.

Report on the Financial Report

We have audited the accompanying financial report, being a special purpose financial report, of Hope St. Youth and Family Services Inc. Comprising the balance sheet as at 30th June 2011, and the income statement, statement of changes in equity and cash flow statement for the year then ended, a summary of significant accounting policies and other explanatory notes.

Auditor's Opinion

In the opinion the financial report of Hope St. Youth and Family Services Inc.

- a) Gives a true and fair view of Hope St. Youth and Family Services Inc's financial position as at 30th June 2011 and of its performance for the end of the year ended on that date in accordance with the accounting policies described in Note 1; and
- b) Complying with Australian Accounting Standards to the extent described in Note 1.



Janet Collyer
J L Collyer & Partners
3rd August 2011

Staffing

Donna Bennett
Service Manager

Coralene Berkeley
YROP Programs Manager

Jane Lazzari
Melton and Whittlesea Programs
Manager

Michelle Montague
Finance Officer

Marilyn Lanigan
Youth Reconciliation Worker

Sonia Fuentes
Youth Reconciliation Worker

Kylie Gardiner
Case Manager Melton

Kristen Charleson
Case Manager Melton

Lisa Connor
Case Manager Whittlesea

Catalina Rau
Youth Residential Support Worker
(casual)

Courtney Sheils
YROP Case Manager
(full time)

Fiona Rigby
Youth Residential Support Worker
(casual)

Jenny Clarke
Youth Residential Support Worker
(casual)

Lauren Ward
Youth Residential Support Worker
(casual)

Lisa Settineri
Youth Residential Support Worker
(casual)

Louise Osland
Youth Residential YROP Case Manager
(full time)

Sarah Jecks
YROP Case Manager
(full time)

Steven Vivian
Youth Residential Support Worker
(casual)

Staff Departures:

Bianca Miller
Youth Outreach Program Worker
(part-time)

Ben Spiers
YROP Case Manager
(full time)

Dee Goodman
Youth Residential Support Worker
(casual)

Steven Vivian
Youth Residential Support Worker
(casual)

Louise O'Connor
YROP Case Manager (casual)

Aaron Garth
Case Manager Whittlesea
(locum)

Jillian Harris
Bookeeper

Matt Badura
Student: Youth Worker, RMIT