



**HOPE
STREET**



**HOPE STREET YOUTH AND FAMILY SERVICES
ANNUAL REPORT 2013**



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.

COMMITTEE OF MANAGEMENT



Judith Cooke
Chair



Carlo Carli
Treasurer



Andrew Nette
Secretary



Terry Huddy
Resigned 17th of
June 2013



Kirsty Leong
Resigned 20th
November 2012



Mary Doyle
Resigned 20th
November 2012



Vivienne Archdall
Member



Wayne Street
Member



Helen Riseborough
Member



Jo Connellan
Appointed 12th
of March 2013

The organisation has once again had a successful and dynamic year striving to achieve 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."

The members of the Committee of Management and the CEO continue to achieve a high standard of governance by:

1. Ensuring Hope Street's vision, mission, strategic goals and objectives are achieved:

By meeting client/community needs through remaining informed of the needs of local communities, the provision of services via our programs, fulfilling our legal, constitutional and ethical responsibilities.

In March of 2013 the Committee of Management members and staff conducted a Strategic Planning Day. The vision, mission, philosophy, values, purpose, standards and participation of Hope Street were considered. We examined internal and environmental factors impacting on the organisation. We ran focus groups with young people across our programs seeking their feedback. Four core priorities were identified for Hope Street:

Priority 1: Our Clients

Priority 2: Communities

Priority 3: Resources (Human and Financial)

Priority 4: Innovation and Social Development

2. Maintaining a clear separation of governance and operations:

This has been achieved by reviewing, clearly defining and implementing governance responsibilities as well as allocating resources and delegating authority to the CEO for the management of operations.

3. Maintaining and reviewing, policies, procedures, and systems of financial control, internal control, and performance reporting:

We completed an extensive review and development of governance policies and procedures including: CoM Code of Conduct; Compliance; Policy Development and Review; Decision Making; CEO Limitations; Risk Identification and Management; CoM Succession Planning.

We established the Finance and Audit Sub Committee with Terms of Reference approved by the Committee of Management. This subcommittee has provided the Committee with valuable specialist advice. The Hope Street Financial Management Manual was also developed during 2012/2013. This involved a comprehensive review of financial policies, procedures and systems. The Financial Management Manual is a valuable resource for CoM members and staff to ensure financial compliance, prudent financial management and practices.

4. Risk Management and Compliance:

Within our culture of continuous risk management, continued to provide reports and recommendations, via the Risk Management and Compliance Sub Committee, to the Committee of Management to assist it to manage risk across the whole organisation and to ensure the organisation complies with relevant legislation, government

policy, organisational policy, codes of practice, standards, contracts and agreements. The Sub Committee continues to oversee the establishment, monitoring and review of systems and processes that ensure Hope Street has effective policy and processes for identifying, managing and reporting risks.

We reviewed Hope Street's Risk Identification and Compliance Register and Plan. In doing so we revised strategies and actions for responding to risks. Risks identified as extreme centre around funding changes to the organisation. These risks are managed by prudent financial decisions and practices, growing the organisation, evidencing and promoting the capability of Hope Street to consistently deliver programs and services that successfully meet government policy and strategic direction. Hope Street securing the Enhanced Youth Refuge funding in August 2012 resulting in the establishment of the Boost Program is a key example. This initiative is a part of the youth focused strategies of the Victorian Homelessness Action Plan 2011- 2014.

Hope Street underwent the accreditation review by the Quality Improvement and Community Services, in April/May 2013. We had one partially met standard and were given a period of grace to redress. This was done resulting in Hope Street meeting all of the Quality Improvement Council and Department of Human Services Standards.

The Committee of Management experienced change with the resignation of Terry Huddy after nine years as a dedicated and compassionate member. Mary Doyle and Kirsty Leong resigned after three years contributing to the quality governance of Hope Street. We welcomed Jo Connellan and Wayne Street who were nominated at the AGM on the 26th of November 2012. Both Jo and Wayne bring specialist expertise building on the skill and knowledge base of the Committee of Management. We acknowledge the hard work and professionalism of staff in providing quality services to young people and the community. We acknowledge the leadership and drive of our CEO, Donna Bennett. Thankyou to the members of the Committee of Management for their valuable contributions providing quality governance and expertise to achieve the vision of Hope Street: "That society values and meets the needs and rights of young people."



Judith Cooke
Chair

1. YOUNG PEOPLE'S SUCCESSES

- Utilising the resources/services (in particular supported crisis accommodation and Foyer residential programs) of Hope Street for their optimum benefit
- Securing housing or specialist accommodation
- Ensuring Hope Street is a safe and respectful place for all young people, staff and visitors
- Remaining engaged in school, training and/or employment
- Linking to specialist services for assistance such as mental health, drug and alcohol
- Working towards positive change
- Reconciling with self and/or family
- Involvement in the healthy living programs and recreational activities at Whittlesea
- Participating in focus groups to provide feedback to the organisation
- Moving into the Melton Residential Units and remaining within their local community

2. GOVERNANCE

- Developed 2012/2013 Budget and monitored its implementation
- Reviewed all governance documents and developed new governance policies, procedures and templates
- Reviewed and endorsed the 2013 – 2016 Strategic Plan
- Establishment of the Finance and Audit Sub Committee with Terms of Reference
- Operation of the Risk Identification and Management Sub Committee
- Reviewed and endorsed the Risk Identification and Management Register and Plan
- Induction of new members to the Committee of Management
- Effective monitoring of programs
- Successful Department of Human Services Desktop Review
- CEO Appraisal including reviewing the CEO position description
- Reviewed Delegation of Authority Statement

3. CONTINUAL QUALITY IMPROVEMENT

- Successfully attained Accreditation meeting all of the Quality Improvement Council Standards for Health and Community Services and Department of Human Services Standards
- Completed 14 of the 17 improvement project areas specified in the 2010 2012 Quality Improvement Plan with the three outstanding areas completed in the first quarter of the new financial year
- Reviewed financial management systems, policies, procedures and practices

4. PROGRAM AND SERVICE DELIVERY DEVELOPMENT

- Implementation of the Boost Program
- Successful integration of the Boost Program with other programs within Hope Street
- Successful integration of the Boost Program in the Homelessness Sector building sector capacity to respond more effectively to young people who are experiencing or are at risk of homelessness
- Strengthened partnerships with Access Points for the delivery of services to young people
- Youth Residential and Youth Outreach Program Review conducted
- Separation of the Youth Residential Program and the Youth Outreach Program achieved

5. RESOURCE AND INFRASTRUCTURE DEVELOPMENT INCLUDING:

- Corporate branding revised and implemented including: redesign of logo, business cards, letter head, all internal documents, Hope Street designed pens and lanyards with logo
- Implemented upgrade of our Information Communication Technology (ICT) systems, including the implementation of a multi-site capacity telephone lines and increased internet connectivity, disaster plan, back up systems
- Achieved all areas of the Information Communication Technology 2012/2013 Action Plan in alignment with Hope Street's ICT Strategic Plan
- Stage Three of the Support For Young People That Really Counts initiative achieved with the Office of Housing completion and hand over of eight single units, two family units, a refurbished community hall and refurbished office building in Melton

6. PROFESSIONAL DEVELOPMENT

- Provision of comprehensive professional development to all teams internally and externally, expending \$15,621.

2012/2013 has been a tremendously successful year with many achievements and wonderful success stories with young people and young families across all of our programs. Youth Homelessness remains a major social problem requiring individual, community and government action.

Hope Street is proud to be a leading youth homelessness specialist organisation. Our expertise is in supported crisis accommodation; individualised case managed services; provision of therapeutic one to one counselling, family meetings and support; after hours immediate response services; Youth Foyer model programs utilising experiential learning modalities reinforced with living skills and social development activities.

Hope Street has worked hard this year to establish a new strategic plan to guide us through the next three years. The results will be launched at our Annual General Meeting We completed important initiatives arising from our 2011 - 2013 strategic plan goals:

1. Effective governance and management
2. Effective delivery of programs
3. Organisational sustainability
4. Progressive agents of social change

A major review of governance was conducted and the Financial Management Manual underwent a major transformation providing robust frameworks. We were successful in attaining our accreditation, securing our funding from the Department of Human Services (DHS) for the next three years. Growing Hope Street and securing the long term future of the organisation is at the forefront of our planning, governance and management. Please refer to the Committee of Management Report and the Hope Street Strategic Plan 2013 - 2016.

Each Hope Street program is unique in the services it provides and relationships with agencies and networks in the Homelessness Service System as well as allied service systems such as education, employment, training, health, maternal health, mental health to name a few. Our programs operate across the Northern and Western areas of Melbourne with our centres located in the Shire of Melton, City of Whittlesea and City of Moreland. Each area is distinguished by its local community – people, agencies, services, geography, history and amenities. All programs operate within the values, philosophy and standards of Hope Street and always with the young person and young family at the forefront. Please refer to the Program Reports for information regarding their achievements.

The work of the seven Hope Street programs is supported and developed with the resource of two Program Managers and the Boost Program Co-ordinator as well as comprehensive policies, procedures, tools, manuals and systems. Hope Street has a strong focus on continual improvement to build on our expertise and demonstrate the place of specialist services. This has been achieved via data collection and collation, collaboration with other agencies and the Department of Human Services – pilots, reviews and establishment of programs.

A significant achievement was Hope Street's success in securing the Enhanced Youth Refuge Funding Stage 2. This 12 months initiative of the Victorian Homelessness Action Plan, Youth Focused Initiatives was awarded to Hope Street via a competitive tender process. We received the funding in August and were operational in September 2012. We renamed the program the Boost Program and in May of 2013 we engaged AHURI to evaluate the program. The Boost program

evaluation Final Report, authored by Dr Katie Jones and Dr Lauren Costello, July 2013 was launched early August 2013. I am pleased to report the initiative has been extended for a further 12 months until June 30th 2014. Hope Street is working towards the Victorian Government funding this extremely successful initiative recurrently across the State. Please refer to the Boost Program Report. Building on our capacity and demonstrating the achievements of our vital services as a leader in evidence based service development and high quality youth services is central to our development plans. The Boost program and its evaluation are great examples of this.

Hope Street has a long history of working for social change to benefit young people and young families experiencing homelessness. We value enormously, the responsibility we have to young people and the wider community to be constantly working at this. We do this via all of the areas contained in this report. We acknowledge the generous support and partnership with the Department of Human Services and the Office of Housing, local governments and their commitment to young people and social change, our partnerships with community agencies and the many individual supporters of Hope Street.

We look forward to realising the priorities of the next Hope Street Strategic Plan 2013 – 2016. During this period our partnerships with local government in particular, Melton Shire Council, City of Whittlesea and City of Moreland will be a significant focus in addressing youth homelessness at local levels. We will continue our partnership with major stakeholders such as DHS, OoH, Access Points, Education, Health, Dual Diagnosis, Employment, specialist services. I thank the individuals from a range of agencies and networks including DHS who are just as passionate as Hope Street in addressing homelessness. The individuals and agencies are to be commended for the collective tenacity, vision and shared values to achieve social change.

I thank the Hope Street Committee of Management for their vision and strategic planning to take Hope Street to higher levels and ensure we remain robust, sustainable and responsive to the needs of individual young people and families. I thank the individuals who work at Hope Street (past and present) who are compassionate, professional and extremely client focused. They are to be commended for achieving great outcomes with young people in a resource poor environment.

I commend young people and young families for their courage in opening their lives to strangers, for seeking assistance, for reflecting, for making major decisions about their lives, for working as hard as they do to create change, for holding onto their dreams, for sharing their experiences and wisdom with other young people, their contribution to their local community, for being resilient and strong. Thank-you.



Donna Bennett
Chief Executive Officer

BOOST PROGRAM REPORT

In August of last year, Hope Street was successful in attaining funding to deliver an enhanced youth response to young people in the Northern Division of Melbourne. The Enhanced Youth Refuge Initiative, Stage 2 funded by the State Government has enabled a more flexible, integrated and immediate response to be provided to young people experiencing homelessness. We have renamed this program the Boost program.

The Boost program is a specialist program that provides flexible, client centred services to young people with high and complex needs. Since going live in October 2012, the Boost program has achieved some impressive outcomes for young people including young families and the homelessness sector.

Clients

In total, 105 Boost vacancies were filled (including 13 accompanying children), 92 Boost clients were closed during this period and 11 Boost support periods were still open.

Targets

Support type	DHS Yearly targets	Clients assisted Nov 2012 – June 2013
Transitional	48	53
Crisis	36	35
Short stay bed	48	17
Totals	132	105

Since a change in the staffing model in February, following difficulty with recruiting to a short term position, the Short Stay Bed has been fully operational with 100% occupancy.

Integrated Service Delivery

The Boost program is successfully integrated into the specialist youth programs operating at Hope Street, as outlined below, providing optimal client outcomes. Other benefits include the integration of knowledge, practice skills and resources, as well as enhanced relationships. This multi-disciplinary approach to case management is a key element of the Boost model of service delivery. Programs include:

1. Youth Residential (refuge)

Provides a seamless and immediate youth specialist response 24/7 to young people via:

- the operation of the Boost Short Stay Bed
- the 24/7 access to support and resources with 24/7 staff coverage
- Flexible access, for example co-location at access points
- flexible operating hours
 - enabling after hours off site outreach to clients
 - enabling support with private rental property inspections on weekends and in the evenings

2. Youth Reconciliation

Young people can immediately receive counselling around their issues and gain greater insights and understanding of their situation. Six of the young people who were supported reported that it was their first experience of homelessness. The young

people also identified that they were experiencing grief and loss issues regarding their dis-connection from their family. Personal counselling and family mediation has also resulted in young people remaining at home and being diverted away from the homelessness service system.

3. Homeless Youth Dual Diagnosis Initiative

The HYDDI program is a specialist Dual Diagnosis service funded as a part of the governments' youth focused initiatives. A key objective of HYDDI is to develop the capacity of youth homelessness practitioners and programs to better respond to the needs of young people with complex needs including dual diagnosis. Boost identified 6 young people with emerging mental health issues and no linkages with specialist mental health services. With co-case management the Boost Specialist Practitioners were able to provide a more targeted response to the 6 young people with outcomes including appropriate specialist assessment and treatment being provided.

4. Royal District Nursing Service Homeless Persons Program – Youth Nurse

Young people are provided with immediate access to this valuable youth focused health service actively assessing young people's health needs and linking young people with local General Practitioners (GP), specialist pre & post natal services, child and maternal health services, dental appointments & optical services. The Youth Nurse is also able to provide a service to young people in an outreach capacity for clients of Boost not accommodated in the youth refuge.

Partnerships/External Service integration:

One of the key objectives of the Boost program is to enhance the Specialist Homeless Service System to improve the response to young people that are experiencing a housing crisis. This has been achieved via:

Access Points:

This is being achieved by Boost staff being co-located at the access points and providing a youth specific response to young people attending these access points. Comments from access point staff include:

- *Refreshing and have enjoyed referring. Great dialogue with both staff.*
- *Immediate response. Notification the referral is accepted that day or the next day, in a recent case within the hour.*
- *Quick turnaround. Very prompt at responding to the young people.*
- *Likes that the program works with young people with limited supports and no restrictions.*

- *Fantastic communication between Boost team and IAP.*
- *Timely responses.*
- *Like the prompts via email when a vacancy has been posted on the register.*

Private Rental Brokerage Program:

The Boost Specialist Practitioners have been very successful with attaining the Private Rental Brokerage (PRB) grants of \$2000 per single application. 15% (11) of the Boost clients have applied for the PRB grant. Of this, 82% (nine) of the applications were successful. The grants have enabled young people to secure housing via the private rental market. The grants have assisted with payment of rent in advance and purchasing essential furniture.

Capacity building activities:

Collaborating with access points to increase their skills and knowledge and improve their responses to young people in housing crisis is a key objective of the Boost program. The Boost team are steadily working to achieve this objective by:

- Conducting presentations on how to (tips and hints) attain private rental for clients
- Sharing of knowledge via co-location
- Role modelling practices and skills via co-location.

The Boost team have conducted a number of presentations and workshops, including: presentation at the ICMS breakfast seminar 'Youth Refuge Enhanced Models' in May; access points including MYSS, YSAS, Youth refuges, CALD services, Mental Health Services. Information is on the Hope Street website as well as the North West Homelessness Network website and in the NWHN Newsletter.

Short Stay Bed

The Short Stay Bed has successfully been operating since the start of March 2013. The Short Stay Bed is available to a young person for a week's stay (Monday to Monday). During this time, the Boost team provides intensive case management to the young person to secure accommodation. Outcomes from the Short Stay Bed have included successful referrals to youth refuges including Vicki's Place, Hope Street, Hanover, & Kirrang Willan; shared accommodation with friends; and exits to reputable & safe rooming houses.

The Short Stay Bed has provided, to date, 13 young people with safe & secure accommodation and food for the week. They have had the opportunity to access medical and other specialist services such as Royal District Nursing Service, HYDDI Initiative, and the YRP. 35% (five) of the young people who have accessed the Short Stay Bed remain connected to their education and training, sustained positive links in their community including sport, church, drawing classes, and were able to continue with their part time jobs.

Client feedback

Attaining feedback from young people who have utilised the Boost program is a valuable source of information regarding how well and relevant we are responding to young people's needs. During the period from October 2012 to June 2013, nine Client Feedback forms were completed. The program has since reviewed strategies for a higher completion rate of Client Feedback forms and strategies for client feedback. On a scale of strongly disagree to strongly agree,

55% of respondents strongly agreed that they were contacted by the service in a reasonable time after being referred; 89% strongly agreed the worker (s) listened to them carefully; 89% strongly agreed the workers are professional and treated them with respect; 78% strongly agreed the service was able to assist with their immediate needs; 44% agreed and 44% strongly agreed that the service was able to assist with their long term needs; 89% strongly agreed they felt safe and secure in the service.

Reference Group

Early in the establishment of the Boost program, a reference group was formed to advise the program in therapeutic responses, capacity building initiatives and to capture and analyse data. The reference group has terms of reference and meets monthly. The members represent a variety of agencies within and outside of the Homeless Service System resulting in a range of expertise. Agencies represented include; RDNS Homeless Persons Program, Mind Australia, Nexus (dual diagnosis), the Northern Homeless Youth Dual Diagnosis Initiative, North East Housing Service, Hope Street Youth Reconciliation Program and the Department of Human Services.

Evaluation

Hope Street engaged the Australian Housing and Urban Research Institute (AHURI) to complete a comprehensive evaluation on the Boost program. The purpose of the evaluation is to determine whether Boost, as the Hope Street service delivery model of the Enhanced Youth Refuge Response initiative, is an effective and innovative way to assist young people at risk of homelessness. The evaluation also considered the impact of Boost in enhancing service system responses to young people. The final report was completed July 2013 and launched to the public Monday 5th of August 2013.

The Boost Team

The Boost program is led by Lisa Tout as Boost Program Coordinator, and includes Jeremie Mbog Nyetam & Emily O'Dwyer as Specialist Practitioners, as well as a pool of Youth Residential Support staff. I'd like to acknowledge the expertise, compassion and flexibility of Jeremie and Emily in providing services to vulnerable and at risk young people.

I'd also like to acknowledge the support and professionalism of the teams of the other youth specialist programs at Hope Street, the Youth Nurse and the Access Point teams who collectively enabled the Boost Program to achieve its objectives of providing a service delivery model that is innovative, flexible and responds immediately to young people experiencing homelessness. A service delivery model that successfully diverts young people from the Homelessness Service System and/or intervenes earlier and immediately to prevent medium to longer term homelessness.



Lisa Tout
Co-ordinator

YOUTH RESIDENTIAL PROGRAM & YOUTH SUPPORT PROGRAM

The last twelve months has been a time of change in our operation in the Youth Residential and Outreach Program.

The introduction of the Enhanced Youth Refuge Response initiative (Refer to the Boost Program Report) provided the ideal opportunity to consider how best to improve our service delivery to young people in recognition that young people present to our service with increasing levels of complexity. The additional resource of the Enhanced Youth Refuge Response enabled us to consider improved integrated service delivery across the Youth Residential (Refuge) Program, Youth Outreach Program and Boost Program. The need for change was also in recognition of the ever increasing demand across all social service systems and made more difficult for young people to access without assistance. It had become clear that our case management intervention needed to be more involved and to provide a higher level of support to young people more frequently. It also became clear that the residential 24 hour support to young people in the refuge also required a more intensive response from staff.

After successfully embedding the Enhanced Youth Refuge Response (Boost program) into the Hope Street refuge, the Youth Residential and Youth Outreach Team trialled a separation. Prior to the trial three case manager positions existed with dual responsibility including youth residential duties such as sleepovers, weekend work in the refuge, day to day refuge tasks impacting on their ability to focus on case management. In March of 2013 the Youth Residential and Outreach teams supported the trialling of a new model of service delivery. Two .8 case manager positions were maintained to provide services to young people in the refuge and from the community within the business hours of 9am to 5pm – Monday to Friday. These positions formed the operational component of the renamed Youth Support Service program located within the refuge.



'The reviewers' endorse Hope Street's planning to clarify roles and separate control, support and empowerment roles as a means to improvement of client outcomes and recommend continued review of position descriptions to achieve this.'

2891

NIGHTS OF SUPPORTED CRISIS ACCOMMODATION IN 2012/2013

31%

INCREASE FROM THE LAST FINANCIAL YEAR

\$76,529.00

SPENT ASSISTING YOUNG PEOPLE WITH EDUCATION, SEEKING EMPLOYMENT, LIVING SKILLS, HEALTH NEEDS

A dedicated day worker position was created in the refuge (Youth Residential Program) to provide much needed continuity and administrative support to the refuge – previously done by the case managers. Four part time Youth Residential Support Worker positions were created to ensure evening and weekend coverage in the refuge. The Boost Program workers provide support up to 11.00pm in the refuge enabled a higher level of support to residents – eight in the refuge and up to three in the youth family unit on the same site. This in turn provided a more intensive response to young people with more complex needs resulting in improved housing and non housing outcomes for the young person.

The new service delivery model was recognised as a positive quality improvement action by the Quality Improvement Council and Department of Human Services Accreditation Review conducted by the Quality Improvement and Community Services Accreditation (QICSA) Inc, in April/May 2013.

Staff feedback has also been very positive, especially in the improvement in the clarity of roles and managing time with clients. It is a great reflection on the staff in the programs that they have continued to provide, and increase, service delivery while the model change has been taking place.

In terms of targets, 92 (82 closed with 10 ongoing) young people were assisted with supported crisis accommodation this financial year in the Youth Residential Program. This is an increase of 31% from last financial year. The Department of Human Services funded annual target was 95 which we achieved 97%. 2891 nights of supported crisis accommodation were provided to young people during 2012/2013. 52 were young women and 30 were young men. 26 were young people from a CALD background and three were Indigenous. Five families in the Young Family unit, including six children were supported.

The Youth Support Service Program supported 44 young people in an outreach capacity. 24 were young women and 20 young men. 18 were young people from a CALD background; 16 from an African nation; two were Indigenous and 10 children were also supported with their parents in the program.

\$76,529.00 of Enhanced Youth Refuge Funds were spent assisting young people with education, seeking employment, living skills, health needs. Refer to Client outcomes achieved below.

Client outcomes achieved include:

- Securing accommodation/housing such as Transition Housing, Office of Housing, private rental, shared housing and specialist supported youth housing such as Lighthouse, Sandridge, Chirron, Hope Street in Whittlesea, Hope Street in Melton
- Securing resources to assist with attaining housing/accommodation including Youth Private Rental Brokerage, Housing Establishment Fund, TILA – Transition to Independent Living Allowance

- Successful referrals to specialist services for assessment, treatment, resources and support including: CALD, VACCA, L to Ps, sport and recreation groups, Job Networks, MIND Australia, Headspace, Orygen Youth Health, ARBIAS
- With the tremendous support of the RDNS Homeless Persons Program, Youth Nurse, young people were able to successfully access specialist health and wellbeing services such as: optometry, dental, podiatry, physiotherapy, pregnancy – Young Women's Group, substance use detox, medical support, dual diagnosis (HYDDI), counselling (Hope Street Youth Reconciliation Program, sexual health
- Successfully accessing or remaining engaged in education and training with young people completing the following courses VCE tutoring programs; Responsible Serving of Alcohol; Barista; Security; Aged Care; Chef apprenticeship; Hairdressing apprenticeship. The Refuge Enhancement Funding (Brokerage) was a significant resource enabling young people to engage or remain engaged in education, training and employment. The funding was utilised to purchase laptops, books, uniforms, clothing and to pay for course fees.
- Access to resources for children such as: childcare/occasional care; Maternal and Child Health services; funding for beds/bedding; funding for prams, strollers, cots, clothing; medical support; optometry; Heritage Support

It has been another challenging and successful year for the Residential and Youth Support Programs at Hope Street. In addition to the substantial changes to the service delivery model, the program teams have been instrumental with the integration of the Boost program's "Short Stay Bed" and the Boost program as a whole. Once again these changes were undertaken without compromising the quality of service delivery. I congratulate the teams of the programs operating from Brunswick, for their professionalism, dedication and capacity for hard work to genuinely deliver services to young people within a continual improvement culture.



Conrad Connolly
Programs Manager

Accreditation Review Report, Department of Human Services Standards and Quality Improvement Council Governance and Management Standards Organisation: Hope Street Youth and Family Services Review Date: 29-30 April & 1 May 2013, Page 34.

YOUTH RECONCILIATION PROGRAM REPORT

The Hope Street Youth Reconciliation Program provides a safe and confidential environment within which young people aged between 16 and 25 years, who are homeless or at risk of homelessness, receive counselling and support which aims to foster the resilience required to address many of the underlying causes of homelessness. It accomplishes this by endeavouring to assist young persons in need to nurture positive and effective change, achieve personal goals and develop the skills required to strengthen and sustain family and support networks and to function effectively within the broader society.

The Youth Reconciliation Program consequently adopts a range of methods to best meet the needs of young people. These may incorporate individual counselling sessions using a strengths based/solution focused approach which promotes self worth, resilience, conflict resolution and enterprise, as well as family mediation and/or reconciliation and group workshops aimed to promote psychosocial development and the enhancement of communication and living skills. Within the context of a community capacity building model, the Youth Reconciliation Program strives to build networks and maintain strong community relationships that allow for early intervention and a more holistic approach to service delivery.

Young People

During 2012-2103 we have once again witnessed a consistent demand for the specialist youth services offered by the Hope Street Youth Reconciliation Program. Although during the year the position of Youth Reconciliation Worker remained unfilled for a period of four months, the Youth Reconciliation Program has nonetheless managed to meet the needs and provide support to Hope Street clients across all three sites (Brunswick, Whittlesea and Melton), BOOST clients as well as external clients from the wider community presenting with mental health issues, emotional problems and family/relationship issues.

The services provided throughout the year have included one-on-one counselling with a focus on helping young people to work through and deal with a broad range of personal issues (such as feelings of anxiety, anger and loss), family mediation and/or reconciliation and the development of conflict resolution strategies as well as group work and capacity building initiatives.

Workshops and Living Skills Programs

An integral and important component of Youth Reconciliation Program is the delivery of personal development and living skills workshops for young people. Throughout the year numerous workshops were conducted across the three Hope Street sites (Brunswick, Whittlesea and Melton) as well as in

external community settings, which have included secondary schools, namely Coburg Senior High School and Sydney Road Community School, and youth service organisations including Brunswick Youth Services. A range of workshop topics were covered including 'Food and Nutrition', 'Food and Mood', 'Optimism and Resilience', 'Happiness' and 'Herbal Highs'.

The topics presented helped to foster insight into the role that food can play in emotional, psychological and physical health and participants were alerted to the dangers of synthetic drug use. More generally, the young people were also invited to reflect on the meaning of 'happiness' as a state of subjective wellbeing that requires positive emotions and engagement with life and community. In this context they were encouraged to understand the impact of their own 'self-talk' and their ability to effectively evaluate problems and challenge the accuracy of their own beliefs. The negative effects of venting, ruminating and dwelling on disappointment on both psychological and physical wellbeing were discussed, while a sense of optimism was explored as a realistic and positive view of the self that is inherently connected to an individual's qualities, strengths and abilities.

The workshops generally aimed to address and boost the ability of the young homeless or at risk youth to cope with the problems they are faced with. Essentially young people participating in the workshops were helped to identify their own personal attributes and an awareness of the role that these attributes can play in helping to build resilience and develop the living and problem solving skills necessary to overcome or avoid the condition of homelessness.

'...the young people were also invited to reflect on the meaning of 'happiness' as a state of subjective wellbeing that requires positive emotions and engagement with life and community.'



Community Capacity Building

Throughout the year the Youth Reconciliation Program has continued to foster the building and maintenance of strong and ongoing relationships and networks with a number of community organisations. In this context the role of the Youth Reconciliation Program is to promote the service and provide information regarding the program's specialist services and the provision of information and education on youth homelessness in general. While the key function of such relationships is referrals to the Youth Reconciliation Program, an important focus and outcome is early intervention and the prevention of youth homelessness. This is achieved with the provision of skill development among stakeholders as well as the delivery of specialist youth counselling.

Relationships have consequently been strengthened with Brunswick Youth Services, Coburg Senior High School and the Sydney Road Community School with the scope of raising awareness about links between family break-down and homelessness, and targeting at risk youth in order to foster early intervention. Young people are equipped with skills and knowledge through the provision of strength-based workshops conducted at the schools.

An ongoing partnership has also been maintained with the Royal District Nursing Service Homeless Persons and continues to provide a holistic approach to health, while continued links with Orygen Youth Health also serve to provide support and guidance to the Youth Reconciliation Program staff particularly with regard to assessment and referral options for the young homeless experiencing more severe mental health issues as well as professional development opportunities for staff.



Lara Nelli
Youth Reconciliation Program Worker

LENNY'S STORY

Lenny came into the Hope Street in Whittlesea program aged 17. He had been staying with a school mate's family for a year but had been asked to find another place to live as the home was becoming overcrowded. Lenny was referred by the Reconnect program and had the support of the school's Student Well-being Co-ordinator and the school psychologist. Lenny moved into a unit at the start of his Year 11 studies in VCE. He quickly showed himself as someone who is very social and participated in all activities regularly as well as keeping an eye out for the well-being of his fellow residents.

Creating Connections Employment and Education Pathways (CCEEP) brokerage was used to pay for school books, uniform and some tutoring. In Lenny's second year of the program CCEEP was used to pay for a junior paramedics course as he had managed to find a job on weekends as an emergency response assistant at events. The job even came with a car so when he got his license he was off and running on weekends, as well as continuing diligently with his studies during the week. After being virtually estranged from his family since he left home, Lenny has begun to have contact with his mother and one brother with the support of Hope Street's Youth Reconciliation Program. Lenny is expected to finish Year 12 at the end of 2013. We have no doubt that he will continue to develop in strides and be a very productive and hard-working member of the community.

HOPE STREET IN MELTON & WHITTLESEA PROGRAMS REPORT

39

YOUNG PEOPLE ASSISTED IN
MELTON THIS YEAR

20

YOUNG PEOPLE PLUS SIX
CHILDREN ASSISTED IN
WHITTLESEA THIS YEAR

Hope Street is keenly focused on the interventions at the “earlier” end of the early intervention spectrum, thereby assisting young people out of the homelessness service system as soon as possible. We also actively seek referrals from non-homelessness services, like Reconnect and the local community schools, to identify early, young people who are at risk of homelessness or who are recently homeless, diverting them from a potentially longer stint at the crisis end of the homelessness service system.

Hope Street in Melton and Whittlesea is based on the Foyer model of long-term supported transitional housing for young people aged 16-24 years. The model uses planned activities that are designed to achieve development in four core areas:

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

Key achievements include:

Melton Construction Completed

After a long wait, Hope Street was finally handed the keys to the Melton units in December 2012. Hope Street staff, Committee of Management and all our partners are very excited about the new site, which contains eight one-bedroom units, two two-bedroom units, an office building with sleepover room, counselling room and three offices and a common area to run activities with young people, as well as a community hall to be managed by Hope Street.

Young People and Children – Melton

This year we assisted a total of 39 young people, with Case Managers working on an outreach basis while we awaited completion of the units. Of these one was Aboriginal and two of CALD background. Four existing clients (one couple, two singles) moved into the units when we received the keys. In the following six months all the single units were filled using the staged assessment process to try to achieve the best match of young people to the program.

The young people have been assisted to becoming accustomed to living alone (interdependently on site), many for the first time. Case Managers have assisted with relaxation and stress-relief techniques, and two young people were successfully referred to Hope Street’s Youth Reconciliation Program.

Brokerage for employment, education and training was accessed for all young people in the program and helped pay for laptops, internet access and clothing for interviews, work and school uniforms.

For the 35 young people assisted who did not move into a unit, housing exits included private rental, sublet arrangements in private rental, return to family or extended family, transitional and public housing.

Young People and Children – Whittlesea

During the 2012-2013 the Whittlesea program supported a total of 20 young people plus six children. Of these, four were Aboriginal and ten were of CALD background. Ten were male and ten female. All children in the programs, including newborns, receive their own support plan prepared in consultation with parent/s.

The “Whittlesea” program includes four two-bedroom units in Preston (City of Darebin) where Case Managers work on an outreach basis. The Preston units operate using the same program model – focus on employment, education and training and living skills development – however without on site support. Case Managers work with young people and their families in the units intensively and in partnership with the young person and their support plan/s.

Brokerage for employment, education and training was accessed for all young people in the program, particularly for laptops, internet access and public transport travel. Post-care brokerage (from homelessness services) was used for one family especially to set up a new home in public housing.

Housing exits included public housing and return to family – one into the foster family-owned home and another into private rental with family. One young man abandoned his property after two months.

Two families and three single females remained in the program on an outreach basis after leaving the units and one continued to attend the group living skills program. Two young people accepted referrals to Hope Street’s Youth Reconciliation Program. One of these interventions included assisting with a return home to foster family.

Group Work

Ten group sessions are held each year in the program on a range of topics identified by young people, with suggestions also made by Case Managers and weekend staff.

‘Dear Hope Street, Whittlesea program, Thank you for all your help that I have received in the last six months. I am so grateful for all the positive changes in my life during this time. May God bless you each day for the joy and peace Hope Street workers bring to people’s lives.’

Lots of love, GM

In 2012-2013 topics included: how to access private rental, the benefits of work, a therapeutic drumming workshop and how to reduce your carbon footprint. Each topic is related to an element of the living skills component of the program. Group work greatly assists residents with getting to know each other better and creating a sense of “community” on site. Dinner is provided or made by the residents themselves also as a group activity. Hope Street’s Youth Reconciliation Program attends to run workshops on social and personal development of young people. This year’s topics included “herbal highs’ and “what is happiness?”.

Social and Recreation Program – weekends

The Youth Residential Support Workers work on weekends and do two sleepover shifts each per fortnight. Having an overnight presence helps young residents to feel safe and they frequently drop in for a cuppa and a chat. Activities are run on weekends that focus on the social and recreational development of the residents, both individually and as a group. Some of the activities run this year include AFL games, making homemade Christmas cards, going to the movies, a day trip to the beach and taking a cricket bat and ball to the local park for a picnic. Activities are suggested by workers and young people alike. Through their participation the young people get to know each other better, feel more comfortable with each other on site and strong rapport is built between workers and young people, thereby assisting their passage through the program. This component of the program is a valuable part of the program model and young people developing connections within their community. The program also overlaps with the living skills group work, as cooking and baking are a very popular in-house activity!

Client Information Kit

The Client Information Kit is a key tool used in the assessment phase to let potential new residents know the opportunities that the program offers and also what is expected of them in the program in terms of employment, education and training, living skills development and behavior on site. It is also referred to by Case Managers throughout the tenancy to remind and discuss with young people their rights and responsibilities, using public transport, looking after their unit, house and group meetings, fire safety and emergency phone numbers.

Community Relationships and Capacity Building

Over the 2012-2013 period both practice networks and strategic partnerships were either maintained or established. Strategic alliances that function at the partnership level and at the coalface are crucial to assisting young people to access the services and supports that they need to achieve their goals and also to feel that they belong in the local area. Examples include:

- Melton Youth Access Network comprising a broad range of services and supports for young people in the Melton and surrounding areas



- Melton Waves offering discounted annual membership of the gym, swimming pool and fitness classes, recognising and supporting the young residents to care for their health and well-being
- Statewide Foyer Network
- first national Foyer Conference in held in Melbourne in October was attended by the Program Manager
- Homeless Star Outcomes Pilot in partnership with the Department of Human Services. The Homeless Star Outcomes tool contains ten domains covering all aspects of a young person’s life including meaningful use of time and mental and physical health. Staff have been entering quarterly review outcomes to build the evidence of change over time. The pilot has been extended for another 12 months and is expected to be evaluated during this time. Young people report that the Star tool helps them to reflect on where they were, where they are and where they want to be. As a program that runs for up to three years, the Hope Street in Melton and Whittlesea program is ideally placed to get maximum benefit from this resource in working with young people on their development across multiple aspects of their lives
- Developed a Referral and Outcomes Procedure with the Access Point for the programs to ensure timely filling of vacancies

Staffing

In April Case Manager Lisa Connor resigned and was replaced by Sara Sansom. Diana Buckley resigned from her role as a Youth Residential Support Worker and was replaced by Isaiah Muchoki. Justine Maher commenced as a Youth Residential Support Worker at Melton in February. Many thanks to all staff for making the programs such a success this year.

The achievements of the staff and young people in the Hope Street in Whittlesea and Melton programs are evidence that this model works. By providing intensive on site longer term support to young people who are homeless the program acts as a “launch pad” for participants to go on to achieve their goals in work and family life - and they certainly deserve the opportunity it provides! We look forward to more great outcomes next year.



Jane Lazzari
Program Manager

HOMELESSNESS YOUTH DUAL DIAGNOSIS INITIATIVE REPORT

The past year has seen many successes as the aims of the initiative are being achieved. The Homeless Youth Dual Diagnosis Initiative (HYDDI) clinician being based at Hope Street four days a week has resulted in improved integration of dual diagnosis responses to young people with complex needs, via flexible and responsive capacity building of youth homelessness support practitioners. The HYDDI Action Plan and Practitioner Workplan have focused the work with clear strategies, actions and measures.

Successful Strategies for Improved Responses to Young People:

a. Development and implementation of the K10

Psychological Screening Tool

Young people completing the K10 psychological screening tool was incorporated into the intake and assessment stages of young people entering the refuge. This is a self use screening tool to identify symptoms of anxiety and depression. This has assisted the Youth Residential team and case managers as well as the HYDDI clinician to identify early warning signs of emerging mental health issues.

b. Substance use Screening Tools

The HYDDI clinician introduced screening and assessment tools for substance use at Hope Street. This has resulted in young people having improved assessment and planning. Training was provided to Hope Street case managers. The aim is for all young people would be screened for substance use and assessed if they had used within the last three months as a part of the Hope Street client assessment process.

c. Secondary Consultations

This involves the HYDDI clinician discussing and sharing expert knowledge, resources and experience within a 'consultation' approach to program teams advising case managers on brief interventions and strategies, information on referral for specialist treatment, services co-ordination and clinician problem solving. This has been provided each month in conjunction with Orygen Youth Health.

This has been an opportunity to work with case managers and young people with early warning signs of mental health and/or substance use issues. It is also an opportunity to provide early interventions, including education on early warning signs and safety plans. Hope Street teams were able to reflect on and continually improve their practice via each staff presenting case studies. On occasions it has also included referral to youth clinical mental health services and youth friendly GPs if required. Other services referred to have included ARBIAS, Regen, Turning Point and Windana. This was due to the higher number of young people with a substance use issue rather than with a dual diagnosis.

d. Co-Case Management

Co case management with the youth support services and residential teams has also proven to be a successful method for developing the skills of workers and achieving improved outcomes for young people. This has included the HYDDI Clinician supporting youth homelessness workers to develop and/or strengthen case management procedures, tools and practice to provide services responsive to young people's dual diagnosis needs.

An example was when a young person had been admitted to a hospital after a suicide attempt. The young person remained in hospital for two nights and three days and was detained under the Mental Health Act (1986). This was due to concerns for the young person's mental health and safety. This was in the context of a situational crisis and consuming alcohol. The HYDDI clinician and Hope Street case manager worked together within a co-case management framework to ensure the best possible responses were provided to the young person. In doing so the Hope Street case manager gained support and developed knowledge and practice ability first hand (experiential learning).

e. Role Modeling

The HYDDI clinician has provided specialist mental health and substance use assessment with the case manager present, to promote capacity building. Completing assessments with the case manager observing has build the capacity of individuals and the services response to young people. Role modeling has been provided in all of the above areas.

f. Sector Capacity Building Activities

This has been achieved with the HYDDI clinician providing support to enhance sector capacity in responding and managing complex issues within the youth homeless sector such as:

- Providing consultations to youth refuge/homelessness practitioners
- presentation at the Salvation Army Cross Roads ICM seminar - "Navigating the mental health system"
- attending the Boost Program Reference Group (Enhanced Youth Refuge Initiative) to provide advise and guidance on therapeutic responses, capacity building initiatives and to ensure the program is informed of best practice across disciplines and services

- networking with the support of the North and West Homelessness Network to promote HYDDI, including adding the HYDDI flyer to the health section of their internet site and prompting the SUMITT training calendar
- Access to SUMITT training co facilitated by the HYDDI clinician.

Funding for HYDDI has recently been extended for another year, until June 30th 2014. The HYDDI clinician will continue to be co-located at Hope Street four days a week. The above strategies will continue to be refined and further embedded in the Northern Division (Metro). As an initiative funded in partnership with SUMITT (part of North West Area Mental Health), together Hope Street will focus on analysing the data captured and strategies piloted with Hope Street such as the K10 and Substance Use screening tool.

During 2013/2014 HYDDI will continue to conduct secondary consultation in partnership with Orygen Youth Health, at Hope Street on cross sector program dates, every six weeks. Topics include PTSD, Designer Drugs/Herbal Highs, Personality Disorders, and Cultural Awareness within Mental Health. A one day dual diagnosis conference will be held for youth homelessness services. Training and education to the youth homelessness sector will be reviewed to identify training needs and ways to support the sector to access the dual diagnosis training.

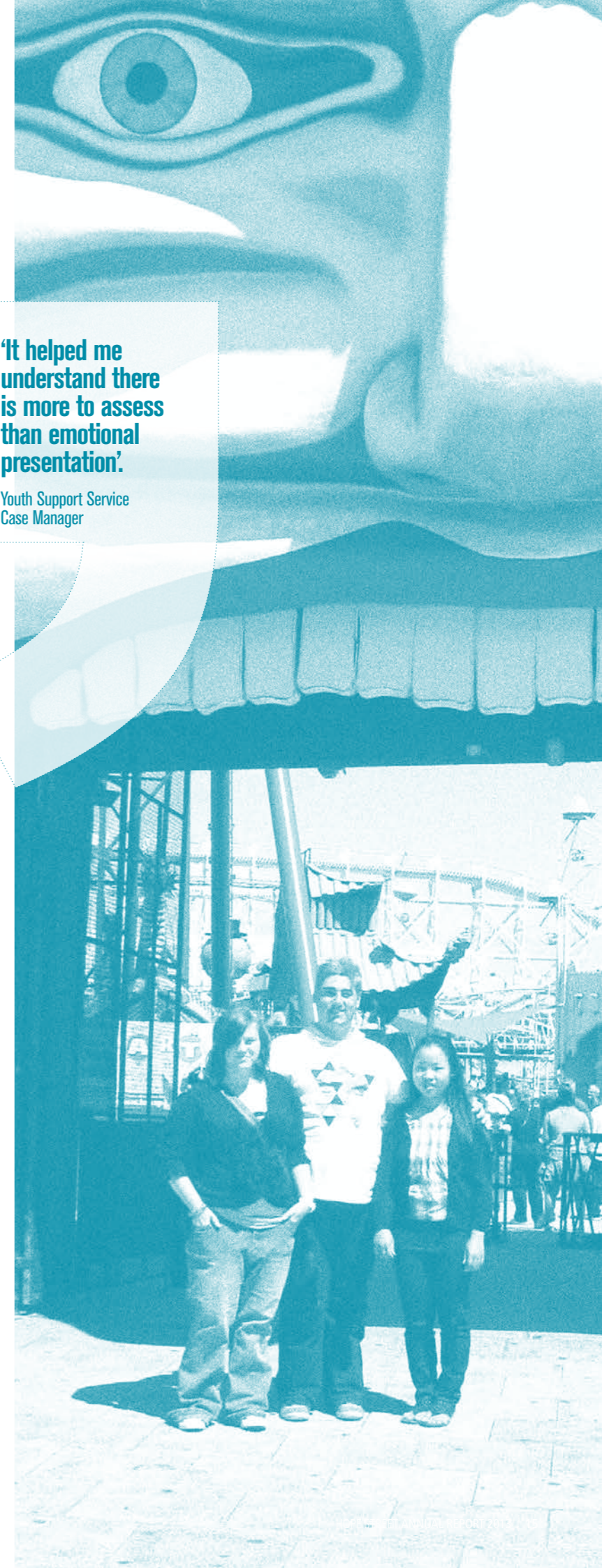
I'd like to thank the team at Hope Street for their professionalism and openness to strengthen and learn new strategies and practices for improved outcomes with young people experiencing emerging complex needs including mental health and/or substance use. Thankyou also to the Hope Street team for their support of me and sharing their skills and knowledge enhancing my learning of youth homelessness.



Nathan Hall
HYDDI Senior Practitioner

'It helped me understand there is more to assess than emotional presentation'

Youth Support Service
Case Manager



FINANCIAL REPORT 2012 - 2013

The audited accounts demonstrate a very strong year for the finances of Hope Street Youth and Family Services Inc. There has been a large increase in revenue and a strong surplus for the financial year. The financial reserves are also strong. This improved result is largely due to the Government funding of the Enhanced Youth Refuge Response (Boost) program. This is a significant program which has added to the suite of programs we offer homeless young people. Our organisation is highly dependent on Government funding and that funding has proven largely resilient this year. We had anticipated a tightening of funding from Government sources but this has not occurred. The Committee of Management will continue to closely monitor changes in Government grants in the next financial year.

Hope Street Youth and Family Services Inc. Committee of Management has provided strong financial management of the income from various Government grants and other funds. An annual budget is approved and income and expenditure is monitored via detailed monthly financial reports presented at the Committee of Management meetings. Expenditure on various program areas has largely been within budget projections. All funds have been accounted for per Australian Accounting Standards and are presented in the Annual Statement.

The Auditor's Report is contained in the Annual Report and includes Balance Sheet, Income Statement, Statement of Change of Equity, Notes to the Accounts, Statement of Cash Flows, Statement by members of the Committee and the Audit Report. Hope Street Youth and Family Services Inc. is primarily funded by the Specialist Housing Services to deliver crisis accommodation, support and counselling services to the community.



Carlo Carli
Treasurer



Michelle Montague
Financial Manager

Income Statement

for the year ended 30 June 2013

	2013	2012
	\$	\$
Income		
DHS Grants	1,739,160	1,268,961
HEF Income	8,686	8,464
Refuge Service Fee	4,094	4,352
Unit Income	1,173	3,470
Donations	1,400	2,522
Interest Received	48,144	45,383
Training Reimbursement	-	191
One Off Grants	23,761	14,005
Other Projects & Funds	10,000	5,744
Other Income	236	1,271
Profit/Loss on Sale of Assets	16,388	-
	1,853,042	1,354,363
Expenditure		
Direct Employment	1,113,134	922,503
Employment Related Expenses	47,055	52,190
Service Delivery	188,629	177,905
Corporate	201,142	107,453
Buildings, Facilities & Equipment	39,340	41,227
	1,589,300	1,301,278
Operating Profit	263,742	53,085

Balance Sheet

as at 30 June 2013

	2013	2012
	\$	\$
Equity		
Retained Earnings	1,130,806	867,401
Total Equity	1,130,806	867,401
Represented by:		
Current Assets		
Cash on Hand	863	962
Bendigo A/C 60843	188,480	199,230
Bendigo Trust A/C	50,906	44,740
Bendigo Debit Card A/C	3,654	2,519
Sundry Debtors	1,188	100
Trade Debtors	11,485	11,085
Other Debtors	200	835
Term Deposits	1,015,741	722,680
	1,272,518	982,151
Current Assets		
Property Improvements	13,365	13,365
Less Accumulated Depreciation	5,347	3,342
	8,018	10,023
Motor Vehicles	142,113	123,405
Less Accumulated Depreciation	88,853	71,790
	53,260	51,615
Office Furniture & Equipment	70,548	68,549
Less Accumulated Depreciation	58,161	48,351
	12,387	20,198
Furniture & Fittings	98,991	79,844
Less Accumulated Depreciation	73,320	62,157
	25,671	17,687
Low Value Pool	28,853	4,053
Less Accumulated Depreciation	28,820	3,953
	33	100
	99,369	99,623
Total Assets	263,742	53,085
Current Liabilities		
Trade Creditors	12,833	22,635
Other Creditors & Accruals	94,244	93,014
Provision for Audit Fees	2,700	2,700
Provision for TIL	4,751	4,460
Provision for Holiday Pay	45,954	36,675
Provision for Long Service Leave	30,092	16,508
Provision for Sick Leave	18,487	15,732
Provision for Flexi Time	910	1,087
Provision for GST	31,110	21,562
	241,081	214,373
Total Liabilities	241,081	214,373
Net Assets	1,130,806	867,401

FINANCIAL REPORT 2012 - 2013

Hope Street Youth and Family Services Inc.

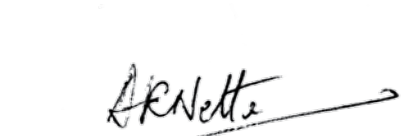
Statement by Members of the Committee

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

In the opinion of the Committee the financial statements:

- (a) Presents a true & fair view of the Association's financial position as at 30 June 2013 and its performance for the financial year ended on that date.
- (b) At the date of this statement, there are reasonable grounds to believe that the Association will be able to pay its debts as and when they fall due.

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



Andrew Nette
Secretary
16th October 2013



Carlo Carli
Treasurer
16th October 2013

Independent Auditor's Report

To the members of Hope Street Youth and Family Services Inc.

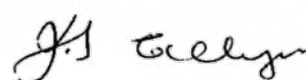
Report on the Financial Report

We have audited the accompanying financial report, being a special purpose financial report, of Hope Street Youth and Family Services Inc. comprising the balance sheet as at 30th June 2013, and the income statement, statement of changes in equity and cash flow statement for the year then ended, a summary of significant accounting policies and other explanatory notes.

Auditor's Opinion

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

- (a) gives a true and fair view of Hope Street Youth and Family Services Inc.'s financial position as at 30th June 2013 and of its performance for the year ended on that date in accordance with the accounting policies described in Note 1; and
- (b) complying with Australian Accounting Standards to the extent described in Note 1.



Janet Collyer
J L Collyer & Partners
9th October 2013

STAFFING

Donna Bennett
Chief Executive Officer (CEO)

Michelle Montague
Financial Officer

Jan Carr
Internal Quality Improvement
Consultant

Conrad Connolly
Programs Manager

Jane Lazzari
Programs Manager
Melton and Whittlesea

List Tout
Boost Program Co-ordinator

Jeremie Mbog Nyetam
Boost Specialist Program
Specialist Practitioner

Emily O'Dwyer
Boost Specialist Program
Specialist Practitioner

Helda Payet
Web Designer

Lara Nelli
Youth Reconciliation Program

Kylie Charleson
Case Manager Melton

Kristen Gardiner
Case Manager Melton

Justine Maher
Residential Support Worker Melton

Brent McGrath
Case Manager Whittlesea

Stacey Thomas
Locum Case Manager Whittlesea

Katie Dunlop
Youth Residential Support Worker
Whittlesea

Isaiah Muchoki
Youth Residential Support Worker
Whittlesea

Melina Lanyon
Youth Residential Support Worker

Kate Clark
Youth Residential Support Worker

Fiona Rigney
Youth Residential Support Worker

Jenni Clarke
Youth Residential Support Worker

Lisa Settineri
Youth Residential Support Worker

Ben Prior
Youth Residential Support Worker

Vanessa Goodman-Armstrong
Youth Residential Support Worker

Imogen Kinnear
Youth Residential Support Worker

Melody Henderson
Youth Residential Support Worker

Rebecca Zeeman
Youth Residential Support Worker

Staff Departures

Coralene Berkeley
Programs Manager

Samara Wall
Youth Reconciliation Worker

Kate Mulloy
Youth Reconciliation Worker

Stephen Pronesti
Case Manager

Tony Mowbray
Youth Residential Support Worker

Catalina Rau
Youth Residential Support Worker

Virginia McKinnon
Youth Residential Support Worker

Mat Badura
Youth Residential Support Worker

Con Charakas
Locum Case Manager Whittlesea

Nathan Hall
Senior Practitioner HYDDI

Lisa Connor
Case Manager Whittlesea

Katie Bishop
Case Manager Brunswick

Louise Osland
Case Manager Brunswick

Courtney Shiels
Case Manager Brunswick

Acknowledgements

Cath Flanagan – RDNS Homeless
Persons Program

DHS NW Region Community Programs
– Housing

DHS Housing Sector Development
- Housing & Community Building
Division

La Manna

Martins insurance for monthly
donation

Will Richards – Big Chip Systems

COMMITTEE OF MANAGEMENT ATTENDANCE REGISTER 2012 2013

	24/7	6/8	20/8	21/8	18/9	16/10	20/11	26/11	18/12	19/2	12/3	SPD/3	16/4	21/5	18/6	Total
Vivienne Archdall	✓	✓	✓	✓		✓	✓		✓	✓	✓	✓		✓	✓	81%
Donna Bennett (CEO)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	100%
Carlo Carli	✓	✓		✓		✓	✓	✓		✓		✓	✓	✓	✓	75%
Jo Connellan												Nominated	✓	✓		60%
Judith Cooke	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	100%
Mary Doyle	✓	✓			✓	✓	✓	✓	Not Nominated	NA	NA	NA	NA	NA	NA	75%
Terry Huddy	✓			✓	✓	✓	✓	✓	✓	✓	✓				Resigned	66%
Kirsty Leong	✓		✓		✓		✓	✓	Not Nominated	NA	NA	NA	NA	NA	NA	62%
Andrew Nette	✓			✓	✓	✓	✓		✓		✓		✓			57%
Helen Riseborough								✓		✓	✓			✓		50%
Wayne Street								✓			✓	✓			✓	50%
Sue Warburton										Resigned	NA	NA	NA	NA	NA	

There has been a total of 15 CoM meetings. Apart from the standard monthly meetings of which 11 are conducted each year, the other four meetings included:

August 6th and August 20th Additional CoM meetings

November 26th - AGM

March 20th - Strategic Planning Day



Hope Street Youth and Family Services Inc.

PO Box 129, West Brunswick VIC 3055

Ph 8311 9610 Fax 9387 0241

hopest@hopest.org | www.hopest.org



Hope Street acknowledges the support of the Victorian Government.

Hope Street acknowledges the Wurundjeri people as traditional owners of the land on which we work.