

# YOUTH RESIDENTIAL PROGRAM

The Youth Residential Program provides young people with emergency, 24/7 staff-supported crisis accommodation.

**THE REFUGE** can house up to seven young people, is comfortable and safe and is free from violence, aggression, harassment, discrimination, illegal drugs and alcohol. There's food, comfortable bedrooms, a kitchen/dining area and lounge with DVD, computer and phone access and a Rec Room. Young people can stay in the refuge for up to six weeks, and their situation is reviewed regularly with the aim of achieving goals towards external supports and connections, engagement, income capacity and accommodation options for the future – what we call "exit points".

**OVERNIGHT EMERGENCY BEDS** are additional to the Refuge, and are used just for overnight crisis accommodation. Each young person is provided a safe and secure room overnight and access to the same refuge resources shown above.

## THE YOUNG FAMILY UNIT (CRISIS ACCOMMODATION)

is a single brick dwelling with two bedrooms, lounge, kitchen, bathroom and a yard. Catering to young families of all kinds, the Young Family Unit provides crisis accommodation for up to three months as well as access to crisis case management.

Please see overleaf for an example showing Hope Street's Youth Residential Program giving a young person the confidence to gain independence.





## CASE STUDY SAM'S STORY

Arriving in Australia as teenaged orphans from East Africa, Sam and his brother stayed with their aunt until the arrangement became untenable. From there they stayed with a woman from their local community, but this too failed to become a permanent arrangement.

After two years in Australia, the boys found themselves facing homelessness.

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

Sam worked hard to improve his language skills and later noted the benefit living in shared accommodation had had on his ability to practice English at home. Facing the difficulty of never having lived independently, Sam took on the responsibilities of cooking and cleaning while at the Refuge – things he had never done before. With support from the Hope Street 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 budget independently.

During his stay Sam used every resource available to improve his circumstances. He used funding support to buy a laptop for school, and later moved to a new English school with trades skills components.

Sam lived at the Hope Street refuge for two months before moving into transitional housing in his local community. With the help of Hope Street's Youth Residential Program Sam gained both language and life skills, as well as formal education and training which gave him the tools to begin building an independent life.

**IF YOU WOULD LIKE HELP LIKE SAM,  
OR YOU WANT TO REFER A YOUNG PERSON TO THE  
YOUTH RESIDENTIAL PROGRAM, CONTACT:**

### Access Points

Melbourne Youth Support Service	9614 3688
North East Housing	9479 0700
Homeground	9288 9611
VincentCare	9304 0100

HOPE STREET 8311 9610  
[hopest@hopest.org](mailto:hopest@hopest.org)