



**HOPE STREET YOUTH AND FAMILY SERVICES
ANNUAL REPORT 2017**

STRENGTHENING OUR COMMUNITIES WITH HELP FROM OUR FRIENDS

THANK YOU TO ALL OF OUR PARTNERS AND SUPPORTERS WHO WORK ALONGSIDE OF US TO ADDRESS YOUTH HOMELESSNESS

Youth homelessness is a growing and significant social issue that touches our lives directly or indirectly. Young people experiencing homelessness are more likely to have experienced family violence; and are at greater risk of becoming entrenched into cycles of poverty and homelessness. A better future for young people, their children and community without homelessness is achievable with a collective, compassionate community approach.

Hope Street would like to acknowledge the generosity of our community and corporate supporters – *our unsung heroes* - who are participants in achieving communities without youth homelessness. Thank you for your time, compassion, expertise and drive in providing hope towards better futures.

Hope Street would also like to acknowledge and give special thanks to our Hope Street Corporate Committee members:

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

OUR PARTNERS



PHILANTHROPIC DONORS



GOVERNMENT CONTRIBUTIONS



CORPORATE DONORS

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

OUR SUPPORTERS



Hope Street acknowledges the Wurundjeri people as traditional owners of the land on which we live. Hope Street has a zero tolerance to all forms of violence including child abuse and is committed to creating safe communities which focus on the best interests of children and young people.

WE ARE HOPE STREET.

OUR VISION

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

OUR MISSION

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

To empower young people to overcome disadvantage and to achieve their hopes and future goals.

OUR PHILOSOPHY

Resolving homelessness is the responsibility of: federal, state and local governments; the community; families and individuals. Hope Street believes that young people have the right to safe, secure, affordable housing and to be treated as equal citizens in our society. This means equal access to resources, decision making and life options.

OUR VALUES

Hope, empowerment, diversity, choices, interdependence, education, self determination, equality, non discrimination, respect, fairness, collaboration and social justice.

OUR STANDARDS

Evidence-based practices, strengths-based approaches, holistic client-centred responses, ethical and professional practice, safety, consistent and responsive service provision, industry standards and accountability to young people and their families, community, partners and supporters.

OUR PURPOSE

Solid and sustainable outcomes to meet the needs of young people and their children who are at risk of or experiencing homelessness.

OUR PARTICIPATION

Hope Street facilitates young people and other stakeholders to be involved in the decision-making processes of our organisation, including: policy development, program planning, delivery of services and evaluation.

BOARD OF DIRECTORS



Vivienne Archdall Member

- Post Graduate Diploma in Health and Human relations, M Ed, BA, Dip Ed.
- Founding member of the Board
- Joined Hope Street in 2011

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



Jo Connellan Secretary

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

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



Judith Cooke Member

- MBus, BA, Dip Ed
- Founding member of the Board
- Joined Hope Street in 2007
- Equity/human rights professional in universities since 1995

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



Andrew Nette Chair

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

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



Helen Riseborough Member

- BSocWk, Master of Social Policy
- Founding member of the Board
- Joined Hope Street in 2012
- 35 years of experience in health and community service sector

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



Wayne Street Treasurer

- Graduate in Mathematics and Earth Sciences, Postgraduate Diploma in Urban and Regional Studies, Adjunct Professor in Health and Biomedicine, Fellow of the Australian Marketing Institute, Certified Practising Marketer
- Founding member of the Board
- Joined Hope Street in 2012

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

CHIEF EXECUTIVE OFFICER'S REPORT

At Hope Street, we know that a leading cause of youth homelessness is family violence. Many young people in our programs report that as a result of family violence, they experience a disruption in their schooling and social supports, a disconnection within the family unit and a sense of isolation. By the time a young person has presented to Hope Street, they have already exhausted all other housing options with family and friends. The correlation between youth homelessness and family violence is irrefutable. Hope Street's position is that the actual scope of family violence is much higher than is reported – and we find that far too often many young people tend to downplay their lived experiences of family violence. Many young people in Hope Street's programs who have experienced family violence also report never receiving protective interventions or assistance from the two largest protective systems – *Child Protection* and *Juvenile Justice*.

It is within this context that Hope Street put forward a submission to the Victorian Royal Commission into Family Violence in 2015 advocating for the needs of this cohort of young people. In March 2016, The Recommendations of the Victorian Royal Commission into Family Violence Report included the development of the Hope Street First Response Youth Service (refuge) in Melton. In April 2016, the Victorian Government then commenced its' backing of the report recommendations with the announcement of a \$152 million package which included a contribution towards the Hope Street First Response Youth Service (refuge) in Melton.

Therefore, 2016/2017 Hope Street focused on building on the remarkable achievements of the preceding two years. In August 2016, the Victorian Government confirmed their commitment to Hope Street First Response Youth Service (refuge) in Melton by financially committing to a one-off capital grant towards the construction of the refuge. The highly successfully Hope Street led community campaign advocating for the Hope Street First Response Youth Service (refuge) in Melton has continued to raise additional funds needed and has been successful in being able to:

- Raise the capital funding;
- Secure the operational funding; and
- Commence the design and planning activities for the construction of the Hope Street First Response Youth Service (refuge) in Melton.

The drive and capacity to do this has been, and continues to be, a collective community effort with key community stakeholders/partners.

Major achievements of the Hope Street First Response Youth Service (refuge) in 2016/2017 has included the:

- Victorian Government contributing an additional grant towards the capital
- Victorian Government committing to recurrent operational funding
- Melton City Council allocating land to be leased to Hope Street to build on
- Appointment of Brand Architects and a refuge design developed
- Project Control Group established overseeing the capital project
- Engagement of 32 companies standing strong behind the project



- making significant donations of materials, raising the profile of youth homelessness as well as how their company is a part of the solution
- Local business and community support raising the profile of the campaign, raising funds and being a part of the solution
- Grant from the Edward Wilson Trust received
- Grant from the Marian and E. H Flack Trust received
- Major promotional campaign within the Homelessness sector, as well as the local community of Melton

Further details about inspirational partnerships are located in the Service Development Report.

In 2016/2017, other new initiatives delivered included Hope Street's *Hope to Home in Melton Pilot* – in partnership with Gandel Philanthropy, Melton City Council, Raine and Horne Real Estate Melton and Victoria University. In addition, Hope Street has implemented the *Hope to Home Pilot in Whittlesea* - in partnership with the Lord Mayor's Charitable Foundation, Ray White Real Estate Thomastown and Victoria University. The achievements of this unique model are captured in the Hope to Home in Melton and Whittlesea Report.

Strategic Directions

In August 2016, Hope Street conducted a major review of our Strategic Plan, including:

- An extensive situational analysis (including client and staff feedback) of each of Hope Street's strategic priorities – Clients; Communities; Resources – Human and Financial; and Innovation and Social Development
- A Strengths, Weaknesses, Opportunities and Threats (SWOT) analysis
- A review of Hope Street's Vision, Mission and organisational values and priorities
- An environmental scan of the Victorian Government's reforms across a number of sectors

Hope Street's Board members; members of the Corporate Committee and our Executive Leadership team met and identified key strategic areas, goals and desired outcomes to be achieved over the next five years to 2021. Growing Hope Street and providing specialist youth homelessness

SERVICE DEVELOPMENT REPORT: THRIVING IN DEVELOPMENT

support services in Melbourne's outer metropolitan growth corridor areas is a key strategic priority. Research suggests that these areas have the highest rates of family violence – a major contributing factor to youth homelessness. Rapid population growth in these areas is not being resourced adequately with the appropriate infrastructures and supports.

In November 2016, Hope Street relocated our corporate services and Youth Reconciliation program to new offices at the Brunswick Town Hall. This space will also allow for the growth of corporate services in preparation for the new Hope Street First Response Youth Service in Melton coming on board in 2018.

The strategic achievements of Hope Street over the past three years have been strengthened by the expertise of the members of the Hope Street Corporate Committee. The members are from the corporate sector and bring with them their skills, expertise and relationships to further Hope Street's vision and strategic priorities. They dedicate time within their extremely busy schedules to raise Hope Street's profile; raise awareness of youth homelessness; conduct events including a major fundraising dinner supported by the Sofitel; develop a corporate plan and promote linkages and connections within philanthropy and trusts. The advice, guidance and expertise of the members have been a major contribution towards the achievements and growth of Hope Street. My deepest gratitude to: Paul Baulch, Clive Scott, Bettina Spivakovsky, Stuart Mitchell and Jack Moshakis.

Delivering Specialist Youth Services

In 2016/2017, all of our programs performed well with many meaningful outcomes achieved with and by young people. The program reports contained in the pages ahead are a pleasure to read capturing the compassion and dedication of the teams to achieve the best possible outcomes with young people despite the structural challenges. The teams within each program continue to deliver highly specialised youth focused individualised intervention that are focused around finding suitable accommodation for young people and young families within the standards and values of the organisation. Hope Street remains committed to resourcing and supporting our teams to provide quality services within a continual improvement environment.

The young people's stories in the pages ahead are an insight into their very private experiences and a powerful reminder as to why services such as those provided by Hope Street are needed and make a meaningful difference to a young person's life.

The funding of one of our largest programs, Boost, has been based on a year-by-year funding agreement with the Commonwealth and Victorian Government under the umbrella of the National Partnership Agreement on Homelessness for a number of years. This type of funding situation creates instability, prevents planning and impacts on recruitment and retention of team members. The Boost program is one of many programs across Australia funded under this agreement. In support of the Federal and State peak homelessness organisations, along with many individual agencies, Hope Street supported a major campaign led by the Council to Homeless Persons for Federal, State and Territory Governments to commit to longer term funding. With the support of the

Victorian Government already made, agencies were thrilled when the Federal Government announced in the May 2017 Budget that they would continue to fund this program recurrently. This collective achievement was an important success of the Hope Street strategic priority of maintaining the financial income of programs.

Our People

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. I commend Andrew Nette (*Chair*); Wayne Street (*Treasurer*); Jo Connellan (*Secretary*); Vivienne Archdall (*Member*); Helen Riseborough (*Member*); and Judith Cooke (*Member*). I also acknowledge the Executive Leadership Team who diligently guide and support our program teams and partners with achieving the vision, purpose and strategic priorities of the organisation. I thank Fiona Rigney, Michelle Montague, Dale Hardy, Bruce Tucker and Serap Ozdemir and welcome our newest member Emma Baxter. 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 - with hope.

On reflection, 2016/2017 has been a year of truly meaningful and inspirational partnerships furthering the strategic priorities of Hope Street driven by our mission and purpose to provide, workable, compassionate and protective interventions and solutions to assist and empower young people and young families, as well as local communities to provide an alternative to homelessness.



Donna Bennett
Chief Executive Officer



The Service Development Manager has a strategic focus to build upon existing Hope Street Youth and Family Services partnerships. The role ensures these existing collaborations grow, whilst building and identifying opportunities to create new partnerships and business opportunities that further the strategic priorities of the organisation.

Partnerships are developed with local communities, governments, trusts and foundations, universities as well as corporates to:

- Strategically position the organisation within the wider community enhancing and harnessing opportunities for growth
- Promote awareness of youth homelessness issues and to build our funding base to meet the demand for additional services through fundraising initiatives and events
- Continue to establish, nurture and coordinate business relationships/partnerships with philanthropic trusts and foundations in order to meet Hope Street strategic goals
- Continue to raise the profile of Hope Street in the broader community
- Collaborate with key stakeholders within local communities to build Hope Street's capacity to deliver responsive, flexible and innovative services and community support

In working towards the above the year has seen an array of significant projects and activities connecting people and organisations inspired to bring about social and community change in response to youth homelessness. The following is an overview.

Hope Street First Response Youth Service in Melton

The Hope Street First Response Youth Service in Melton community campaign continued as a major activity for Hope Street. Significant achievements were made possible with the valuable contributions of key partners including the Victorian Government, Melton City Council, Woodgrove Shopping Centre, TabCorp Park Melton and a range of local community groups. With the expertise and drive of the Hope Street Corporate Committee and the Service Development Manager Hope Street was successful in securing funding and other resources from governments, community and corporate partnerships for the establishment of the first purpose built specialist crisis accommodation service for young people and young families in the City of Melton.

Hope Street developed the model and proposal for the Hope Street First Response Youth Service in Melton in response to the support and accommodation needs of young people and young families in crisis as a result of and impacted by homelessness or at risk of becoming homeless.

Some of the highlights include:

- Securing capital funding from the Victorian Government
- Securing operational funding from the Victorian Government
- Engaging 32 companies generously donating materials with an estimated value of \$550,000 and a further contribution of materials heavily discounted to the retail value of \$500,000
- Successful community fundraising campaign raising approx. \$180,000
- Contribution from the Edward Wilson Trust
- Contribution from the Marian and E.H Flack Trust
- Successful community awareness raising campaign
- Special event inviting a wide range of service clubs and associations such as Rotary, Lions, Zonta, Country Women's, hosted by TabCorp Park Melton held in July 2016
- Launch of the Hope to Home campaign supported by Woodgrove Shopping Centre Melton
- Fundraising and awareness raising events by the Catholic Regional College and Copperfield Secondary College
- Charity Golf Day as well as fundraising activities conducted by Woodlea in October 2016
- Corporate Breakfast supported by the Sofitel Melbourne on Collins in April 2017



“HOPE STREET –
THEY DON'T GIVE
UP ON YOU.”



Hope to Home In the City of Melton and the City of Whittlesea

Young people are confronted with many barriers when attempting to secure private rental which in turn contributes to young people remaining homeless. Hope Street developed the Hope to Home model in response to this social phenomena in 2015. With the shared vision and in partnership with Gandel Philanthropy, Raine and Horne Melton and the Melton Housing Services, Hope Street was able to establish this model as a pilot program in the City of Melton in early 2016. In 2017 Hope Street was also able to establish the Hope to Home model in the City of Whittlesea with funding from the Lord Mayor's Charitable Foundation and support from Ray White Thomastown. Victoria University is engaged to evaluate the Hope to Home model utilising qualitative and quantitative data collection methods. Professor Marty Grace is leading the research with the expertise and support of Dr Daniel Ooi and Social Work Honours student Vaska Dervisovski. To support the evaluation an Evaluation Steering Group is also established.

The Hope to Home model aims to reduce the number of young people at risk of homelessness by addressing the barriers contributing to homelessness in growth corridors such as the City of Melton and the City of Whittlesea by assisting vulnerable young people to access private rental options as a pathway out of homelessness.

Hope Street identified a low rate of young people accessing the private rental market in these local government areas as well as lower than the State average public housing stock, transitional housing and community housing options for young people. This pilot aims to test the viability of private rental as a pathway out of homelessness for young people and young people with children (families) in these outer metropolitan areas. Please refer to the Hope to Home In Melton and Whittlesea Report further in the Annual Report for more information about the achievements of the pilots to date.

Corporate Committee Activities and Events

Hope Street, in partnership with our Corporate Committee, has continued to hold numerous events, forums, meetings and functions this year to increase the profile of the Hope Street First Response Youth Service in Melton as well as to continue addressing the financial resources required to commence the building of the facility. Activities and events include:

- Member of the Hope Street First Response in Melton Building Sub-Committee
- Attending the launch of the July 2016 edition of *Parity: The Role of Community Development in Responding to Homelessness* held at

the City of Melton August 2016 with special guest the Minister for Housing Hon Martin Foley

- Attending the Hope Street Strategic Planning Day August 2016
- Corporate Committee Planning Day hosted by the Sofitel Melbourne on Collins February 2017
- Attending meetings with the CEO to Philanthropic or Trust organisations
- Corporate Breakfast hosted by the Sofitel Melbourne on Collins April 2017
- Planning of events
- Quarterly Corporate Committee meetings

Marketing and Promotion

Parity Magazine

Hope Street co-sponsored and contributed to two editions of the Council to Homeless Persons' journal *Parity*:

1. The July 2016 edition of *Parity: The Role of Community Development in Responding to Homelessness*. This edition was a terrific opportunity to raise awareness about the Hope Street First Response Youth Service in Melton campaign. Hope Street assisted with organising and participating in the launch of this edition of *Parity* held at the City of Melton Civic Centre in August 2016. Special guest was the Minister for Housing Hon Martin Foley. The launch provided another opportunity to promote the Hope Street First Response Youth Service in Melton campaign.
 2. The April 2017 edition of *Parity: Giving Voice: Young People Experiencing and Responding to Homelessness* featured numerous articles about Hope Street and young people's homelessness journeys including:
 - *Youth Homelessness From the 16-year-old Perspective*
 - *Youth Homelessness From the Mental Health Perspective*
 - *Youth Homelessness From the Family Violence Perspective*
 - *Youth Homelessness From the CALD Perspective*
- Hope Street also assisted with organising the launch of this edition with young people as guest speakers.

Launch of the Hope to Home Campaign

The Hope to Home campaign was developed and conducted by the marketing team at Woodgrove Shopping Centre Melton. This was in partnership with Hope Street to raise awareness about youth homelessness as well as solutions in collaboration with the local community.

Media Stories

The Star Weekly – Melton & Moorabool has continued to inform the local community of the issues about youth homelessness, Hope Street programs and community activities as demonstrated with the following articles:

- 20.09.2016: *Homelessness, concern for all Hope Street says*
- 27.09.2016: *Hope Street Housing Program Gives New Hope*
- 11.10.2016: *Copperfield College Students Raise Money for Homeless Organisation*
- 11.10.2016: *A blow to Hope Street hopes*
- 23.05.2017: *Look back to the future – Aboriginal Reconciliation Week with Kirrip Aboriginal Corporation conducting a Flag Raising event with Hope Street Youth and Family Services*
- 09.05.2017: *Help for Melton kids in crisis*

Other media/promotion included:

- 30.08.2016: Message from the Mayor Councillor Kathy Majdlik referring to Hope Street and launch of *Parity* in Melton
- Woodgrove Shopping Centre Melton website, posters

Website

This year, as part of raising funds for the Hope Street First Response Youth Service in Melton, our website was updated with:

- **Major Donors** listing the major contributors to the fundraising campaign for the Hope Street First Response Youth Service in Melton (refuge) initiative, with organisation logos also featured prominently on the Home page.
- **Featured Stories** highlighting the latest and past news about the Hope Street First Response Youth Service in Melton initiative.
- **I am a Young Person** - special area for young people to find support if they or someone they know is at risk of or experiencing homelessness.

New and Emerging Partners

Building new partnerships is a highly valued activity within Hope Street as they enable the organisation to better respond to the needs of young people and young families experiencing homelessness across all levels of the organisation. In addition to the new partnerships with the 32 corporate companies donating to the Hope Street First Response Youth Service in Melton initiative, other partnerships include:

Woodlea in partnership with Victoria's leading building companies is developing a new community in the City of Melton. Woodlea is

committed to providing genuine support within the local community. Woodlea has supported Hope Street by fundraising at events such as the official Woodlea opening, as well as conducting a Charity Golf Day. Woodlea's commitment has extended to attending Hope Street events to raise awareness as well as funds benefiting young people and young families experiencing homelessness in Melton.

SAF Holland Melton is a new sponsor and has generously committed funds under the banner of the Hope for Young People Fund. This funding will assist young people in our transitional accommodation with resources to develop their educational/training experiences such as; Myki tickets, clothing for work, school or recreation activities, membership of a club or group.

Stramit in addition to being a major contributor of materials toward the construction of the Hope Street First Response Youth Service in Melton initiative, the team are also donating various items such as toiletries and clothing that are going directly to young people in the Hope Street programs.

Links are also being developed with a range of other corporate and philanthropic organisations which I look forward to reporting on in next year's annual report.



Bruce Tucker
Service Development Manager
(July 2016 - March 2017)



Serap Ozdemir
Acting Service Development Manager
(March - June 2017)

OPERATION MANAGER'S REPORT

59 YOUNG PEOPLE RECONNECTED OR SUSTAINED LIVING ARRANGEMENTS WITH FAMILY, PARTNERS OR FRIENDS



“THEY MAKE GETTING UP IN THE MORNING FUN SO I WANT TO GET UP... AND THEN I HAVE TO GO TO SCHOOL.”

Accessing safe and affordable housing has become a major political and social issue for Governments of all persuasions throughout Australia. Rising house prices, high rents, unemployment and low levels of social security payments are just some of the structural factors contributing to an increase in homelessness over the last year. For young people and young families who experience mental health, drug and alcohol, disability and family violence issues, they will increasingly find themselves particularly disadvantaged when trying to access the housing market.

The challenge to find safe, secure and affordable housing for young people in this current environment can be formidable. Hope Street supported accommodation/housing and support programs offer vital services to disadvantaged young people and families with specialist resources providing client centred, holistic intervention and prevention responses assisting young people to overcome these challenges.

Despite the ongoing structural challenges such as severe lack of affordable, secure housing, low income and high youth unemployment, Hope Street has continued to perform strongly for our client group. Out of a total of 405 support episodes:

- 32 young people accessed other supported crisis accommodation
- 59 young people reconnected or sustained living arrangements with family, partners or friends
- 21 individuals and families accessed and sustained tenancies in the private rental market
- 13 young people accessed or maintained transitional housing outside of Hope Street programs
- 19 young people accessed permanent public housing
- 17 young people accessed long term supported accommodation programs (mental health, disabilities, complex behaviours)
- 48 young people and their families accessed over \$9,000 in Housing Establishment Funds for transition into housing

Client Demographics

I am pleased to report that we have either met or exceeded departmental targets again this year.

The Hope Street program teams have provided 405 episodes of support to young people and children as well as supporting 85 clients from the previous year providing a total of 490 active episodes of support for the year.

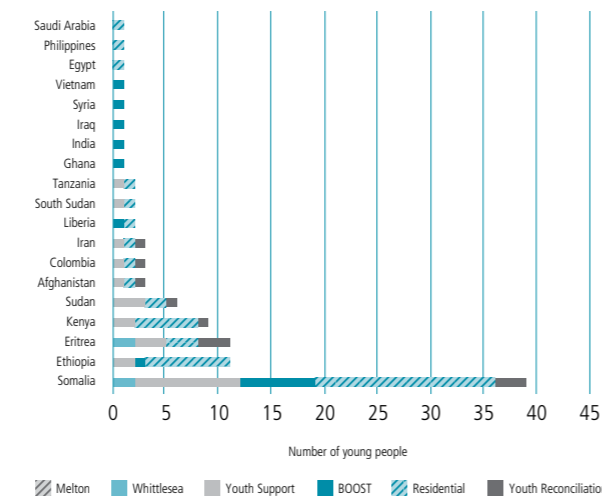
New Support responses provided in 2016-2017 by Hope Street programs

Program	Episodes of Support	Program Target	% of Target Achieved
Boost	153	132	116%
Melton	16	14	114%
Residential	96	95	101%
Whittlesea	17	14	121%
Youth Reconciliation	40	44	93%
Youth Support Services	83	39	213%
Total	405	338	120%

This year, as in the past, Hope Street has been able to support a range of young families to access programs and resources to support them to build resilience and long term family stability. Hope Street supported 38 children in these young families.

As per previous years, Hope Street continued to support young people born in over 12 different countries. The primary country being Australia with 60 per cent, and Somalia, Ethiopia, Eritrea and Kenya accounting for 29 per cent respectively.

Country of Birth identified by young people when engaging with each of Hope Street's programs



Hope Street works closely with our young people who are of Aboriginal and Torres Strait Islander Heritage. This group made up 12 per cent of the young people we supported in the last 12 months and is consistent with over-representation of this client group in the homelessness service system. We continue to work with clients who are dealing with gender and gender diverse issues and continue to strive to meet the needs of this client group within our refuge and other services.

Our program staff are continually supported to further their professional development through training and mentoring. Thorough planning goes into working through the needs of our staff in order to provide the necessary support to clients according to best practice across the service system. The recent Royal Commission into Family Violence in Victoria served to focus our efforts in this area, with up to 40 per cent of clients presenting to our youth refuge identifying they have experienced family violence. Within Hope Street's continual improvement framework, our staff have continued to access a range of family violence training with a focus on homelessness and identifying when there may be family violence occurring in a young person's life.

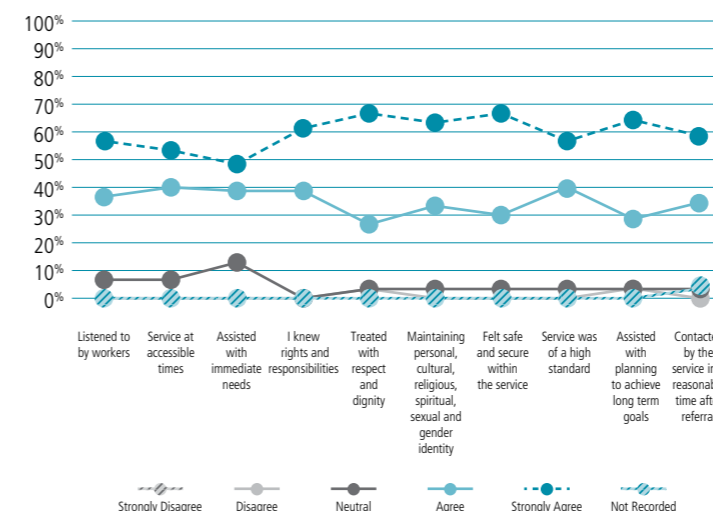
Multi-disciplinary Team and Service Partnership Coordination

Hope Street continued to support our client group this year with our co-location of specialist youth support services as a part of our multi-disciplinary team and service partnership co-ordination approach to addressing risk factors contributing to young people's experience/s of homelessness. This is achieved across all of our programs and enhanced by the flexibility and mobility of the Youth Reconciliation program, Homeless Youth Dual Diagnosis Initiative, Boost outreach support services and through our Royal District Nursing Service. We know that this holistic type of approach is crucial when providing coordinated services to our client group. Service co-ordination and partnerships continue to provide an integrated support model to our young client group providing a truly holistic approach to client support.

Client Feedback and Participation

To ensure that our programs are responsive to the ever-changing needs of young people and young families – and to ensure that the rights of young people are being met – Hope Street draws upon a number of different methods to capture feedback from young people in our programs. Hope Street holds regular house meetings, engages young people in case management, facilitates regular wellbeing and information workshops and engages with young people informally through outings and assistance with day-to-day living tasks. On exiting our programs, each young person is also asked to complete a 'Client Feedback Form.' The feedback from the client feedback forms was overwhelming positive with 86 per cent of respondents either agreeing or strongly agreeing that they felt that staff listened to them and what they had to say. 93 per cent of respondents indicated that they either agreed or strongly agreed that Hope Street staff treated them professionally, with respect and dignity, and upheld their right to privacy. 100 per cent of respondents either agreed or strongly agreed that the quality of service provided to them from Hope Street was of a high standard. In evaluating the data, Hope Street also acknowledges that the formal process of capturing client data is an identified area for quality improvement given the low response rate to the survey requiring rethinking of different youth friendly methods.

Hope Street Client Feedback



Client Service Improvements

It is a strong focus for all at Hope Street to continue to ensure that our services to clients and internal client service systems are always evolving as a part of continuous improvement. This is done by consulting our clients and staff through various working groups, meetings and client contact including client satisfaction surveys, receiving and investigating staff as well as client concerns and/or complaints.

Hope to Home in the City of Melton and the City of Whittlesea

Client service improvements also extends to identifying gaps within the service systems, how this impacts on young people and young families experiencing homelessness and exploring solutions. Within this context Hope Street has successfully introduced two new pilot programs - the Hope to Home program in the City of Melton and the Hope to Home program in the City of Whittlesea. The Hope to Home model aims to reduce the number of young people at risk of homelessness by addressing the barriers contributing to homelessness in growth corridors such as the City of Melton and the City of Whittlesea, by assisting vulnerable young people to access private rental. This model identifies enhance our service delivery responses to young people by providing other opportunities for clients to move out of homelessness. It is also a valuable resource for other agencies to refer young people/families to. Please refer to the Service Development Report and the Hope to Home Report for more detail.

Supporting our Teams

Hope Street continues to support staff to undertake their roles through quality and appropriate resourcing. This year saw the executive leadership team as well as key program staff, move into new premises located at the Brunswick Town Hall. This has allowed for extra space at the refuge and enabled the refuge to fully function as a space and service for young people and support programs, providing residents and team members' greater capacity and flexibility in the use of that space.

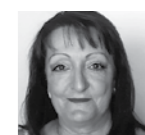
Overall, it has been a busy and fulfilling year with some terrific outcomes for our clients. I would like to take the opportunity to thank all of our young people for their participation in the programs and in other areas of the broader community. I would also like to acknowledge Dale Hardy, Operations Manager to January 2017 and Bruce Tucker, Acting Operations Manager to June 30th 2017. I also thank the authors, Christine, Jessica, Kat, Brendan and Cath (RDNS) for their contribution to this report and for their amazing work throughout the year.



Dale Hardy
Operations Manager
(To January 2017)



Bruce Tucker
Acting Operations
Manager
(February - June 2017)



Emma Baxter
Operations Manager

BOOST PROGRAM REPORT

168

EPISODES OF SUPPORT PROVIDED BY THE BOOST PROGRAM

The Boost program is an intensive youth crisis case management service that provides extended hours and short-term accommodation support to young people with medium to high needs. The service provides vulnerable young people and their families an integrated approach with the aim of diverting young people away from the homelessness service system.

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

Partnerships

Boost practitioners provide a weekly outpost for young people at the access point in Preston run by Haven Home Safe. Young people can be referred here by the access point staff and seen by our Boost Youth Specialist Case Manager for homelessness information and support, and referral into the Boost program for ongoing support.

The Boost program is supported by the Boost Reference Committee with senior representatives from Royal District Nursing Service, MIND, Youth Reconciliation Practitioner, HYDDI and Haven Home Safe. These partnerships are of great support in ensuring our program provides up to date relevant and timely support to our clients and we thank the committee members for their input.

Boost Clients

The Boost program provided 168 episodes of support during the 12 month period with 153 new assists during the period, 21 people being children of young parents. The program also supports a large percentage of young people born overseas who account for almost 34 per cent of all new assisted support episodes. The annual activity targets for the Boost program were once again exceeded in 2016-2017 achieving a 115 per cent against expected service delivery. A breakdown of the programs service components are listed below.

Boost Support Type	DHHS Annual Targets	Support Periods Provided 2016-2017	% of Target Achieved
Outreach	48	59	123%
Crisis	36	56	156%
Short Stay Bed	48	40	83%
Totals	132	153	116%

Pet Therapy

One of the joys of the Boost program this year was the introduction of Pet Therapy once a fortnight through our relationship with Lort

Smith Animal Hospital Volunteer Program. We have been delighted to welcome in Kristy and Roxy her labradoodle as our Pet Therapy Team.

The goal of Pet Therapy is to provide young people with the opportunity to learn about dogs, play and relax with a dog, communicate with a dog and to have the opportunity to pat and cuddle a dog. Roxy stays on lead at all times, and is fed before arriving and is allowed only in communal areas.

All of the feedback we have received from clients who have been involved in Pet Therapy has been positive, with clients strongly agreeing that 'being around our dog has made me happier and calm' and 'I was able to enjoy spending time with our dog.' We thank Kristy and Roxy for their valuable input this year to our service and look forward to another great year ahead.

Trauma Informed Art, Craft and Relaxation

Boost staff have engaged regularly with residents in varied forms of art expression through workshops, individual work and group work. These sessions are designed to encourage creativity with young people and to further give them strategies to use to self soothe and self-regulate during times of stress and anxiety. The night-time is usually a time for relaxation and taking it easy so our young people find it really great to sit and engage with staff in an activity for themselves or as part of the group. Young people have made artworks for their rooms, personal craft pieces and even presents or gifts for family and friends.

Young people are regularly encouraged by staff to use their favourite mediums, whether it be arts and crafts, painting, story writing, music and even song writing to develop their skill base and expand their knowledge and interests. Art and creativity is a wonderful distraction from the complexities of life, independent living and the day-to-day pressures of work and education etc. It is a much-valued and acknowledged part of the ongoing success of the Hope Street Youth and Family Services youth focused programs.

Community Capacity Building Workers' Forum: Keeping Housing Overheads Low

The Boost program takes responsibility for enhancing the broader communities understanding of the experiences of young people experiencing homelessness and the realities of the difficulties they confront. This year the BOOST team organised a public forum held on 17th May at Oxygen Youth Centre Moreland City Council called *Keeping Housing Overheads Low*.



Speakers were engaged from Consumer Action Law Centre, Lentara Uniting Care on financial counselling, Brotherhood of St Laurence and Moreland Energy Foundation on energy savings. We also had young people presenting on their experience of managing debts, fines and living on Centrelink payments as well as a young person from one of our programs, who performed a rap song he wrote about the cost of living. The evaluation showed that people found the information would definitely assist them in their work with homeless young people and they would be interested in similar information events in the future.



Christine Fagan
Programs Coordinator

"I REALLY LIKED HOW NICE EVERYONE IS AT HOPE STREET. I FELT VERY WELCOMED BY EVERYONE. I WISH I COULD'VE STAYED LONGER."

YOUTH RESIDENTIAL PROGRAM REPORT

The ten bed Residential program at Brunswick West provides young people with a safe and stable environment, including meals, basic clothing and toiletry supplies. We provide around-the-clock supervised support and a range of youth focused specific programs. Young people are provided with their own private space, and have access to two recreation spaces with smart TVs, Netflix, a pool table, as well as an outside area which includes a trampoline, basketball court and bicycles to utilise.

Every young person is informed about a number of specialist supports which offer respectful, professional, and non-discriminatory assistance to respond to their immediate and emerging needs.

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

All vacancies for our services are advertised on the Opening Doors Register and referrals come in via email on an Initial Assessment and Planning assessment sheets. This informs the initial conversation that the Residential program team have with a young person as a part of the telephone intake; a process which allows the young person an opportunity to have the service model explained and for them to ask questions about the service they will engage with. The residential program has three support model types: emergency bed (usually three nights stay), six week crisis support bed, and the family unit (usually a three month support program).

During the 2016-2017 the Residential program provided 104 accommodation support periods with 96 of these being new support episodes for the 12 months. Of the new residential clients 47 of these received emergency bed support, 42 were engaged in the six week bed program, while seven resided in the family unit. Those aged 19 to 21 years comprised 41 per cent of all young people supported for this period with 16 to 18 year olds comprising 15 per cent and 22-25 year olds comprising 39 per cent. 48 per cent of young people were born overseas while seven per cent identified as being of Aboriginal or Torres Strait Islander heritage.

Food, Shelter, Clothing

All young people in the Residential program are provided with 24 hour specialist youth staffing supports and have access to healthy and nutritious food as well as being provided with essential clothing items, toiletries and other material assistance (e.g. MYKI cards, emergency pharmacy access). We have a free op shop cupboard, access to recreation and gym equipment, the local library and free entry to Coburg Leisure Centre. The refuge now has WiFi for residential use between the hours of 6am and midnight and Netflix installed on two smart TVs in the recreation room. Young people enjoy utilising the pool table for friendly competition games and spending time on the porch talking and socialising overlooking the veggie patch and gardens.

Belonging, Independence and Social Development

Young people respond very well to the opportunity to bond with their Living Skills Worker, and learn on a one-to-one basis how to improve in the areas of cooking, cleaning, budgeting, laundry, and life organisation. If they complete four workshops they are rewarded with \$100 Essentials Vouchers which they can spend as they choose (alcohol and cigarettes exempted).

We also run a fortnightly raffle prize, drawn at the residents' house meeting with the prize being two movie tickets. Any person can receive a raffle ticket who has been observed going 'above and beyond' in any area of their life. This could be assisting someone else without asking, succeeding in changing an unhelpful habit, or doing their rostered chore without prompting. This positive re-enforcement provides a culture of reward and acknowledgment for pro-social actions and encourages social maturity and community belonging.

Young people can engage individually or in workshops with the Youth Reconciliation Practitioner who runs regular sessions around personal development and emotional awareness issues. We also are fortunate to have regular monthly visits from the Northern Community Legal Centre for information and advice for our clients from community lawyers.



"I APPRECIATED THE FACT THAT I FELT AT HOME FROM THE FIRST DAY I ARRIVED. ALL THE STAFF WERE REALLY LOVELY AND FRIENDLY. I THINK THEY ARE DOING A GREAT JOB."



Integrated Health Response for All Clients Including Complex Needs: RDNS and HYDDI

Hope Street, through our partnership with the Royal District Nursing Service (RDNS) Homeless Persons program, is able to provide on-site nursing support three days a week to our client group via registered nurse Cath Flanagan. Warmly known as Nurse Cath, she is available three days a week to assist with general health assessments and appropriate referrals to specialist health care, including dental, optical, pathology, sexual health, and pregnancy/parenting support. Many young people would not access health care services on their own due to lack of valid Medicare or healthcare cards, difficulty negotiating the healthcare system, missed letters of appointments due to lack of fixed address, and misunderstanding of the importance of their follow up appointments. We also have the professional support provided by Brendan Pearl the Homeless Youth Dual Diagnosis Initiative (HYDDI) clinician who delivers support through a partnership with NorthWestern Area Mental Health. Brendan is available onsite three days a week to assist with consultations for our young people regarding drug and alcohol and mental health issues. Brendan is also available for secondary consultations with staff and able to offer training and professional development on clients with complex needs.



Christine Fagan
Programs Coordinator

PAUL'S STORY

Paul's mental health suddenly deteriorated due to a culmination of issues such as bullying from his current LGBT support group, which resulted in him self-harming and requiring immediate attention from the CAT team, who admitted him to the Accident & Emergency Department.

He was then admitted into the Austin Hospital Prevention and Recovery Centre (PARC).

Paul said he needed to find a safe and supportive environment to live in during his time of transition, and to continue studying Law at The Australian Catholic University.

Paul's accommodation had been unstable since childhood. His mum had left when he was seven, during which time his dad suffered mental health issues. One of Paul's father's partners was physically violent to Paul, and another of the father's partners kicked Paul out of the family home.

Due to living in an unsafe environment with hostile co-tenants, Paul found the Haven Home Safe Access Point. He was referred to the Hope Street Boost Program for Intensive Case Management, then moved into a six week refuge bed.

Paul was supported to complete his victim of crime application and to address outstanding health concerns with support of the RDNS. Paul's case manager updated Paul's IAP and emailed other Access Points; Paul was then offered a THM property in the Western Suburbs.

With assistance from the Hope Street Living Skills program Paul moved into his new accommodation. Paul received essential vouchers and access to department stores to obtain necessary household items.

Paul was able to obtain funding through Hope Street's enhanced Youth Refuge Funds to purchase a laptop, assisting him to continue his university studies.

YOUTH SUPPORT SERVICE PROGRAM REPORT

Youth Support Services is co-located in the Youth Residential program (refuge) in Brunswick. Utilising an integrated multi-disciplinary approach the Youth Support Services team provide case management support to young people residing in the Hope Street Brunswick refuge and family unit as well as to Outreach clients across the northern metropolitan suburbs. Client centred case management support is provided in a framework of empowerment, wellbeing, engagement and participation.

Youth Specific Case Management focused on Housing Outcomes

Young people who experience long term homelessness often have multiple and complex issues which are compounded by their lack of affordable, stable housing.

Clients that access our services have experienced a range of issues including family violence, long term unemployment, trauma, mental health, AOD substance dependence and social isolation. As a result of these experiences many of the young people lose hope and become overwhelmed by their issues.

In supporting our clients within the service we take a holistic approach to our care and support of them. In undertaking this work it is imperative that we develop good rapport and trust with the clients in order for them to feel comfortable to talk to the case managers to identify what their support needs are. It is essential that we work in a person-centred way ensuring that the client is at the centre of all work undertaken. By regularly meeting with the clients we are able to ensure that their needs are being met and that if any new issues have arisen we can address these in a timely manner.

In order to access stable affordable housing the Case Manager completes a Victorian Housing Application via the Register. Property availability via this method may take many months, sometimes longer. On receiving an offer of housing the Case Manager then follows up with the client who may have exited many months before.

Many clients are transient or change their phone numbers frequently so to contact the client, the Case Manager often uses social media so they don't lose the property. It takes a long time for clients to obtain long term accommodation so if they miss this opportunity they will go to the bottom of the wait list or be removed completely. We have had numerous positive outcomes with our clients obtaining stable long term accommodation.

Youth Support Services housing outcomes during 2016-2017 include youth mental health supported accommodation, foyer accommodation options for young people studying or working, return to family and friends, transitional housing, public housing, family violence refuge accommodation, shared private rental, other Hope Street vacancies and homecare options.



Youth Support Services provided 97 episodes of support during 2016-2017 with an additional 14 young people already engaged at the beginning of the year. 37 per cent of all young people were born overseas while 12 per cent identified as being of Aboriginal or Torres Strait Islander heritage. Furthermore ten children were provided support within their family group.

The Youth Support Services case managers access a range of financial resources in their support of young people's case plan needs. These can take the form of Enhanced Refuge Funds, Material Aid, Essentials Gift Vouchers, MYKI cards and Housing Establishment Fund.

Wellbeing and Safety Plan

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

SECURITY, SAFETY, FAMILY FEELINGS, FEMALE FRIENDLY. ALL STAFF WERE INCREDIBLY WARM AND CARING, ALLOWING ME TO RELAX."



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

Housing Establishment Funding

Hope Street received \$9,371 from the Department of Health and Human Services for young people within the Northern Division to access Housing Establishment Funds to support their housing options. In accordance with funding guidelines the Youth Support Service case managers were able to allocate these funds across a range of housing supports. The funds are advertised as a sector resource on the Opening Doors Resource Register and this year supported 45 young people including young families. Funds cover whitegoods and furniture to assist young people establish a home, removal and relocation costs, purchase of emergency accommodation, storage costs or assistance with maintaining a tenancy.

Case managers in the Youth Support Service provide the driving force that keeps the momentum going for each young person through their stay at Hope Street and for their transition to their next accommodation. Case managers have a one-to-one relationship with each young person supporting and encouraging them in their goals and available housing options as well as continually monitoring their overall wellbeing. The co-location, multi-disciplinary team approach and communication between case managers and the youth residential team mean that young people are receiving an immediate, high quality, wrap around service.



Christine Fagan
 Programs Coordinator

SHEBA'S STORY

Sheba presented to the Frontyard access point seeking emergency accommodation, having left her family home as a result of conflict. She had been suffering verbal and physical abuse at the hands of her mother – the constant violence in her home making it unsafe for her to return. Additionally, there was pressure from her family for Sheba to get married. Previously her brother and sister had left home for the same reasons.

Sheba was accepted into the six week emergency bed at Hope Street Refuge. She presented as a 20 year old Muslim woman with low needs, however she was extremely vulnerable due to her past abuse and violence. She also required an Oromo language interpreter for more complex discussions as she had limited English abilities. Once Sheba arrived at Hope Street, a laptop was purchased for her through Enhanced Youth Refuge funding, to help her with her English studies.

Sheba worked with her Case Worker to complete an Office of Housing application and collaborated to explore other housing options. While at Hope Street, a friend of Sheba's offered her a place to stay for six months while her husband was overseas, and in return Sheba would assist with her friend's young children.

Following this time, Sheba accepted an offer from Office of Housing for public housing. Her case worker supported Sheba with the property acceptance process, and referred Sheba to the WIEP program with VincentCare to assist with settling in to her new property. Sheba reports being extremely happy in her new home.

YOUTH RECONCILIATION PROGRAM REPORT

The Youth Reconciliation program (YRP) is a free confidential counselling support service for young people and families experiencing or at risk of homelessness. With the expertise of a full time specialist counsellor (Youth Reconciliation Practitioner) the program aims to achieve the following:

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

Meeting the Needs of Young People

The Youth Reconciliation Practitioner allows clients to work through personal issues such as anger, separation, grief and loss, and exploring options for positive change. Young people are supported to develop ways they can positively resolve conflict, formulate the means to strengthen relationships, and build confidence in accessing family mediation.

The program provided 41 support episodes, with 40 exits during the 2016-2017 period. The majority of clients received formal counselling support and others attended life skill development group workshops. Through the services provided to young people, the Youth Reconciliation program reported various service outcomes, including: improvement in self-esteem, enhancement of interpersonal life skills, increased connections to community, improved engagement with education and training, and increased access to specialist mental health support.

The Youth Reconciliation Practitioner was continually involved in collaborations and professional service coordination this year. Supporting case managers across all Hope Street programs offered the opportunity to provide specialist advice in employment, education and training, as well as general advocacy for young people. The partnerships with both the Homelessness Youth Dual Diagnosis Initiative and Royal District Nursing Service Youth Homeless Persons program have been a vital tool in enhancing clients' health and wellbeing. The individualised and holistic approach of the Youth Reconciliation program enabled cross program training, as well as service delivery opportunities to enable young people to reach their goals and further their potential.

The last 12 months has seen the Youth Reconciliation program provide continued support for clients to provide feedback about their experiences to the organisation. Clients can be reluctant to provide honest feedback to services, for fear of repercussions. The Youth Reconciliation Practitioner has encouraged a culture whereby young people can feel comfortable and safe in reporting any concerns utilising internal processes. This led to service delivery improvements, particularly in regard to maintenance at the Brunswick Refuge. The Youth Reconciliation Practitioner continued to co-facilitate house meetings, update and communicate with young people on the progress of their feedback suggestions. Clients have reported that they feel listened to and that their concerns are being addressed.

Another form of feedback available to clients over the last year was the opportunity to be involved in the Victorian Youth Refuges User Research project. The Youth Reconciliation program facilitated participation for young people via consultancy group Studio Thick, who were contracted to run the project. Clients were provided two options to participate and share their views: a one-on-one interview or a group workshop. Studio Thick also requested input from workers and the Youth Reconciliation Practitioner attended two interviews and a workshop as part of the co-design stage of the project.

Advocacy work included: liaising with employment, education, and training providers to assist young people to navigate pathways; representing young parents in court proceedings for DHHS child protection; supporting young people's appearances at awareness raising events, and assisting them to gain confidence in public speaking. The Youth Reconciliation Practitioner interviewed clients from four different homelessness perspectives for the April edition of *Parity* magazine. These perspectives included that of a 16-year-old, a family violence survivor, a CALD client and a young person with a serious mental health diagnosis. Their interviews were then transcribed and published. Two of the clients gained the courage to read their stories aloud to the audience at the magazine's launch, overcoming their fears and deriving valuable experience and a sense of empowerment in the process.

Workshops

The Youth Reconciliation program continued to deliver its workshop program to both clients and staff. These are integral to the personal development of clients and the professional development of staff across all sites. The workshops are designed to promote maximum personal responsibility and self-management for all participants. They also foster peer support to further enhance young people's learning and self-development. 89 clients and 62 staff members attended various workshops and topics included *legal, share housing, communication skills, dual diagnosis, family violence in CALD communities, interview skills, food and mood, and optimism.*

“STAFF LISTENED TO ME WHEN I NEEDED SOMETHING, PROVIDING ME WITH THE THINGS I NEEDED. THE STAFF WAS VERY KIND AND FRIENDLY.”

Capacity Building

The Youth Reconciliation Practitioner was appointed co-chair for the Northern Metropolitan LASN Youth Network and coordinated a local event for Youth Homelessness Matters Day. The Federal Member for Willmington, the State Member for Broadmeadows and the State Member for Thomastown attended the event and committed to support raising awareness of youth homelessness in the area. National Youth Broadcaster JJJ reported on the event and interviewed the Youth Reconciliation Practitioner for their youth affairs Hack Program.

The importance of connections and partnerships within the community to provide education and awareness about youth homelessness and encourage early intervention continued to be a focus of the Youth Reconciliation program. The following partnerships were either initiated or strengthened throughout the year providing ongoing community engagement and education: Sydney Road Community School, Moreland Youth Commitment Network, Merri Health, Jesuit Social Services, Youth Support & Advocacy Service. The strengthening of connections with such external organisations has increased support for Hope Street's varied client base, including young people from the culturally and linguistically diverse, Aboriginal and Torres Strait Island, and LGBTQI communities.



Kat Perdriau
Youth Reconciliation
Program Practitioner



HOPE STREET IN MELTON AND HOPE STREET IN WHITTLESEA PROGRAMS REPORT

The Hope Street in Melton and Hope Street in Whittlesea programs support vulnerable young people who have experienced homelessness to live in medium-term (12-24 months) interdependent accommodation. Hope Street team members assist young people to engage with education, employment and their communities. The teams across the two programs support young people with living skills, financial management, health and recreation in both flexible and structured ways.

Melton and Whittlesea can accommodate up to 29 young people, this includes young parents and their children. There are seven self-contained units at Thomastown including two family units; four family units at Preston; eight self-contained units and two family units at Melton. The Department of Health and Human Services own the properties, Vincentcare provides tenancy management and operates in partnership with Hope Street. Hope Street is responsible for the holistic social programs that involve maintaining a tenancy and working towards improving opportunities for young people and their families. Young people exiting the program are also provided with outreach support as they determine.

Young People and Children

During 2016/2017 nine young people transitioned from the Melton Program and 15 from the Whittlesea Program with:

- Five young people reunited with family
- Nine young people securing office of housing
- Five young people accessing private rental
- Five young people moving into shared housing in private rental

Young people reported that while being in the programs they had:

- Increased living skills
- Increased self-development/ self esteem
- Connection to the community
- Connections to health and other community support services

The Hope Street in Whittlesea assisted a total of 39 clients (including six children aged from 0-5 years), 24 of whom remain active clients of the program. Of the 39 clients, 18 young people were born overseas while two identified as Aboriginal heritage. The program has seen an increase in young people born overseas being referred over the last 12 months with 50 per cent of new referrals born in countries within or adjacent to, the Horn of Africa.

The Hope Street in Melton program assisted a total of 31 clients (including four children aged between 0-2 years), 22 of whom remain active clients of the program. Of the 31 clients, four young people were born overseas while three identified as being Aboriginal heritage.

The Hope Street programs are informed by evidence based practice. In the white paper *The Road Home*, the Federal Government outlined a Foyer service as a best practice model for supporting young people experiencing or at risk of homelessness. The Foyer model has demonstrated that providing people experiencing homelessness with stable accommodation and providing links to education, training and employment the cycle of homelessness may be broken.

Issues Young People Face Prior to Being in the Program

Prior to being in the Hope Street in Melton and Whittlesea Programs young people came from backgrounds identified as disadvantaged and either homeless or at risk of homelessness. Young people in our programs have survived experiences such as rough sleeping, couch surfing, family violence, displacement, asylum seeking, social exclusion and intergenerational trauma.

The programs teams of specialist homelessness support workers and case managers, with the leadership of the Program Co-ordinator, strive to support young people to gain skills in: personal development, decision making, problem solving, self care, self-advocacy, daily routines, self motivation, planning, budgeting, being a responsible tenant, everyday household living skills, communication and interpersonal communication. This assists young people to develop their ability to make positive life changes and choices.

What the Program Provides

Young people engaged with the Hope Street in Melton and Whittlesea programs are provided with safe, secure and affordable accommodation for a minimum of 12 months and up to two years. Intensive case management is utilised to help young people identify their goals and how they can achieve their goals with the aim of transitioning out of the homelessness service system.

Building on young people's strengths and linking them to resources enables young people to transition from homelessness to more stable, safe, affordable housing. Case management support is tailored to each young person's situation in collaboration with the young person and focuses on the following life development areas: education, employment, community connection, positive relationships, living skills including healthy eating, budgeting and maintaining good physical and mental health. After-hours staff also offer support in these areas so young people can access assistance seven days a week.

As a part of a multi-disciplinary team approach to practice, Hope Street provides young people and their children with direct access to: Hope Street Youth Reconciliation Program, HYDDI (Homeless Youth Dual Diagnosis Initiative) and the Hope to Home program. These services are all able to engage with young people in their homes, their meeting place of choice or at one of the onsite offices in Melton or Thomastown.

Young people in these programs have different aspirations, backgrounds, abilities and circumstances. Hope Street in Melton and Whittlesea strives to provide culturally informed responses to young people from Culturally and Linguistically Diverse backgrounds and ensure a client-focused approach suits the needs of each individual and family.

Hope Street in Melton and Whittlesea recognise that stable accommodation is imperative to young people who wish to thrive in their communities. For this reason the teams look beyond the young person's tenancy in the program and assist young people to access private rental, social housing, and public housing.



"I HAVEN'T SLEPT FOR SO LONG, NOW I HAVE A PLACE TO LAND AND BELONG, I CAN SLEEP!"



Community Relationships and Capacity Building

Hope Street in Melton

Hope Street in Melton program has forged strong community links. Partners include Copperfield College, Catholic Regional College Melton, Melton Youth Support Service, Melton Housing, Western Emergency Relief Network, Melton Youth Advisory Network, Kirrip Aboriginal Corporation, as well as other local community service organisations.

Hope Street in Whittlesea

Hope Street in Whittlesea also endeavours to build and maintain strong community connections. We continue to work with Whittlesea's Baseline Youth Services and the Whittlesea Youth Commitment Community Team. Whittlesea Community Connections has embraced working with our clients and team to support young people to obtain their driving licences. We continue to work closely with local schools such as Pavilion, Lalor Secondary College and Melbourne Polytechnic.

This year the Preston Post Office provided work experience opportunities for young people and Ozharvest now delivers fresh food free of charge on a weekly basis for the young people. This provides food security and healthy choices. We continue to engage as an organisation as active members of our local community.

We Listen

Our team members take on board feedback from young people and utilising their individual strengths support young people in a way that young people identify as positive for them. The teams are proactive in providing a welcoming environment in which young people feel safe and comfortable and therefore benefit as much as possible from their participation in the programs.



Jeremie Mbog Nyetam
Programs Coordinator



Jessica Sorrenti
Acting Programs Coordinator

KODY'S STORY

Kody's parents separated when he was one, and while growing up he was abused by his mother. Kody's grandparents gained custody of him but whilst living with them Kody had little privacy and there was tension between them. Kody stated that he did not have a good relationship with any of his family members and had nowhere to stay. He only had occasional contact with his nine half brothers and sisters and his mother and father lived separately in Queensland.

Whilst Kody was at the Hope Street refuge his case manager made a referral to the RDNS to follow up on outstanding medical and dental concerns, as well as a referral to the Hope Street Youth Counsellor. An Office of Housing application was also lodged. Kody was able to source some part-time work fitting tyres, then he decided to move in with friends. Kody's case manager continued to work with him for another six weeks before exiting him with the understanding that he could re-refer for outreach support if needed.

A couple of years later, Kody's case manager received a call from Office of Housing in Geelong saying that a property was available. His case manager tried to contact Kody but his phone number was disconnected - however, he was eventually contacted via Facebook. Kody reported back that he was still homeless and sleeping at friends' places. He was hugely appreciative of the effort made to find him. The case manager organised sign-up and handover of the property, also driving to Geelong to support Kody in accepting the property. Funding for two weeks' rent in advance was also secured. Kody is now exited from Hope Street Outreach Program, and is elated to finally get his own place and no longer be in the cycle of homelessness.

HOMELESS YOUTH DUAL DIAGNOSIS INITIATIVE REPORT

The Northern Homeless Youth Dual Diagnosis Initiative Practitioner provides specialist clinical dual diagnosis support to specialist homelessness services (SHS) that are located in the north of Melbourne and work with young people. The Northern Homeless Youth Dual Diagnosis Initiative Practitioner is employed in a partnership between Hope Street Youth and Family Services and the Substance Use and Mental Illness Treatment Team (SUMITT) of NorthWest Mental Health.

The main aim of the Northern Homeless Youth Dual Diagnosis Initiative is to support the skills and capacity development of the youth specialist homelessness services workforce to identify and respond to dual diagnosis issues that are affecting the young people they support. This skill and capacity development takes place in three main ways: training and skills development sessions, secondary consultations with workers, and co-case management.

During the 2016-2017 financial year the Northern Homeless Youth Dual Diagnosis Initiative Practitioner:

- Conducted 205 instances of direct clinical work with young people
- Provided co-case management to 26 young people
- Provided 252 secondary consultations to workers within the sector
- Conducted 86 formal and informal education sessions for workers

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

- Hope Street Youth and Family Services programs across all sites
- Melbourne City Mission (Stopover, Vicky's Place, WRAP, and Iramoo youth refuges; Ladder and Precinct transitional programs; FrontYard)
- Merri Outreach Support Service (Catchment youth refuge)
- Anglicare (Counterpoint youth refuge)
- Salvation Army (Tranmere St youth refuge)
- Jesuit Social Services
- Royal District Nursing Service (Homeless Persons program)
- Royal Children's Hospital

Training and Skills Development

The capacity building of the Northern Homeless Youth Dual Diagnosis Initiative role takes on many forms, not limited to role modelling and experiential learning. By providing primary or secondary supports in consultation and alongside the young person's key workers, the Northern Homeless Youth Dual Diagnosis Initiative practitioner provides opportunities for workers to increase their confidence in their ability to help young people address mental health or substance use issues.

In addition to primary and secondary supports, the Northern Homeless Youth Dual Diagnosis Initiative Practitioner also undertakes organisation and sector development. This can take a number of forms, including participation in team meetings and case discussions, facilitating reflective practice sessions, and formal education sessions.

The Northern Homeless Youth Dual Diagnosis Initiative Practitioner has run reflective practice sessions covering responding to challenging behaviours, formation and maintenance of therapeutic relationships, and responding to trauma-driven behaviours. The Practitioner has also run education sessions on various aspects of mental health and substance use issues such as harm reduction, effects of substances, and responding to threats

to safety or self harm. These sessions have been run at a team level and at a cross-sector level to youth workers from a wide variety of backgrounds.

There are a number of cross-sector collaborations that the Northern Homeless Youth Dual Diagnosis Initiative Practitioner attends. Many of these are in conjunction with the Western Northern Homeless Youth Dual Diagnosis Initiative Practitioner. For example, the Northern Homeless Youth Dual Diagnosis Initiative practitioners are part of the Building Up Dual Diagnosis in Youth Services (BUDDYS) committee which is made up of dual diagnosis practitioners from mental health services across Victoria and is part of the Victorian Dual Diagnosis Initiative. The Northern Homeless Youth Dual Diagnosis Initiative practitioners also attend various working groups run by the North West Homelessness Network, representing the involvement of clinical services in supporting people to exit homelessness.

In 2016-2017 the Northern and Western Northern Homeless Youth Dual Diagnosis Initiative practitioners started to run a series of training sessions for workers in sector that has been adapted from the Advanced Practitioner Training (Dual Diagnosis) run by NorthWestern Mental Health for mental health practitioners. As of the end of June 2017, two sessions have been run which were fully booked and well received.

Secondary Consultations

A large amount of the work undertaken by the Northern Homeless Youth Dual Diagnosis Initiative Practitioner involves secondary consultations provided to the young person's key workers within youth homelessness sector. Secondary consultations are a key component of building up the capacity of the youth homelessness sector to identify and respond to issues related to mental health and substance use. The desired outcome of secondary consultations are that the care team for the young person feel more confident in their ability to make informed decisions relating to complex issues.

The advantages of secondary consultations are that they can be delivered in a timely fashion, across a variety of settings and media, without the young people having to repeat their story to another worker or agency. In seeking out a secondary consultation, the young person's key worker only needs to discuss the details that are relevant to the question being asked and the young person's personal details do not need to be revealed to the Northern Homeless Youth Dual Diagnosis Initiative Practitioner in order for these consultations to occur. This way a young person's privacy can be maintained.

All secondary consultations focus upon a particular question or concern that a young person's key workers may have in relation to that young person. Most of the secondary consultations with workers in the youth homeless sector have focused upon:

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

"I LIKE THE FAMILY VIBE."

- Techniques to reduce the harm caused by substance use
- Identification and responding to emerging symptoms of psychosis, mania, eating disorders, and pseudoseizures
- Accessing and communicating with mental health or alcohol and other drug services
- Development and maintenance of therapeutic relationships when facing challenging behaviours
- Developing crisis plans to help young people stay safe in the community

Co-Case Management and Primary Consultations

In co-case management, the aim of the Northern Homeless Youth Dual Diagnosis Initiative is to work in conjunction with the young person's key specialist homelessness services worker to provide specialist mental health and substance use assessments and interventions to young people who are not engaged with other mental health services such as Orygen or Headspace.

Many young people supported by the youth homeless sector face multiple barriers to accessing formal services, such as transience, lack of contact details, or mistrust of formal institutions. This can lead to young people missing out on assistance to help them achieve stability in their lives.

The Northern Homeless Youth Dual Diagnosis Initiative Practitioner works in collaboration with the young person's key workers regardless of the environment the young person is in. A close collaboration with key workers and other professionals, such as the Royal District Nursing Service Homeless Persons program and Hope Street's Youth Reconciliation Practitioner, allow for a holistic and coordinated response to the young person's needs.

Alongside the young person's key worker, the Northern Homeless Youth Dual Diagnosis Initiative Practitioner can undertake one-off assessments and discuss pathways to receiving longer term specific supports, provide a period of short term co-case management, or facilitate informal interactions where strategies for boosting the young person's strengths are discussed. Conducting these assessments and interventions in conjunction with the young person's key workers allows both the key worker and the Northern Homeless Youth Dual Diagnosis Initiative Practitioner to share knowledge, practice skills, and promote understanding of the multiple issues faced by young people.

In recognising the impact of paternalism or dismissive attitudes that many young people have faced when they have received help in the past, the primary supports are provided on a voluntary basis and are tailored to meet the needs of the young person. This almost always means that young people will direct the flow of the conversation and decide the manner in which they want to reveal any personal information, whether over a coffee or a game of pool.



The less formal nature of these interactions allows young people to be an active partner in deciding what, if any, formal supports they engage. This further engagement can be facilitated by the young person themselves, the young person's key workers, or the Northern Homeless Youth Dual Diagnosis Initiative Practitioner.

The 2017-2018 Year Ahead

In the next year the role of the Northern Homeless Youth Dual Diagnosis Initiative will continue to be focussed around building the capacity of the sector to identify and respond to issues related to mental health and substance use. Agencies and workers have requested that Northern Homeless Youth Dual Diagnosis Initiative run more training sessions on the use of particular tools and techniques that they can implement in crisis based services, and on responding to trauma-driven behaviours.

Some of this will be covered in the remaining sessions of the Northern Homeless Youth Dual Diagnosis Initiative training, including guest presentations, and will inform the next iteration of the Northern Homeless Youth Dual Diagnosis Initiative training throughout 2017-2018 and beyond.



Brendan Pearl
Northern Homeless Youth Dual Diagnosis Initiative Practitioner

HOPE TO HOME PROGRAM REPORT

Hope to Home is a pilot initiative that assists young people who are experiencing homelessness with support to move into the private rental market. Hope Street Youth and Family Services initiated this pilot across the cities of Melton and Whittlesea. The project is jointly funded by Gandel Philanthropy in Melton and the Lord Mayor's Charitable Foundation in Whittlesea together with Hope Street Youth and Family Services. Our key partners in this project are: Raine and Horne Real Estate Melton, Melton Housing Services, Ray White Real Estate Whittlesea and the Cities of Melton and Whittlesea respectively.

In order to evaluate this project, we have been fortunate in gaining the services of Victoria University who have been engaged to complete a comprehensive evaluation of the Hope to Home model.

The project aims to reduce the number of young people at risk of homelessness by addressing the barriers contributing to homelessness in the two growth corridors, assisting vulnerable young people to access private rental options and develop a pathway out of any future homelessness with support to access training and future employment.

How the Program Works

The young people referred to Hope to Home have been assessed by their Case Manager or key service provider (either from a Hope Street program or other community program) as ready to graduate into private rental.

Hope to Home supports young people as they transition into private rental and assists them to increase their life skills to maintain the tenancy. As a participant of Hope to Home each young person works closely with their Case Manager and the Community Integration Facilitator over the first 12 months of their lease to ensure the success of their tenancy and the stability that brings.

Hope to Home works with young people and young families who have already reached relative stability in their homelessness journey to ensure that they have every opportunity to make a successful transition into the private rental market and a full move away from the support of the homelessness service system. The program is aimed at young people who:

- Have demonstrated capacity to live independently, with the income required to maintain a tenancy
- Have secured or are very likely to secure employment, training or education
- Be willing to engage in case management support that may be for a period of up to 12 months to ensure the young person is progressing well and to support them to uphold their responsibilities as a tenant.
- Have links to the local government area of the pilots

Once young people and young families have been accepted into the program, the Community Integration Facilitator will assist them to find suitable properties, attend inspections, submit applications, apply for funding and liaise with Real Estate agents. Once a tenancy has been successfully secured, the Community Integration Facilitator works closely with the Real Estate agent and the young person(s) to complete all the

"THEY HELPED ME WHEN MY LITTLE GIRL WAS ALMOST DUE, NOW WE'RE IN A HOUSE AND WE CAN'T BELIEVE HOW FAR WE HAVE COME. IT IS ALL BECAUSE OF HOPE TO HOME"

paperwork, carry out a condition report and access relevant funding to assist with the first month's rent and bond payments. Hope to Home support also includes:

- Hope Street can act as a co-lessee for the first six months
- Provide financial support to assist with rental costs for the first four months
- Assist the young person to furnish the property
- Provide Moving Out, Moving In Starter Kits of up to \$500 for essentials such as linen, crockery and utensils
- Provide ongoing support to the young person(s) to increase their independent living skills (including budgeting, cooking, education or employment) for up to 12 months
- Support to set up direct debits and bank accounts to ensure all bills are paid on time

Hope to Home in Melton

While the position of Community Integration Facilitator was vacant over June and July 2016, a new Community Integration Facilitator commenced a three day role in August 2016 and began to establish partnerships, connect with referral sources and commence the assessment process of young people/ families for the program.

Since August 2016, 38 young adults have been referred to the project by Melton Housing Service (and the Youth Allocations Committee (YAC), and the Hope Street in Melton program. 33 of these young adults have been assessed and considered for the program, the remaining nine young people did not meet the criteria and were referred back to the referring agency.

Of the 29 assessed, 12 young adults (and 11 children) are in properties on leases, two are being supported while renting from a private landlord and four young people are completing leases in transitional housing options while searching for their long term housing option.

A total of \$18,850 has been secured in Private Rental Brokerage for these young people, with a further \$7,400 provided by Hope Street during the first six months of their tenancy. Woodgrove Shopping Centre also kindly donated vouchers to the Hope to Home Melton Project and \$1175 has been used along with \$2020 provided by Hope Street and Melton Housing Service to fund the Moving Out, Moving In Starter Kit items such as linen, crockery and small electrical goods to reduce the financial burden of setting up a home for the first time.



12 YOUNG ADULTS SUCCESSFULLY TRANSITIONED INTO THE PRIVATE RENTAL MARKET



The remaining 11 clients were either assessed as not ready for private rental or withdrew from the program. A variety of reasons have been cited for this. Some clients managed to secure private rental on their own before an Initial Assessment was completed, or reconciled with family, others no longer meet the criteria for the program as they decided to move outside of the catchment area. The rising cost of living in Melton has often been the cause of this decision.

Hope to Home offers varying degree of support to the young people referred, some young people are very independent and proactive about finding long term accommodation and may only need a small amount of support while for others the process can be very daunting and the Community Integration Facilitator will work to build their confidence and assist to alleviate some of their stress.

The young people who are referred are also in varying degrees of need, some have been couch surfing for some time, or sleeping in cars, while others are able to stay with family until they have secured a more permanent solution.

Hope to Home in Whittlesea

The successful outcomes of the Hope to Home Melton pilot provided the impetus to approach the Lord Mayor's Charitable Foundation to replicate the Hope to Home pilot in the City of Whittlesea. We were fortunate to have obtained funding through the trust to proceed and in December 2016 began working with our partners in the City of Whittlesea to establish the pilot there.

A number of key players from the City of Whittlesea participate in our newly formed Advisory Committee which includes representatives from the City of Whittlesea, the police, employer groups and Victoria University.

Our recently appointed Community Integrated Facilitator has hit the ground running in Whittlesea and has established links with community as well as assisting three new clients into the private rental market.



Emma Baxter
Acting Operations Manager

SHARON AND JOHN'S STORY

Sharon and John were referred to the Hope to Home Melton Program from Melton Housing Services, having experienced multiple episodes of homelessness. By the time private rental was secured, Sharon was four months pregnant and they had been couch-surfing for around eight months with friends and family. They had tried to find private rental on their own but due to their young age and lack of rental history, they had been unsuccessful. On two occasions they had attended an Access Point but were told that the crisis accommodation would only be for one night and that they would be "back on the streets in the morning".

The Hope to Home Community Integration Facilitator worked with Raine and Horne to secure Sharon and John a one bed unit in Melton, and successfully applied for \$3300 of Private Rental Brokerage which, along with food vouchers, provided them financial relief for the first six months. The Community Integration Facilitator also assisted with work options, referring them to a specialist Transition to Work service as well as sourcing the baby items they needed through St Kilda Mums. The couple now have a healthy baby boy and have been maintaining their rental property for ten months.

HOPE STREET YOUTH AND FAMILY SERVICES LIMITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2017

“HOPE STREET PROVIDES GREAT SUPPORT FOR YOUNG PEOPLE TO FEEL AT HOME. WORK TOWARDS THEIR INDIVIDUAL GOALS AND BE MORE CONFIDENT.”

Directors' Report

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

The Board remains committed to a development program which helps to secure the long term sustainability of the organisation, while still pursuing short-term priorities. Increasing the role of the Service Development Committee of the Board (chaired by Director Andrew Nette and membership including Director Helen Riseborough, CEO Donna Bennett and Service Development Manager Bruce Tucker and later Acting Service Development Manager Serap Ozdemir) has been one of these priorities during 2016-2017. The work of the Corporate Committee of the Service Development Committee has been instrumental in Hope Street's success in innovation and social development.

Highlights of the 2016-2017 year include:

- Continuing to provide high quality specialist services to young people and young families
- Maintaining accreditation standards across all aspects of the organisation: Governance and management; human services; service delivery; risk management; legal and regulatory compliance; financial management; collaboration and strategic positioning; service agreements and partnerships
- Securing capital funding from the Victorian Government for a new youth refuge in the City of Melton – The Hope Street First Response Youth Service
- Securing recurrent operational funding from the Victorian Government for the above program
- Engaging 32 companies generously donating materials or contributing materials at a heavily discounted rate
- Attracting first time grants over \$50,000 from philanthropies and trusts
- Establishing a new pilot program in the City of Whittlesea in partnership with philanthropy
- Raising the profile of the organisation within the wider community to attract additional resources
- Consistently raising awareness in local communities regarding youth homelessness, the impact of youth homelessness and solutions

The Board conducted a Strategic Planning Day in August 2016 and developed a revised Strategic Plan 2016-2021 identifying updated priorities.

Board members continued to implement robust financial management systems, policies, procedures and practices. The Finance Committee is comprised of Director Wayne Street (Chair), Director Jo Connellan, Financial Manager, Michelle Montague and CEO, Donna Bennett. In accordance with the terms of reference of the Committee, the financial position is regularly reviewed and financial reports are presented to bi-monthly meetings of the Board. The Committee led the financial planning and budgetary processes, for consideration and approval by the Board, and monitored and reviewed the organisation's financial systems, and authorised the annual financial audit.

The Board has continued to support responsible investment in human resources (within financial constraints) and technologies to enable the organisation to deliver specialist programs that provide quality, responsive and professional services to individual young people, young families and the community. This investment enables the Hope Street team to deliver quality services consistent with the organisation's philosophy, values and standards.

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

The Risk Management and Compliance Committee monitors exposure to risk across the whole organisation and oversees systems of compliance with relevant legislation, government policy, organisational policy, codes of practice, standards, contracts and agreements. This Committee comprises Director Judith Cooke, Chair, Director, Vivienne Archdall, CEO Donna Bennett and Operations Manager Dale Hardy (to January 2017) and acting Operations Manager Bruce Tucker. In 2016-2017 the Risk Management and Compliance Committee reviewed Hope Street's Risk Identification and Management Register in-particular strategies and actions for recording, monitoring and responding to risks.

The Hope Street Constitution expressly prohibits the distribution of any income or property from being paid or transferred, directly or indirectly, or by way of dividend, bonus or otherwise to members of the Company. The income and property of the Company continues to be applied solely towards the promotion of charitable purposes and the objects of the Company.

There were no changes in the Directors of the Board during the 2016/2017 year. We acknowledge the hard work and professionalism of our team in providing quality services to young people and the community. We applaud and greatly appreciate the leadership, drive, expertise and commitment of our CEO, Donna Bennett, and the dedication, expertise and attention to detail of our Financial Manager, Michelle Montague.

The Directors present this report on Hope Street Youth and Family Services for the financial year ended June 30th 2017. Details of the Directors in office are presented on page 4 and the attendance of Directors at Board meetings throughout the year are listed on page 31 of this annual report.

Solvency of the Organisation

The Board confirms that, pursuant to Section 347A(1) of the Corporations Act with respect to the Annual Financial Statement, and having reviewed and considered the Company's current and projected financial position, in the Directors' opinion, the Company is solvent and there are reasonable grounds to believe that the Company will be able to pay its debts as and when they become due.

Auditor's Independence Declaration

The lead auditor's independence declaration for the year ended 30 June 2017 has been received and noted by the Board.

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



Jo Connellan
Secretary



Wayne Street
Treasurer

Statement of Financial Position

as at 30th June 2017

	2017	2016
	\$	\$
Assets		
Current Assets		
Cash and cash equivalents	2,370,332	1,964,749
Trade and other receivables	30,752	23,753
Total Current Assets	2,401,084	1,988,502
Non-Current Assets		
Property Improvements	47,271	6,248
Motor Vehicles	22,437	46,739
Office Furniture & Equipment	32,061	9,933
Furniture & Fittings	13,713	18,992
Low Value Pool	0	0
Total Non-Current Assets	115,482	81,912
Total Assets	2,516,566	2,070,414
Liabilities		
Current Liabilities		
Trade and other payables	229,467	177,582
Short term employee provisions	110,394	102,867
Other provisions	81,525	45,843
Total Current Liabilities	421,386	326,292
Non-Current Liabilities		
Long term employee provisions	6,786	11,683
Total Non-Current Liabilities	6,786	11,683
Total Liabilities	428,172	337,975
Net Assets	2,088,394	1,732,439
Equity		
Retained surplus	2,088,394	1,732,439
Total Equity	2,088,394	1,732,439

Statement of Cash Flows

as at 30th June 2017

	2017	2016
	\$	\$
Cash flow from operating activities		
Receipts in the course of operations	2,606,675	2,174,562
Interest received	40,925	47,355
Payments to suppliers and employees	-2,142,406	-1,972,594
Net cash provided by operating activities	505,194	249,323
Cash flow from Investing activities		
Purchase of plant and equipment	-99,611	-73,897
Proceeds from Sale of plant and equipment	0	29,636
Net cash used in investing activities	-99,611	-44,261
Cash flow from Financial activities		
Net increase in cash held	405,853	205,062
Cash at beginning of year	1,964,479	1,759,687
Cash at end of the reporting period	2,370,332	1,964,749

Statement of Profit and Loss

as at 30th June 2017

	2017	2016
	\$	\$
Income		
Grants received and expended	2,598,938	2,175,361
Interest Received	40,925	47,355
Other Income	14,736	18,537
Total Income	2,654,599	2,241,253
Less Expenditure		
Building and Facilities	114,251	113,492
Corporate	142,427	146,047
Salaries and Wages	1,744,420	1,597,283
Employment Related Expenses	112,285	89,000
Service Delivery	185,261	157,844
Total Expenditure	2,298,644	2,103,666
Net surplus for year	355,955	137,587

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

DIRECTORS' DECLARATION

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

The directors of the company declare that:

- The financial statements and notes as set out on pages 4 to 12 are in accordance with the *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 2017, and of the performance for the year ended on that date in accordance with the accounting policies described in Note 1 to the financial statements.
- In the directors' opinion, there are reasonable grounds to believe that the company will be able to pay its debts as and when they fall due.

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



Jo Connellan
Secretary
November 2017



Wayne Street
Treasurer
November 2017



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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 2017, the statement of profit and loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies and the Directors' declaration.

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

- (a) giving a true and fair view of the Entity's financial position as at 30 June 2017 and of its performance for the year ended on that date; and
- (b) complying with Australian Accounting Standards to the extent described in Note 1, and 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, 21st November 2017

**THE HOPE STREET
TEAM**

At Hope Street, our teams demonstrate compassion and understanding. Our staff bridge the connection between the organisation, young people and young families and the community. Hope Street would like to commend each team member for their invaluable contributions to inspiring a sense of hope into the lives of young people and young families in our programs. Drawing upon individual skills, expertise and experiences of each team member – Hope Street has been instrumental in creating meaningful change in the lives of young people and young families who come to us seeking our support and guidance. As an organisation, we have achieved some outstanding results. Thank you to each team member for your hard work. Hope Street is considered a leading youth-focused specialist homelessness support service because of each of you.

Staffing

Donna Bennett Chief Executive Officer; [Michelle Montague Financial and People and Culture Manager](#); Fiona Rigney Executive Administrative Officer; [Helda Payet Web Designer](#); Serap Ozdemir Acting Service Development Manager; [Christine Fagan Program Co-ordinator](#); Jeremie Mbog Nyetam Program Co-ordinator; [Claire Steinke Finance and Payroll Officer](#); Ksenya Kupres Boost Specialist Practitioner; [Jude Steward Boost Specialist Practitioner Youth Residential Support Worker \(Hope Street in Whittlesea Program\)](#); Jessica Sorrenti Case Manager Whittlesea; [Kat Perdriau Youth Reconciliation Practitioner](#); Brendan Pearl Homeless Youth Dual Diagnosis Practitioner; [Kylie Charleson Case Manager Melton](#); Louise Merrett Boost Specialist Practitioner; [Anna Marincic Residential Support Worker Melton](#); Greg Harriden Youth Support Worker Melton; [Emily Flett Residential Support Worker Whittlesea](#); Sue Watt Case Manager; [Reece Welsh Case Manager](#); Jenni Clark Youth Residential Support Worker; [Lisa Settineri Youth Residential Support Worker](#); Samantha Hopkins Youth Residential Support Worker; [Alison Maddock Youth Residential Support Worker](#); Gion Getachew Youth Residential Support Worker; [Oliver Bates Youth Residential Support Worker](#); Polette Silva Youth Residential Support Worker; [Kate Clarke Youth Residential Support Worker](#); Katie Mochan Community Integration Facilitator Melton; [Diego Pinzon Youth Residential Support Worker](#); Eva Kalivas Youth Residential Support Worker; [Lauren Wilson Youth Residential Support Worker](#); Matt Badura Youth Residential Support Worker; [Paula Forrester Youth Residential Support Worker](#); Toby Dacy Youth Residential Support Worker

Staffing Departures

Rutendo Chirisa Boost Specialist Practitioner; [Dale Hardy Operations Manager](#); Justine Maher Case Manager; [Lachlan McLeay Case Manager](#); Lisa Payne Youth Residential Support Worker; [Susanna Julian Youth Residential Support Worker](#); Zac McLarty Youth Residential Support Worker; [Melina Lanyon Case Manager](#); Amy Kehoe Case Manager; [Bruce Tucker Service Development Manager and Acting Operations Manager](#)

Acknowledgements

Cath Flanagan – RDNS Homeless Persons Program; [Department of Health and Human Services Northern Division and Western Division](#); La Manna Brunswick for their annual donation of fruit and vegetables for our Christmas feast; [Jan Carr Quality Improvement Consultant](#); MSP Blueshift providing ICT services; [Geronimo providing graphic design services](#)

BOARD MEETING ATTENDANCE REGISTER 2016-2017

	13/9	8/11	29/11 AGM	13/12	14/3	23/5	Total %
Vivienne Archdall	✓	✓	✓	✓	Apology	✓	83%
Donna Bennett (CEO)	✓	✓	✓	✓	✓	✓	100%
Jo Connellan	✓	✓	Apology	✓	✓	Apology	67%
Judith Cooke	✓	Apology	✓	Apology	✓	✓	67%
Andrew Nette	✓	✓	✓	✓	✓	✓	100%
Helen Riseborough	Apology	✓	✓	✓	✓	Apology	67%
Wayne Street	✓	✓	✓	✓	✓	✓	100%

Note: All members as well as the executive leadership team participated in the Strategic Planning Day conducted on the 20th of August 2016. This does not include attendance of Board Committees, Corporate Committee events, community events.



Hope Street Youth and Family Services
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Hope Street acknowledges the support of the Victorian Government.