HOPE STREET

HOPE STREET YOUTH AND FAMILY SERVICES
ANNUAL REPORT 2020

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ACCREDITED qip Quality Innovation Performance

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

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

Who we are

Hope Street Youth and Family Services ("Hope Street") is one of the longest established specialist youth homelessness services in Victoria, with near 40 years' experience delivering responsive services to young people in local communities. Based in the northern and western regions of Melbourne, Hope Street provides both strategically targeted and holistic programs for young people aged 16-25 years old, including young families.

During this year we revised our vision, purpose and values and are proud to announce them as follows.

OUR VISION

A society in which all young people and young families have a safe place to call home.

OUR PURPOSE

To influence change to end youth homelessness and empower young people and young families to achieve their full potential.

OUR VALUES

Fairness

We treat people with impartiality and dignity.

Collaboration

We work with young people, young families, local communities and our partners – believing that together we achieve more.

Social Justice

We believe that all people have the right to be equal citizens in society and we will strive to achieve this within our purpose.

Integrity

We are true to ourselves and each other in all of our interactions.

Diversity

We create inclusive cultures that celebrate differences and similarities.

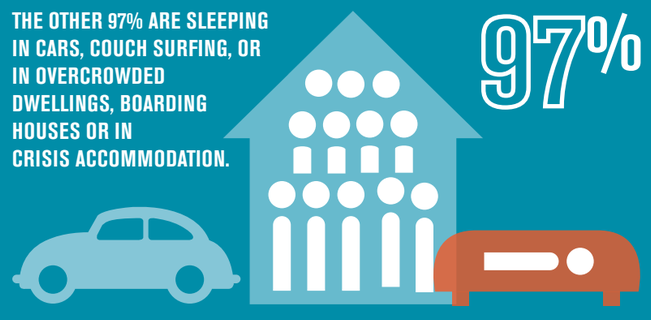
Hope

We draw on our strengths to build a better future.

Why we exist – youth homelessness in Melbourne

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

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



YOUTH HOMELESSNESS ROSE

26%

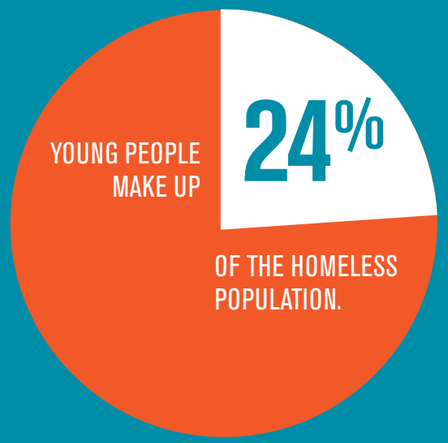
FROM 2006-2016

AND IS CONTINUING ITS UPWARD TREND.

ON ANY GIVEN NIGHT, THERE ARE

OVER **6,000**

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



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

SOURCE: ABS CENSUS, 2016

Hope Street's Strategic Response

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

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

CHIEF EXECUTIVE OFFICER'S REPORT

Hope Street has continued to go from strength to strength during 2019/2020. There have been numerous achievements throughout the year across all areas of the organisation. We also demonstrated our agility and resilience to manage key challenges experienced during the year. We consistently fulfilled the company objectives progressing with key strategic priorities and excelling in our performance of delivering quality and responsive youth homelessness services to our clients and local communities.

I COMMEND OUR TEAMS FOR THEIR SUCCESS WITH CONTINUITY OF SERVICES WITH ZERO POSITIVE COVID-19 CASES FOR STAFF AND CLIENTS.

Top right: Hootan Heydari, Wide Open Road Co-Founder and Donna Bennett, Hope Street CEO. Wide Open Road, a much loved Brunswick ethical roastery and café, celebrated its 10-year anniversary in October 2019 by raising funds for Hope Street and creating a Hope Street coffee blend for the occasion.

We began our year by reviewing the organisational values, philosophy, vision and mission and culture. This involved considerable consultation with all our teams across our five sites via whole of organisation forums and a follow-up staff survey. The valued feedback and ideas from our team members informed and further strengthened our work of organisational capacity building which developed from our organisational review, staff survey and accreditation review of the previous year. We finalised our Organisational Capacity Building Implementation Plan guiding our actions to achieve the Organisational Capacity Building goals:

1. Progress the strategic direction of the organisation
2. Achieve an organisational culture that enables its people to thrive
3. Achieve excellence in service delivery.

The above processes aided the consolidation of the new members of the executive leadership team and newer program team members settling into Hope Street. They strengthened our workplace culture reiterating our collective capacity. In February 2020 the Board approved the refreshed vision, values, philosophy and our mission and it was restated as our purpose.

Our vision: **A society in which all young people and young families have a safe place to call home.**

Our values: ***Fairness *Collaboration *Social Justice *Integrity *Diversity *Hope**

In our endeavour to achieve our vision and in accordance with our purpose, clients received individualised services embedded with Hope Streets' values, philosophy and standards. Our services are delivered via ten programs operating from four sites across the north western and north eastern metropolitan areas including the growth corridors. The teams of our programs provided young people and young people with children experiencing and impacted by homelessness with much needed resources and professional support. This assisted young people to move through their situation, creating a future with hope. Our Operations Manager, Jennifer McAughtrie, provides an overview of the key areas and achievements of service delivery in her report following with further detail contained in each of the program reports. Our client stories in the pages ahead provide an insight into the experiences of young people and young families who accessed our services.

The Covid-19 pandemic was the most significant challenge for our teams and the organisation impacting on service delivery. As an essential service our priority was to operate at full capacity keeping our clients, staff and community safe from the virus. I immediately convened an executive level Covid-19 Working Group comprising of our Operations, Finance and People and Culture Managers. We worked intensively to review and develop systems, strategies, policies and procedures necessary to ensure continuity of operations supported by a robust communication strategy. We quickly embedded the Chief Health Officer's directives and guidelines into our day to day practice and operations. Our teams responded with agility and flexibility adapting the way we assisted young people with the continuity of much needed services. I commend our teams for their success with continuity of services with zero positive Covid-19 cases for staff and clients.

Our most significant resource is our people and with the expertise of the executive leadership team, we made considerable progress towards achieving our Organisational Capacity Building goal: Achieve an organisational culture that enables its people to thrive. In addition to the consultation process outlined above, we invested in a comprehensive on-line training platform. We expanded our recruitment strategies and, with a focus on retaining our people, we also expanded our staff well-being strategies implementing a range of actions. We reviewed and strengthened our human resource systems for recording and monitoring human resource compliance. With the Executive Leadership Team established we focussed on building the capacity of the Leadership Team. Our Financial Manager, Ulrike Read, strengthened systems and processes ensuring that our teams had quick access to financial and other resources enabling them to be highly responsive to immediate and short term needs of clients.

We continued to reach out to our community relationships and partnerships enabling us to enhance our local place approach to service delivery to young people and young families and to strengthen our promotion of Hope Street Youth and Family Services in the wider community. This was supported by the continued contribution of expertise and generous good will of the members of our Corporate Committee operating in its sixth year. Seeded from the Corporate Committee we established our Millennial Advisory Group bringing additional skills, ideas and knowledge to strengthen our community reach. We were thrilled to appoint our first Youth Ambassador, Nicholas Klenkowski, who is also a valued member of the Millennial Advisory Group and he has shared his experiences of homelessness at a number of events. We were honoured to welcome leading journalist, Jennifer Hansen, as our inaugural Ambassador, assisting to raise awareness about youth homelessness and the work of Hope Street to achieve our vision. Our Business Development and Partnerships Manager, Olivia Myeza, led the above work and much more as outlined in her report.

During the year we continued to progress our strategic priority of providing new initiatives responding to need in growth corridors. The construction of our new purpose-designed youth refuge in Melton continued as a major focus. This refuge is a part our First Response Youth Service model, which also consists of the mobile outreach service funded in partnership with The Ian Potter Foundation. There were a number of challenges impacting on the timely progress of the construction. We engaged another building company which demonstrated a capacity and commitment to high quality work. The project moved towards completion. We were able to move forward with this situation with the support and expertise from the following: the Department of Health and Human Services; Melton City Council; Brand Architects; Prowse Quantity Surveyors; and, in particular, HWL Ebsworth Lawyers. My gratitude goes to each of the representatives involved. I am thrilled to note that, at the time of writing this report, the construction was completed and the new youth refuge fully operational.

Hope Street progressed our work to establish the First Response Youth Service model in the City of Whittlesea. In partnership with the Whittlesea City Council who have made a commitment to provide the land, we jointly continued our advocacy of the project with the Department of Health and Human Services. Our drive to secure resources for this initiative was accelerated with the near completion of the new youth refuge in Melton. We provided our youth-focussed analysis of the need for specialist youth homelessness services in this growth corridor as well as an outline of our evidence based model in our submission to the Victorian Parliamentary Enquiry into Homelessness. We were given the opportunity to elaborate on our submission through our presentation at the hearing held in the City of Whittlesea in February 2020. In June we submitted an Expression of Interest for capital funding and commenced the design process of the new centre aiming to be shovel ready by November 2020.

We continue to strive for excellence by meeting all areas of governance and operational planning, compliance, monitoring and reporting. The three Committees of the Board (Finance, Risk Management and Compliance, and Business Development and Partnerships) support the work necessary and make recommendations to the Board. The members of the Board continued to diligently govern Hope Street, utilising their expertise so the organisation could work towards achieving its vision, purpose and values. I am deeply grateful to each member of the Board for their valued contribution. I am also deeply grateful to the Executive Leadership Team members for their drive and pro-action in utilising their expertise so that Hope Street could excel. Special acknowledgement to the Leadership Team and the program teams providing the day to day services to young people, keeping young people safe, providing stability and supporting young people to thrive. In particular I acknowledge the hundreds of young people who accessed our services. Your determination to create a future of hope for yourself and your children, utilising your many strengths is inspirational. Thank you for allowing Hope Street to be a part of your journey.

Donna Bennett, CEO.

BUSINESS DEVELOPMENT AND PARTNERSHIPS REPORT

As Business Development and Partnerships Manager, I have had the privilege of working with Hope Street's incredible partners across the local council, government, philanthropic, corporate and community sectors. See pages 32-33 for the full list of partners. Building partnerships of mutual benefit and maximum impact has been a joy throughout this year. These partnerships have enabled Hope Street to achieve some big wins for young people who are experiencing homelessness.

Hope Street's purpose-built youth refuge in Melton

This year marked a significant milestone in Hope Street's almost 40-year history, with the organisation nearing completion of construction of its first capital project: The First Response Youth Refuge in Melton. As at the end of this reporting period, construction was just weeks away from being completed and plans were in full swing to conduct professional photo and video shoots of the site, host a virtual launch event and transition staffing teams and young people into the new facility.

This is a truly collaborative project, with capital and operational funding provided by the Victorian Department of Health and Human Services; land provided by the City of Melton; and significant contributions in cash or in-kind from almost 40 partners from the corporate, philanthropic and community sectors. I enjoyed working closely with our incredible partners on this project throughout the year and am delighted to see it reach this point.

Individual and community giving

- **Individual giving** increased by 262% on the previous year, with appeals based around National Homeless Week in August, Christmas in December and COVID-19 in April. Individual giving was predominately driven via our social media sites.
- **City of Melton** provided a Young Communities Grant towards the cooking and living skills program at Hope Street in Melton.

Corporate partnerships

- The **Christmas at Hope Street** appeal rallied support from corporate partners **Ecodynamics**, **Stramit, SAF-Holland** and **Woodlea** to provide gifts for each young person and child who was being supported by Hope Street over the Christmas period.
- A great new partnership kicked off with Brunswick café and ethical roastery, **Wide Open Road**. To celebrate their ten year anniversary, Wide Open Road donated proceeds from all coffees sold between 18th and 20th October to Hope Street. They also created a unique Hope Street coffee blend for the occasion. They raised $6631, and the Hope Street coffee blend will be available for purchase from August 2020 as an ongoing income generating initiative for Hope Street.
- **ALH Group** funded six months of operation for the Hope to Home program in Whittlesea.
- We continued our partnership with **Woodgrove Shopping Centre in Melton**, which this year saw a new HOPE sign go up outside the shopping centre, complete with Hope Street information, stats about youth homelessness and client impact stories. Woodgrove also put up Hope Street wall decals in their stairwells and passageways, ensuring everyone who visits the shopping centre hears about Hope Street.

Philanthropic partnerships

- The **Ian Potter Foundation** continued to provide a four year Major Grant towards the operating of the First Response Youth Mobile Outreach Service in Melton.
- The **Marian and E.H. Flack Trust** and **StreetSmart Australia** contributed towards the rebuilding of the toilets and bathrooms at the Brunswick West Youth Refuge.
- **StreetSmart Australia** also supported Hope Street via the SmartMeals initiative, providing our Brunswick West Youth Refuge with 40 meals per week prepared by local social enterprise home. one during the COVID-19 lock-downs.
- **The Ballandry Fund (a sub-fund of Australian Communities Foundation)** and **Youth in Philanthropy (an initiative of The Lord Mayor's Charitable Foundation)** contributed towards the purchase of emergency back-packs for young people who are experiencing homelessness, complete with essentials such as toiletries, a food voucher, a clothing voucher and a public transport card.
- **The Michael Martin Fund (a charitable Fund Account of Lord Mayor's Charitable Foundation)** contributed towards the refurbishment of the Hope Street in Whittlesea communal living areas as part of our supported transition housing units.

Advocacy and awareness

This year saw a significant increase in Hope Street's advocacy and awareness efforts, as we sought to introduce more people to the Hope Street name and gather more allies in our response to youth homelessness. Highlights included:

- Welcoming Hope Street's first ever **Ambassador**: Jennifer Hansen. Jen is currently the co-host of the More Music Breakfast Show on Smoothfm 91.5, and is well known to TV audiences for her decade as the former co-host of Channel Ten's news.
- Making submissions to the **Parliamentary Inquiry into Homelessness in Victoria** and the **Inquiry into Homelessness in Australia**. Following this, Hope Street's CEO Donna Bennett and Operations Manager Jennifer McAughtrie presented at a public hearing as part of the Parliamentary Inquiry, hosted by the Legislative Council Legal and Social Issues Committee in the City of Whittlesea on 27th February 2019.
- The continued growth of our **social media following** since its launch in May 2019, with over 1300 followers across our Facebook and LinkedIn pages at the time of writing.
- The continued increase of visitors to Hope Street's **website**, with 20,343 visitors this reporting period, a 27% increase on the previous year.
- Production of four **Partners eNewsletters** and a 67% increase to the subscription numbers as compared with last year.
- A **professional photography shoot** by photographer Hilary Faye, that involved Hope Street clients in a creative process to set up photographs that represented their lived experiences with homelessness.
- Being short-listed as one of three finalists in the **Community Contribution Award category of the 2019 Melton Business Excellence Awards**, presented at a gala dinner on 30th August 2019.
- Co-sponsorship of the **April 2020 edition of *Parity***, a national magazine about homelessness that's produced by Council to Homeless Persons. Hope Street contributed several articles to the magazine. The edition also features several photographs taken for Hope Street by talented photographers Hilary Faye and Shannyn Higgins.

Events

- Muffin Break at Woodgrove Shopping Centre hosted an event called **Coffee with Hope Street** on 26th September 2019. The Melton community were invited to have a free coffee and chat with the Hope Street team about youth homelessness and Hope Street's work in Melton.
- Hope Street marked **World Homeless Day**, 10th October 2019, with a food, art and music event hosted by Woodgrove Shopping Centre in Melton. The event, called A Sign of Hope, aimed to raised awareness about the misconceptions surrounding youth homelessness, and included a chalk graphic depicting couch surfing as a common form of youth homelessness.
- We celebrated the achievements of our teams, young people and the partners behind our impact in 2018-2019 at our **Annual General Meeting** on 20th November 2019. Held at Brunswick Town Hall, the event featured a panel discussion on youth homelessness, facilitated by our Ambassador Jennifer Hansen, and involving four courageous young people who shared their experiences of homelessness and the impact Hope Street had on their lives. The event concluded with a powerful performance of both speech and song by Yirgjhilya, a 23 year-old soul singer and the 2019 Victorian Miss NAIDOC.

External stakeholder groups

- The **Corporate Committee**, a volunteer group of external expert stakeholders from the corporate sector who contribute to the engaging of partnerships, promotion and sustainability of Hope Street, continued to operate throughout this year. The group attended quarterly meetings and worked between meetings to further their strategic projects, one of which was the establishment and launch of the Millennial Advisory Group.
- The **Millennial Advisory Group** launched in August 2019. The volunteer group consists of external stakeholders aged 18-35 years old who are committed to raising Hope Street's public profile, raising funds and in-kind support for the organisation, and bringing the Millennial voice to the fore of the response to youth homelessness.

Hope Street's achievements this year were in partnership with, and thanks to the support of, our wonderful partners and supporters. Partnerships have enabled us to increase and deepen our impact and to innovate with new services and models that respond to the needs of young people who are experiencing homelessness. It's been an honour to be part of this work throughout the year.

Olivia Myeza, Business Development and Partnerships Manager.

Above: Business Development and Partnerships Manager Olivia Myeza (centre) with some Hope Street team members and young people in front of the HOPE sign at Woodgrove Shopping Centre in Melton.

PARTNERSHIPS HAVE ENABLED US TO INCREASE AND DEEPEN OUR IMPACT AND TO INNOVATE WITH NEW SERVICES AND MODELS THAT RESPOND TO THE NEEDS OF YOUNG PEOPLE WHO ARE EXPERIENCING HOMELESSNESS.

OPERATIONS MANAGER'S REPORT

THROUGH 2019-2020, HOPE STREET SUPPORTED

754
YOUNG PEOPLE
INCLUDING
DEPENDENT CHILDREN

2020 has been a year like no other, with the COVID-19 pandemic driving an increase in the demand for specialist youth homelessness services across Melbourne. This was felt throughout Hope Street's sites and programs, with a record number of 754 young people, including dependent children, receiving support this year. Of these, 650 were newly assisted clients, with 104 clients continuing to be supported from the previous year. There were 754 support periods provided across all programs, and 4251 emergency bed nights provided in our youth refuges. A further 83 emergency bed nights were supported through our First Response Youth Mobile Outreach Service.

Increasing our footprint in response to service demand:
Hope Street continued to grow in response to the increasing demand for our services. This year we further cemented our presence in the **City of Melton**, with the near completion of construction of the First Response Youth Refuge. As at year end, construction was just weeks away from completion and our staffing teams were preparing to transition to the new site and welcome young people into the state-of-the-art facility. This moment had been eagerly awaited by all involved. Whilst construction took place, we provided supported crisis accommodation through an interim model, the First Response Interim Youth Refuge operated from two private rental properties in the Melton area. The First Response Youth Mobile Outreach Service enjoyed its second year of operation, thanks to a major grant from The Ian Potter Foundation. We also continued to operate our foyer-like supported transitional housing program, with all programs evolving and working together to provide an innovative response to youth homelessness in Melbourne's north-west.

Our youth refuge in **Brunswick West** continued to provide supported crisis accommodation to young people and young families. The refuge benefitted from a renovation to the toilets and bathrooms, thanks to a grant from the Marian and E.H. Flack Trust. Wrap-around support and specialist services were provided to young people who resided in the refuge and also to outreach clients through our targeted and unique programs; Youth Support Service, Youth Residential program, Youth Reconciliation program, BOOST and the Homeless Youth Dual Diagnosis Initiative.

Our services in the **City of Whittlesea** continued, with our foyer-like supported transitional housing program and the Hope to Home private rental transition program working together to meet the needs of young people who were experiencing homelessness in Melbourne's north-east. It's been incredible to see young people move through their initial period of crisis, into stable and supportive environments where they can reconnect with education and employment opportunities, and then move on to independent living in private rental accommodation. It is not always a smooth journey, however wonderful to witness the personal achievements of clients moving forward into their future with positivity and purpose.

Further details relating to the focus and impact of each of our programs and services can be found in the report on the following pages.

Renewed vision to end youth homelessness:
During this year, the Hope Street Board of Directors and the Executive Leadership Team undertook strategic planning, which included reviewing our vision, purpose and values. Our new purpose; **To influence change to end youth homelessness and empower young people and young families to achieve their full potential** was delivered on with passion and energy by our teams this year.

We were a supporter to influence change by making submissions to the Parliamentary Inquiry into Homelessness in Victoria and the Inquiry into Homelessness in Australia. Our CEO, Donna Bennett, and I presented at a public hearing as part of the state Parliamentary Inquiry. We listened to what young people told us about their experiences of homelessness and their interactions with the youth homelessness sector, and our submissions put forward their voices and ideas. What we heard overwhelmingly is that youth homelessness requires a specialist response that is different to the response required by the general homeless population. Youth-specific program elements include flexible operating hours, providing supported (staffed) accommodation, providing learning programs that align with young peoples' developmental needs, and focus on the needs of the young person. In the absence of youth-specific responses, young people are often missing out on resources and falling through the gaps. Young people also require homelessness services to be available in their own communities, not only centralised in Melbourne city. We were encouraged by this feedback, as it aligns with Hope Street's strategic direction to provide specialised youth homelessness services in growth corridors around Melbourne.

We empowered young people and young families to achieve their full potential by doing what we do best, being there for young people and young families in their time of crisis, and providing specialised support, accommodation and wrap-around services. Above all, we gave young people hope. Hope that their experience of homelessness does not have to define the rest of their lives, and hope that their futures will be bright with new opportunities and possibilities.

COVID-19 – the challenges and the opportunities:
The final quarter of this year presented the unprecedented challenge of COVID-19. As a specialist youth homelessness service, Hope Street was deemed an essential service and continued to operate throughout the lengthy lockdowns experienced in Melbourne. Throughout this period our focus remained on continuing to provide our much needed services to young people and young families, while ensuring the safety and protection of our clients, our staffing teams and the community.

The pandemic presented new challenges for young people who were experiencing or at risk of homelessness. Many lost jobs and income, couch surfing at friends' houses became a less viable option and there were new causes of fear, anxiety and social isolation. Domestic and family violence was already one of the leading contributing factors to youth homelessness prior to the pandemic, and the pandemic exacerbated that.

Often with every challenge there are some silver linings, with so many Australians losing their jobs overnight there was a sudden spotlight on the low rates of Centrelink entitlements. Hope Street has, for years, been advocating for increases to the entitlements available to young people as they were more than 50% below the Australian poverty line. In response to the COVID-19 pandemic, the federal Government delivered on this, essentially doubling the rates with the introduction of the Coronavirus Supplement. In addition to this protection was put into place to prevent rental evictions, which benefitted young people and young families living in private rental.

This support was further extended when the Victorian Government provided funding to enable those who were sleeping rough on the streets to be accommodated in temporary hotel accommodation. The COVID-19 pandemic put Australia's housing and homelessness crisis at the forefront of discussions, when society was being told to, 'stay at home', the fact that some 25,000 Victorians (24% of these being young people) were homeless and could no longer be ignored. We are aware these are short-term solutions that may have made day to day living more than subsistence for young people experiencing homelessness, however the longer term plans to address the national shortage of affordable housing remains to be seen.

I would like to acknowledge my colleagues and members of the Hope Street COVID-19 Working Group, chaired by our CEO, Donna Bennett, who came together to respond rapidly and thoroughly to the evolving situation and to ensure best-practice adherence to Government directives. I would also like to take the opportunity to acknowledge and thank our incredible front-line teams across the organisation who continued to be there for young people and to provide calm, supportive environments for them, despite the uncertainty and volatility of the unfolding situation.

Hope Street's new vision is; **A society in which all young people and young families have a safe place to call home.**

Thank you to our government, philanthropic, corporate and community partners who continue to support us as we steer towards that vision. And thank you to our wonderful teams who make it all possible.

Jennifer McAughtrie, Operations Manager.

NICK'S STORY

Nick is a previous Hope Street client who has lived experience of homelessness. He now volunteers with Hope Street as a Youth Ambassador and is a member of our Millennial Advisory Group.

"I left home at 16 due to an abusive home environment. Running away was the scariest thing I've ever done. I was going into a world I didn't know. I didn't even know how to buy a train ticket. I had to ask directions and thank God there were nice people who were all very helpful. I stayed at friends' houses, couch surfing around. I've also slept in the back of my car.

I was very hesitant to ask for help. I didn't trust anyone. But my Hope Street Case Manager was so persistent and genuinely caring, she re-inspired my faith in humanity. I accepted Hope Street's help and they got me straight into their youth refuge where I stayed for a few weeks until I could get into one of the supported transitional housing units where I stayed for one year.

At first, I was scared and it all felt very strange but once I was there, the premises are very beautiful and well looked after. The on-site workers welcomed me in with a very positive attitude. It was beautiful really. There's a lot of engagement with the workers and it was very well structured. You also spend a lot of time socialising and also learning life skills like cooking and cleaning.

I don't think people can really appreciate how much it means to have a roof over your head until you don't have a home. To have a bed, a pillow or any of those things. But once I was at Hope Street, I was on the path to progress and healing. I started to feel that the world was my oyster and that anything I worked hard at, I could achieve. I didn't want to waste a single moment and had a new appreciation of life. I re-engaged in my studies and employment thanks to Hope Street, and eventually moved into a private rental and left homelessness behind.

Now I'm on Hope Street's Millennial Advisory Group as a volunteer. I'm trying to help get the word out about how people can help. I want Hope Street to be more of a household name. For it to be anywhere and everywhere. So, it can be really accessible to the young people who need it.

There are times when I have down spots, but the biggest key lessons I've learnt going through my personal experience, is that it's not how many times you fall down, it's how many times you get up."

First Response Youth Service

The Hope Street First Response Youth Service is an innovative new model designed to respond to youth homelessness via a place-based approach in the north-western growth corridor of Melbourne. The service consists of two components – a youth refuge providing supported crisis accommodation, and a mobile outreach service available 365 days per year, including after hours.

FIRST RESPONSE YOUTH REFUGE, MELTON REPORT

Whilst construction of our leading purpose designed centre continued in Melton South, crisis support and accommodation were provided to young people and young families via an interim model. Two private rental properties with capacity to support individual clients and families enabled specialist supported crisis accommodation to be provided for the first time, in the local community. One private rental property dedicated to individuals had a capacity to accommodate three young people at any one time and the second private rental was dedicated to accommodating one young family at a time – for short term periods of six to 12 weeks. Due to the limited client accommodation capacity of the private rental properties, the First Response Youth Service Refuge team also provided outreach support to young people and young families who were not accommodated in the interim refuge, however still required crisis support. This resulted in the program team achieving a range of positive outcomes with young people and exceeding the annual performance target of 127 young people and their children.

Service delivery is based on the enhanced youth refuge model, aiming to improve outcomes for young people as a part of a homelessness prevention approach that includes access to:

- immediate needs being met, such as food, safety and clothing
- supported (staffed 24/7) accommodation
- short/longer term accommodation
- emergency relief such as food, material aid or medication
- immediate and short-term services for general and specialist health; employment, education or training; legal and financial matters and recreational/social connectivity.

While in the interim refuge model, young people reported that they benefitted from the case management support and the living skills program they were engaged in as it empowered them to be more independent. They enjoyed learning to budget and make informed choices, for example regarding relationships and engaging appropriately within the community. Most of the young people continued to receive outreach case management support as a part of their transitioning into other accommodation when they exited the interim refuge accommodation.

Our young people:

The First Response Youth Service Refuge program assisted 119 unique individual clients, including five accompanying children aged between zero to five years of age. 136 clients were newly assisted throughout the reporting period with 16 carried over from 2018-2019.

Our young people were:

- Between the ages of 16-25 years old
- Individual young people or a couple/family (e.g. siblings, single parent and child, couple and child)
- Experiencing or at risk of homelessness in the Melton and neighbouring metro and non-metro areas
- Of the newly-assisted young people supported, 44% were male and 56% were female
- 7% of young people identified as Aboriginal
- 30% of young people were from CALD backgrounds
- The most common countries of birth were: Australia (77%), Sudan (4%) and Rwanda (3%)
- 4% of clients had a disability and in receipt of an NDIS support package
- The most common age brackets were 20-25 years (68%), 18-19 years (24.4%) and 17 years (3%)
- The most common reasons for seeking assistance were housing crisis (48%), housing affordability (12%), financial difficulties (8%) and family and domestic violence (7%).

Program service delivery achievements:

- In total the program provided 152 support periods throughout the year with an average length of support being 32 days. 1315 emergency accommodation bed nights were provided.
- A total of 147 clients exited the program during the year.

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

- 31% exited to private rental
- 33% exited to rent-free accommodation with family or friends
- 19% exited to youth shelters or other emergency accommodation
- 2% exited to transitional housing
- 1% exited to public housing.

Approximately $38,000 in financial assistance was provided to clients who entered the program. 79% of these funds were used to establish or support the clients maintain their tenancy. Other areas of expenditure included items of clothing, travel assistance, educational items and material aid.

Our highlights

In addition to the outstanding housing and accommodation achievements of 31% young people securing private rental and 33% co-living with family or friends, other highlights include:

- A total of 147 clients exiting the program
- Of the 147 young people who exited the program, 12% were engaged in formal education/training and 14% had secured fulltime or part-time employment
- Preparation for the transition to the new purpose-designed refuge.
- Developing materials to scale up and enhance service delivery in the new centre.
- Revamping of the Living Skills 101 program, an important component of the day-to-day activities within the youth refuge which supports the development of independent living skills of the young people accessing the program.

Our team

Our team consists of a Program Manager, Team Leader, two Case Managers and five residential support staff. The team provide a supportive, predictable and consistent program that is essential for stability and a trauma-informed approach.

Young people experiencing homelessness within the Melton catchment face many barriers. During the financial year, the First Response Youth Service Refuge has offered at-risk young people with crisis accommodation that has given them respite, stability, safety and youth-focussed support. This has enabled young people and their children to thrive and work towards securing ongoing accommodation, and other goals.

The First Response Youth Service Refuge team have consistently worked towards recognising the risk factors for young people who experience homelessness, and have collaboratively worked alongside them to manage and alleviate these. This, and the ability to empower young people to make informed decisions about their future, has been a key point of intervention for the program. The team has remained creative with solutions, and continue to consider opportunities for service collaboration across the catchment as a way to improve services for young people who access the First Response Youth Service Refuge.

Citshela Ndlovu, Program Manager, North West.

FIRST RESPONSE YOUTH MOBILE OUTREACH SERVICE REPORT

The Hope Street First Response Youth Mobile Outreach Service is an innovative place-based model responding to youth homelessness in the City of Melton and surrounding areas.

The Ian Potter Foundation provided a major grant to support the delivery of the service which operates 365 days from 9.30am to 10.30pm. The service is delivered, using an assertive outreach model, to assist young people aged 16-24 and their children who are experiencing or are at risk of immediate homelessness in the Melton LGA and surrounding areas. This aim continues to be achieved by providing crisis and/or short/medium term accommodation; access to resources such as financial, material aid, food aid, as well as intensive youth specialist case management support. Since the establishment of the service in the local area the team have developed strong partnerships with community stakeholders, other support agencies and allied services to ensure a responsive wrap-around service is provided. Together with the additional community support these partnerships provide, we are able to better assist each young person to achieve safety and stability in a place they can call home, and begin or continue to progress with other life goals.

Our young people

The Hope Street First Response Youth Mobile Outreach Service has supported 129 unique individual young people during 2019-2020, with 139 newly assisted clients. 46% were male and 54% female and included six dependent children aged 0-8. Nine clients were carried over from 2018-2019. Of the young people receiving support:

- 12% were aged 16-17, 26% 18-19 years, 52% 20-24 years
- 12% of clients identified as of Aboriginal heritage and 24% were from a CALD background
- There were 148 support periods provided, with an average length of 24 days of support provided
- The most common countries of birth included Australia (75%), Sudan (6%), South Sudan (5%) and Ethiopia (4%)
- 5% of young people were receiving an NDIS support package.

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

- Housing crisis (32%)
- Relationship /family breakdown (12%)
- Inadequate or inappropriate dwelling conditions (12%)
- Financial difficulties (8%)
- Domestic and family violence (7%).

Our achievements

Over the course of the year the Hope Street First Response Youth Mobile Outreach Service provided a total of 142 bed nights; 83 were in emergency accommodation, 14 in medium-term transitional accommodation and 45 in long-term accommodation.

The flexibility of the service, particularly in relation to the operating hours, is a key component influencing service achievements and client outcomes. Providing a wide span of operational hours allows young people to reach out to the service at their convenience. It also allows for flexibility in service delivery such as:

- attending private rental open-for-inspections on weekends or after hours with clients, thereby increasing their chance of securing private rental
- driving clients to emergency accommodation in unfamiliar suburbs, collecting a bag of groceries or other essential items along the way, thereby reducing their level of anxiety and distress
- completing applications for housing at times of the day or evening suitable to the young person, thereby increasing their engagement with the service.

Complementing the strengths and capacity of young people, the team provided resources and support to assist young people to secure medium to long-term accommodation. The service successfully diverted young people and families away from homelessness and the Homelessness Service System; securing shared accommodation, securing private rental housing, attaining registered rooming housing and Transitional Housing. Young people were also successful with being matched and approved for share property arrangements. Other assistance provided to young

139

YOUNG PEOPLE EXITED THE FIRST RESPONSE YOUTH MOBILE OUTREACH SERVICE

...AND WERE ABLE TO SECURE HOUSING

people included connecting them to specialist family violence support services, mental health support and drug and/or alcohol services. Early intervention and, where appropriate, family preservation, providing access to resources and support, helped to strengthen the family situation to prevent young people from becoming homeless.

Our outcomes

139 young people exited the Hope Street First Response Youth Mobile Outreach Service during the reporting period. Many young people were able to secure housing outcomes, including:

- Private rental accommodation (31%)
- Rent free accommodation due to re-establishing connections with family and friends (41%)
- Emergency accommodation (9%)
- Community housing (1%)
- Transitional housing (2%).

Outcomes are achieved by individualised one-to-one support provided to each young person and young family via an intensive case management response. This person-centred approach enables individuals to reflect on their situation, and helps with planning solutions to future goals.

Our highlights

There have been many highlights throughout the year that our team are proud of, such as:

- providing emergency crisis accommodation to young people and families when in need
- a high rate of success with diverting a high number of young people and families away from the Homelessness Service System with access to private rentals, shared accommodation, transitional housing and registered rooming housing
- exceeding our annual client target of 100 by 39%
- establishing outposts within the community of Melton, increasing young people's access to the service
- Being a local place service enables young people to access assistance without the need to leave the area. This is particularly important in a growth corridor such as Melton, where the nearest access point is approximately 30 kilometres away. Most young people do not have access to a car and public transport is minimal. Not needing to navigate unfamiliar suburbs and public transport reduces the distress and anxiety young people already experience due to their situation.

Community connections:

The Hope Street First Response Youth Mobile Outreach Service has established and maintained respectful and collaborative work relationships with key community stakeholders that led to positive outcomes for young people and families.

We continued our strong relationship with the two neighbouring access points – Salvation Army Social Housing Service Sunshine, and Child and Family Services Ballarat (Bacchus Marsh). Both agencies are assisted with HEF (Housing Establishment Fund) and co-contribution payments towards crisis accommodation. Access to both streams of funding provides additional nights of crisis accommodation to be paid for whilst a young person or family resides in a motel. The access to additional crisis accommodation provides the First Response Youth Mobile Outreach Service team time to thoroughly assess individuals or families, create realistic case plans and make appropriate referral whilst aiming to achieve a safe and stable housing outcome.

We hosted a local forum with our local stakeholders to explore solutions to address youth homelessness in the community of the City of Melton. Discussion focussed on raising awareness about youth homelessness, data and its causes and impact on young people and community. Together we explored solutions, noting that as the level of community support increases so does the level of success in preventing medium or long-term homelessness for young people. We affirmed community stakeholders (e.g. real estate agents, local government, businesses) are a key part of solutions. We were able to note the success of this approach as demonstrated by the achievements of the Hope Street First Response Youth Mobile Outreach Service to date. This was further supported with a young person sharing their experiences which also emphasised the challenges young people who are homeless face in the local area.

Under the guidance and professionalism of the Team Leader, the Hope Street First Response Youth Mobile Outreach Service team have developed a safe, supported and well-respected culture that enables them to provide client-centred, responsive solution-focussed services to young people and young families. The team have achieved tremendous client outcomes with a high rate of diverting young people from homelessness. We are grateful to our community partners who work with us supporting young people to achieve their goals and actions building their place within their community. We give special acknowledgement to the many individual young people and young families who are truly unique, brave, resilient and create wonderful futures for themselves.

Tegan Tregea, Team Leader.

YOUTH SUPPORT SERVICE REPORT

The Youth Support Services program is co-located at the Hope Street Refuge, Brunswick West. The program provides proactive youth specialist case management support both to current residential clients in a six week stay at the refuge, as well as to outreach clients who have transitioned from the refuge. Additionally, towards the end of 2019/2020, the program commenced specialist youth case management support to the Homelessness Emergency Accommodation Response Team (HEART) clients. These clients have been provided emergency accommodation in motels/hotels as a part of the government's COVID-19 community safety response measures. HEART clients are new to Hope Street.

Utilising a collaborative framework, clients were assisted to identify and progress towards goals relevant to their current housing circumstance and needs. Areas including health, education, legal support, social skills and employment, reflecting the holistic approach undertaken. Continuity of service is also achieved in an outreach capacity for clients who have transitioned from the refuge and require further assistance to sustain their accommodation or housing.

During the year, the program assisted 54 unique clients including five dependent children (27 males, 26 females and one non-identified as either), comprising 52 new clients and ten clients who continued to receive support from the previous year.

The most common age ranges were 20-24 years (50%), 18-19 years (20%) and 17 years (7%). Australia was the most common country of birth with 54% of clients entering the program, of which six per cent identified as either Aboriginal or Torres Strait Islander. 56% identified as coming from a CALD background. Other most common countries of birth were Somalia (13%), Ethiopia (7%) and South Sudan (6%).

The average length of support for clients exiting the program was 96 days, with 52 support periods being provided. Two per cent of clients were in receipt of a support package from NDIS and most common reasons young people experienced prior to entering the service were; housing affordability, housing crisis and lack of family and/or community support (15% each), relationship and family breakdown (8%), inadequate or inappropriate dwelling conditions (10%) and domestic and family violence (6%).

In the reporting period approximately $17,000 of funding was provided in supporting clients. Establishing/maintaining a tenancy accounted for 78%, training/education/ employment accounted for eight per cent and other purposes accounted for 12% of expenditure such as clothing and medication.

Key outcomes for the program can be summarised as the following from when young people presented to the service, compared to when clients exited the program:

- Clients in private rental increased from 13% to 26%
- Clients in supported transitional housing models increased from two per cent to 18%
- Clients in emergency accommodation, night shelter/women's refuge/youth shelter decreased from 56% to 18% (residential clients accommodated at the Hope Street Refuge current at the end of the reporting period are included in the 18.2%).

There were numerous highlights throughout the year including:

- 44% of clients undertaking formal study/training when exiting the program, compared to 23% when presenting to the service for supports.
- 36% of young people when moving on from the program engaging in employment compared to 23% at the time of seeking assistance.

From June 2020, in response to the COVID-19 pandemic, the program expanded services to provide outreach clients with healthy meals. Hope Street partnered with a local social enterprise café in provision of café quality meals, which the team delivered twice a week to clients in the community. This support also extended to provide Personal Protective Equipment (PPE) to clients as a part of our response assisting young people and their children to stay safe during the COVID-19 pandemic.

The team is comprised of two part-time (0.8 FTE) youth homelessness specialist case managers. A key benefit to the program, co-located at the Brunswick West refuge, is the enhanced ability of the team to provide responsive and flexible integrated support to clients, readily connecting clients to other specialist youth centred services co-located in the refuge.

This collaboration also benefits the case managers' capacity, with secondary consultation readily available, as well as the capacity for casual staff to step in as required, ensuring continuity of service for clients.

Matthew Johnston, Case Manager.

"MY HOPES AND DREAMS FOR THE FUTURE ARE GETTING A STABLE JOB AFTER COMPLETING THE COURSE AND TO GET A MORE STABLE AND LONG-TERM HOUSE."

YIRTA, A YOUTH SUPPORT SERVICE CLIENT

HOPE TO HOME WHITTLESEA
REPORT

The Hope to Home program is a unique, evidence-based model that transitions young people aged 18-25 from homelessness into private rental accommodation. Flexible, specialist wrap-around case management support for (up to) one year ensures young people have every opportunity to successfully transition into the private rental market. Flexible program brokerage is essential to assist young people to become established in their private rental, leading to greater long-term sustainability of their housing – often for the first time.

The program aims to reduce the number of young people and their children at risk of homelessness in growth corridors by providing supportive access to private rental housing.

In supporting young people throughout their transition into private accommodation, they are able to continue to build their skills to successfully maintain their tenancy. Via access to employment, further education or training, case management support facilitates young people to positively re-engage within their local community and encourages the development of healthy social connections.

The program operates with a 0.6 Community Integration Worker who from July 2019 to June 2020, provided 15 young people and nine children in the City of Whittlesea with ongoing specialist youth case management and private rental tenancy support. Of these 15 young people, 40% were male and 60% were female. Five young people exited the program with no further need for support and reported were maintaining their tenancies at the time they transitioned out of the program.

The most common age brackets were:

- 21-25 years old (70%)
- 18-20 years old (20%)
- 2-6 years old (10%).

Six per cent of young people identified as Aboriginal. The three main countries of birth were: Australia (20%), Iran (20%) and Iraq (20%). 13% of clients were living with a disability and in receipt of a Disability Support Pension.

The main presenting reasons for support were:

- 33% Domestic and family violence
- 13% Housing crisis
- 27% Financial difficulties
- 27% Relationship family breakdown.

The program provided immediate support with both financial as well as assistance connecting young people with: employment programs, educational and training support and opportunities, family, and specialist community services such as family violence and legal.

During the reporting period 47% of young people successfully completed their vocational education and/or training courses and 53% of young people secured employment. Others were assisted to obtain and/or maintain their full Centrelink entitlement/ allowance.

The Hope to Home program builds young peoples' capacity to secure and sustain private rental via the following:

- Assistance with researching available accommodation to rent
- Assistance with property inspections and completing the application process
- Co-liaising with landlords
- Jointly completing process to access rent and bond assistance to secure a property
- Establishing a home – furnishing and setting up the house for occupancy
- Access to brokerage for assistance with utilities, food vouchers, etc supporting young people to maintain their tenancies
- Tenancy training and mentoring; and
- Specialist youth case management support with employment and education.

The program facilitated workshops where young people came together to support each other, through sharing their stories, establishing a bond and building confidence. Many young people have gained employment and have been linked to study pathways to progress and develop career opportunities.

Young people have focussed on their individual self-development, and developed their resilience to manage private rental and non-private rental issues. This has developed their confidence in being able to manage these issues, if they were to arise again in the future, without jeopardising their housing.

The program has often been in receipt of referrals for clients above the age-limit for the program.

Young people ineligible for the program are linked into other community supports. Often young people require a rental history to obtain private rental – on these occasions, due to the positive relationship that Hope Street has with local estate agents, clients are able to access and secure a tenancy without a rental history.

The program continues to develop and maintain successful partnerships with the City of Whittlesea and local real estate agents, particularly Ray White Thomastown, Barry Plant and Love Real Estate.

The highlights of the Hope to Home Whittlesea program are; working together with young people, utilising their strengths and abilities to establish a home by obtaining private rental, providing flexible case management, and flexible brokerage to support young people to develop their capacity to secure and maintain their tenancies. This program has established a well-respected response from the community, successfully diverting young people and young families from homelessness and has assisted young people to effect lasting positive change in their lives.

Abeer Alzawada, Community Integration Facilitator.

"IT FEELS VERY STRANGE WHEN PEOPLE ASK YOU FOR YOUR ADDRESS AND YOU HAVE TO SAY, 'I DON'T REALLY HAVE A HOME."

23 YEAR OLD HOPE TO HOME WHITTLESEA RESIDENT.

CINDY'S STORY

Cindy*, aged 23, was unemployed and had recently moved to Melbourne.
She had been homeless for two months and couch surfing at friends' houses. Originally she came to Sydney from her home in Iraq to pursue a relationship, but unfortunately the relationship broke down and Cindy found herself without anywhere to live.

She stated that couch surfing was challenging. "I felt really vulnerable and a bit lost. I would just get comfortable and then I would have to switch to another house".

"It feels very strange when people ask you for your address and you have to say, 'I don't really have a home."

With the support of the Hope Street case manager, Cindy identified her goals and developed a plan for the future.

"Firstly, [the case manager] asked me what I wanted to do and what sort of job I wanted to get. She encouraged me to think long-term. I told her I wanted to be a nurse after I improve my English language and she encouraged me to start out in an English Course".

With support, Cindy enrolled in a language course, created a CV and successfully secured a casual job at a bakery.

Within five weeks of joining the program Cindy found shared accommodation and her part-time income covered the rent. Additional supports were provided from the program which enabled Cindy to purchase furnishings for her room, and food for the pantry. Over the first six months Cindy received food vouchers which assisted her to sustain the rental. Cindy now has a strong rental history which will position her well in the future to secure a private rental property on her own.

"Thank you, Hope Street. Thank you for being there when not a lot of people were and thank you for always giving the right advice and leaving the best impact on my life. I'd like to thank everyone who was involved in the Hope to Home program'".

*Name changed to protect client's identity.

YOUTH RESIDENTIAL PROGRAM REPORT

OF THOSE WHO EXITED THE PROGRAM,

12% SECURED EMPLOYMENT

30% ENROLLED IN FURTHER EDUCATION

The program that established Hope Street four decades ago, delivers day-to-day operations and specialist youth-focussed services that bring to life our organisational vision, philosophy and values. The Youth Residential program provides crisis accommodation and 24/7 support to young people and young families who reside in the communal living refuge in Brunswick West. We operate as a specialist youth centre with a variety of programs, enhancing wholistic client-centred responses such as counselling, dual diagnosis, outreach support, brokerage and nursing. Basic essential needs are met with the provision of a safe and stable environment – balanced nutritional meals, clothing and toiletry supplies, as well as access to resources.

At any one time, the refuge accommodates up to eight individual young people. Additionally, a two bedroom stand-alone crisis accommodation unit is available onsite for young families of different compositions. Our team of skilled professionals work together to provide an integrated, client-centred response that focusses on young peoples' strengths and abilities. This is achieved utilising trauma-informed and solutions-focussed approaches within a case management framework.

Our young people

The program assisted 71 unique individual young people providing them support in crisis accommodation, including one accompanying child between the age of 6-8 years. 95 were newly assisted clients, with seven young people being carried over from the previous reporting period. In total, 96 clients exited the program.

102 support periods were provided to clients, with an average length-of-stay being 34 days.

The most common age brackets were 20-24 (56%), 18-19 (25%) and 17 years old (11%). The most common countries of birth were Australia (55%), Ethiopia (11%) and Somalia (7%).Four per cent of those born in Australia identified as being of Aboriginal heritage. 48% of young people identified as being from a CALD community. Three per cent of young people were in receipt of a support package through NDIS. The most common reasons for young people seeking assistance were: previous accommodation ended (21%), relationship and family breakdown (20%), domestic and family violence (18%) and Housing Affordability Stress (11%).

Our service delivery

From the moment young people enter our program the residential staff team work closely with them to ensure their physical, psychological and developmental needs are met. This is provided via integrated service delivery of other specialist youth services, internally as well as tapping into external resources via various partnerships with other specialist community organisations. Examples of seamlessly integrated service delivery are the Bolton Clarke Homeless Persons Program, where a registered nurse regularly visits clients to provide nursing care, advice and referral, as well as the Homeless Youth Dual Diagnosis Initiative in partnership with Melbourne Health, which enables a practitioner to co-locate to provide specialist screening and support to clients experiencing substance use and mental health difficulties. This integrated service delivery approach also significantly benefits the teams on site by capacity-building via shared knowledge, currency of information, practice development and linkages to other co-located Hope Street programs.

Living Skills 101

Young people enter the Youth Residential program with varying knowledge, experience and skills which impact on their ability to thrive day-to-day in areas ranging from basic housekeeping, cooking and maintaining a nutritional diet, personal hygiene and establishing a routine, to looking after their own wellbeing, problem solving, keeping safe and communicating feelings, needs and situations. Proactive and dynamic, the Living Skills 101 program engages young people to develop their independent abilities in the above areas, and is a key part of the Youth Residential program. Each young person was encouraged to participate in workshops in budgeting, cooking, cleaning and laundry. Through one-to-one support facilitated by the Youth Residential Support Workers and the integration of specialist assistance from the co-located programs, young people were able to develop their understanding and abilities in preparation for successful independent living.

Over the past year, the cooking workshops have received overwhelmingly positive feedback. Clients have been able to strengthen their skills in the kitchen, learning the basics of food preparation and cooking simpler meals before exploring more challenging dishes. Over time young people have found cooking to be a relaxing activity and have often used time in the kitchen as a positive strategy to manage stress.

As part of the Living Skills 101 program, healthy eating is promoted as not only an essential component of physical wellbeing, but also a major contributor to good mental health. Various foods are offered to encourage a range of meals, – Tofu Tuesday being a regular request on the weekly menu.

Living in shared accommodation promotes the development of communication skills, patience and the appreciation of others. Often clients build their self-confidence to have a voice, share their strengths and replenish their energy to focus on their future goals. To support their experience of shared accommodation, fortnightly "House Get-Togethers" are conducted and provide a forum for clients and staff to discuss issues relevant to all members of the household. The House Get-Togethers complement the Living Skills 101 program and are a key forum for young people to develop and practice their communication skills in a safe space.

Our achievements

Over the course of the year, the program provided a total of 2611 bed nights and distributed approximately 75 Welcome Packs (containing essential toiletry products along with information on the range of services provided at Hope Street and other support agencies in the community).

The most common housing outcomes for young people following their exit from this program were: rent-free accommodation via reconnecting with family or friends (41%), emergency accommodation (39%), private rental accommodation (8%) and transitional housing (5%).

Of the clients who exited the program, 12% had secured employment and 30% were enrolled in further education.

A significant achievement was maintaining a safe environment for our young people to rest, recover (from trauma), stabilise and begin to address some of their needs. Safety includes physical (environment), physiological, psychological, emotional, relational and financial. Our team is highly experienced and tuned in to the safety of each client. Our service delivery models, systems, policies and procedures support the practices of our team so that client safety was again achieved at all times. This was further bolstered by robust safety measures implemented from March 2020, in response to the COVID-19 pandemic, with no clients or staff testing positive.

Highlights

Research and data indicate that homeless young people are disproportionally impacted by mental health in comparison to the general population. Hope Street continually endeavours to improve the general physical and social aesthetics and environment of our programs, to have the most positive impact on the mental wellbeing of our clients – and a pleasant work space for our team. The team and clients were thrilled when renovations to both shared client bathrooms commenced at the beginning of 2020, transforming the decades-old, patched-up bathrooms. Made possible with a contribution from the Marian and E.H. Flack Trust, the renovations of the bathrooms inspired further upgrades to other internal spaces in the refuge. New carpets and internal painting providing a much-needed refresh and lift to the physical environment. These internal upgrades were put on hold in March 2020, however they will be completed in 2020/2021 when COVID-19 safety measures allow. Our experience is that these types of improvements to the refuge will increase desire and motivation with engagement of our young people in a range of aspects of their life. It will also contribute to their sense of safety, stability and overall wellbeing.

The Youth Residential program (Refuge) is a hub of specialist youth-focussed crisis support and accommodation, providing one-to-one individualised assistance to young people and young families impacted by trauma and being homeless. The refuge provides a safe and stable environment in which the needs of young people are paramount. Working alongside each young person, our integrated client service delivery approach assists our young people to identify and achieve their goals so that they may thrive in all aspects of their life as members of our community.

Sue Watt, Team Leader.

"SEE THIS AS AN OPPORTUNITY TO KICK YOUR GOALS, WITH THE BACKING OF ALL STAFF HERE."

ADVICE FROM A FORMER RESIDENT. TO YOUNG PEOPLE ENTERING HOPE STREET PROGRAMS

BOOST PROGRAM REPORT

The BOOST program is an enhanced youth refuge response that offers vulnerable young people an integrated approach and immediate response to their situation and needs. The program aims to divert young people from the homelessness service system by preventing them from entering the system in the first place. The BOOST program is co-located at Hope Street's Youth Residential Program (Refuge) in Brunswick West and is a key part of our integrated service delivery approach.
The BOOST program consists of three specialist practitioners staffing the program weekdays until 11.00pm, and Saturdays.

The Boost program model includes the provision of short-term accommodation for up to seven nights (Short Stay Bed) in the Youth Residential program (Refuge); short-term crisis support for up to six weeks (Crisis Response); or case management for three months (Outreach).

Young people are supported with a range of issues including private and public housing applications, Centrelink advocacy, linkages to health-related services, referral to counselling, assistance with education, parenting support and budgeting, access to resources such as food aid, material aid and income support and legal services. Often young people in the outreach program can be diverted away from the crisis accommodation sector through timely referrals and support.

Our young people

The BOOST program assisted 110 unique individual young people, including 11 accompanying children aged 0-11. 132 clients were newly assisted throughout the year, with 21 carried over from 2018/2019. 126 clients exited the program during the year.

- The most common age brackets were 20-24 (54%), 18-19 (21%) and 17 years (9%).
- The most common countries of birth were Australia (69%), Somalia (8%) and Ethiopia (6%).
- 8% of clients identified as being either Aboriginal or Torres Strait Islander
- 31% identified as being of CALD background and
- 4% of clients had a disability
- 73% of clients received government pension or benefits
- 53% Newstart or Youth allowance
- 10% Parenting payment
- 10% Disability Support Pension
- 7% Employee salary
- 20% Nil income

Young people told us their reasons for seeking assistance. The most common reasons for seeking assistance were: housing affordability stress (68%), housing crisis (12%), relationship/family breakdown (6%) and domestic and family violence (5%).

Client service delivery

In total, the BOOST program provided 153 support periods throughout the year, with an average length of support of 59 days.

Financial assistance was provided to clients with 41% of these funds used to assist with establishing or maintaining a tenancy or to pay for short term/ crisis accommodation options such as hotels or rooming houses. Other areas of expenditure included clothing, education/training/employment, phones, or phone credit, medical and pharmaceutical items, and travel expenses.

The BOOST short stay bed in the refuge provided 49 support periods accommodating 35 individual young people for a total of 325 bed nights. At the end of their stay, more than half of these clients secured ongoing crisis accommodation, whilst others reconnected with family or were accommodated with extended family or friends.

After hours outreach support

A key part of our youth-focussed approach is flexibility of services, including when they are available to young people. The BOOST Specialist Practitioners are therefore rostered to provide services during weekdays until 11pm, and Saturday from 9.30am to 5.30pm. This enabled both on-site supports, as well as responsive outreach support provided to young people after hours. This flexibility is critical in providing outreach contact with young people who are only available after hours due to work, study or family commitments. After hours service delivery also enables the team to provide active support to clients with property inspections, resulting in a greater success rate with young people securing private rental and diverting young people from transience, crisis accommodation and the many negative impacts of homelessness. The evening hours assist with fostering connection and stability as a part of the client:worker relationship, as it is a suitable time to contact outreach clients to check in with them about their situation and their needs being met. This practice also aids in minimising situations from escalating, potentially resulting in young people losing their housing. For example, a young person may have lost their job and require linking to financial assistance to maintain their housing while they secure another job. Often young people are not forthcoming in requesting assistance, so a regular phone call or contact initiated by the worker enables this communication to occur, solutions to be explored and supports to be implemented, preventing the young person from becoming homeless.

Service collaboration:

The BOOST specialist practitioners also provide a weekly outpost for young people at the Access Point in Preston run by Haven Home Safe. This aligns with our approach to deliver our services flexibly, for ease of access by young people, and expanding our reach to young people seeking assistance as much as possible. This collaboration with Haven Home Safe provides young people with a seamless referral process, which allows for a smooth and successful transition from program to program, while also keeping the young person at the centre of the process.

Outcomes

The BOOST program has had numerous successful housing outcomes which have resulted in young people either being diverted from the Homelessness Service System, or successfully accessing specialist medium term accommodation that is aligned to their needs within the Homelessness Service System. The outcomes included some young people gaining long term housing with Sandridge, Lighthouse and Foyer Programs. Six per cent of clients moved into transitional supported properties, six per cent secured private rental or share accommodation and five per cent were successful in gaining public housing. 47% of young people reunified with their family/ friends and returned to rent-free accommodation.

Young people who have obtained and maintained housing outcomes that are stable, affordable and safe are often able to address and achieve some of the other important goals they identified. For example, of the clients who exited the program, 22% were undertaking further education or training and 14% of the young people had secured employment.

THE MOST COMMON REASON FOR YOUNG PEOPLE AND THEIR FAMILES TO SEEK HELP:

68%

HOUSING AFFORDABILITY STRESS

Community connections

The BOOST team have strong collaborative relationships with a range of homelessness services, networks and allied sector services. Our expansive referral base means that young people can be connected to a range of services matching their needs and situation, as identified via the case management process with the young person. Such services include: Bolton Clarke that assist with a wide range of health related referrals, The Lighthouse Foundation long term accommodation, Mind Australia Sandridge accommodation, Family Violence, North West Mental Health, Orygen Youth Mental Health, Aboriginal Services Margaret Tucker for female clients, William T Onus male, female and families, Bert Williams for male clients, VACCA, VAHS, Northern Community Legal Centre, Drug & Alcohol Services YSAS, ReGen, Youth Projects, Migrant Resource Centre for advice and support for CALD clients, The Drum, minus 18 and FANs for advice and support for LGBTQI+ clients.

The Boost program model has continued to succeed with diverting young people from the Homelessness Service System. Equally important is its success with assisting young people to access specialist youth services in the Homelessness Service System, as some young people require this type of support to work through the complexities of their situation of homelessness and to move forward with their goals. The combination of young peoples' strengths and determination, our partnerships and relationships with other agencies and the specialist support of our Boost team has resulted in positive and lasting outcomes for young people who have reached out to our service.

Sue Watt, Team Leader.

YOUTH RECONCILIATION PROGRAM REPORT

Recognising that many young people become homeless as the result of family or relationship breakdown, Hope Street Youth Reconciliation program offers a free one-to-one counselling support service for young people aged 16-25 who are homeless, at risk of homelessness or affected by family violence.

48%

OF YOUNG PEOPLE SEEKING HELP SUFFER FROM MENTAL HEALTH ISSUES

The program provides a safe and confidential space for young people to:

- express their concerns and clarify thoughts
- work through personal issues such as anger, separation, loss and grief
- explore options for positive change and develop ways to resolve conflict
- achieve the maximum possible degree of self-reliance, stability and interdependence
- strengthen relationships
- access family mediation and family meetings, where appropriate.

The program aims to:

- Prevent young people entering into a cycle of homelessness as a result of family conflict
- Assist young people who are homeless or at risk of homelessness achieve the maximum possible degree of self-reliance and independence
- Intervene in the initial crisis time to enable young people at risk of homelessness and their families to resolve conflict.
- Work with young people and their families to encourage better communication and problem solving.

The Youth Reconciliation program is a therapeutic space utilising a variety of counselling approaches such as strengths-based, person-centered, emotion-focussed, trauma-informed and solutions-focussed, to support young people during their counselling episode. The program space is where young people are able to explore their experiences and individual needs and develop goal-focussed solutions.
These goals may include family reconciliation and management of family conflict. Young people have been able to safely return home to living with family – achieved through continual engagement with the youth reconciliation practitioner. Other goals young people bring to the program are a desire to improve emotional management skills, decision making skills, self-awareness, conflict management strategies and enhanced communication skills.

Whilst these outcomes are also presented in workshops, young people have the opportunity to work one-on-one to develop confidence in these skills as they move to towards their self-directed future.

In January the program welcomed our new youth reconciliation practitioner, Shelley Karpathakis, who is located in the Brunswick West youth refuge and provides youth-centred counselling services across the North-East metropolitan area of Melbourne.

Throughout the year, the program supported 42 unique individual young people, 52 newly assisted clients including three dependent children aged between 0-8, and two clients carried over from the previous year. 43 clients exited the program during the year.

The number of support periods provided throughout the year was 54, with the average length of support being 43 days. Four clients are receiving support through the NDIS. Five per cent of young people accessing the program identified as Aboriginal heritage and 31% were from a CALD background.

The most common ages of young people were:

- 25 years (5%)
- 20-24 years (57%)
- 18-19 years (19%)
- 17 years (10%).

The three most common countries of birth were:

- Australia (69%)
- New Zealand (5%)
- Somalia (5%)
- Seven per cent of young people were receiving support package through NDIS

The most common reasons for seeking support were:

- Mental health issues (48%)
- Relationship/family breakdown (19%)
- Time-out from family (8%)
- Housing crisis (4%)
- Lack of family/community support (4%).

Of the newly-assisted clients, 25% entered the program with a mental health diagnosis and 29% of clients were engaged with mental health services.

The youth reconciliation practitioner regularly attends case management meetings of other Hope Street programs across the North-East metropolitan region, providing secondary consultation and contributing to case management team meeting discussions, building on the program's responsiveness to the support areas identified with clients.

As a part of our client-centred approach, undertaking the path of family reconciliation is determined by the young person. In instances where this is chosen by the young person and the family are also in agreement, it may be achieved with individual counselling alongside specialist case management support. Case management team meetings focussed on family mediation and conflict management planning are conducted. A young person having short stays with their family while ongoing family work is continued, was an example of this type of planning. After a few weeks, this particular client successfully returned home to life with their family. Further work in family therapy was identified for ongoing support, which this particular family embraced. Individual counselling provided by the Youth Reconciliation program also continued for this young person.

The Youth Reconciliation program delivers a range of workshops throughout the year for both clients and to develop the capacity of staff. This included a workshop on personal values held with clients at the Brunswick West refuge. This psychoeducational workshop supported young people to consider their personal values and values of organisations when applying for employment. The workshop was engaging through group and self-awareness activities, with the goal of supporting the development of self-confidence.

A morning tea presentation acknowledging International Day Against Homophobia (IDAHOBIT), led by the youth reconciliation practitioner, was a useful staff workshop. With many young people seeking homelessness support due to their LGBTIQ status, it was an opportunity to provide staff with relevant education and up-to-date research on issues, themes and challenges that LGBTIQ young people face – as well as solutions. The presentation also strengthened Hope Street's commitment to being an ally of the LGBTIQ community, to provide support for young people facing discrimination.

Each fortnight the youth reconciliation practitioner attends the client house meetings held at the Brunswick West refuge. This provides an opportunity to touch base with the clients in a setting that is less formal than a counselling session. Due to the COVID-19 safety measures, many discussions focussed on daily habits and practices young people can engage in to assist them to manage the challenges they each experience living within a pandemic. Areas explored included: creating healthy daily routines, encouraging regular exercise, prioritising everyday personal hygiene and supporting clients to learn new skills in technology to enable virtual communication with family and social connections. Attending the client house meetings also provide an opportunity for the Youth Reconciliation practitioner to build rapport with clients, especially those who may be interested in engaging for individual counselling but have some reservations.

Building strong connections with local youth services has been a focus this year. The program has been engaging with workers within the North-East region to provide information on counselling and family reconciliation support available for their clients. Co-location has been arranged with Baseline (City of Whittlesea) and Oxygen Youth Services (Moreland City Council) for the use of office space and counselling rooms for outreach clients, and to maintain Hope Street's collaborative relationships with these networks. The co-locations will commence when COVID-19 restrictions permit. It is anticipated that allied service sector practice collaboration be extended to other agencies in the North West in the coming year.

Shelley Karpathakis, Youth Reconciliation Practitioner.

ISABELLA'S STORY

Isabella* engaged with the Youth Reconciliation program through an internal referral from the Hope Street Boost program.

Isabella's journey into homelessness began at 21 years old due to family abuse and discrimination whilst identity transitioning. During this time Isabella found herself in need of housing and emotional support.

Isabella needed space to talk with a counsellor, to explore her emotional wellbeing. She described experiencing an "intense, difficult and dark point in my life". Isabella's goal was to build social networks – and as she had limited connections in Melbourne, her counsellor engaged Isabella with a youth service where she was able to connect with other LGBTIQ young people.

Isabella described the impact of engaging with the Hope Street youth counsellor as "a positive one… where I got to a safer place and gained long term housing".

Isabella is currently in private rental and reports having good physical and mental health. She is continuing study with the aspiration of eventually working in games design. Ongoing therapeutic work continues, for Isabella to process the trauma she experienced, work on establishing social connections and to become part of a community. Isabella continues to work on her future goals and aims to support other people facing homelessness by volunteering with housing organisations.

Isabella's message to Hope Street: "Thanks for being there when I needed support."

Isabella's message to young people experiencing homelessness: "You're not alone – things can get better. You deserve help. You don't have to have perfect problems or fit into a box to get help – it's out there. If you're feeling reluctant, you're not wasting anyone's time by getting help."

*Name changed to protect client's identity

Hope Street in Whittlesea
Hope Street in Melton

Hope Street in Whittlesea and Hope Street in Melton are both based on the youth Foyer-like model of supported transitional accommodation. The programs provide young people and young families with a youth-focussed community of safe, secure, and affordable accommodation for 12 months to two years. Staff are available on site seven days a week supporting young people to be active participants in creating opportunities to strengthen their housing, employment, education, training, and personal and social development. Young people who exit the program to successfully transition into their new accommodation/housing are offered continuation of support for up to 12 months via outreach.

HOPE STREET IN WHITTLESEA REPORT

Our young people

Hope Street in Whittlesea consists of two specialist youth homelessness case managers providing services Monday to Friday, and two weekend youth residential support workers who focus on a range of activities to develop young people's independent living skills such as cooking, budgeting, communication and home hygiene.

This year, the program provided support to 41 unique individual young people, including twelve dependent children aged 0-8. Of the young people supported, 41% were male and 59% were female.

Of the 41 young people, 23 were ongoing from last year, with 19 young people being newly assisted throughout the reporting period. The most common age brackets were:

- 16 years old (2%)
- 18-19 years old (20%)
- 20-24 years old (42%)

- 59% of clients identified as being of CALD background
- Seven per cent of clients identified as being of Aboriginal heritage
- Clients who entered the program originated from ten countries, the most common countries of birth being: Australia (63%), Iraq (7%), Somalia (7%) and Sudan (5%)
- Two per cent of clients have a support package through NDIS.

The most common reasons young people sought assistance were:

- Housing affordability stress (31%)
- Domestic and family violence (29%)
- Housing crisis (14%)
- Inadequate or inappropriate dwelling conditions (12%)
- Lack of family or community support (7%).

Our outcomes

Throughout the year, the program provided 42 support periods with an average of 370 days. Young people received one-on-one support in areas of education, employment, housing and personal and social skills development. The program has demonstrated that individualised support offered to young people fosters connections with family and their local community. Young people develop resilience which improves their housing, employment, education, personal and social opportunities. Notably, 16 clients exited the program, with 76% transitioning out of the homelessness service system. The most common housing outcomes were:

- Public housing (38%)
- Transitional housing (9%)
- Private rental housing (13%)

Of the client who exited the program 13% of young people were undertaking their vocational education and training courses and 25% achieving employment outcomes. All young people were assisted to obtain and/or maintain government allowance.

Living Skills 101 program

Before the global health crisis, young people attended the weekly Living Skills 101 program, engaging in food preparation, cooking, eating, arts & craft, knitting and crocheting. They socially engaged with other young people which improved their mental health, social connectedness, and general well-being. Working within the bounds of "COVID-normal", staff were able to adapt and continue service by delivering meals, food vouchers, and arts-and-crafts items to the homes of young people and young families. The youth residential staff further engaged young people in activities such as our "pea pod" competition, where young people were supplied necessary items to grow their plants in their units. The winner was awarded a gift voucher for their effort.

Easter 2020

As an essential service, our program continued with service delivery, though a little differently. Instead of hosting Easter at the staff office, they delivered Easter gifts to young people and young families. In the words of our 24-year-old Whittlesea resident "I feel less anxious knowing that Hope Street still has our back at this time". It is the little things that count, and Hope Street continues to work to create positive experiences from doing small things in a big way.

Networks and partnerships

The Department of Health and Human Services owns the properties utilised by the Hope Street in Whittlesea program, with VincentCare providing the tenancy management (landlord function) for the properties.

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

- OzHarvest
- Melbourne Polytechnic
- Darebin Information Volunteer Resource Service (DVIRS)
- Bolton-Clarke Homeless Persons Program provides a registered nurse who visits our young people regularly and provides support, advice, and referrals on a range of health related areas
- Thomastown Library
- Blak Dot Gallery
- EDGE Youth Services
- Whittlesea Community Connections
- Diamond Valley Learning Centre
- Butterfly Foundation
- Mental Health and Well-being Australia (Me Well)

The Hope Street in Whittlesea program has continued to have incredible success with the young people we support, despite the challenges of COVID 19. We look forward to continuing to further enhance our program to meet the needs and address trends of our young people, to develop creative and flexible case plans to improve opportunities, to provide purposeful living skill activities and to expand and strengthen our partnerships into 2021 and beyond.

Sue Scott, Program Manager, North East.

HOPE STREET IN MELTON REPORT

Hope Street in Melton has two case managers, working Monday to Friday, who focus on intensive one-to-one specialist youth support, and two weekend Youth Residential Support workers, who focus on a range of activities to develop young people's living skills development such as cooking, budgeting, communication and home hygiene.

Our young people

The program supported 37 unique young people, including seven dependent children aged 0-5. 25 were newly-assisted clients, with 16 carried over from the previous year.

21 young people exited the program during the year.

Of the 41 support periods provided during this financial year, the average length of support period was 308 days.

The most common age brackets were:
16 years (11%), 17 years (19%), 18-19 and 20-24 years (24% each).

The three most common countries of birth for the young people entering the program were: Australia – 73% and Iran and Ethiopia – 5% each. Of the clients born in Australia, 5% identified as of Aboriginal heritage and 43% of young people identified as being from a CALD background.

Five per cent of young people supported were receiving a support package from NDIS.

The most common reasons young people sought support during the reporting period include: relationships and family breakdown (44%), family violence (12%) and previous accommodation ending/ housing crisis (8% each).

The program provided individualised case management sessions on a weekly basis to young people. Our approach is strength-based and driven by the young people themselves, with the main aim being to achieve set plans which are reviewed regularly. The program provided 4237 bed nights of medium-term transitional housing. Approximately $8,000 of financial assistance was provided to young people, assisting with: supporting or maintaining tenancies, assistance with educational or employment materials and other purposes.

Our outcomes

All of the 21 young people that exited the program secured a range of accommodation or housing outcomes. 29% of clients secured private rental accommodation, 10% accessed public housing, 10% moved into transitional housing and 43% accessed rent-free housing with family or friends.

CASE STUDY

A 17-year-old Mum was able to return to study while juggling daily hospital appointments for her child.

With the support of the Hope Street case manager, a plan was created which identified the young mum's strengths in time management and thinking creatively to overcome barriers. As part of the plan, a letter was provided to the Education provider and her application for online study was approved. Mum was able to study online and take her child to appointments which occurred over a period of two months. To minimise stress and enable a routine to be established, the Hope Street case manager liaised with the hospital to arrange for appointments to be at the same time each day. Mum knew taxi pickup times and length of appointments, enabling her to have enough rest and time to complete her online studies – as well as rest time for her child between appointments.

After two months, the child recovered and was able to be enrolled into childcare. Mum was now able to return to face-to-face learning, and is motivated and focussed about her future. She has also been assisted in creating a savings plan, so that when she turns 18 and moves on from the Hope Street Melton (Foyer-like) program, she can fulfil one of her goals to save a house deposit. Mum is looking forward to moving on from the Hope Street Melton (Foyer-like) program and creating a future for herself and her son.

Case managers and Youth Residential support workers assisted young people to achieve a variety of successful outcomes as a part of their support plan to strengthen their transition into independent living in the community, such as:

- Engagement in employment when exiting the program was at 33% – an increase of 11% from when clients presented to the program, and young people connecting to education and training when leaving the service was 14%
- Enhancing living skills and the ability to live independently
- Increased connection to health and support services
- Improved financial management through individualised coaching on the benefits of generating savings. This has provided young people with the skills to budget their personal finances, save money and gain financial independence which has contributed to their confidence towards living independently.

Our highlights

In addition to the outcomes achieved by clients, the Hope Street in Melton program continued to benefit from the support of the local community and business partnerships.

The Melton City Council provided a grant of $2,500, which was used to purchase a variety of items for our Living Skills 101 program. Items such as new cooking equipment and supplies, and gardening equipment. The gardening component of the Living Skills 101 program enabled young people to experience the pleasure and rewards of planting vegetables such as zucchinis, carrots and beetroot to harvest for salads within their units.

SAF-Holland, a Melton-based designer, manufacturer, and distributor of engineering components, provided much-appreciated Christmas gifts including vouchers to the young people and their children. Young people were able to purchase items for themselves which alleviated some financial stresses associated with Christmas shopping.

Woodgrove Shopping Centre is a long-term corporate partner actively assisting with raising community awareness about youth homelessness and the services Hope Street provides in the local community. We were thrilled to receive gift vouchers to the value of $5,260 from Woodgrove Shopping Centre for young people across all Melton programs. A way that these funds supported clients were:

- purchasing personal items for their kitchen
- equipment to enhance their ability to access the internet for education, airtime and
- mobile phones for young people exiting the programs into independent living.

The living areas of the onsite program office building were rejuvenated with new soft furnishings to enhance the friendly and welcoming space for young people. Office space was reconfigured to provide room for young families attending case management sessions, creating a safe, child-friendly play area. Young people were involved in the selection of soft furnishings and colour schemes. All young people enjoyed the activity and provided positive feedback.

Hope Street in Melton Program has provided a stable,well-supported service to young people. Young people receive consistency in case management supports which assists them to focus on their goals of finding permanent housing, securing and/or maintaining education and/or employment and managing their physical and emotional health. Collaboration of each team member enables a holistic service to be provided to young people supporting them to thrive in achieving their identified goals. Supporting young parents has been a great strength of the team as young people develop in their parenting capacity and manage to pursue educational and employment opportunities.

Kylie Charleson, Intensive Support Case Manager.

NORTHERN HOMELESSNESS YOUTH DUAL DIAGNOSIS INITIATIVE REPORT

The Northern (metropolitan) Homelessness Youth Dual Diagnosis Initiative focusses on developing the knowledge, abilities and capacity of youth specialist homelessness services workers in the north of Melbourne to identify and respond, with early intervention, to the complex needs of young people (aged 16-25) who are dually experiencing homelessness and difficulties related to mental health or substance use.

The Northern Homeless Youth Dual Diagnosis Initiative (HYDDI) is a Department of Health and Human Services Youth Homelessness initiative implemented through a partnership between Hope Street Youth and Family Services (Hope Street) and NorthWestern Mental Health (NWMH), the mental health division of Melbourne Health. A HYDDI Practitioner is employed by NWMH's Substance Use and Mental Illness Treatment Team (SUMITT) and is co-located at Hope Street's youth refuge in Brunswick West.

Client and sector impact

During 2019-2020 financial year, the Northern HYDDI specialist practitioner:

- Saw 78 young people for dual diagnosis related issues, of these:
  - Five were seen for long term therapeutic work (i.e. greater than 12 months) to address particularly complex needs
  - 12 were seen for co-case management alongside specialist youth homelessness practitioners, and
  - 61 young people were seen once for single session work
- Conducted 417 sessions of direct clinical work with these 78 young people
- Provided 109 secondary consultations to workers within the sector; and
- Conducted 159 capacity building and educational sessions in the form of structured sessions for teams or programs around an identified topic related to dual diagnosis, or informal educational sessions around a clinical related question.

Services provided

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

- Primary consultation offering a confidential specialist mental health and substance use assessment, with the case manager present to promote capacity building
- Secondary consultation advising case managers on brief interventions and strategies, information on referral for specialist treatment, services coordination and clinical problem solving
- Individual and group support for case managers on working with clients with a dual diagnosis
- Short term co-case management of clients with an emerging or current complex needs or dual diagnosis
- Long term (greater than 12 months) individual counselling and therapeutic work for young people with complex needs who otherwise cannot access treatment and support; and
- Training and development for staff on working with clients who have complex needs.

Partnerships

During 2019-2020, this work was conducted alongside workers from the following agencies and sites:

- Hope Street Youth and Family Services (West Brunswick refuge; Hope Street in Whittlesea program (foyer-like supported transitional housing); BOOST outreach response; Youth Reconciliation program (counselling));
- Melbourne City Mission (Stopover, Vicky's Place, WRAP and Iramoo youth refuges; Foyer transitional programs; Springboard)
- Merri Outreach Support Service (Catchment Youth Refuge)
- VincentCare Young Adults Outreach Support Service
- Wombat Housing
- Bolton Clarke Homeless Persons Program

PhD research

The Northern HYDDI Specialist Practitioner, supported by both Hope Street Youth and Family Services and SUMITT, continued research into homelessness amongst young people as part of a PhD through the University of Melbourne. In 2019-2020, the Northern HYDDI Specialist Practitioner was successful in securing a grant from NorthWestern Mental Health and obtaining ethics approval from the University of Melbourne to run some focus groups with young people who have a lived experience of homelessness. These focus groups aimed to inform future research to identify and examine the factors that support young people to exit homelessness and maintain stable accommodation. The first focus group was held in March 2020, and unfortunately all subsequent focus groups were postponed due to restrictions arising from the statewide response to COVID-19.

Journal contributions

The Northern HYDDI specialist practitioner contributed two articles to the 2020 youth edition of *Parity*. The first article looked at the role of co-production in research with young people experiencing homelessness, and provided a case study outlining the use of co-production in the PhD research to date. The second article was a reflection upon two years of providing long term psychodynamically informed psychotherapy to a small number of young people experiencing homelessness and whose needs could not be met by mainstream services.

In my fifth year as the Northern HYDDI Specialist Practitioner, I look forward to an ongoing fruitful relationship between Hope Street Youth and Family Services and NorthWestern Mental Health. Of particular note this year, I would like to pay homage to the strength and resilience of young people experiencing homelessness. Young people already experiencing homelessness endured a disproportionately greater burden arising from COVID-19. I would like to acknowledge the work they, and the agencies supporting them, have done in adapting to these circumstances.

Brendon Pearl, Northern Homeless Youth Dual Diagnosis Initiative Specialist.

HOPE STREET YOUTH AND FAMILY SERVICES LIMITED
FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2020

Directors' report

Your Directors submit the financial report of Hope Street Youth and Family Services Limited (Hope Street or the Company) for the financial year ended 30 June 2020.

Directors
The names of directors throughout the year and at the date of this report are:

Name	Date of Appointment	Date of Cessation
Judith Cooke	31.03.2008	
Vivienne Archdall	19.04.2011	
Andrew Nette	16.10.2012	
Helen Riseborough	16.11.2012	
Jo Connellan	12.03.2013	
Peter Barns-Jenkins	29.11.2017	
Katherine George	27.02.2019	
Anthony Goldsworthy	24.06.2020	

Principal activities
Hope Street is a not-for-profit specialist youth homelessness organisation providing support and accommodation services to young people and young families experiencing or at risk of homelessness and services to local communities since 1981. Hope Street was registered as a Company limited by guarantee on the 21st of February 2014. The Company's constitutional objectives listed below continue to be achieved through a range of specific projects and initiatives.

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

In accordance with the Strategic Plan, Hope Street's Board, CEO and Executive Leadership Team continue to implement significant strategic directions. These include diversifying services to our clients and communities, building the capacity of our leadership and program teams, and actively engaging and partnering with corporations, philanthropic organisations, other not-for-profit agencies and local government. This has been in addition to Hope Street's established partnerships with the Victorian Government via the Department of Health and Human Services, 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 Company, while still pursuing short-term priorities.

Financial Governance
The 2019/2020 Financial Year has seen several milestones for Hope Street pertaining to the financial governance and operation including:

- Safe continuation of our essential services to clients within the Covid-19 environment and maintaining the health and wellbeing of our clients and staff.
- Managing the near completion of the First Response Youth Refuge in Melton, a construction project with contractual arrangements involving multiple parties. Due for completion early 2020/2021.
- Accommodation of new accounting standards specifically relating to the accounting for operating leases and recognition of revenue by not-for-profit organisations.
- Matching the demands of programs and benefactors with the limitations of a very tight labour market in the homelessness sector in Victoria.

Considerable resources have been devoted to enable the Company to continue optimum operations within the Covid-19 pandemic. The success of our response to the pandemic including the development and implementation of robust processes, has resulted in program targets being achieved and zero positive cases with staff and clients. This is testament to the organisation's preparedness, the expertise of management, the dedication of our program staff and commitment from our clients. The Board thanks all staff, clients and stakeholders for their support keeping each other safe during the pandemic.

In the preparation of the financial report your Board in association with our auditor, is constantly reviewing and applying new accounting standards as they pertain to Hope Street. In the financial reports for 2017/2018, 2018/2019 and again this year 2019/2020 we have included 'Revenue' that reflects the capital grant received by Hope Street from the Victorian Government towards the construction of the 'Hope Street First Response Youth Service in Melton' buildings.

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

The culmination of the Melton Refuge project has resulted in Hope Street transforming its asset base from accumulated funds into a physical asset to be used for decades ahead in the provision of services. This could only have been achieved by the assistance of Government and the many years of responsible growth and accumulation of reserves by the Hope Street community. Annual surpluses have been saved and now invested as a contribution to the creation of a major asset.

The Board reviewed and adopted new Accounting Standards applicable to the financial year relating to the accounting for operating leases (AASB 16) and recognition of revenue (AASB 15 and 1058). The accounting impacts are not material to the financial statements in the current financial year with accounting elections and policy implications dealt with in Note 1 to the Financial Statements.

The 2019/2020 financial year has been the most stable in terms of staffing and compliance reporting in a number of years. The Board's thanks go to the finance team and especially the Finance Manager Ulrike Read for her efforts over the year.

The requirement for accurate budgets and timely reports is essential to enable management, the Finance Committee, and the Board to make valid decisions. 2019/2020 has seen continued improvement in the quality and timeliness of reporting.

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

Board members continued to implement robust financial management systems, policies, procedures and practices. The Finance Committee is comprised of Director Peter Barns-Jenkins (Chair), Director Jo Connellan, Director Anthony Goldsworthy, Finance Manager, Ulrike Read and CEO, Donna Bennett. In accordance with the terms of reference of the Committee, the financial position is regularly reviewed, and financial reports are presented to bimonthly meetings of the Board. The Committee led the financial planning and budgetary processes, for consideration and approval by the Board, and monitored and reviewed the organisation's financial systems, and authorised the annual financial audit. I would like to thank the Finance Committee members for their efforts over the course of the year.

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

The changes in the Directors of the Board during the 2019/2020 year included the appointment of Anthony Goldsworthy. We appreciate the leadership, drive and expertise of our CEO, Donna Bennett.

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

BOARD MEETING ATTENDANCE REGISTER 2019-2020

	4/9	25/9	23/10	20/11 AGM	11/12	26/2	22/4	24/6	**Total %**
Vivienne Archdall	✔	✔	✔	✔	Apology	✔	✔	✔	88%
Donna Bennett (CEO)	✔	✔	✔	✔	✔	✔	✔	✔	100%
Peter Barns-Jenkins (Treasurer)	Apology	✔	✔	✔	✔	Apology	✔	✔	75%
Jo Connellan	Apology	✔	Apology	✔	✔	Apology	Apology	✔	50%
Judith Cooke (Secretary)	✔	✔	✔	✔	✔	✔	✔	✔	100%
Katherine George	Apology	Apology	✔	✔	✔	✔	✔	✔	75%
Andrew Nette (Chair)	✔	Apology	✔	✔	✔	✔	✔	✔	88%
Helen Riseborough	Apology	✔	Apology	✔	✔	Apology	✔	✔	63%
Anthony Goldsworthy	N/A	N/A	N/A	N/A	N/A	N/A	Observer	Nominated	N/A

Note: This does not include attendance of Board Committees, Corporate Committee events or community events.

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

Member's Undertaking
Hope Street Youth and Family Services Limited is a Company limited by guarantee and was incorporated on 21st February 2014. In the event of the Company being wound up, the 8 members' (2019: 7 members') liability is limited to an amount not exceeding $20 (2019: $20).

Auditor's Independence Declaration
The lead auditor's independence declaration for the year ended 30 June 2020 has been received and noted by the Board.

In accordance with a resolution of the Board of Directors.

Judith Cooke
Secretary

Peter Barns-Jenkins
Treasurer

Signed in Brunswick, this 28th day of October 2020.

BOARD OF DIRECTORS

Vivienne Archdall Director and Chair of the Risk Management and Compliance Committee
- Joined Hope Street in 2011
- Post Graduate Diploma in Health and Human relations, M Ed, BA, Dip Ed.

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

Peter Barns-Jenkins Treasurer and Chair of the Finance Committee
- Joined Hope Street in 2017
- Extensive career in finance and IT Governance, continuing involvement with local community organisations and social activism.

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

Jo Connellan Director and member of the Finance Committee
- Joined Hope Street in 2013
- B Eng (Civil), Grad Dip, Urban Planning, EWS, Grad Municipal Engineering, Master Environmental Science.

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

Judith Cooke Secretary and member of the Risk Management and Compliance Committee
- Joined Hope Street in 2007
- MBus, BA, Dip Ed; Equity/human rights professional in universities since 1995.

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

Kat George Director and member of the Business Development and Partnerships Committee
- Joined Hope Street in 2019
- BA Arts (Media & Communications), LL.B, LL.M; human rights and consumer policy professional.

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

Anthony Goldsworthy Director and member of the Finance Committee
- Joined Hope Street in 2020

Role: To utilise my expertise in continual improvement of financial governance and to assist the drive of sound commercial outcomes supporting the strategic direction of Hope Street.

Andrew Nette Chair
- Joined Hope Street in 2012
- Extensive research and policy experience in housing and homelessness services.

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

Helen Riseborough Director and Chair of the Business Development and Partnerships Committee
- Joined Hope Street in 2012
- BSocWk, Master of Social Policy; 35 years of experience in health and community service sector.

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

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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 2020, the statement of profit or loss, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies and the Directors' declaration.

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

(a) giving a true and fair view of the Entity's financial position as at 30 June 2020 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, 30th October 2020

Statement of Financial Position
as at 30th June 2020

	Note	2020 $	2019 $
Assets			
Current Assets			
Cash and cash equivalents	2	606,622	793,450
Financial Assets	3	2,561,251	2,990,441
Trade and other receivables	4	78,848	59,820
Total Current Assets		3,246,721	3,843,711
Non-Current Assets			
Property, plant and equipment	5	230,162	152,030
Building work in progress	6	3,534,931	1,313,019
Right of use asset	7	10,886	-
Total Non-Current Assets		3,775,979	1,465,049
Total Assets		**7,022,700**	**5,308,760**
Liabilities			
Current Liabilities			
Income received in advance		**150,836**	720,000
Trade and other payables	8	**632,514**	238,924
Short-term provisions	9	**343,155**	181,610
Financial liabilities	10	**13,051**	-
Total Current Liabilities		1,139,556	1,140,534
Non-Current Liabilities			
Long-term provisions	9	74,665	52,561
Total Non-Current Liabilities		74,665	52,561
Total Liabilities		**1,214,221**	**1,193,095**
Net Assets		**5,808,479**	**4,115,665**
Equity			
Retained earnings		5,808,479	4,115,665
Total Equity		**5,808,479**	**4,115,665**

Statement of Cash Flows
For the year ended 30th June 2020

	Note	2020 $	2019 $
Cash flow from operating activities			
Receipts from customers		5,367,740	6,394,887
Payments to suppliers and employees		(4,102,314)	(3,716,335)
Interest on lease payments		(713)	-
Interest received		64,456	40,550
Net cash provided by operating activities	11	1,329,169	2,719,102
Cash flow from investing activities			
Payment for other financial assets		429,190	(1,156,069)
Proceeds from sale of plant and equipment		45,318	5,519
Payment for property, plant and equipment		(1,980,630)	(1,315,979)
Net cash used in investing activities		(1,506,122)	(2,466,529)
Cash flow from financing activities			
Repayment of principal portion of lease liabilities		(9,875)	-
Net cash used in financing activities		**(9,875)**	**-**

(continued)

Statement of Cash Flows - *continued*
For the year ended 30th June 2020

	Note	2020 $	2019 $
Net increase / decrease in cash held		**(186,828)**	**252,573**
Cash at beginning of financial year		**793,450**	**540,877**
Cash at end of financial year	2	**606,622**	**793,450**

Statement of Profit or Loss
For the year ended 30th June 2020

	Note	2020 $	2019 $
Revenue			
DHHS funding		3,984,824	3,729,622
Grant – DHHS – building		1,404,522	500,000
Philanthropic grants		436,021	520,000
Other grant funding		4,662	5,238
Donations		11,206	21,321
Interest income		64,456	62,937
Other income		114,697	17,211
Total Revenue		**6,020,388**	**4,856,329**
Expenses			
Administrative, fundraising and general expenses		482,128	506,916
Audit fees		4,200	4,500
Client and programme costs		169,589	138,928
Depreciation		91,071	108,382
Amortisation expense		11,876	-
Interest expense on lease liabilities		713	-
Employment costs		3,567,834	2,979,398
Total Expenses		**4,327,411**	**3,738,124**
Surplus for the Year		**1,692,977**	**1,118,205**

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:

1. The financial statements and notes as set out on pages 6 to 18 [of the full Report] are in accordance with the *Australian Charities and Not-for-profits Commission Act 2012* and:
   a) Comply with Australian Accounting Standards; and
   b) Give a true and fair view of the financial position as at 30 June 2020, 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.
2. In the Directors' opinion, there are reasonable grounds to believe that the company will be able to pay its debts as and when they fall due.

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

Judith Cooke
Secretary

Peter Barns-Jenkins
Treasurer

Signed in Brunswick, this 28th day of October 2020.

Thank you
to our Partners and Supporters

Our impact on young people and young families who are experiencing homelessness was made possible in 2020 thanks to the generous support of the following partners.

GOVERNMENT

Victoria State Government – Health and Human Services

City of Whittlesea

City of Melton

Moreland City Council

TRUSTS AND FOUNDATIONS

Edward Wilson Trust

Lord Mayor's Charitable Foundation – Youth in Philanthropy Program

Michael Martin Fund, a charitable fund account of Lord Mayor's Charitable Foundation

The Marian and E.H. Flack Trust

The Ian Potter Foundation

City of Melton – Community Grant

Australian Communities Foundation – The Ballandry Fund, a sub-fund of Australian Communities Foundation

CORPORATE

Wide Open Road Coffee

ALH Group

HWL Ebsworth Lawyers

ecoDynamics – creating Greener futures

RayWhite Thomastown

Raine&Horne. Melton

UPFRONT Events

Woodgrove Shopping Centre

CYC Lone

SAF Holland – Engineering Your Road to Success

Sofitel Luxury Hotels

Woodlea

CORPORATE

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

- ASC Water Tanks
- Austral Bricks
- Austral Masonry
- Australian EcoTech Solutions
- Big River Instant Turf
- Bloom Interior Design & Decoration
- Brand Architects
- Bunnings Melton
- Capral Aluminium
- Caroma Industries
- Criterion Industries
- Ecodynamics
- Everlast Services
- GWA Group
- Hand Rail Industries
- Hardings Hardware
- Harvey Norman Commercial Project Division
- Haymes Paint
- Hilary Faye Photography
- Holcim Australia
- Hutchinson Glass and Aluminium
- Interface
- Johnson Tiles
- Melton HOME Timber and Hardware
- Plyco
- Polyflor
- Public Relations Exchange
- RBA Group
- Rockcote
- Rondo
- Sign & Fitouts
- Sofitel Melbourne on Collins
- SoilWorx
- Steven Taylor
- Stramit
- Streamline Products
- Superior Landscapes
- Tabcorp Park
- Technika
- Upfront Events
- Woodgrove Shopping Centre

COMMUNITY

- Back 2 Bikes
- Barry Plant – Thomastown
- Bolton Clarke Homeless Persons Program
- Boys in Black
- Brotherhood of St Lawrence Melton
- CAFS Bacchus Marsh
- Council to Homeless Persons
- Centrelink Melton
- Centre for Multicultural Youth
- Combined Churches Caring Melton
- Djerriwarrh Community & Education Services
- Epping Community Connection
- Georgina Martina Inc.
- Haven; Home, Safe
- Hume Whittlesea Local Learning & Employment Network
- Jesuit Social Services
- Kirrip Aboriginal Corporation
- Launch Housing
- Laverton Youth Foundation
- Lort Smith Animal Hospital
- Margaret Tucker Hostel
- Melbourne Youth Support Service / Frontyard
- Melton Waves
- Northern Community Legal Centre
- NorthWestern Mental Health – SUMMITT
- Northern Local Area Services Network
- Oxygen – Moreland Youth Services
- Period Project
- Pets Haven
- Pinchapoo
- Ray White – Thomastown/ Epping
- Relationship Program
- Salvation Army Social Housing and Support (SASHS) Network
- Salvation Army YAC
- Share the Dignity
- STREAT
- The GAP
- Transition to Work – Salvation Army Melton
- Under Current
- Unison – Footscray & Werribee
- Victoria Police
- Victoria University
- VincentCare Victoria
- Western Emergency Relief Network
- Western Local Area Services Network
- Whittlesea Baseline Youth Services
- Whittlesea Community Connections
- Whittlesea Community Futures Partnership
- Youth Law
- Youth Projects
- YPA Real Estate Melton
- Youth Support and Advocacy Service (YSAS)

We are deeply grateful to the skilled and passionate staff members who made up the Hope Street team for 2019-2020:

Kwabena Agyeman-Manu, Youth Residential Support Worker; Shakeel Ahmed, First Response Mobile Outreach Worker; Abeer Alzawada, Case Manager and Community Integration Facilitator; Rebecca Baboth, Youth Residential Support Worker; Jaime Bakker, Case Manager; Oliver Bates, Case Manager; Mandy Beattie, Case Manager; Donna Bennett, Chief Executive Officer; Nyuol Bol, Case Manager; Pei Cai, Payroll and Finance Officer; Mim Calipari, Case Manager; Kylie Charleson, Case Manager; Geetha Chetty, Programs Manager North East; Jenni Clark, Youth Residential Support Worker; Kym Clark, Youth Residential Support Worker; Stephen Clark, Youth Residential Team Leader; Kate Clarke, Case Manager; Michelle De Sant'Anna, First Response Mobile Outreach Worker; Melissa De Santis, Case Manager and Community Engagement Officer; Paula Forrester, Youth Residential Support Worker; Olivia Gergis, Case Manager; Gion Getachew, Youth Residential Support Worker; Nadia Haider, Youth Residential Support Worker; Sarah Hempel, Youth Residential Support Worker; Samantha Hopkins, Youth Residential Support Worker; Airlia Hornsey, Youth Residential Support Worker; Robyn Hoult, Youth Residential Support Worker; Anni Hughes, Executive Administration Officer; Sebastian Jenner, First Response Mobile Outreach Worker; Diane Johnson, First Response Mobile Outreach Worker; Matthew Johnston, Case Manager; Shelley Karpathakis, Youth Counsellor; Manny Kidanu, Case Manager; Linda Mackenzie, Youth Residential Support Worker; Anna Marincic, Youth Residential Support Worker; Jamie Massouris, Case Manager; Jennifer McAughtrie, Operations Manager; Jordy McGauran, Youth Residential Support Worker; Olivia Myeza, Business Development and Partnerships Manager; Citshela Ndlovu, Program Manager North West; Katherine Norris, Youth Residential Support Worker; Helda Payet, Web Developer; Brendon Pearl, Homeless Youth Dual Diagnosis Practitioner; Kylie Radville, Youth Residential Support Worker; Ulrike Read, Financial Manager; Carla Reid, People and Culture Manager; Teresa Reitano-Selvon, People and Culture Administrator; Carla Ripepi, Youth Residential Support Worker; Sue Scott, Program Manager North East; Lisa Settineri, Youth Residential Support Worker; Polette Silva Vasquez, Youth Residential Support Worker; Jude Steward, Case Manager; Georgina Sullivan, Case Manager; Tegan Tregea (Pain), First Response Youth Mobile Outreach Service Team Leader; Riette Veldsman, People and Culture Manager; Sue Watt, Youth Residential Team Leader.

Annual Report production

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

Hope Street acknowledges the support of the Victorian Government.