HOPE STREET

HOPE STREET YOUTH AND FAMILY SERVICES
ANNUAL REPORT 2022

From surviving to thriving

Who we are

Hope Street Youth and Family Services Limited ("Hope Street") is one of the longest established specialist youth homelessness services in Victoria, with in excess of 40 years' experience in 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 16-25 years old including young families.

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

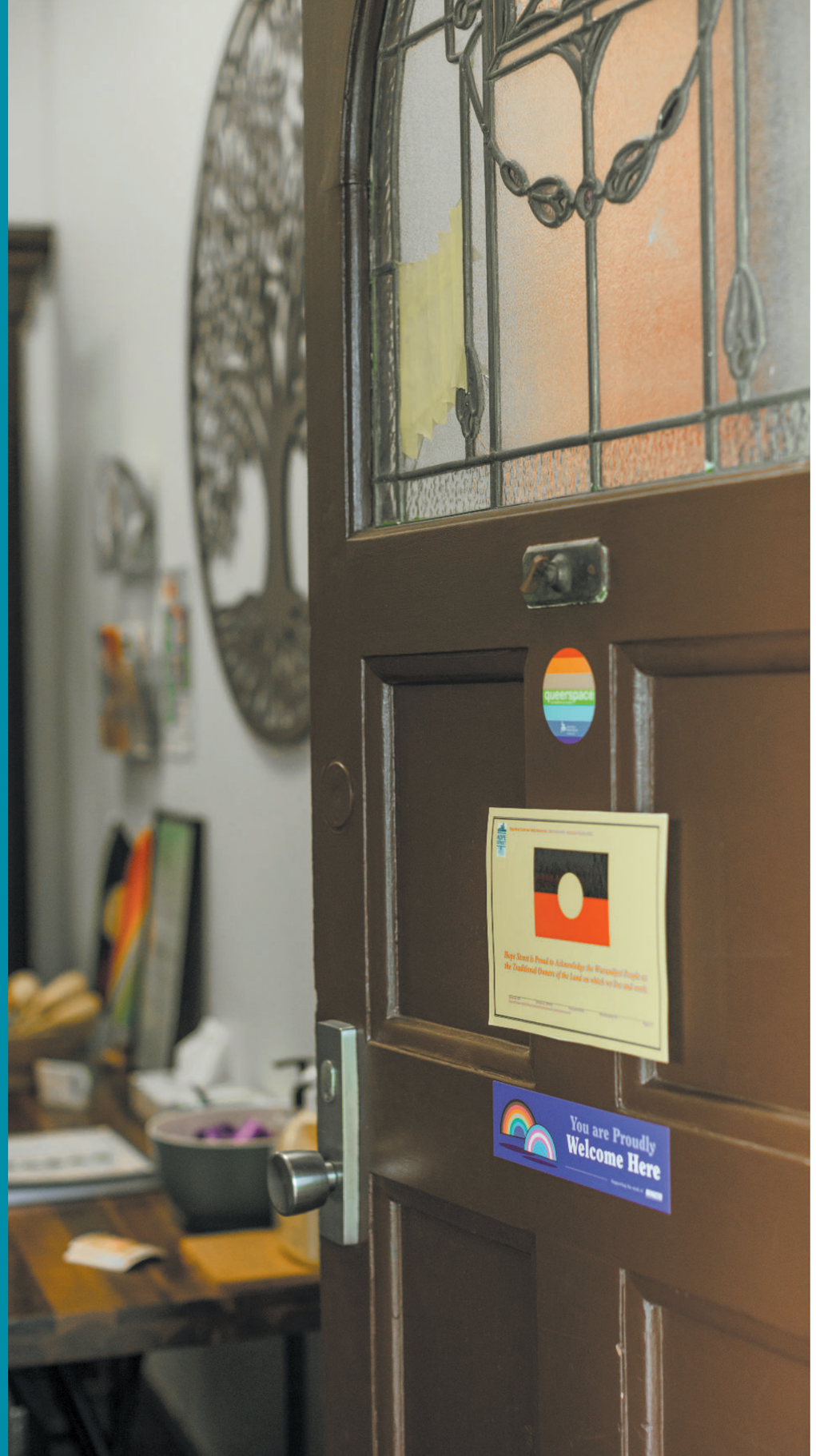
We are true to ourselves and each other in all of our interactions.

Diversity

We create inclusive cultures that celebrate differences and similarities.

Hope

We draw on our strengths to build a better future.



BOARD OF DIRECTORS

Andrew Nette – Chair

Doctor of Philosophy, Grad Dip Journalism, Bachelor of Arts (Hons). Joined October 2012 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.

Judith Cooke

MBus, BA, Dip Ed; Equity/human rights professional in universities since 1995. Joined March 2007 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.

Jo Connellan

B Eng (Civil), Grad Dip, Urban Planning, EWS, Grad Municipal Engineering, Master Environmental Science. Joined March 2013 to support the Board in their achievement of robust and transparent governance as well as the strategic vision and priorities of Hope Street.

Riley Ellard – Secretary

BA, LL.B, LL.M; Human rights, justice and social policy professional. Joined November 2020 to support the governance of the organisation through evidence-based decision making and a focus on the needs, goals and experiences of young people.

Katherine George

BA Arts (Media & Communications), LL.B, LL.M; human rights and consumer policy professional. Joined February 2019 to support the governance of the organisation and help it to meet sustainable long term strategic goals.

Anthony Goldsworthy – Treasurer

BComm (Finance & Accounting), Member of the Institute of Chartered Accountants Australia and New Zealand, CFO Advisory & Assurance Director. Joined June 2020 to utilise my expertise in continuous improvement of financial governance and to assist the drive of sound commercial outcomes supporting the strategic direction of Hope Street.

Simon Jackson

BPsych(Hons), MPsychOrg; Human focussed, People, Technology and Projects professional. Joined December 2021 to support governance and to help build on the unique strengths of the organisation through support and collaboration with the Board Directors and CEO.

Elizabeth Young

Bachelor of Applied Science; Grad Dip Health Science: Master of Public Health. Joined December 2021 to support the governance and strategic direction of the organisation.

Why we exist – youth homelessness

IN VICTORIA, YOUTH HOMELESSNESS ROSE

43%

IN A DECADE

...RAISING CONCERN ABOUT WHAT THE FIGURES WILL BE FROM CENSUS 2021

41,700 (15%)

OF HOMELESS SERVICES CLIENTS WERE LONE YOUNG PEOPLE (AGED 15-24) ACROSS VICTORIA

(AIHW, 2020/2021)

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

64,000

THE TOTAL NUMBER OF PUBLIC HOUSING PROPERTIES IN VICTORIA. YOUTH ALLOWANCE IS THE MAIN SOURCE OF INCOME IN

0.4%

(222 HOUSEHOLDS)

(DFFH 2021, VPTA 2022)
VIC PUBLIC TENANTS ASSOCIATION

24%

OF YOUNG PEOPLE WHO SEEK HOMELESSNESS ASSISTANCE ARE ABORIGINAL OR TORRES STRAIT ISLANDER, DESPITE MAKING UP LESS THAN 3.8% OF THE AUSTRALIAN POPULATION.

(AIHW, 2020/2021)

ON ANY GIVEN DAY IN VICTORIA

24,100

PEOPLE ARE ASSISTED BY SPECIALIST HOMELESSNESS SERVICES. OF THOSE,

3,400 (14%)

ARE LONE YOUNG PEOPLE.

Hope Street's Strategic Response

Hope Street, as a leading specialist in youth homelessness service in Victoria, has the following four strategic priorities as per Strategic Plan 2022– 2027.

1. **YOUNG PEOPLE AND YOUNG FAMILIES**
2. **LEADERSHIP AND COMMUNITY**
3. **RESOURCES (HR AND FINANCE)**
4. **ORGANISATIONAL GROWTH AND DEVELOPMENT**

CHIEF EXECUTIVE OFFICER'S REPORT

The title and theme of this year's annual report **From Surviving to Thriving** speaks to the journey of young people and young families who are assisted by Hope Street's services. For young people and children to be living day-to-day simply surviving, is an unacceptable socio-economic situation in Australia (a first world nation).

Young people assisted by Hope Street experience five or more of the following: violence, no shelter, no safety, no stability, social isolation and disconnection, extreme poverty, poor health (mental, physical, dental) and receiving very little support, compassion and understanding. This is preventable. Young people simply 'surviving' is not Hope Street's vision of *A society in which all young people and young families have a safe place to call home*. I also don't believe this is the vision of Australian society. Unfortunately, it is however the reality for at least 6,000 young people in Victoria on any day.

HOPE STREET'S ADVOCACY, COLLABORATION AND PARTNERSHIPS ARE KEY TO CHANGING THIS SOCIAL PHENOMENON SO THAT YOUNG PEOPLE MAY SUCCEED WITH THE TRANSITION TO THRIVING.

Without undermining the distress, trauma and lasting impact on young people and children surviving day by day, their abilities to get through each day is testament to their incredible individual strengths as witnessed by the team members of the Hope Street programs. Hope Street is one of many essential services in the community and health sectors funded by government and operating in partnership with the wider community to assist young people and children so they may transition from **a life of surviving to a life of thriving**.

Due to the vulnerabilities, impact of trauma and developmental growth of young people and children it is essential that Hope Street and the wider community pro-actively support young people to succeed in transitioning **from surviving to thriving** or at the very least commence such a life changing journey. Hope Street's philosophy is *Resolving homelessness is the responsibility of federal, state and local governments, the community, families and individuals. Hope Street works to achieve full recognition of young people's rights to safe, secure, affordable housing and equitable access to resources, decision making and life options.* This is what enables young people to lead a life in which they thrive as citizens of society.

From Surviving to Thriving also speaks to Hope Street's purpose: *To influence change to end youth homelessness and empower young people and young families to achieve their full potential.* Hope Street's purpose and values of: Fairness, Collaboration, Social Justice, Integrity, Diversity and Hope are the common elements that bind its team and external partners, supporters and stakeholders to deliver services, innovate by developing different program models and advocate for essential socio-economic change.

During 2021/2022 Hope Street's team (Board members, staff, young people, supporters) together with external partners and stakeholders (homelessness sector agencies, allied service sector agencies, governments, corporates, philanthropists, individual community members) maintained the drive to achieve Hope Street's purpose actively demonstrating the philosophy of the organisation. This significant and precious scaffolding from the wider community strengthens Hope Street's abilities to better respond to the needs of young people, in turn providing young people with the tools and resources to strengthen their abilities as they transition **from surviving to thriving**.

Through valued collaboration and sharing of purpose with stakeholders, Hope Street delivered key achievements during 2021/2022 in accordance with its strategic priorities and company objectives.

The key challenge during 2021/2022 was the COVID-19 Pandemic and the shifting impact on operations in particular staffing. As the community was transitioning back to school and workplaces, re-opening of cafes, tourism and open borders, staff and their family members were either contracting the virus and/or required to isolate. Hope Street provides essential services to young people, their children and the community via services and programs operating seven days a week or 24/7. Despite staff shortages either due to isolation or low recruitment, team members were agile and worked hard to ensure 751 young people and children were provided with essential services.

Australia is experiencing a significant housing crisis crossing class boundaries, resulting in heightened exclusion of young people and young families from housing. This includes young people on the lowest form of social income, from social housing and public housing with a staggeringly low figure of 0.4% tenancy.

Hope Street's advocacy, collaboration and partnerships are key to changing this social phenomenon so that young people may succeed with the transition to thriving.

The pages ahead in this report provide further detail about the achievement of Hope Street's purpose. The philosophy and approach to operating Hope Street programs and the significance of partnerships are captured in the Business Development and Partnerships Report and the Operations Report. The photographs and generous sharing of experiences (stories with name changes) by young people speaks to the authenticity of the disadvantage and vulnerability of young people as well as their success as they steadily progress with their transition **from surviving to thriving**.

Once again, Hope Street excelled with its agility and drive to continually move forward with its purpose and vision. This can only be done with Hope Street clients, team, partners, external colleagues and supporters.

I sincerely thank the Victorian Government and Department of Families Fairness and Housing who fund most of the Hope Street programs and provided valued support as Hope Street continued to navigate the impact COVID-19 ensuring the safe delivery of services to young people and their children.

Special acknowledgement to the Executive Leadership Team members who were instrumental in supporting the seamless flow of services, fostering of external partnerships and contributing to the success of key projects. I thank Riette Veldsman who was appointed as the first People and Culture Manager at Hope Street in 2018 and excelled in establishing People and Culture as a separate and key component of the Executive and Corporate Services. The team farewelled Riette in September 2021 as she sought a greater work and family balance closer to home. Roschelle Naidoo was welcomed to the position in November 2021. Frank Scifo was farewelled from the Business Development and Partnerships Manager position. My appreciation to long term executive member Helda Payet – designer and maintainer of Hope Street website – who led the organisation's successful transition to SharePoint plus. My appreciation to Sue Scott, acting Operations Manager, and Program Managers Sue Watt and Gary Humphrey for their expertise and stable leadership supporting programs teams' continuity of services. Together with Trish O'Donohue they were central to Hope Street's successful accreditation review in May 2022, and the Lirata research evaluation of the First Response Youth Services model in Melton.

The Hope Street Directors, who form the Board, govern the company with a high level of professionalism and expertise. They provide stability and excellence in conducting all governance activities, improving the capabilities of the organisation for the benefit of all stakeholders. My sincere gratitude to Andrew Nette (Chair), Judith Cooke, Jo Connellan, Kat George, Riley Ellard (Secretary) and Anthony Goldsworthy (Treasurer). Also to Liz Young and Simon Jackson who were both appointed to the Board in December 2021. Helen Riseborough, notable in the development of Hope Street's partnerships, was farewelled after 9 years of active leadership and service. Peter Barns-Jenkins (Treasurer) was also farewelled,contributing 3 years of financial governance expertise.

I give a heartfelt acknowledgement to each young person and child who has been a part of Hope Street. I commend your courage, perseverance and many strengths in living your life as you determine, moving through your situation and experiences **from surviving to thriving**, with hope.

BUSINESS DEVELOPMENT AND PARTNERSHIPS REPORT

Partnerships with a diverse range of community members are central to Hope Street Youth and Family Services' vision, values, as well as innovation and responsiveness to the needs of young people and young families seeking a safe place to call home.

Partnerships within the Specialist Homelessness Sector and the wider community are essential for Hope Street Youth and Family Services (Hope Street) to achieve its strategic priorities. Engaging, creating and strengthening partnerships is essential to Hope Street delivering quality services that respond to young people and young families who are striving to survive. Hope Streets' objectives focus on empowering young people, so they are able to thrive in all aspects of their life.

Governments (State and Local), the philanthropic community, the corporate sector, alongside the diverse members of local communities sharing the same geographic area of Hope Street services and vision have once again demonstrated their shared responsibility and commitment to collectively resolving youth homelessness. Contributions such as resources, information, community connections, advocacy and a tremendous amount of good will, assist Hope Street achieve its purpose and continue as a leader of innovative specialist youth services. Following is a brief outline of some the key activities achieved in collaboration with Hope Street partners during 2021/2022.

FIRST RESPONSE YOUTH SERVICE IN MELTON RESEARCH EVALUATION

The First Response Youth Service in Melton was established in 2018 in partnership with the Victorian Government, Melton City Council and The Ian Potter Foundation. This service provides supported emergency accommodation and mobile outreach support services operating seven days a week. From August 2020, the First Response Youth Service operated from the leading purpose-built centre in Melton South.

In 2021/2022 Lirata Consulting conducted an extensive research evaluation of the First Response Youth Service model. Think Impact conducted the Social Return On Investment (SROI) analysis of the Hope Street model, concluding that every dollar invested in First Response Youth Service delivered a $3.14 return.

FIRST RESPONSE YOUTH SERVICE IN WHITTLESEA

Since 2017 Hope Street has been collaborating with the local community in the City of Whittlesea to establish the First Response Youth Service in Whittlesea supported emergency accommodation and outreach support to young people and young families. In April 2018 the City of Whittlesea Council resolved to lease land to Hope Street to establish a purpose designed centre in this growth corridor. Joint advocacy with partners as Hope Street continued to work towards this key strategic goal. A submission to the Victorian Government for capital funding was made in 2021 which was unfortunately not successful. A further submission has been made and Hope Street and partners eagerly await the outcome. If successful, the centre will provide specialist youth homelessness services to over 200 young people and their children each year. Anticipated young people outcomes include securing stable and safe accommodation; improved general and specialist health; improved parenting; increased safety; re/engagement to education, employment and training; improved community connections and much more.

HOPE TO HOME IN WHITTLESEA

This innovative and highly successful supported private rental program specifically for young people was delivered for a fifth year in partnership with philanthropy. Special thanks to the Marian E H Flack Trust and the Radford Foundation for providing hope to the young people and children who were diverted from homelessness and benefited from having a safe place to call home.

This program model is truly unique as:

- Hope Street is co-lessee thereby securing peace of mind tenancy agreements between real estate agents and young people.
- Financial assistance (brokerage) is available to assist with establishment costs and one-off expenses that would normally result in a loss of tenancy due to young peoples' limited income/finances.
- One to one individualised tenancy support (wrap around case management) is provided as young people transition and learn how to sustain private rental and inter-dependent living.
- Responsible Tenancy workshops are conducted developing knowledge and skills to assist young people to sustain successful tenancies.

Hope Street with the support of community partners will continue its advocacy to secure government funding of this program.

COVID-19 YOUTH VACCINATION PROGRAM

A State Government initiative as a part of a community led safety measure for vulnerable and challenging to reach young people who are at a higher risk of COVID-19 infection. Hope Street is ideally placed as a youth homelessness specialist provider to reach and actively support vulnerable young people to be vaccinated. Commencing operation in January 2022 and to 15th June 2022 the program was highly successful providing information and educating 234 young people about the virus and keeping safe. During this period the team of two assisted 97 young people to be vaccinated. Funding of the program has been extended to mid November 2022.

PROJECT NORTH WEST Z30

Hope Street's commitment to the Community Of Schools and Services model of early intervention to keep young people engaged in education and at home, was supported by the Australia Community Foundation, Lord Mayors Charitable Foundation and RM Ansett Trust. Grant funds were provided to engage a coordinator to undertake key foundational work required to connect community partnerships to collaborate for the establishment of the model in Melton. Named Project NW Z30 will see us build a community, advocate for funding and ready for implementation that will support young people locally.

ADVOCACY

This is central to raising awareness and securing resources so as a community we can better respond to and be a part of solutions addressing youth homelessness and the devasting impact of homelessness. Key activities included:

- Partnership with WoodGrove Shopping Centre in Melton raising awareness of youth homelessness and the Hope Street solutions via marketing campaigns
- Hope Street Ambassadors – special thanks to Jennifer Hansen and Izzie Huntington for 'shout outs' during World Homelessness Day and Youth Homelessness Matters Day
- Homelessness and Young People: Support During Troubled Times, Parity April 2022, Council to Homeless Persons
- Every Body's Home Campaign.

OTHER

- Young people and young families were hard hit with the COVID-19 pandemic. Experiencing loss of jobs hence loss of any additional income, loss of places to stay (couch surfing), increased transience, increased violence, increased poor mental health. Being able to survive with basic items such as food, baby essential items etc were a struggle. The StreetSmart grant for essential meals to young people and LMCF Youth in Philanthropy 'immediate needs' bags provided some basic relief to young people and young families.
- VicHealth activities grants that saw young people engage in activities locally when COVID-19-safe to do so. Great way to improve mental and physical health as well as connection to community.

Special thanks to the members of the Hope Street Corporate Committee and newly formed Millennial Advisory Group for their expertise, compassion, drive and commitment collaborating with Hope Street in achieving its vision of *A society in which all young people and young families have a safe place to call home.*

OPERATIONS REPORT

2021–2022 has been a highly successful year even as Hope Street safely moved through the COVID-19 experience. During this period, Hope Street assisted 751 young people and their children via services in its 9 programs. 544 young people were newly assisted and 207 continued being supported from the previous year. Core to Hope Street's service offer is that each program is designed to cater for the specific individual needs of young people given their situation at the time they present to Hope Street.

Young people who reach out to Hope Street are surviving alone without stable or safe support from family or friends. Young people come with experiences of trauma and survival often as a result of family violence, neglect, poverty, homelessness and social isolation over extended periods of their life. Hope Street offers solutions to young people aged 16-25 years and their children, including Aboriginal and Torres Strait Islanders, and from varied cultural and gender diverse backgrounds, with a diverse range of needs and abilities.

In response to this, Hope Street and its teams remain steadfast in providing services that enable and create opportunities for young people to thrive. To thrive is to grow, to develop, to succeed, it is to prosper, to flourish, to be your best self. Hope Street teams encourage young people to strive for their dreams, and to hope big. This provides the foundation for young people to feel safe, supported, and valued so they can develop the confidence to achieve and therefore thrive in their journey to interdependent living.

Hope Street's services are designed to respond to young people's needs at the time they present, to their situation, and their individual stage of adolescence and early adulthood development. This requires a continuum of tailored youth centred service models.

Hope Street service models are delivered via nine separate programs providing a continuum of responses aligned to the presenting situation and need of each young person. Hope Street remains committed to ensuring each program provides quality services, applying strength-based, trauma informed, young person-centred, and solution-focused practice approaches.

The outstanding outcomes achieved by young people during 2021–2022 is testament to their resilience and Hope Street's continuum of tailored youth-centred service models, comprising four areas:

1. Immediate
2. Stable
3. Transition
4. Thriving

The key continuum of needs matched with a tailored response for success is detailed on the following pages.

THE YOUTH RECONCILIATION PROGRAM.

The Youth Reconciliation Program enhances the outreach, case management and supported accommodation of the various program models by providing additional protective intervention (one-to-one counselling, mediation and support). This assists the young person to navigate their way through their situation, start to reconcile their experiences, build their resilience and much more, necessary to achieve their personal goals and bring about positive change in their lives.

OVERVIEW STATS

751 young people

75 children (48 0-2 years, 19 3-5 years, 8 6-11 years)

14% Aboriginal or Torres Strait Islander

33% Young people born outside Australia

MAIN REASONS FOR SEEKING SUPPORT

18% Housing Affordability Stress

14% Housing Crisis e.g., Eviction

11% Relationship/family breakdown

11% Domestic & Family Violence

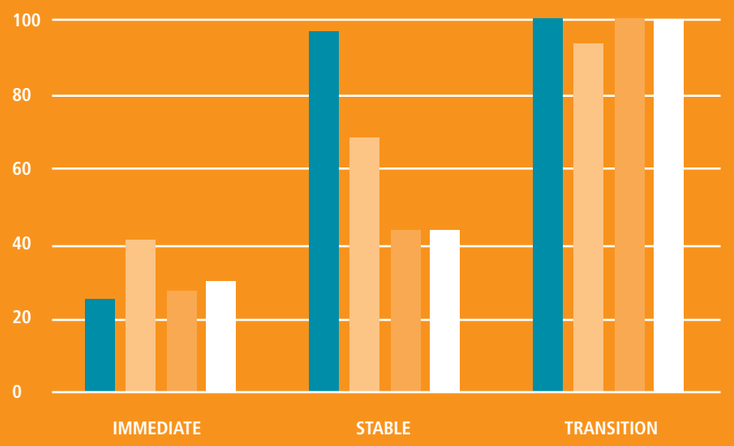
10% Inadequate/inappropriate dwelling conditions

There are four youth-specific needs identified by AIHW. The below chart shows the percentage of needs support or referred by Hope Street. As young people are supported and move alongside the continuum, they become more able to focus on their own needs and thrive.

I want to take this opportunity to express my gratitude for the considerable expertise, contribution and understanding of each program team member who provided responsive and consistent services to young people and young families. Team members demonstrated their agility and commitment to the delivery of quality services as the impact of the COVID-19 pandemic changed through-out the year. The needs of the young person and young family remained the focus as team members became adept at changing the way they assisted young people as the risks of the pandemic changed. Maintaining as much normality as possible, the team continued to celebrate with young people key achievements and milestones. Respecting and valuing young people are always at the centre of the team members' engagement and support for each young person to be able to thrive as they achieve their hopes and goals.

Sue Scott, Acting Operations Manager

Percentage of identified needs addressed through support or referral



Immediate

214 young people and their children

Hope Street's immediate response programs are developed to prevent homelessness and to deliver an immediate response for young people and young families. This service response is for young people who are not residing in Hope Street accommodation or stable and safe accommodation anywhere. The immediate response utilises a model of outreach case management and is offered for a period of up to three months.

This group of young people are usually at a crisis point, their safety is severely at risk and their level of trauma is critically impacting their day to day cognitive, psychological and physical abilities to self-navigate solutions to their situation. The outreach model enables a greater reach and flexibility to young people in crisis (anywhere and after hours) with a focus of preventing the situation from deteriorating further manifesting the crisis and impact on the young person's health and well-being.

The role of this program is to **offer support to young people and identify and address immediate needs, build on their bank of knowledge that has enabled them to survive so far, to assist them to access essential resources**, and ensure ongoing regular risk and needs assessments occur. This is a crucial time to influence and respect young people's decision making. The more information Hope Street provide, will support them to make informed decisions. The Hope Street programs that fall within the Immediate stage of the continuum are the **First Response Mobile Outreach** in the City of Melton and surrounding local government areas **and the Boost programs**, Northeast Metropolitan suburbs.

Out of a total of 214 young people and their children, 31% supported through this stage of Hope Street's service offer are in safe and stable accommodation. The remaining 69% are referred by staff into a pathway to additional support services such as family violence, mental health or drug and alcohol specialist services as well as youth crisis refuges and transitional accommodation. Some young people will disengage at this stage and may come back to the service at a future point.

THE COVID-19 YOUTH VACCINATION PROGRAM. (JANUARY 2022 – JUNE 2022)

Hope Street exceeded expectations in the COVID-19 Vaccination Program. The COVID-19 Mobile Support Program is a multi-faceted initiative aimed at providing support to young people who are not vaccinated to the degree that is available to them. With the aim of, hopefully, getting them vaccinated or at least ensuring they have accurate and current information.

234 **young vulnerable people were educated/informed about the COVID-19 vaccination.**

97 **young people were vaccinated.**

100% **received COVID-19 Safety Packs**

Stable

213 young people and their children

At this stage young people need to feel safe and find stability which is for many the first time in a long time. Providing stability of a safe place, support and access to essential items/resources will contribute to the success of their journey from surviving to thriving.

Hope Street specialise in safe, therapeutic, place-based accommodation for young people and their dependents. The purpose-built **First Response Youth Refuge in Melton** and the **Youth Residential program in Brunswick West** are truly places of refuge offering a home for young people for up to 6 weeks (both these programs also include a short-stay 3-night bed). **The crisis accommodation with attached 24/7 staff support to young people and young families is a safe place where young people and their children can move from a situation of crisis**, a state of high alert, uncertainty and compounding risks to a situation of calm, access to essential resources, physiological and psychosocial recovery and empowerment to make decisions about their own lives.

Young people are allocated a dedicated youth specialist case manager who will work one to one to develop a plan of goals for the next stage of their transition to interdependence such as: safe affordable housing, secure income, reconnect with family, re-engage in education, address health issues. The co-location of other key programs (counselling, nursing care, mental health and drug and alcohol diagnosis) provides an integrated specialist service response. These elements of service delivery are key to providing young people with the opportunity to contain their crisis situation, start to recover from the trauma and impact of their experiences, reflect and plan. This is a time and place where young people are able to build a scaffold of protective measures around themselves against their risks and vulnerabilities. Building on their existing survival skills in preparation for the next stage of living.

Out of 213 young people and their children, 34% supported in this stage of Hope Street's service offer are in safe and stable accommodation. This includes returning safely to family or friends or to transitional housing. 34% of young people continue to be supported in the crisis accommodation sector – primarily young people who are in the short stay bed. During the COVID-19 pandemic many young people who were ready to exit Hope Street accommodation were required to stay for longer in emergency accommodation due to the inability to transition to other accommodation types. 32% of young people are referred by our staff into specialist services, including family violence, mental health or drug and alcohol services. Some young people self-exited the service.

ACCOMMODATION/HOUSING OUTCOME:

34% **Safe and Stable Accommodation**

34% **Emergency**

32% **Other**

BOOST PROGRAM

COREY'S STORY: (him/his)
From unstable housing, to a home with his cat

Corey is 21 years old, and he loves his cat. He is quietly spoken and is currently volunteering in the community. Corey is positively engaged with NDIS and was referred into the Boost program as living at home with his family became untenable and unsafe.

Corey was contacted by Candice, the Hope Street case manager and they quickly engaged. Corey says that Candice is a lovely lady and he prayed that she would come through with a housing option, because he was not in a good situation, and he needed to find housing for him and his cat.

When talking about Candice, Corey says she is very bubbly. "Candice **told me about the [homelessness] system and how it all worked**. She told me that I've learnt resilience from my difficult experiences and I'm now proud of that".

Corey worked with Candice so his immediate needs could be addressed. A referral was made and accepted to the Hope Street in Whittlesea program (2 year Foyer-like program with supported transitional accommodation). When Corey was asked how Hope Street's service offer could be improved, Corey said "It would be good if the program could have workers 24 hours a day because that would be good to help me manage my anxiety."

Corey stated "My goal is to have a house that I can stay in forever and have a good part-time job that I like. I currently do voluntary work."

HOPE STREET YOUTH RESIDENTIAL PROGRAM IN BRUNSWICK WEST (REFUGE)

LACHLAN'S STORY (his/him)
A safe place to stay while preparing for the next steps

Lachlan is 17 years old and loves computer programing, cooking and presents himself with a unique self-expressive style.

Lachlan was referred to the Hope Street (Youth Residential Program in) Brunswick West refuge.

When at the refuge, Lauchlan said he felt safe, and he could also have some solitude. Lachlan felt like he was going to be here for a little while, which was incredibly comforting to him.

What Lachlan liked the most about Hope Street is he always got help from staff, no matter what, including assisting him to find his deceased fathers' location. Lachlan said "I would have thought that the workers wouldn't care, but they were always happy to help. They have helped me to get all my vaccinations and immunisations up to date. They have **helped me find someone that I lost. Hope Street are helping me to find housing, and I am now back on track with my education**".

Lachlan has a dream to live in a small town with a job that pays a decent amount, to have a good enough education, and to live a simple life.

Lachlan shared "When I first started in homelessness I felt alone, and bit by bit at Hope Street, my world slowly felt bigger. I didn't know where I would end up. It's nice to know that the people that work at Hope Street really wanted to help me and I now feel less alone".

Transition

71 young people and their children

When young people, with or without dependent children are ready for the stability of affordable and supported medium-term housing and to work on longer-term goals that will assist them to transition into interdependent living, Hope Street have a service offer.

The **Hope Street in Melton** and **Hope Street in Whittlesea** programs focus on providing **affordable accommodation for between 12 months to two years combined with an integrated support approach**. The accommodation model is a cluster model of one-bedroom units and two-bedroom family units. The program model focuses on young people succeeding with longer term skills development, education and employment engagement and community connections.

The specialist youth case managers support young people to identify their goals. The longer-term aim is to transition out of the homelessness service system to sustainable interdependence in their community of choice. The program model is designed to assist young people to achieve this via development in the four core areas of:

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

54% of young people move on from this stage into stable housing options. These include private rental, rent free with family, student accommodation and public housing. While there are 35% of young people still listed in Emergency accommodation this is primarily due to them being ongoing service users at the time of reporting and still in the Hope Street in Melton/ Whittlesea programs.

Of note during the COVID-19 pandemic, the average length of accommodation provided (by bed nights) was 887.6, slightly higher than the program model. Securing private rental and social housing during this period was difficult for young people due to COVID-19 lockdowns.

During the reporting period there was a reduction in government assistance payments (-11.25%) and nil income (-4.15%), and an increase in employment income (+12.45%). At the end of young people's support, 42% of young people were employed 26% of young people were engaged in education and/ or training.

ACCOMMODATION/HOUSING OUTCOME:

54% Safe and Stable Accommodation

35% Emergency

11% Other

EDUCATION / TRAINING / EMPLOYMENT

26% Engaged in education/ training

42% Employed

Thriving

27 young people and their children

The **Hope to Home in Whittlesea program** aims to reduce the number of young people at risk of homelessness by addressing the barriers contributing to homelessness in the City of Whittlesea. This youth focused private rental program provides longer term case management for young people with clear objectives to obtain, sustain and maintain private rental. Here they can thrive and are set up for success. The program assists young people to:

- gain a place they can call home that is affordable, sustainable and long-term
- build their knowledge and skill base to maintain employment, education and training, connection to family, friends and other healthy relationships in their local community
- develop valuable tenancy life skills and establish a tenancy history, enabling access to other tenancies in the future and reducing the probability of returning to the Homelessness Service System.

Going from homelessness or risk of becoming homeless to complete independent living can be difficult for young people, especially young women with children or those escaping family violence. The **Hope to Home in Whittlesea program** draws on the **support of community stakeholders, including local businesses, to address those barriers with more open and inclusive access to existing community life resources such as housing, employment, education, social and wellbeing programs**.

Hope Street's purpose is to offer each young person and their children safety, an opportunity for self-development and to create positive memories and experiences, being supported by Hope Street so they may thrive. 63% of young people and their families successfully obtained and maintained private rental to call their home.

While all 27 young people and their families, were ready to access and sustain private rental accommodation and independent living, 37% of the young people referred to the program were unable to find affordable accommodation options and break into the private rental market within the local area, and therefore remained in emergency and/ or other accommodation. Hope Street staff continue to support young people to achieve the goal of securing and sustaining private rental.

22% of young people became engaged in further studies after joining the program, with all completing or maintaining studies at the end of the reporting period. A reduction in government assistance payments (-27.6%) and nil income (-11%), with an increase in employment income (+38.6%). This means more young people were able to find work or study after finding secure housing with ongoing support.

ACCOMMODATION/HOUSING OUTCOME:

63% Safe and Stable Accommodation

21% Emergency

16% Other

HOPE STREET IN WHITTLESEA

LISA'S STORY (she/her)

From homeless to the refuge and now transitioning to interdependence

Lisa is a 25-year-old young mother of two, studying community services. Lisa has a car which she values for all the running around she does with her two children.

Lisa has been engaged and supported in Hope Street programs for 3 years. Lisa said "I started at the Melton Refuge and was lucky enough to be moved to the Brunswick West refuge, as my connections were closer to the inner north area. I was committed to setting life goals for my family and I was referred and moved into the Hope Street in Whittlesea program, where I still am to this day".

Lisa said "What I have liked most about **Hope Street is the support, that has been a big plus. To feel supported when I most needed it, for when things got tough, my workers helped me and make connections into whatever I needed**".

Lisa said that she has learnt a lot since being at Hope Street. She has built on her skills and knowledge of services that can help when she needs it.

When Lisa was asked for anything that Hope Street can improve on, Lisa reflected that due to program moves and staff changes, she has had eight case managers in 3 years, which can be tricky as she has needed to explain her situation repeatedly.

When asked about her experience with Hope Street, Lisa said "Hope Street provided a safe place for me and my children to stay, which was the grounds for me to get everything else right".

Lisa said that her goal for the future is to finish her study, to have an active career, and to be a great role model for her kids.

HOPE TO HOME WHITTLESEA

SARA'S STORY (she/her)

Thriving – the future is clear

Sara (24 years), is very house proud in her new rental property, is engaged in studying childcare, and dotes on her two children.

On referral, Robyn, the Hope to Home Whittlesea worker contacted Sara about the opportunities available to Sara. Sara said about Robyn's call "I was so excited; I never thought the referral would reach someone. I felt lifted up and I felt like I had someone on my side that I could contact for help".

Sara and her children were accepted into private rental in the Thomastown area through a local real estate agent.

Sara said, "I most like the support and the encouragement I get from Robyn; she helped me to feel like I would get there, and I will make it".

"**I have learnt how to use money wisely**; I separate my rent money from my grocery money, and I have learnt how to shop for cheaper stuff and not to get unnecessary things. "

Sara's goal is to become a teacher in a primary school. Sara would like to get a diploma, a degree, and then a master's degree. Sara said "I am going to go for it. I want to stay in the local Thomastown community. I never want to turn back, no matter what happens."

HOPE STREET YOUTH AND FAMILY SERVICES LIMITED
FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2022

Directors' report

The directors present their report, together with the financial statements, on the company for the year ended 30 June 2022.

Directors

The following persons were directors of the company during the whole of the financial year and up to the date of this report, unless otherwise stated:

Name	Date of Appointment	Date of Cessation
Judith Cooke	31.03.2008	
Andrew Nette	16.10.2012	
Helen Riseborough	16.11.2012	24.11.2021
Jo Connellan	12.03.2013	
Peter Barns-Jenkins	29.11.2017	24.11.2021
Katherine George	27.02.2019	
Anthony Goldsworthy	24.06.2020	
Riley Ellard	25.11.2020	
Simon Jackson	8.12.2021	
Elizabeth Young	8.12.2021	

Objectives

Hope Street Youth and Family Services ("The Company" or "Hope Street") has provided services to young people, young families and local communities since 1981 in response to youth homelessness. The organisation's constitutional objectives continue to be achieved through a range of specific projects and initiatives:

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 and/ or 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

Hope Street has had a successful twelve months, coming as it has after the two difficult years of COVID pandemic. The organisation continues to face challenges, many of them exacerbated by the pandemic and some which are not unique to Hope Street. Particularly high on the list is workforce retention and development, which remains a major problem that the management and Board of Directors (The Board) is determined to tackle.

Despite this Hope Street has continued to expand its services and build on its solid reputation as a secular, youth focused, placed based provider of quality housing and homelessness services. The last twelve months has seen considerable staff time and effort put into our new service, the First Response Youth Service in Melton, as well as maintaining our other services, and exploring opportunities for further growth.

The Board remains committed to its Strategic Plan incorporating a development program to secure the long-term sustainability of the organisation, while continuing to pursue short-term priorities.

Strategy for achieving the objectives

Achieving the objectives of the organisation are documented in the Strategic Plan and reported to the Board by the CEO. Hope Street's Board, CEO, executive leadership, program leadership and programs teams continued to implement significant strategic directions in addition to the management and operational demands of the Covid-19 pandemic. These have included diversifying the range of services, investing in capacity building of our staff team, and wider community. This has been additional to Hope Street's established partnerships with the Victorian Government, the homelessness sector and allied service sectors in providing services to young people and young families experiencing, or at risk of, homelessness.

Financial Governance

Hope Street remains in a sound financial position to deliver on its Purpose as at the conclusion of the 2021/2022 Financial Year.

The Finance Committee is a standing committee of the Board, comprised of the Treasurer Anthony Goldsworthy, second Board member Elizabeth Young, CEO Donna Bennett and Finance Manager Amy Tran. The Finance Committee met regularly during the Financial Year to develop annual financial planning and review management's monthly finance reports submitted to the Board for approval. These regular meetings provided an opportunity to discuss the performance of the business against the annual budget, agree on the cash flow needs of the business and review and approve capital expenditure decisions. The Finance Committee and Board are satisfied that these processes enabled appropriate financial governance to be exercised during the Financial Year. I'd like to take this opportunity to thank the Finance Committee and in particular outgoing Treasurer, Peter Barns-Jenkins and Board member Jo Connellan.

The organisation benefited from the sustained partnership with the Department of Families Fairness and Housing and generosity from Philanthropic entities to record a revenue of $4.8 million, consistent with the prior Financial Year.

Hope Street recorded a net surplus during the year of $0.2 million (FY2020/2021: $0.1 million). The net surplus was generated predominantly due to underspend on employee benefits expense reflecting the challenges of recruiting and retaining team members in the homelessness sector. Strengthening workforce capacity, including reducing position vacancies is a strategic priority.

A cash and cash equivalents balance at the end of the Financial Year of $3.2m (FY2020/2021: $2.8m) sets up Hope Street to explore and execute different housing and support models for non-privileged young people and young families such as expanding the First Response Youth Service model in other Local Government Areas and potentially becoming a registered 'housing provider'.

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

The changes in the Directors of the Board during the 2021/2022 year included the resignation of Helen Riseborough and Peter Barns-Jenkins. The Directors acknowledge the contribution of Helen Riseborough over her nine years as an active member of the Board, and Chair of the Business Development and Partnerships Committee and the Corporate Committee fostering key relationships supporting Hope Street's strategic growth. We acknowledge the expert contribution of Peter Barns-Jenkins over his four years as Treasurer and Chair of the Finance Committee strengthening financial governance. The Directors' welcomed the appointment of Simon Jackson and Elizabeth Young.

We would also like to thank all the staff for their hard work and dedication, often in very difficult circumstances, including our Chief Executive Officer, Donna Bennett, whose advocacy on behalf of young people continues to see Hope Street held in such high esteem.

Meetings of directors

The number of meetings of the Board held during the year ended 30 June 2022, and the number of meetings attended by each director were:

	Attended	Held/Eligible
Peter Barne-Jenkins	4	4
Jo Connellan	6	8
Judith Cooke	7	8
Riley Ellard	6	8
Katherine George	6	8
Anthony Goldsworthy	7	8
Simon Jackson	3	4
Andrew Nette	8	8
Helen Riseborough	4	4
Elizabeth Young	4	4

Held: represents the number of meetings held during the time the director held office.

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.

Contributions on winding up

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' (2021: 7 members') liability is limited to an amount not exceeding $20 (2021: $20).

Auditor's independence declaration

A copy of the auditor's independence declaration as required under section 307C of the Corporations Act 2001 is set out immediately after this directors' report.

This report is made in accordance with a resolution of directors, pursuant to section 298(2)(a) of the Corporations Act 2001.

On behalf of the directors

Andrew Nette
Board Chair

Anthony Goldsworthy
Chair Finance Committee

31 January 2023

Statement of Financial Position

as at 30th June 2022

	Note	2022 $	2021 $
Assets			
Current Assets			
Cash and cash equivalents	4	2,283,614	431,512
Trade and other receivables	5	-	24,906
Financial Assets	6	956,499	2,372,172
Total Current Assets		3,240,113	2,828,590
Non-Current Assets			
Property, plant and equipment	7	3,717,162	3,842,598
Total Non-Current Assets		3,717,162	3,842,598
Total Assets		**6,957,275**	**6,671,188**
Liabilities			
Current Liabilities			
Trade and other payables	8	214,327	248,945
Employee benefits	9	346,760	364,820
Contract liabilities	10	193,808	55,118
Total Current Liabilities		754,895	668,883
Non-Current Liabilities			
Employee benefits	9	100,588	90,274
Total Non-Current Liabilities		100,588	90,274
Total Liabilities		**855,483**	**759,157**
Net Assets		**6,101,792**	**5,912,031**
Equity			
Retained surpluses		6,101,792	5,912,031
Total Equity		**6,101,792**	**5,912,031**

Statement of Cash Flows

For the year ended 30th June 2022

	Note	2022 $	2021 $
Cash flow from operating activities			
Receipts from customers (inclusive of GST)		4,991,936	4,734,197
Payments to suppliers (inclusive of GST)		(4,534,517)	(4,830,982)
		457,419	(96,785)
Interest received		11,463	18,646
Interest and other finance costs paid		-	(240)
Net cash from/(used in) operating activities	**13**	**468,882**	**(78,379)**
Cash flows from investing activities			
Payments for / (proceeds from) investments		1,415,673	(410,920)
Payments for property, plant and equipment	7	(67,087)	(272,761)
Proceeds from disposal of property, plant and equipment		34,634	-
Net cash from/(used in) investing activities		**1,383,220**	**(683,681)**
Cash flow from financing activities			
Repayment of lease liabilities		-	(13,050)
Net cash used in financing activities		**-**	**(13,050)**
Net increase/(decrease) in cash and cash equivalents		**1,852,102**	**(775,110)**
Cash and cash equivalents at the beginning of the financial year		**431,512**	**1,206,622**
Cash and cash equivalents at the end of the financial year	4	**2,283,614**	**431,512**

Statement of Profit or Loss and other comprehensive income

For the year ended 30th June 2022

	Note	2022 $	2021 $
Revenue	**3**	**4,839,803**	4,830,575
Expenses			
Client and program costs		(209,292)	(181,373)
Employee benefits expense		(3,657,024)	(3,762,766)
Depreciation and amortisation expense		(185,649)	(206,141)
Other expenses		(598,077)	(576,743)
Surplus before income tax expense		**189,761**	**103,552**
Income tax expense		-	-
Surplus after income tax expense for the year attributable to the members of Hope Street Youth and Family Services		**189,761**	**103,552**
Other comprehensive surplus for the year, net of tax		-	-
Total comprehensive surplus for the year attributable to the members of Hope Street Youth and Family Services		**189,761**	**103,552**

The Statement of Financial Position, Statement of Cash Flows and Profit and Loss and other comprehensive income 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

In the directors' opinion:

- the company is not a reporting entity because there are no users dependent on general purpose financial statements. Accordingly, as described in note 1 to the financial statements, the attached special purpose financial statements have been prepared for the purposes of complying with the Australian Charities and Not-for-profits Commission Act 2012 and associated regulations and the Corporations Act 2001 requirements to prepare and distribute financial statements to the members of Hope Street Youth and Family Services;
- the attached financial statements and notes comply with the Australian Charities and Not for Profits Act 2012 and associated regulations, the Accounting Standards as described in note 1 to the financial statements, the Corporations Regulations 2001 and other mandatory professional reporting requirements;
- the attached financial statements and notes give a true and fair view of the company's financial position as at 30 June 2022 and of its performance for the financial year ended on that date; and
- there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

Signed in accordance with a resolution of directors:

Andrew Nette
Board Chair

Anthony Goldsworthy
Chair Finance Committee

31 January 2023

WilliamBuck
ACCOUNTANTS & ADVISORS

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 Ltd (the Company), which comprises the statement of financial position as at 30 June 2022, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the directors' declaration.

In our opinion the financial report of Hope Street Youth and Family Services Ltd has been prepared 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 Hope Street Youth and Family Services Ltd's financial position as at 30 June 2022 and of its financial performance for the year then ended; 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 Regulation 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 Hope Street Youth and Family Services Ltd in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act) and the ethical requirements of the Accounting Professional and Ethical Standards Board's *APES 110 Code of Ethics for Professional Accountants (including Independence Standards)* (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.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other Matter

The prior years financial statements were audited by McLean Delmo Bentleys Audit Pty Ltd who issued an unmodified opinion dated 10th November 2021.

Responsibilities of the Directors for the Financial Report

The directors of the Company 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 ACNC Act and the needs of the members. The directors responsibility also includes such internal control as the directors determine is necessary to enable the preparation of the 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, the directors are responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Company or to cease operations, or has no realistic alternative but to do so.

The Directors are responsible for overseeing the Company's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Statements

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 the 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 this financial report.

A further description of our responsibilities for the audit of these financial statements is located at the Auditing and Assurance Standards Board website at:

http://www.auasb.gov.au/Pronouncements/Australian-Auditing-Standards/Auditors-Responsibilities.aspx

This description forms part of our independent auditor's report.

William Buck Audit (Vic) Pty Ltd
ABN 59 116 151 136

C.L. Sweeney
Director

Dated: 31 January 2023

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2023.01.31 Hope Street 2022 - Auditors Independence Declaration

Thank you to our Partners and Supporters

Our impact on young people and young families who are experiencing homelessness was made possible in 2022 thanks to the generous support of the following partners.

GOVERNMENT

Department of Health

Merri-bek City Council

City of Whittlesea

Families, Fairness and Housing

City of Melton

TRUSTS AND FOUNDATIONS

Youth in Philanthropy Program

Community Grant

VicHealth

Flack Trust

The Radford Foundation

The Ian Potter Foundation

STREETSMART

CORPORATE

Brand Architects

SOFITEL MELBOURNE ON COLLINS

HWL EBSWORTH LAWYERS

Woodgrove Shopping Centre

RayWhite. THOMASTOWN

SAF Holland

WIDE OPEN ROAD COFFEE

Bunnings Warehouse

Melton

COMMUNITY

- Aboriginal Private Rental Assistance Program (APRAP)
- Anglicare
- Barry Plant – Thomastown
- Berry Street
- Bert Williams Aboriginal Youth Services
- Bolton Clarke Homeless Persons Program
- Catholic Regional College Melton
- CAFS Bacchus Marsh
- Council to Homeless Persons
- Centrelink Melton
- Centre for Multicultural Youth
- Combined Churches Caring Melton
- Djerriwarrh Community & Education Services
- Foodbank
- Haven Home Safe
- Headspace
- Hume Whittlesea Local Learning & Employment Network
- Jesuit Social Services
- Kirrip Aboriginal Corporation
- Launch Housing
- Lighthouse Foundation
- Lort Smith Animal Hospital
- L2P Project
- Margaret Tucker Hostel
- Melbourne City Mission
- Melbourne Period Project
- Melbourne Youth Support Service / Frontyard
- Melton Waves
- Men's Shed Association
- Mind Australia
- Northern Community Legal Centre
- Northwestern Mental Health – SUMMITT
- Northern Local Areas Services Network
- Orange Door
- Orygen Youth Health
- Oxygen – Moreland Youth Services
- Reclink Australia
- Red Cross
- Rotary Club of Melton
- Salvation Army Social Housing and Support (SASHS) Network
- Salvation Army YAC
- Share the Dignity
- Smart Meals
- STREAT
- The GAP
- The Walter and Eliza Hall Trust
- Under Current
- Unison – Footscray & Werribee
- Victorian Aboriginal Child Care Agency (VACCA)
- Victoria Police
- Victoria University
- VincentCare Victoria
- Western Emergency Relief Network
- Western Local Areas Services Network
- The Edge – Whittlesea
- Whittlesea Community Connections
- Whittlesea Community Futures Partnership
- 6801 Youth Outreach – Melton City Council
- Youth Law
- Youth Projects
- Youth Support and Advocacy Service (YSAS)

THE HOPE STREET TEAM

The people who comprise our teams are the heart and strength of Hope Street. Together, team members utilise their skills, knowledge and experience driven by shared purpose, vision and values with Hope Street, to achieve the objectives of the organisation. Together we understand the significance of specialist youth-focused services and practices. We are highly committed to place-based services. We are proud to assist all young people and young families who reach out to Hope Street and truly admire their strengths and drive to achieve their goals. The professionalism, resilience and agility of the Hope Street teams enabled safe continuity of services during another year of the COVID-19 pandemic. Together, we remain steadfast in achieving socio-economic change that addresses the causes of youth homelessness and the disadvantage perpetuated by youth homelessness.

Agyeman-Manu Kwabena, YRSW; Shakeel Ahmad, Case Manager; Abeer Alzawada, Case Manager; Jaime Bakker, Case Manager; Abdulai Barrie, YRSW; Matthew Bekiaris, Residential support worker; Donna Bennett, CEO; Nyuol Bol ,Case Manager; Pei Qiong Cai, Finance and Payroll Officer; Oliver Caruana-Brown, Case Manager; Kylie Charleson, Case Manager; Kudzai Chiwonzoro, YRSW; Jenni Clark, YRSW; Ella Crosling, YRSW; Divya Sinha, People and Culture Administrator; Christina Elgee, Co-ordinator; Stephanie Flynn, YRSW; Paula Forrester, YRSW; Gion Getachew, YRSW; Selvelyn Guillermo, YRSW; Nadia Haider, YRSW; Jenna Hegedus, Youth Reconciliation Worker; Sarah Hempel YRSW; Katie Hooper, Business Development and Partnerships Manager; Samantha Hopkins, YRSW; Airlia Hornsey, YRSW; Robyn Hoult, Community Integration Faciliatator; Gary Humphrey, Program Manager; Sebastian Jenner, Case Manager; Diane Johnson, Case Manager; Matthew Johnston, Case Manager; Raphael Karpathakis, People and Culture Administrator; Mathew Kerr, Operations Manager; Amanuale (Manny) Kidanu, YRSW; Achol Kiir, Case Manager; Natalie Korinfsky, Case Manager; Prisca Kot, Case Manager; Jayde Lillico, Covid-19 Outreach Worker; Eann Lister, Case Manager; Adela Lupsa, Finance Manager; Linda Mackenzie, YRSW; Anna Marincic, YRSW; Jeremie Mbog Nyetam, YRSW; Jordy Mcgauran, YRSW; Fiona McNaughton, YRSW; Jessica Millson ,YRSW; Samantha Minerds, Case Manager; Roschelle Naidoo, People and Culture Manager; Cathy O'Connor, Executive Assistant; Trish O'Donohue, Capacity Building Consultant; Helda Payet, Web Developer; Stephanie Payne, Case Manager; Kylie Radville, YRSW; Teresa Reitano-Selvon, People and Culture Administrator; Francesco Scifo, Business Development and Partnerships Manager; Sue Scott, Acting Operations Manager; Elizabeth Settineri, YRSW; Remy Sheppard, Case Manager; James Steeth, Case Manager; Georgina Sullivan, Case Manager and COVID-19 Co-ordinator; Amy Tran, Finance Manager; Minh Tran, Finance Manager; Riette Veldsman, People and Culture Manager; Susan Watt, Acting Program Manager; Seda Yagiz, Case Manager; Candice Zavattiero, Case Manager.

Special Acknowledgements

Department of Families Fairness and Housing, Hume Moreland Area and Melton Brimbank Area; Cath Flanagan, Bolton Clarke Youth Homeless Persons Program; Brendan Pearl, Homeless Youth Dual Diagnosis Initiative Northern; Holly Clarkson, Homeless Youth Dual Diagnosis Initiative Western; Nicholas Klenkowski, Youth Ambassador; Jennifer Hansen, Ambassador; Isabel Huntington, Ambassador.

Annual Report production

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Design: Geronimo Creative Services
Print: Southern Impact

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

We acknowledge the Wurundjeri People, the Traditional Custodians of the lands on which we work, live and play 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.

The National Redress Scheme is in response to the Royal Commission into Institutional Responses to Child Sexual Abuse. Hope Street Youth and Family Services is a committed member.

Hope Street acknowledges the support of the Victorian Government.

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