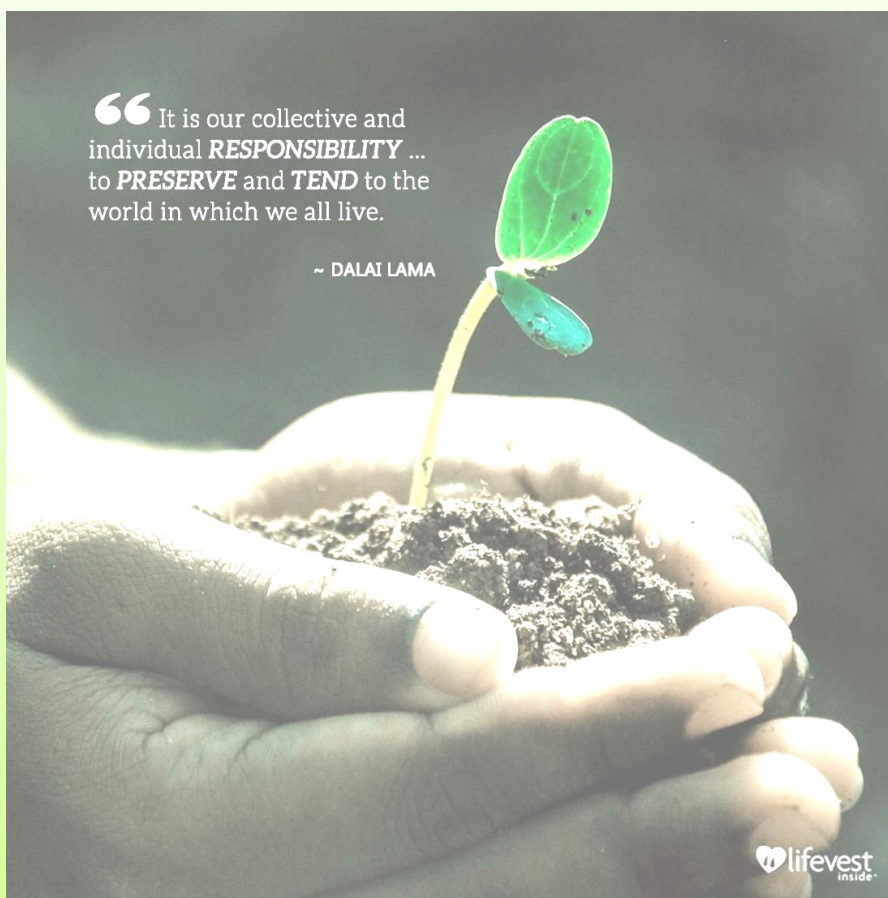


# GOLD COAST Youth Service



## FORTIETH ANNUAL GENERAL REPORT

2018-2019



“ It is our collective and individual **RESPONSIBILITY** ... to **PRESERVE** and **TEND** to the world in which we all live.

~ DALAI LAMA

lifestart  
inside

15 Oak Ave Miami

QLD 4220

Ph.: 07 5572 0400

[www.gcys.com.au](http://www.gcys.com.au)

*Building a Gold Coast City where young people are hopeful about their future, valued and supported to realise their full potential.*

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# About Us

## Who Are We:

Gold Coast Youth Service Inc is a leading non-profit youth support and specialist youth homelessness organisation. Gold Coast Youth Service Inc responds to the needs of marginalised, disadvantaged and homeless young people and their families across the Gold Coast region.

Our professional and passionate team is governed by a Committee of Management who is committed to breaking the cycle of social disadvantage on the Gold Coast and together we provide a range of services and activities to support our service users on their journey to self-realisation and independence.



## Our History:

Gold Coast Youth Service Incorporated (GCYS) was formed at a public meeting in February 1980 after two Social Work graduates spent two months living in their cars and conducting a survey as to the need for such a service on the Gold Coast.

Originally the main focus of the agency was a street work program of five nights per week. The workers operated from one small room in Surfers Paradise and worked at a hectic pace. In 1989, after receiving a grant from Jupiter's Casino Community Benefit Trust, GCYS was able to purchase premises in Oak Ave in

Miami, premises from which we still operate today.



# Working With Us

## Empowerment

We believe that empowering people assists them to be aware of, and take responsibility for, choices over their lives.

We want our clients to be empowered by their experience with us and to develop their skills and self-confidence.



Izzy being shown a few pointers on the guitar

## Rights of our Service Users

- Access an advocate or support person of your choice;
- Choose programs and services that are suitable to your needs;
- Refuse a service or leave at anytime;
- Be supported to participate in a manner that recognises your individual needs;
- Receive the agreed service in a timely and consistent manner;
- Make choices about the support you receive;
- Be treated with dignity and respect;
- Give or withhold consent;
- Access to your own personal information upon request;
- Raise concerns about the service without fear of retribution;
- Participate in an environment free from discrimination of any sort.

## Responsibilities of our Service Users

- Tell us what you want, actively participate in planning, reviews and give us feedback;
- Tell us of any changes relating to your individual needs or personal information;
- Actively participate in the agreed services to achieve your goals;
- Respect the rights and views of others and treat staff and other service users with respect at all times;
- Take responsibility for your own actions and the consequences of those actions;
- Try new things and suggest new ideas;
- Let us know if you are not happy with any of the services you receive or decisions we make.





Australian Government

# Our Programs



*The Miami Service Hub at 15 Oak Avenue operates between 9am and 5pm Monday to Friday. Young people and their families can access any of our services via:*

- *Open Access— no appointment necessary*
- *Mobile Support—we will come to you if you are unable to access the Hub*
- *Telephone: 07 5572 0400*
- *Email: [intake@gcys.com.au](mailto:intake@gcys.com.au)*
- *Our Website: <https://www.gcys.com.au/our-programs>*
- *Our Hub at Westfield Helensvale (next to Zarraffa's Coffee) — 2pm to 5pm on Tuesdays and 2pm to 6 pm on Thursdays*

**Open Access – Operates Monday to Friday from 9am to 5pm** - Provides information, referral to other GCYS programs and external services, advocacy, short-term case work and practical support for young people aged 12 - 25 years who are homeless or at risk of homelessness.

**Mobile Support** - Case management and community living support for young people aged 16 – 25 years who are homeless or at risk of homelessness.

**Youth Accommodation Program** - Externally supported transitional housing for young people aged 16 - 21 years and young families who are homeless or at risk of homelessness. Participants are supported to stabilise their circumstances and build on their capacity to progress to longer-term living arrangements in the private or social housing sectors.

**YASS** – An early intervention program for young people aged 12 - 21 years who are “at risk” of negative outcomes including disconnecting from their family/community or support network, disengaging from school, training and/or employment, at risk of harm, including self-harm and homelessness.

**Emergency Relief** - Monetary support for individuals and families who are in financial crises due to an unforeseen circumstance. This program is open to all age groups within the Gold Coast region, not only young people.

**Chill Out Zone** - Operates from mobile vans in both Surfers Paradise and Broadbeach on Friday and Saturday nights. COZ supports vulnerable people, including those who are intoxicated within the Safe Night Precincts.

**RADS** - Works with young people and a broad range of service providers on various initiatives to ensure young people's needs are included in the social, cultural and economic life of their community.

**STREET CRED—** is a partnership between Gold Coast Queensland Police Service, Gold Coast Youth Service, the Department of Child Safety, Youth Justice and other non-government agencies. This multi-agency approach is the first of its kind on the Gold Coast and offers assistance to vulnerable young people on the street to assist with their housing options and other areas of need.

**HELENSVALE HUB** - An Outreach Hub at Westfield Helensvale to increase access options for young people at the northern end of the Gold Coast, providing information/advice and support to address immediate needs; housing support; referral to other specialist services (internal and external) and practical support for young people aged 12 to 25 years of age.

# Meet our Management Team

## Management Committee



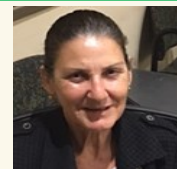
**Janette  
Green  
Chairperson**

Janette has a passion for supporting and advocating for young people. Janette has been on the GCYS Management Committee for more than 20 years and has volunteered her time to services for more than 30.



**Matthew  
Clayworth  
Treasurer**

Matthew has been the Treasurer of the GCYS Inc for 17 years and has been working in the Financial / Investment Markets for 23 years. Matthew is married with two daughters and 1 dog called Freddie.



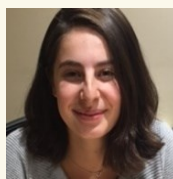
**Helen  
Baker  
Secretary  
(retired)**

Helen Baker is a Clinical Social Worker/Infant Mental Health Specialist / Registered Mental Health Worker and has 35 years of clinical practice experience. Helen is currently in private practice.



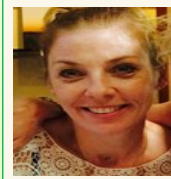
**Erica  
Begelhole  
Secretary**

Erica is a registered psychologist in private practice. She has 30 years experience in working with young people, including here at GCYS for 13 years.



**Melissa  
Micallef  
G.M.**

Melissa has been linked in with GCYS for over 4 years now and she is passionate about giving back to her community and being a voice for young adults in need.



**Alana  
Laundry  
G.M.  
(retired)**

Alana is a qualified Social Worker with over 20 years' experience in the child and family field. Alana currently holds the position of Manager of the Benevolent Society Gold Coast.

## Service Manager



**Lesley Healy  
GCYS Inc Service Manager**

Lesley has held the position of Service Manager of GCYS for over twenty-five years. She has a proven track record of financial management, governance and human resource management. Lesley has also held positions of Secretary and Treasurer of the Gold Coast Homeless Network since its inception in 1993.

# Chairperson's Annual Report 2018-2019

Another year has come and gone and I can honestly say that it has been one of our busiest with preparations for the Gold Coast Youth Foyer, which is designed to offer forty self-contained units located in Southport; the Street CRED Pilot Project; and the addition of a second Hub at Westfield Helensvale.

The team has worked extremely hard for all this to be achieved, along with keeping our existing programs operational and attending to the young people accessing our services daily. I am very proud that the service continues to evolve to cater for all young people while working collaboratively with other organisations and stakeholders to provide the best possible outcomes for our young people.

We have a caring and dedicated team working together to bring some meaning and resilience into the lives of young people. We are committed to this across all levels of the service, with our management, staff and programs, including:

- Housing and Support Program
- Youth Accommodation Program
- Emergency Relief Program
- Youth Access and Support Service
- Mobile Support Service
- Street CRED
- Open Access
- Resource and Development Service
- Chill Out Zones—Surfers Paradise and Broadbeach
- State and Commonwealth Emergency Relief Programs

We could not operate all these programs and cater and care for so many needy young people without the support of:

Department of Housing and Public Works  
Department of Child Safety, Youth and Women  
Department of Communities, Disability Services and Seniors  
Department of Social Services  
City of Gold Coast ; and  
The Gold Coast Community

On behalf of the Management Committee, I would like to thank our manager, admin and staff for another successful year and for a job well done.

Thank you to the Gold Coast SUNS Football Club who have given many hours to our young people. Thank you to all our donors who have supported us once again during the year – we love you all!

A special big thank you to our Manager, Lesley Healy who is leaving the organisation after being the backbone for over 35 years. I have known Lesley for that length of time and she has shone through this organisation. She has held the fort for all those years and has done a wonderful job. She has seen staff come and go, young people becoming parents themselves and has maintained strong links with government and community over all those years. My love goes with her and I know she will enjoy her retirement.

Thank you Lesley for everything.

To the members of the Gold Coast Youth Service, Management, Staff and Young People, I commend this report.

Janette Green  
Chairperson



Australian Government

# Our Funding @ Work



## Financial Snapshot

2018-2019

### Gold Coast Youth Service Inc

The main funding sources for the programs delivered by Gold Coast Youth Service Inc come from Federal and State Government and are administered through:

Qld Department of Child Safety, Youth & Women

Qld Department of Housing & Public Works

QLD Department of Communities, Disability Services and Seniors

Commonwealth Department of Social Services

Gold Coast Youth Service also receives support from numerous donors including Gold Coast residents, community organisations and local businesses.

A list of our funders, partners and supporters is provided later in this report.

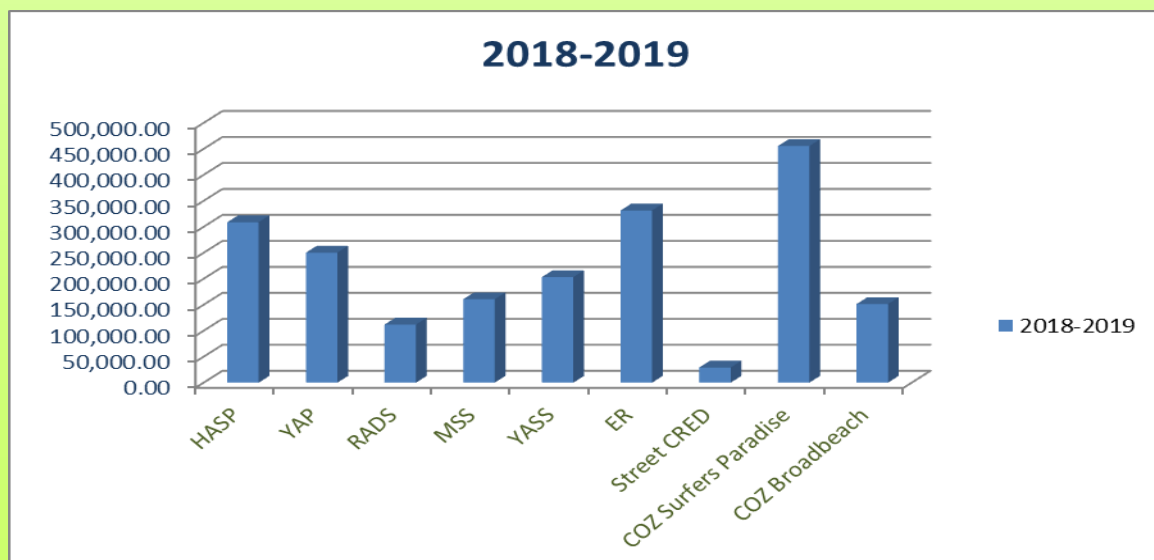
### In Summary

Gold Coast Youth Service has had another solid year and our financial position remains strong. GCYS will continue to investigate additional funding sources with a view to enhancing the services we are able to provide for young people.

### Our Financial Statement

If you would like a full copy of our financial statement please email your request to :-

[maria.leebeek@gcys.com.au](mailto:maria.leebeek@gcys.com.au)





# Manager's Report 2018 - 2019

## INCREASED ACCESS TO SERVICES FOR YOUNG PEOPLE

**Street CRED** (*Collaborate, Re-engage, Empower, Deter*) The Pilot Project was developed and led by Gold Coast District Police as a multi-agency approach to improve service responses to 'at risk' young people on the streets in order to keep them safe and reduce youth offending and recidivism. It provided the first multi-agency outreach team to deliver services to vulnerable young people. The Police Minister launched Street CRED at Carrara Stadium at the Gold Coast Homeless Connect Day on 1 August 2018. Whilst we received a one off grant from Child Safety to operate for 3 months, the service self-funded the majority of our involvement in the Pilot Project and funded a 12 month position from philanthropic funding. Following negotiations with the Department of Child Safety, Youth & Women, we were delighted to hear that a Street CRED position would be funded over four years commencing 1 July 2019.

## GOLD COAST YOUTH FOYER

GCYS has invested considerable hours and resources into the ongoing development of the Gold Coast Youth Foyer Model including Stakeholder Consultations regarding design, a number of meetings with the Department of Housing & Public Works, engaging with community stakeholders to create partnerships and pathways for young people, attendance at the Foyer Foundation Annual Conference in Perth, site visits to existing Youth Foyers to inform our project development and participation in the Qld Foyer Community of Practice with the Queensland Youth Housing Coalition, Logan and Townsville Youth Foyers. Unfortunately, construction of the Gold Coast Youth Foyer has been delayed and is still at the design stage. It is envisaged that the build will commence during the first half of 2020 and become operational by early 2021.

## EMERGENCY RELIEF PROGRAM

GCYS successfully tendered for additional funds under the Commonwealth Emergency Relief Program, ensuring that individuals and families on the Gold Coast will continue to have access to financial assistance and support in times of financial crisis for a further five years. Great news indeed!

**HELENSVALE HUB** At the end of June 2018, following an approach from Westfield Helensvale, GCYS was provided a shopfront space for a second Hub to provide an access point for young people on the northern Gold Coast including those coming down to the coast from other areas. We will be providing services initially for two half days per week and have invited other services to co-locate with us.

## ORGANISATIONAL

As a result of the growth of the organisation and in preparation for the additional expansion when the Youth Foyer opens, Will Aufai was appointed as Team Leader of the Youth Work Team in January 2019. This position, in collaboration with the manager, provides leadership and support to the team and ensures that the team fulfills its objectives while addressing any issues of non-compliance.

In September 2018, Phase 2 of the Human Services Quality Framework External Audit was undertaken, and the organisation again demonstrated compliance. Following the audit, the Emergency Relief position was formally expanded to include responsibility for ongoing Quality Assurance activities across the service to ensure that GCYS continues to work towards a best practice framework across all aspects of the service and meets the changing needs of young people as we move forward.

Our Quality Assurance Worker, also accepted the challenge of developing a new website for our service which went live in July 2018. Sally consulted with young people and employees during the design phase and we are delighted with the outcome.

# Manager's Report 2018 - 2019

The result is a Website that is easy to navigate and provides information, contact options, feedback and referral options for young people, service providers and the community. The website was utilized 124 times: Employment x 9; Student Placements x 7; Information & Advice x 13; Donations x 13, Volunteers x 20; Collaboration requests x 9; Feedback x 2; Sales & Advertising x 5; Clients Surveys x 5; and Requests for Services directly to our funded programs x 41.

## FOSTERING A SKILLED WORKFORCE –

As well as Induction provided to all new employees, the following skill development activities / training was undertaken by the team:

- **Trauma Informed Care;**
- **SHIP Data Base;**
- **QHIP Data Base;**
- **Supporting Young People Under 16 Yrs. Guidelines for Good Practice;**
- **Domestic Violence Response;**
- **Establishing Cohesive Groups;**
- **Social Inclusion for Young People;**
- **Youth Mental Health First Aid;**
- **Partnering for Impact;**
- **Partnering for Growth;**
- **Building Resilience;**
- **Advantage Thinking Framework**

## OUR TEAM –

- Lani took 12 months' maternity leave and her tenancy role was filled by Israel Bull, an experienced youth worker, tenancy worker and Team Leader;
- Josh and Melissa moved on from our Mobile Support Service and we welcomed Amanda into the service. Amanda came with ten years of youth work experience and held down the role (with support from our Tenancy Worker) until Lani took on the second MSS position at the completion of her maternity leave;
- Tracey left the service to re-locate interstate and we welcomed Jade into the team, she has become a very real part of the team;

- Sharon took a 12 month leave of absence and Greta Stephens joined YASS direct from the Ted Noff's Foundation – Street University and has also become a firm fixture within the team.
- Sue Robertson took 12 months' leave and we were delighted to welcome Jess Prior back into the team;
- At the end of March, Alec was employed on a 12 month contract to provide Assertive Outreach to Street CRED and assist with Open Access duties.

I am delighted to report that we have once again been fortunate to receive further donations that allow us to continue to provide additional service delivery hours and remain flexible and responsive in the services we offer young people.

## FUTURE DIRECTIONS –

This will be my final AGM Report as I approach retirement and more time with family and friends.

With Maria Leebeek taking over the reins, the future for GCYS is very secure and I couldn't be more happy and confident about the future of the service.

I would like to thank all the young people I have had the privilege of knowing; our admin team; our professional staff who continue to demonstrate their commitment to young people and to achieving positive outcomes with them – you are all champions in my book! Thanks to Will for his support and of course Janette and the management committee who have supported me at every step.

It truly has been an amazing experience and one I will always treasure.

All the very best,  
Lesley Healy



# Our Team





### **MANAGER**

Lesley Healy

### **ADMINISTRATION**

Trish Munro	-	Secretary
Vicki Fraser	-	Book-keeper
Jenny Richmond	-	Admin Assistant

### **HOUSING & SUPPORT PROGRAM (HASP) – CENTRE BASED & MOBILE SUPPORT & YOUTH ACCOMMODATION PROGRAM (YAP)**

Will Aufai	-	Team Leader
Sue Robertson	-	Support Worker
Jade Eyvbowho	-	Support Worker
Jess Prior	-	Support Worker
Trace Barnfield	-	Support Worker
Israel Bull	-	Tenancy Worker

### **YOUTH ACCESS & SUPPORT (YASS)**

Sharon Turner	-	Support Worker
Greta Stephens	-	Support Worker
Amani Matamu	-	Support Worker

### **MOBILE SUPPORT SERVICE (MSS)**

Amanda Carroll	-	Support Worker
Allana Barney	-	Support Worker

### **Street CRED**

Alec Palupe	-	Support Worker
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### **RESOURCE & DEVELOPMENT WORKER (RADS)**

Amanda Wright	-	RADS Worker
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### **CHILL OUT ZONE (COZ)**

Angela Driscoll	-	Program Co-ordinator
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### **EMERGENCY RELIEF (ER)**

Sally Miller	-	ER Worker / Quality Assurance Officer
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### **STAFF SUPERVISORS/CONSULTANTS**

Garry King



### What is HASP? (Housing and Support Program)

HASP provides centre based, and mobile support to young people.

The team is made up of 3 youth workers that provide support to young people aged 16–25 who are homeless or at risk of homelessness in the community as well as providing support and case management to our young people that reside in the Youth Accommodation Program. The HASP team continues to provide quality support to young people as well as going above and beyond the required expectations to do more to serve our young people and the community.

### Funding

HASP funding is administered by the Department of Housing and Public Works.

### Brief Accomplishments

The HASP youth workers generally provide 80% of the centre-based support at the service hub. This includes 3 out of the 5 days providing open access (intake) and case management on site. Young people that access the hub will either engage in crisis / brief intervention or ongoing support.

### Staffing

*It's been an eventful year of change and growth for the Housing and Support team.*

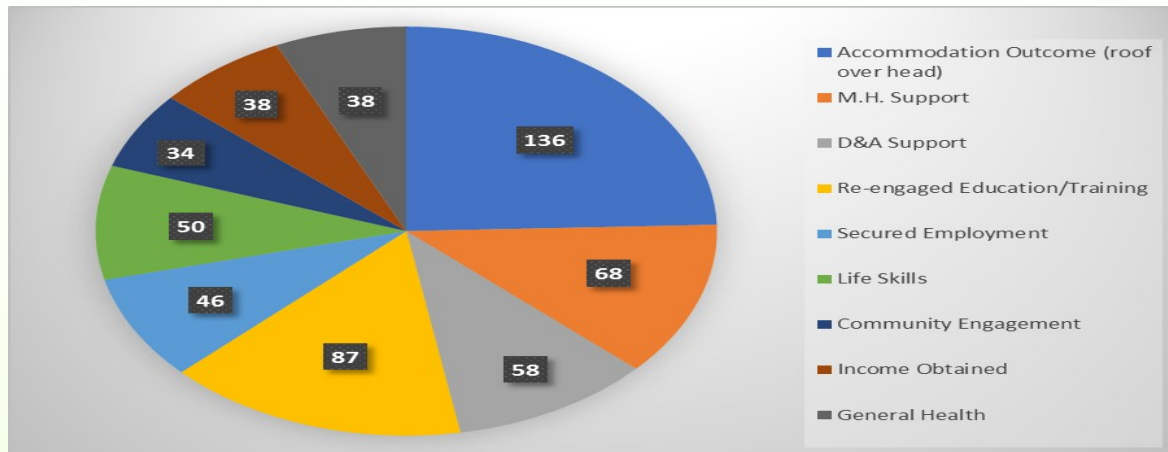
The HASP team has had several staffing changes over the year with Lani leaving us in August 2018 for maternity leave, which left an opportunity for Israel to join the team as the Tenancy Worker. Israel brings a wealth of knowledge and experience working in youth homelessness. February 2019 Tracey resigned from her position, after 3 years working in the HASP team, to relocate interstate. Trace was adored by young people and was a real asset to the program. We wish her the best in her future endeavours. In the same month Will was assigned the position of the Youth Work Team Leader as the youth work team continues to grow with the new Mobile Support Team. In April 2019 Social Work graduate Jade joined the HASP team to fill the vacancy. Jade brings a fresh perspective to the team with a positive attitude. Jade demonstrates a willingness to learn and make a difference in young people's lives. June 2019 Sue took leave for 12 months to focus on family, grow more plants and have a break from youth work. Sue, who is our most experienced youth worker will be missed by the team and the organisation.

### Service Delivery & Outcomes

*It's been a busy year for HASP, compared to last year's total of 147 young people, the team has provided case management for 185 young people during the 2018-2019 year.*

Using a strength-based approach that underpins the delivery of case management, we see young people as the experts of their lives by acknowledging what works best for them. With a strong focus on a holistic approach, youth workers can support the different domains of the young person's life. Although accommodation is the primary goal for why young people access support from HASP, it's important to factor in various areas of a young person's life that may be impacting on their accommodation. This is demonstrated below on the outcomes that young people have identified as their primary goals.

## Number of Young People Achieving their Primary Goals



**136** young people received an accommodation outcome:

- ◆ This figure is made up of young people that were referred to crisis and transitional accommodation, emergency and temporary housing with motels / back packers, shared accommodation and sustainable and secure accommodation.

**68** young people engaged in mental health supports, this includes referrals to Child Youth and Mental Health Service (CYMHS) Headspace as well as seeing a GP for a mental health care plan to access a private psychologist.

**58** young people engaged with drug and alcohol support, this includes referrals to Alcohol and Other Drug Service to engage in harm reduction or supporting a young person to book into a detox facility with a view to engage in long term treatment. We are very fortunate to have Samantha who is a youth specific psychologist from AODS who provides a service every Wednesday afternoon, co-locating at GCYS. Young People often comment and provide positive feedback about this service.

**87** young people were referred for a general health check up with a GP, this also includes dental care and specialised health appointments.

**38** young people were supported to access Centrelink income or referred to our on-site Centrelink worker Paul who continues to co-locate every second Wednesday morning at the Gold Coast Youth Service. Paul is the Centrelink Community Engagement Officer who genuinely cares for our disadvantaged young people.

**39** young people have re-engaged in education and training. Generally due to the transient nature of homelessness and couch surfing, young people often stop going to school or attending their course. Youth workers provide support to the young person to re-commence their studies or to start a new course or training.

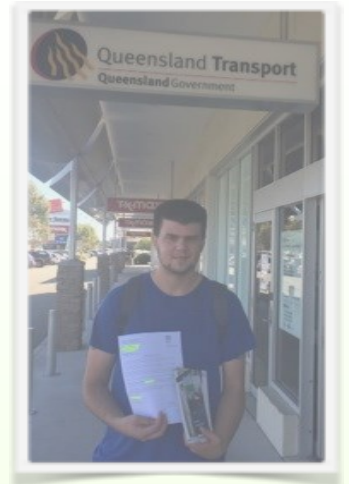
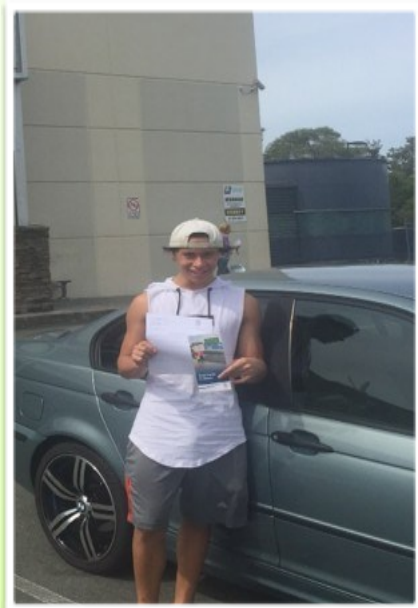
**46** young people secured employment. Youth workers often refer or work alongside employment providers to support young people to gain employment. Young people who are still at high school do not have access to employment providers and will be supported by their youth workers to create resumes, cover letters, support with online applications and accompany young people to cold canvas shopping centres for employment opportunities.

**50** young people were supported in life skills activities. These include support in the following areas: cooking, shopping, looking for rentals, navigating systems, budgeting, social skills, basic hygiene and many more.

**34** young people participated with community engagement. Youth workers encourage young people to get active by attending community activities, engaging with social groups or joining a sporting club.

## Outcomes Continued ....

Income and Identification are the 2 main requirements for young people to obtain any type of accommodation. Youth workers encourage and support young people to apply for their learners permit, not just for identification but also as a pathway to motivate themselves to accomplish an important milestone in their lives. Young people are referred to Braking the Cycle, a program run by the PCYC that supports them with weekly driving lessons. Seeing the excitement when young people pass their learners and drivers licence is priceless and we as youth workers are very fortunate to share this part of their journey with them.



Braking the Cycle is a volunteer driver mentor program designed to support learner drivers without access to a supervisor or registered vehicle to complete their logbook hours. The aim of the program is to provide young people with increased employment opportunities, community connection and driver education.

<https://www.pcy.org.au/youth-and-community/personal-and-leadership-development/braking-the-cycle/>



# Gold Coast Youth Foyer Design Workshop

Youth foyers is a housing pathway for young people; designed to provide a stable home environment while young people are supported to pursue education, training and employment opportunities, and gain independence. They are an important intervention for young people who are homeless or at risk of homelessness.

We are very excited about the Youth Foyer being built on the Gold Coast and were very fortunate to have 3 Young people that were supported by HASP and the YAP program to attend and add value to the co-design of the Youth Foyer.



## Traveling Youth Panel

HASP team worked alongside the Local Level Alliance Youth Action Group to encourage young people to be a part of the Travelling Youth Panel:

A total of 11 young people (5 of these young people were currently sleeping rough) and 6 Youth Action Group members attended the session. Seven key issues/themes were identified from the responses obtained throughout the Travelling Youth Panel trials and were presented at the workshop.

These issues were:

Not enough Crisis Accommodation for young people

Lack of support for under 15 year olds

Good relationships with Youth Workers and services

Not knowing where to get help

Learning living skills and being independent (financially)

Unable to live at home due to family and safety issues Drug & Alcohol and Mental Health

Supports whilst in crisis/transitional housing

(LLA Summary report Prue Bowerman 2018 August)





# HASP TEAM CASE STUDY

## Centre Based: Brief Intervention

### Presenting Issues

*Youth Worker on Open Access received a phone call*

Young Family 23 and 21 years of age with 2 children aged 2 years and a 9-month-old baby

Living in a garage for the last 9 months. Paying \$300 per fortnight

After months of struggling to secure a sustainable rental the family was approved for a rental priced at \$370 per week.

Signing of lease was the next day and there is an urgency to raise the 2 weeks rent in advance to move in

Bond loan accessed through DHPW and was advised to request financial support from GCYS for 2 weeks rent

### Support Provided

*YW Assessed the family to receive financial support over the phone*

YW requested the following documents:

- Recent pay slips from work
- Centrelink income statement for partner
- Evidence/ paper work from DHPW for approved bond loan.
- Lease agreement with bank details.

Family agreed to come in with documents to meet with the Youth Worker the next day

### Outcome

*Family left GCYS to meet with real estate to sign lease and received the keys for their new house*

Family agreed to go through their budget with YW

YW applied for Emergency relief funds for 1 weeks rent

Funds were paid electronically to the Real Estate and receipt was emailed to the Family

Offered ongoing support if necessary.

Family came in to GCYS and provided necessary documents

## Trends, Challenges and Barriers



**Gardening Workshops with Youth**

There are only 7 crisis beds on the Gold Coast that accommodate young people aged 16 - 19.

Supporting young people in crisis with such limited resources and options are challenges the HASP team continue to work with. Generally, the following target groups continue to face barriers.

- Young people leaving care or transitioning from care that present with extreme behavioural concerns, youth justice history and not yet equipped with life skills.
- Single parents no rental history continue to face a rising rental market with a limited income
- Young people presenting with recent psychiatric hospital admissions and in mental health crises.
- The high rental market.



**Youth Worker Trace at Homeless Connect**

## Rotary Fundraiser



GCYS would like to thank Rotary on the Gold Coast who have supported us throughout the year. We would like to particularly thank Parkwood Rotary for their fundraising event held at Arundel Hills Country Club. During the year we were also pleased to be asked to present at the Miami Rotary Club about youth homelessness on the Gold Coast.

## Young Person's Feedback

I came through your doors after my mother and father left me on the side of the road. Deep down I know I did nothing wrong however that is just the way things happened. It did not take me long to adjust to the fact that I was alone, I was still a child and I wanted things to be as normal as they could be.

I was sleeping rough for a total of 366 days and through that whole experience I had gained no help or support other than from the Gold Coast Youth Service. The team there are amazing and everyone is always willing to chat or sit down and work through any problem you're experiencing. The first time I sat down in the GCYS was the first time I felt safe, and walking out with a bag fully packed with food, freshly washed clothes and a new tent really tells you that they are here to support.

They set me up with accommodation, but the staff there did not understand we were individuals trying to start fresh. I lasted a couple weeks both times I stayed there just because of the house vibes, all feeding off each other and when one teen starts rebelling it's hard to stop the avalanche.

GCYS took all of us in. I used to bring so many "friends" with me that they started getting worried I was starting a cult or something. It took me many meetings with Will for me to understand that I can't help these other youths, especially while I am also in the same position.

It has just passed October, which is the start and end date of my Homeless Experience, and I am celebrating one year off the street. I wouldn't be anywhere without all of support from GCYS, the Police Liaison Officers and my support person Will. I would love to be able to give back to the community and have an impact on lives, as they were to mine.

**Will, Jade & Jess**

**HASP Team**



# Youth Accommodation Program

The Youth Accommodation Program (YAP) is an externally supported transitional housing program for single young people aged 16-21yrs and families aged 16-25yrs who are homeless or at risk of homelessness. The program is designed to provide stable, safe supported independent accommodation to prepare and empower young people for their transition into independent living. This maybe in a private rental situation where they have their own lease agreement with a real-estate agent, private shared accommodation in the community or long term social/community housing. In some cases GCYS have co-ordinated the reunification of young people with family members on transition from YAP or provided the means for siblings to be able to stay together rather than be separated due to low income or lack of other options/ support.

In YAP young people are given the opportunity to learn living skills and gain knowledge of the Residential Tenancies Act. They Learn how to live independently while having the support of an external Case Worker for case planning/goal setting and a Tenancy Worker to provide the experience of living in a private rental situation, completing a lease agreement, entry and exit condition reports and being subject to property inspections and the responsibility of keeping their property in satisfactory condition.

The Tenancy Worker conducts workshops throughout the duration of the young person's stay in YAP Sometimes these are one-on-one and at other times these have been group activities to promote positive social behaviour and the ability to communicate, problem solve and work together with others while in a share house situation.

These skills include cooking, cleaning, tenancy rights and responsibilities, gardening, paying rent on time and accessing employment and education resources.



There was a change regarding YAP this year where Allana Barney commenced maternity leave in August 2018 and in the beginning of October 2018 Israel Bull (Izzy) commenced in a locum capacity as the YAP Tenancy Worker. In June 2019 Israel became the permanent YAP Tenancy Worker.

**GCYS has seven YAP units provided by the Department of Housing & Public Works :-**

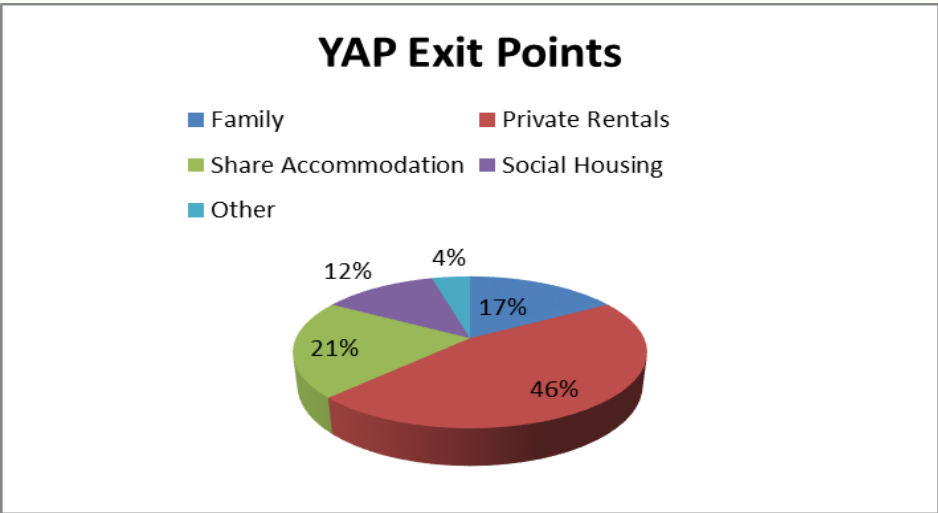
Five- two bedroom (share) units and two one-bedroom (single or family) units



**Housing outcomes:**

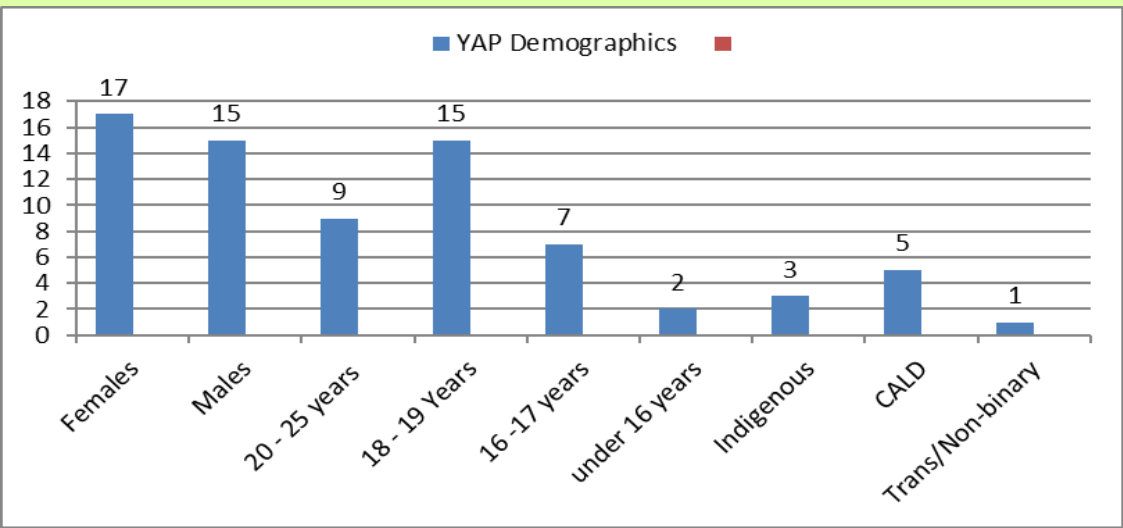
33 young people housed over the year.  
A total of 4553 bed nights were occupied over the year.  
As of October 2018 all vacancies were filled within 14 days or less.  
YAP rental income increased \$3500.00 on the previous financial year.

**A total of 23 young people transitioned through YAP completing the program**



Of the young people who transitioned to social housing properties, two had completed the YAP program and moved to Jardine St (Transitional Housing Program). Israel has also supported Mobile Support (Amanda Carroll) with the running of the (THP) model regarding tenancy support, liaison with Horizon Housing and case management of clients. This has created a continuum of care for those young people needing a bridge between YAP and total independence and has also acted as a pilot model for the upcoming Gold Coast Youth Foyer.

**Client Demographics 2018-19:**



## **Community Involvement**

Visited the Gold Coast Buddhist Temple lunch where one of our Yappers took photographs of the event and others spoke alongside staff to the members of the temple while accepting generous donations of bedding, clothing and other assorted much needed items for the many homeless young people living in the YAP program and accessing GCYS.



Youth Workers attended the “Ladies in League” annual luncheon. Staff spoke about GCYS and one of the young people living in YAP allowed her story to be conveyed to the attendees.

On most Wednesdays, YAP clients and other young people enjoyed attending Youth Advisory Committee meetings.

Yap clients attended the “Healed Tribe” weekend.

Young people living in YAP were supported by staff to attend Homeless Connect.

YAP young people were invited to attend the Sorry Day gathering at Kalwun Miami Gold Coast.

### **Some of the achievements of the YAP clients**

Employed as a professional photographer for the production of a music video in America.

A number of young people graduated High school.

YP commenced employment at an Indigenous education service and was employed as a youth worker/mentor for other young Indigenous people.

Initiating a sexting/cyber bullying education/prevention program.

Gained entry to university to study computer science.

### **Feedback from some of the young people exiting YAP**

“Thanks to the wonderful youth workers for helping me achieve many of my goals and getting me back on my feet”

“Izzy and Sue are amazing! Thank you”

“Everyone from the Youth service was very helpful and easy to talk to”

“My Tenancy Worker and Case Worker performed to an excellent standard and always helped wherever possible”

“The Gold Coast Youth Service has been a great help getting my partner and I on track. Everything was discussed clearly before acted on and it was greatly appreciated, thank you so much”

## YAP maintenance for the year

The Kitchen benches were replaced at Macaw Ave due to disrepair/age.

Carpet was replaced at one unit due to flooding.

Laundry basins and the front brick fence were recommended for replacement during DHPW property inspections at two units.



Smoke alarms (wireless) were installed at all properties in line with new legislation (all rooms).

Fire extinguishers and fire safety checks were carried out on all properties over the year.

It has been a great year and I'm looking forward to continuing in my current role working with the young people who come through the YAP program and my continued involvement in the Transitional Housing Program model alongside GCYS MSS and Horizon Housing Company.

Thank you

Israel Bull (Izzy)

GCYS YAP Tenancy Worker

YASS is funded by the QLD Department of Communities, Child Safety and Disability Services.

The Youth Access Support Service (YASS) originally supported young people aged 12 to 18 years and aims to provide an early intervention framework that will bridge the gap to stop young people falling into statutory systems and more expensive service systems. The age has been extended to 12 to 21.

The YASS program provides:

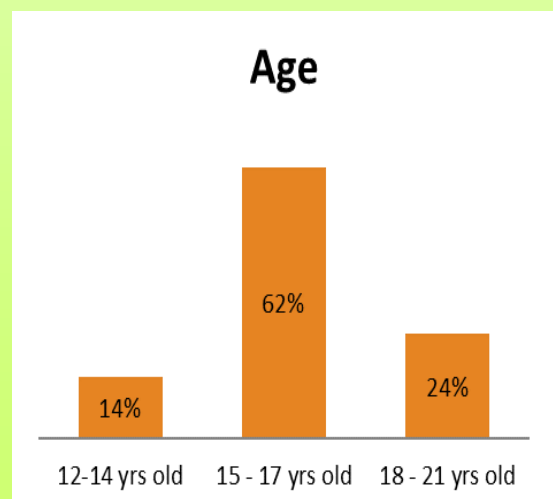
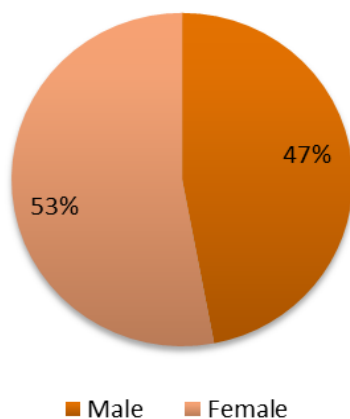
**Access services** - (information, advice and referral) that assists service users with low support needs to make informed decisions about, or be connected to, the services and support they need.

**Support services** - Collaborative young person-centred case management with practical and well-planned support to help young people with medium to high needs, achieve their goals.

ANNUAL OUTPUTS ACHIEVED:	INDIVIDUALS SUPPORTED:	SUPPORT HOURS:
ACCESS	147	915.25
SUPPORT	30	738.17

## Client Demographics

**13% of clients identified as Aboriginal and/or Torres Strait Islander**  
**9% of clients identified as being from a culturally and linguistically diverse background**



# YASS Outcomes 2018-2019

## Education:

- 20 x re-engage in alternative or mainstream education
- 1 x young person commenced home schooling
- 2 x commenced Trade College
- 4 x improved education experience
- 1 x engaged in Certificate 3 Hospitality

## Employment:

- 4 x re-engaged in employment training
- 2 x referred to Gen Z Employment
- 2 x engaged with Disability Employment Providers
- 1 x gained part-time employment
- 1 x employed

## Accommodation:

- 1 x referred to Lawson House
- 2 x accepted into transitional accommodation
- 3 x accepted into YAP program
- 1 x referred to YAP
- 1 x was assisted with ER to secure accommodation
- 3 x moved into share accommodation
- 1 x was granted Special Benefit to be able to afford accommodation
- Prevented a young person from sleeping on the street and maintaining their new employment by assisting with securing temporary accommodation
- 3 x return to family

## Income:

- 1 x completed Centrelink after 12 month process
- 1 x Centrelink UTLAH – approved

## Legal:

- 1 x completed all Court matters
- 1 x YP obtained log book exemption to be able to go for Provisional Licence
- 1 x gained Learners Permit

## Referrals:

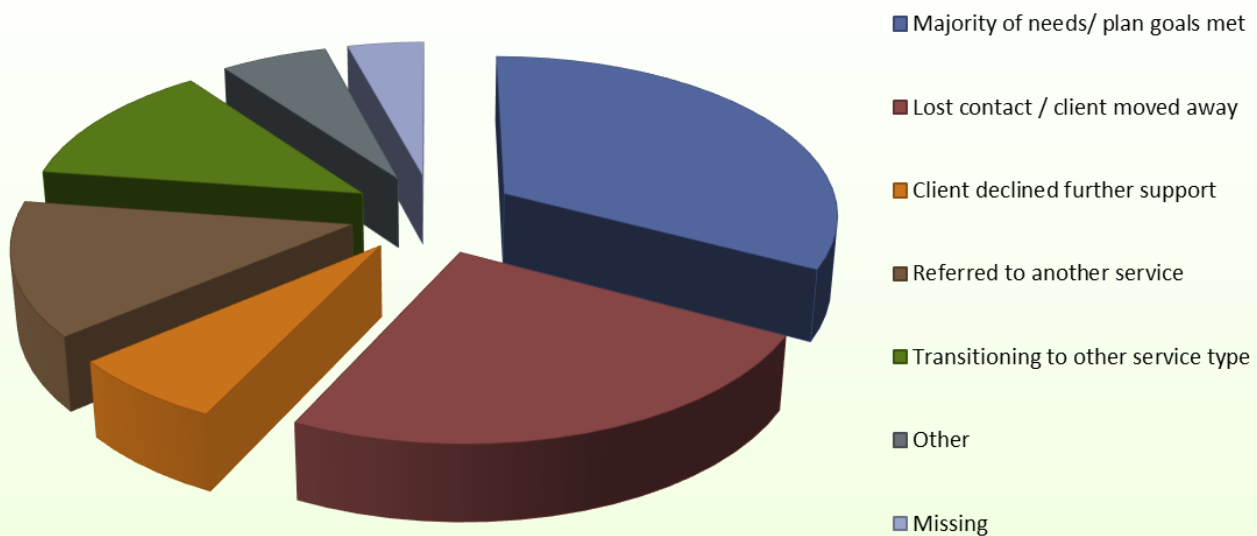
- 3 x referred to AODS Psychologist
- 3 x referral to GCYS Mobile Support Service
- 1 x referred to PCYC Brake the Cycle
- 8 x referred and engaged in therapeutic support
- 4 x re-engaged for support
- 1 x exited and referred to support service interstate to continue support with homelessness
- 1 x engaging with CYMHS

## Improvements:

- 2 x improved family relationships
- 1 x improved self esteem
- 1 x self-close feeling good (rare)



# Reason for exit of program



## How do we do it?

- Developing a positive working relationship with young people and their families. This is done by practising a relaxed and informal approach where the young person feels comfortable and safe.
- Focusing on a person-centred, collaborative approach to help achieve the young person's goals.
- Collaborating with various internal programs; HASP (Housing and Support Program), YAP (Youth Accommodation Program), MSS (Mobile Support Service), Street CRED and ER (Emergency Relief).
- Working with various service providers throughout the Gold Coast region to assist in creating a holistic approach e.g. CYMHS (Child Youth Mental Health Service), Act for Kids and various alternative schools (Arcadia, Helensvale Learning College etc.)
- Providing information and advice, case management as well as goal setting to address the young person's needs.
- Supporting the young person to feel empowered, develop resilience and hold independence.
- Also providing support to caregivers in debriefing, providing perspective on teenage development and its challenges.



# Strengths of the YASS program

*In March 2019, YASS -Sharon took 12 months leave, taking up a contract with QLD Education. Amani was fortunate to gain an experienced youth worker in Greta in the month of April. Greta came across from Ted Noff's, Street University and has proven to be a valuable member of the GCYS team.*



- Sharon has experience in Youth Employment and had been with GCYS 10 years
- Amani has 15 years of Community work, mainly in programs funded by The Department of Child Safety
- Greta has a background in AOD Counselling
- Young people have the option to requested support from a female or male worker to best address their needs.
- Referrals can be done directly to the team without going through Open Access.
- We provide on-site and mobile support throughout the Gold Coast region (from Coolangatta to Pimpama).



- We have a positive working relationship with other services on the Gold Coast which allows for collaboration and exchange of referrals when needed.
- We participate in the Youth Support Interagency Network to ensure best outcomes for young people on the Gold Coast.

## What do young people and their families say about YASS?

"Thank you for being such a huge help in my life and guiding me through so many things. I



"Aw thank you so much! You have no idea how much I appreciate all your help 😊"

"Thank you so much Sharon! You have been so beyond amazing and helpful to me over the past few years! I'm really going to miss you"

"Good luck with your new job! I'm sure it's going to be great although (selfishly lol) I hope you come back because you are so good at your job and I'm sure all the other young people you help like me are very grateful"



# MOBILE SUPPORT SERVICE

GCYS Mobile Support Service (MSS) is funded through the QLD Department of Housing and Public Works and aims to reduce the number of young people at risk of, or experiencing homelessness in our community. MSS supports young people aged 16-25 years and allows all young people and their families access to case management and support on-site at the GCYS Hub and outreach support where we can meet with clients off-site closer to their accommodation or the area they are frequenting.

Case management provided includes:

- Support to secure stable affordable accommodation
- Stabilisation of current accommodation e.g. rent arrears or exploring more affordable options
- Budgeting
- Living skills
- Mental health support
- Addressing physical health issues
- Referrals, setting up and transporting clients to appointments
- Advocacy and ongoing support

A large portion of MSS case worker's time is spent advocating for young people to find and secure stable housing, walking alongside the young person, whether this is attending Department of Housing, real-estate agents for property inspections/completing applications, Centrelink or health appointments. Clients often need a "support" person they have rapport with to get past the anxiety and feeling of being overwhelmed which often leads to them "giving up" or not following through with referrals if they are simply told where to go and what to do.

There are many examples of the importance of advocacy, but situations where young mothers are engaging with Department of Child Safety and fear the possibility of losing custody of their children have been some of the most important instances where MSS staff have assisted the young person to navigate the child safety system while also reinforcing the relationship between Department of Child Safety and Gold Coast Youth Service. Many of these situations have resulted in MSS housing the young person and thereby keeping the family unit together.

## Staff

GCYS MSS had a change in staff during the year, Melissa and Josh moved on to other endeavours and Amanda Carroll took over the role of MSS worker in January. Amanda brought a wealth of experience to the GCYS MSS program with 10 years previous experience and the last 6 years being in a mobile support role. Amanda has built a solid case load and has been at capacity for most of the period since starting work at GCYS. Israel Bull (current GCYS YAP Tenancy Worker) has also supported Amanda with some case management of clients and running the Transitional Housing Program which since January has been managed by MSS. Lani became a member of the MSS team in July 2019, working alongside Amanda to support young people.



## The Transitional Housing Property (Pacific Pines)



The four bedroom house is a collaborative program between Horizon Housing Company and GCYS. Since January changes were implemented regarding the program such as weekly property inspections/catch ups with clients, monthly house meetings (or as required) to support young people around share-house dynamics and general morale at the house. This approach has mostly centred around early intervention through the rapport built via weekly check in's at the property so incidents and issues between young people have been de-escalated without developing to crisis level.

Bar fridges were added to the inclusions provided by GCYS for each young person's room and a rotating chore chart has been effective since January so all young people take turns in the up keep of the communal areas. Staff have also had Oz-Harvest complete a cooking workshop with our young tenants. Gardening workshops provided by Israel (tenancy worker) have shown our tenants what is expected when it comes to private rentals. Living skill workshops have been provided by staff to ensure the house is well cared for and cleaning tasks are completed correctly.



## Barriers our young people experience

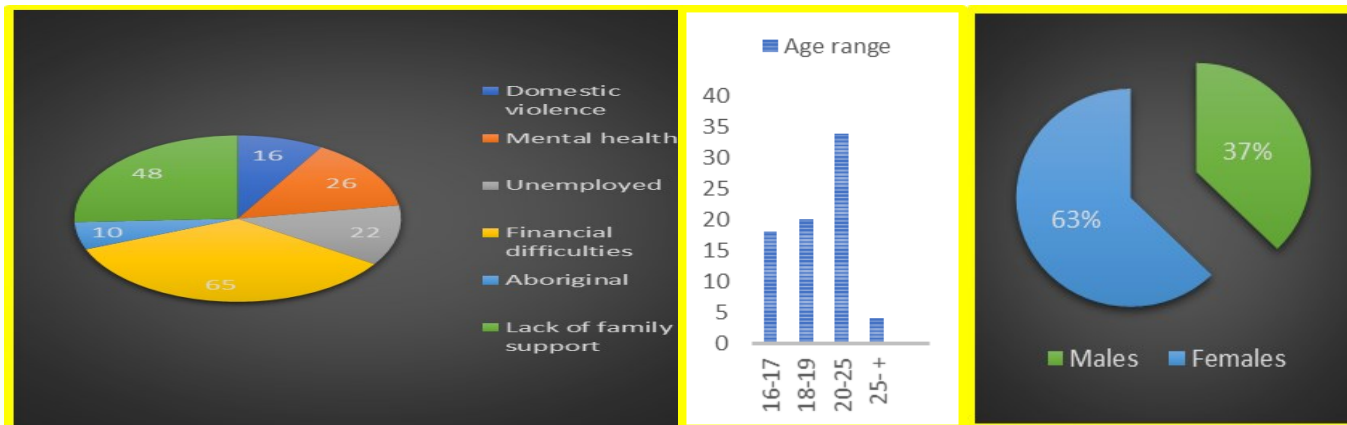


Some of the barriers for young people presenting for MSS support is low or lack of income, not having a rental history or being listed on TICA through previous rental situations. In these cases staff have advocated for young people with Centrelink to reinstate or apply for benefits and use contacts through networking with real-estate agents known to staff and GCYS. After thorough assessment, pairing young people up who are well matched to live together has at times been an effective solution to the lack of affordable housing because by pooling their resources and sharing the cost, accommodation that was previously out of reach due to cost then becomes an option.

Domestic violence and the fear of being located by ex-partners/perpetrators is often a barrier for young people wanting to access MSS as they can be reluctant to engage after initial contact due to bad experiences using homelessness or support services in the past. Even when living in a car with children it has taken a lot of time and effort to build rapport and trust (meeting the young person in different locations a number of times) to the level where a young person is willing to attend follow up appointments for health or legal issues or enter into accommodation that is offered.

Substance abuse presents a range of problems regarding sustaining housing and young people are given options around treatment if they are willing to engage. Sometimes when a young person is unable to identify the substance use as a problem their issues are compounded and they become stuck in a cycle of homelessness and accessing services between sleeping rough. Options of treatment (rehab/detox) are continually offered to the young person when they present periodically. There have been cases where young people have gone on to deal with their substance misuse issues because they have identified they are “ready” and now know where to go for referral/advocacy and treatment. Once again the outreach follow up support after being settled into a property has been crucial to them staying in that accommodation and not leaving the property due to feeling isolated, unsafe or abandoned.





## Achievements

Over the past 6 months MSS has continued to grow and change as the needs of individual clients change. We have supported 80 young people.

We have housed 42 young people in secure, sustainable accommodation.

MSS provided brokerage to secure housing for many young mums with their children.

MSS builds relationships with the wider community, forming partnerships where possible to ensure that all our young people can move forward to independence.

Our thanks to the following groups for their support and collaboration:

Baby Give Back, YHES House, Qld Health, DVPC, real estate agents, Qld Housing, Debt Relief, Court Link, lawyers, Centrelink, AOD supports, Child Safety, Youth Justice, QPS, Act for Kids, City Care, Horizon Housing Company, OZ Harvest, Kalwun, Helensvale Learning Centre, and Job Service Providers.



## Highlight for next year

An exciting opportunity with Westfield Centre management, at Helensvale Shopping Centre will begin. GCYS will have its very own access point at the northern end of the Gold Coast for our young people. This will allow young people to drop in, book appointments to see their youth worker. We will be trialling two half days a week and looking at possibilities of inviting other services to join us in this space. We are looking forward to this opportunity, so we can engage and provide further support to more of the young people on the Gold Coast.

## Case Study

Young Person (YP) was referred to GCYS by DVPC she was extreme high risk of domestic violence and had just recently escaped with her 3 year old daughter. A protection order is in place. On arrival to GCYS the YP was living in her car with her three-year-old daughter with only the clothes they were wearing. Her daughter was born with a hole in her heart and requires medical treatment and injections regularly.

This is extremely difficult for her, due to the fact that she was transient in her car trying to keep safe. YP was picked up by the police and was notified that her car was unregistered. Amanda supported YP with DVPC, DV Connect, housing applications a Rent Connect appointment, referrals to accommodation, financial assistance & budgeting, food supplies, a new mobile phone, bond loan, court support, DV assistance, medical support, hygiene supplies, Legal Aid referral and advocacy with real estates.

YP's car also broke down and MSS was able to provide brokerage to assist her to have it fixed as this was her only safe place to live. Mobile Support has also provided two weeks rent in advance to secure a property which she is still in today. MSS was able to provide a fridge, beds, dryer, washing machine, linen and kitchen needs for her new home. Also an anonymous donor has provided toys and clothing, an iPad for the YP's daughter and everything she needs to start kindly. YP's car received a service and tyres. YP was notified her ex-partner has now been remanded in custody.



## Feedback

*"Hey Amanda, I just wanted to say thank you for everything and all your help you've given and introducing me to GCYS, it's been great considering I was homeless but I'm optimistic".*

*"Hey Amanda & Izzy you helped my friend out. I just wanted you to know I have been accepted to a Bachelor of Social Work at Griffith Uni, and wanted to say thanks for inspiring me to help youth!"*

*"Amanda is absolutely amazing, so kind and gives 100% of her time even though she's running around doing everything she can do for other people!!! She helped me get a house and has helped me so much!!!"*

*"Everything you have done for me really is so appreciated and never forgotten. I'm so lucky to have the best youth worker around!"*

**Amanda & Izzy  
Mobile Support Service**

# DSS Emergency Relief

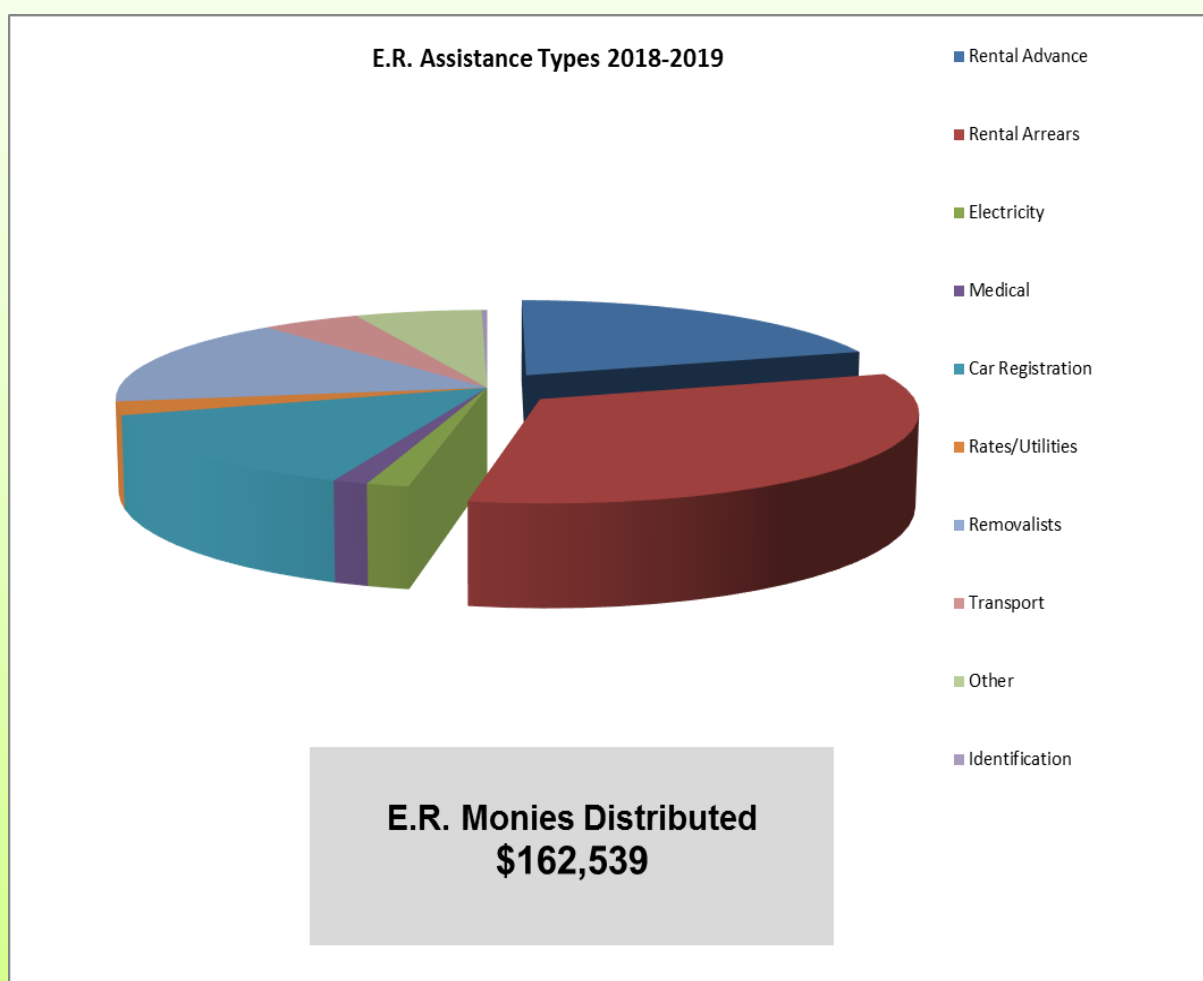


Australian Government

Emergency Relief is an Australian Government initiative and forms part of the Financial Management Program (FMP) funded by the Department of Social Services. The objective of the FMP is to build financial resilience and wellbeing among those most at risk of financial and social exclusion and disadvantage; by improving their financial capacity and helping them deal with immediate needs in a way that maintains the dignity of the individual and encourages self-reliance.

Emergency relief services are delivered to help people address immediate basic needs in times of crisis and can act as a safety net for people experiencing financial distress or hardship.

## *An ER Overview 2018 - 2019*



Total ER applications approved during the year

**362**

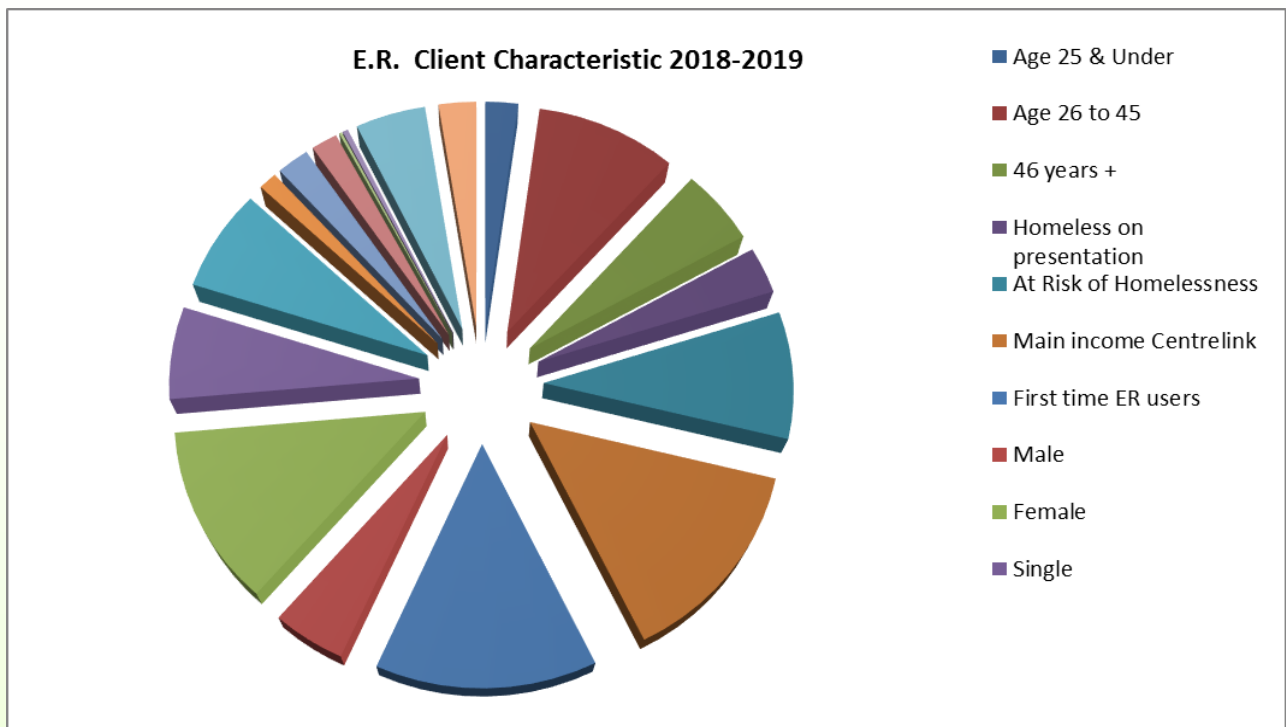
As I have come to expect and experience over the years – excellent and courteous service always.

**Liz Fritz,  
Qld Health**

As always, we really enjoy working with you to find some great outcomes for our mutual customers.

**Nika, Rent Connect**





Our power has now been re-connected. Thank you so very much for helping me and my children. We are so very grateful. X

Our fridge arrived! Thank you from the bottom of my heart.  
**Tina**

Number of dependent children also benefiting from ER support **433**

## *DSS ER Service Delivery 2018 - 2019*

**Formal Applications Received: 363**

**Applications Approved for Payment: 362**

Gold Coast Youth Service (GCYS) has been distributing ER monies on behalf of the Department of Social Services since 2012. In August 2018 the Department sought applications from organisations to deliver ER services for the upcoming funding period; being January 1 2019 to June 30 2023. The ER Worker made application through the Community Grants Hub and Gold Coast Youth Service was successful with this submission securing a new 5 year contract and an increase in the amount of ER monies we are now able to distribute across the Gold Coast region.

### **Collaboration & No Wrong Door:**

When first setting down procedures for distribution of ER monies, GCYS sought the input of a range of service providers across a range of service types and formulated and implemented a collaborative working framework in meeting client needs; thank you to all of those services for their ongoing participation. In further supporting this joint commitment to ensuring smooth referral pathways and client centred practice, in addition to assessing eligibility and administering ER payments, the ER Worker also makes herself available to consumers over the age of 25, third parties and other services who are not eligible for ER, by assessing and identifying needs, offering information and advice, and making formal referrals to other services where appropriate support can be provided.

## Monies Distributed

In the 2018-2019 reporting period there has been an increase in the number of ER applications received and an increase in ER monies approved for payment. There has also been an increase in the number of additional persons seeking some form of advice or support. ER applications which were directly seeking monies to maintain housing, or secure new tenancies, made up **54%** of the applications approved. Sadly there were many more enquiries seeking support with rent but could not be approved due to the tenancy no longer being sustainable. In these instances many instead were provided with ER to relocate themselves and or their belongings, to secure sustainable housing **21%**. Another **14%** sought payment for vehicle registration many of whom were homeless, with their vehicle their only form of shelter or for others who had used their vehicle registration money to pay their rent.

**Total monies approved for payment: \$162,539**

## Client Characteristics:

Although there were a number of factors reported as contributing to clients' financial distress, reduction in or loss of employment, general or mental health and domestic violence have again been highlighted as four major contributing factors. Low income earners and in particular those who reported their main income as a Centrelink benefit made up **83%** of all applications received with **11%** earning an income from employment but still struggling to maintain financial self reliance. The reporting data for this period again demonstrates that females are more likely to request ER support, even if part of a couple; females **72%** males **28%**. Families with children made up **55%** of applications received with a total of **433** dependent children also benefiting from ER monies paid. **56%** of applications were for persons between the ages of 26 and 45, **31%** for persons over the age of 45 with an additional **13%** for clients aged 25 or younger.

## Referrals Made:

In addition to providing financial support, Emergency Relief agencies and supporting services engage with clients to identify underlying issues that may be impacting on the person's ability to maintain self-reliance. This holistic and wrap around approach ensures vulnerable individuals and families receive an individually tailored, dignified and consumer centred and directed service, which focuses on meeting immediate needs as well as early intervention and prevention support through the identification of appropriate referrals in meeting their overall needs.

Total number of referrals made during this reporting period was **964** across a number of service types e.g. Mental & General Health, AODs, Financial Resilience, Material Aid, Community Participation, Employment, & Training, Personal & Family Safety, Individual and Family Support and Housing services.



A sincere thank you to all those services who work collaboratively with the ER Worker in supporting our clients.

These services include but are not limited to:

RentConnect  
Dept HPW



Ozcare



Queensland Health



Multi Cultural Families Organisation Inc



Krurungal Aboriginal & Torres Strait Islander Corporation



newlifecare.

Palm Beach Neighbourhood Centre



Education QLD

YHES House



# Resource & Development Service

## **Overview:**

Through the provision of cross-sector collaboration, advocacy, information and skills development the Resource and Development Service (RADS) aims to provide opportunities for young people who are homeless or at risk of homelessness. The position works with young people and a broad range of service providers on various initiatives to ensure young people's needs are included in the social, cultural and economic life of their community. There is a strong focus on community development in this role. Community Development work uses processes which foster and celebrate people's uniqueness and diversity within the community. It is based on social justice principles such as equity, access and participation and utilises existing community resources where possible. The program supports young people to develop their skills and information base to strengthen their pathways to community resources. In working towards meeting these outcomes, the program focuses on service delivery in the following areas:-

- To co-ordinate initiatives for young people and service providers who work with young people to develop opportunities for participation;
- To inform, advocate and lobby on behalf of young people for social change and respond to young people's needs, and
- To co-ordinate initiatives for, and with, young people and service providers to develop and implement projects for young people.

Some of the ways this has been achieved this year are listed below:-

## **Hosting Student Placements:**

**TAFE:** Rob Gilhooley x 120 hours

**Griffith University:** Ellie Tan and Talia McNaught

**TAFE Teacher Industry Placement:** Suzanne Longly x 40 hour placement.

## **Network Support and Development**

Gold Coast Youth Network – co-ordination and secretariat

Gold Coast Homelessness Network meetings

Homeless Connect working Party

YANQ management committee

YANQ meeting with Federal Shadow Minister for Youth

Love Bites Reference Group Coordinator

Expressive Ground management committee

Youth Wellness Advisory Group

Local Level Alliance

Queensland Youth Housing Coalition - meetings

Southern Gold Coast Youth Reference Group

Domestic Violence Tenancy Toolkit Training – planning.

Gold Coast Youth Network – meeting with Senator Murray Watts

Gold coast Youth Network – Emerging Drug trends Workshop – collaboration with Chill Out Zone Coordinator and Dovetail.



## Activities for Young People

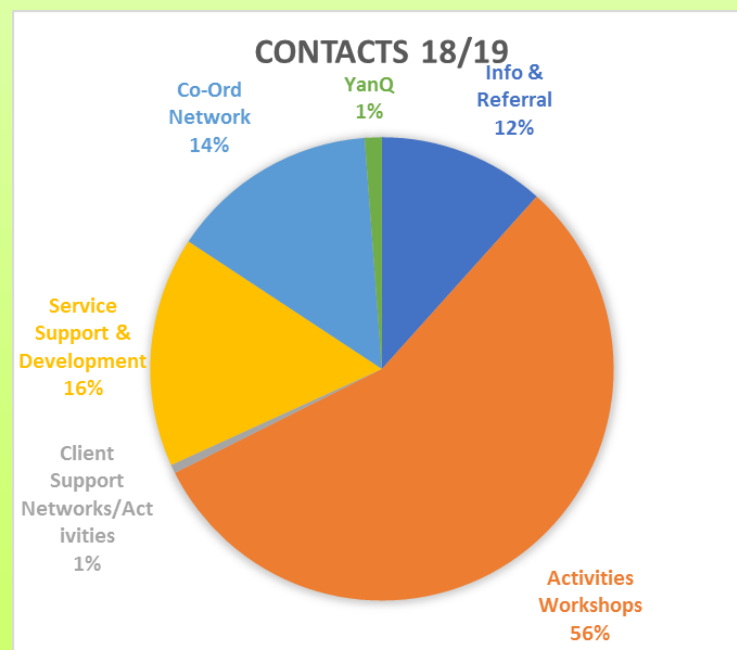
GCYS Youth Reference Group  
Love bites Workshop – Elanora  
Y-Space Activities  
Benowa State High School Wellness Expo  
Ormeau Woods State High School Harmony Day  
Ormeau Woods Wellness Day  
Service visit to QSPACE  
MMAD workshops – support and planning  
White Christmas – 260 tickets distributed across services for service users  
Schoolies Activation event  
Support for YAP workshops cooking and gardening

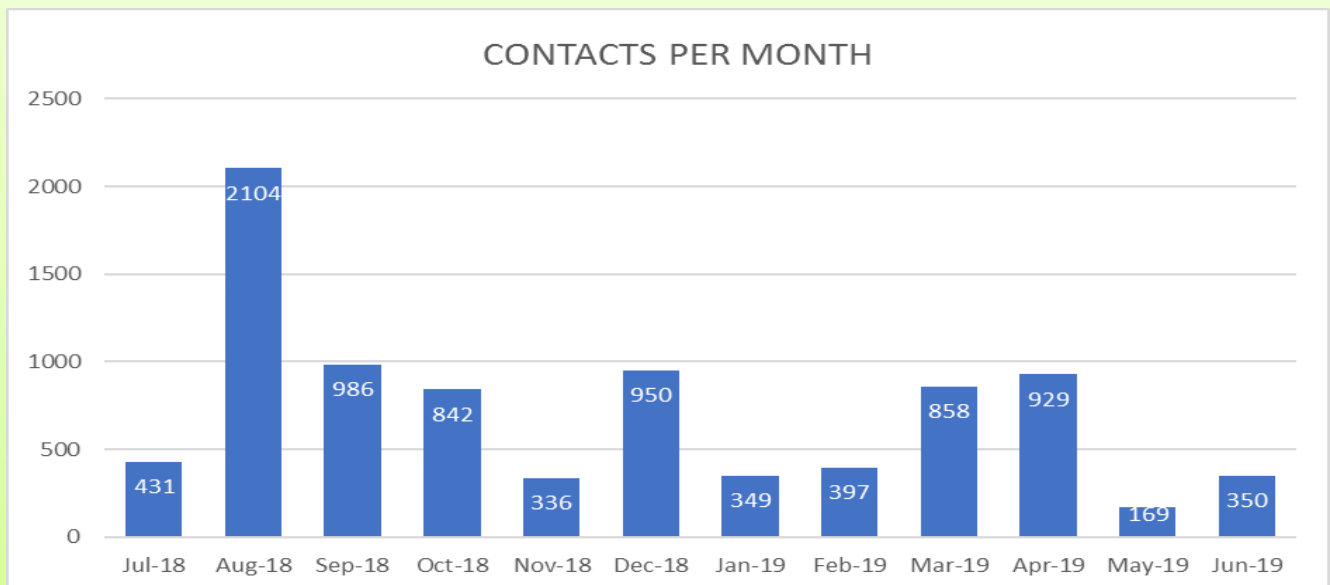
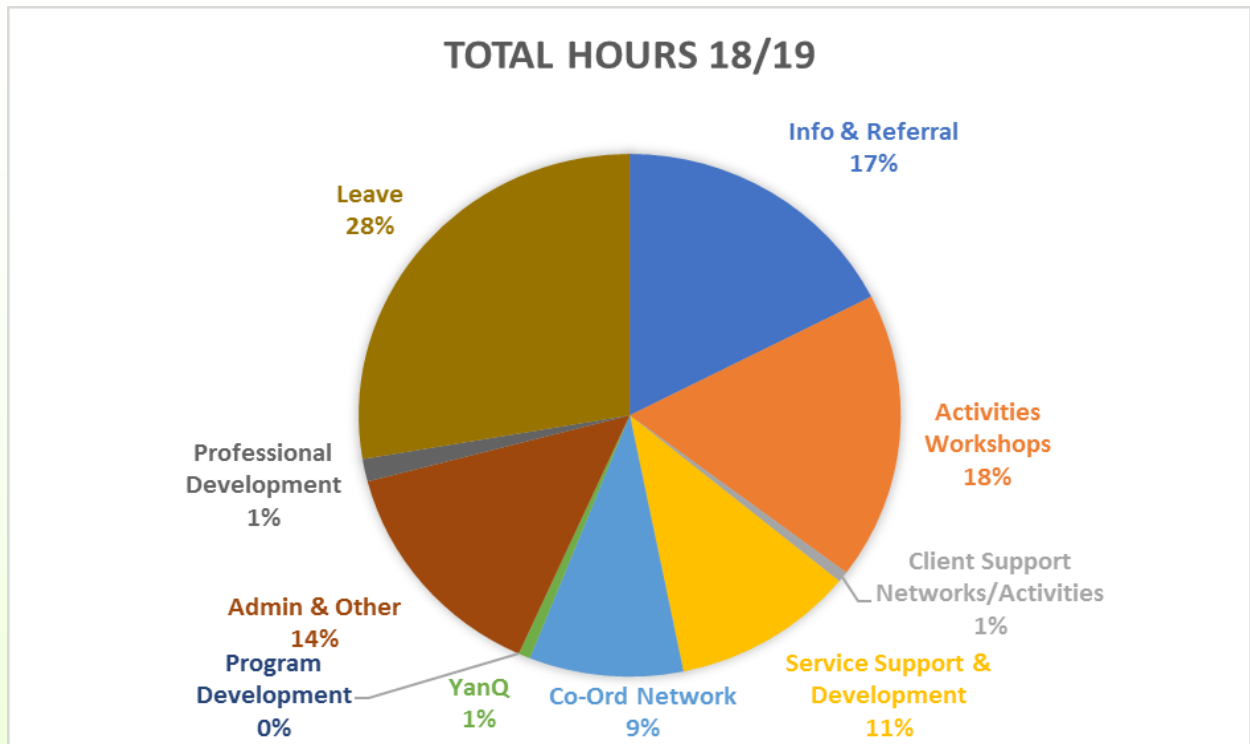
## Events - Planning and implementation

Qld Youth Week - planning and delivery of events  
Youth Wellness Advisory Group  
Check it Fest, working party and delivery  
Exchange Festival planning and implementation  
World Suicide Prevention Day - Seminar; working party and delivery  
Gold coast Homeless Connect  
Schoolies Activation Day

## Other Service/ Sector Support

Successful Submissions for funding:  
Gold Coast Community Benefit Fund  
Divisional funds - Councillor Pauline Young  
Volunteer Grants - Gold Coast Homelessness Network, Expressive Ground Community Arts Assoc., and Gold Coast Youth Service.





I would like to say a huge thankyou to our Manager, Management Committee and all of the team. We all support each other really well and I think that is a huge strength of Gold Coast Youth Service in these busy and challenging times.

I'd also like to say that the young people we work with inspire me every day with their strength and courage as they overcome challenges and start to thrive.

Amanda Wright

Street CRED was a QPS initiative, developed and led by Gold Coast District Police within the Surfers Paradise, Southport and Broadbeach Police Divisions as a multi-agency approach to improve service responses to 'at risk' young people on the streets in order to keep them safe and reduce youth offending and recidivism.

It provided the first multi-agency outreach team to deliver services to vulnerable young people on the Gold Coast. When approached by QPS our response was, "GCYS is always open to being part of the solution".

In June 2018 QPS Police Officers of Broadbeach Station reached out to various services for support in a new initiative. Our response was "GCYS is always open to being part of the solution."

Street CRED stands for:

**Street** – Assertive after hours Outreach to young people, engaging them in their space

**Collaborate** –Government and community services working together

**Re-engage** young people back with services for Education/ Training, Health, Housing and Family etc.

**Empower** young people to make positive change through their choices

**Deter** inappropriate, unlawful behaviour



**On 7 June 2018** the initial night outreach occurred when our Youth Workers Will & Amani joined with QPS officers; Police Liaison Officers and Krurungal Aboriginal & Torres Strait Islander Corporation as the original team doing one evening a week of Assertive Outreach.

**In July 2018** Child Safety and Youth Justice were happy to come on board.

**In August 2018**, at Homeless Connect Gold Coast, the Minister for Police and Minister for Corrective Services Honourable Mark Ryan held a media conference to announce the 'launch' of Project Street CRED on the Gold Coast. From there it was re-framed and given 3 months as a pilot program.

Street CRED is a Collaboration between Gold Coast Youth Service, Gold Coast QLD Police Service, Department of Child Safety, Youth and Women, Youth Justice, G-Link with others looking to join.

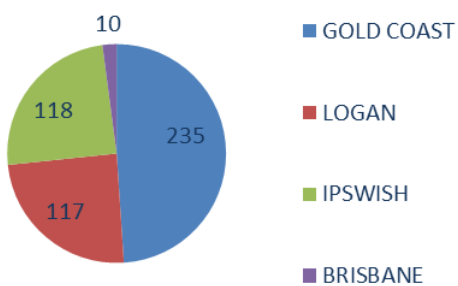
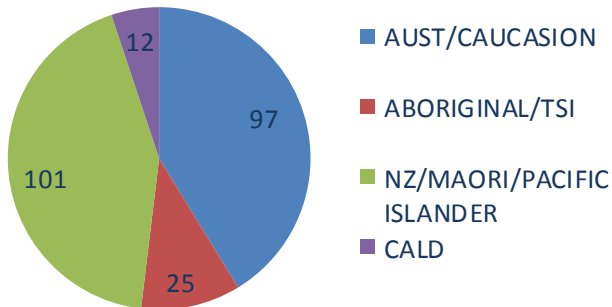
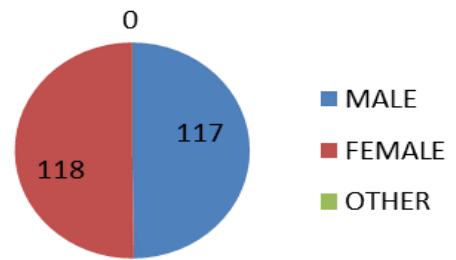
Over this period, the importance of a multi-agency approach by both Government and community was highlighted as fundamental in supporting vulnerable young people, and this is what makes Street CRED work.

### Fast forward to 2019

In February GCYS responded to the call from government stakeholders for GCYS to remain an integral part of Street CRED by committing philanthropic funds to engage an Assertive Outreach and Centre Based Worker for 12 months and Alec joined the team in April, 2019.

We are delighted to report that our integral role in Street CRED was recognised with the funding of a full-time position from 1 July 2019 to continue our role as part of the Street CRED Team for the next four years.

# YOUNG PEOPLE ENGAGED ON OUTREACH = 235





## CASE STUDY - 16-year-old female - Homeless

### Presenting Issues -

#### **Housing**

- At the time, sleeping rough on the streets /parks, couch surfing and frequently in abandoned buildings.

#### **Family**

- The young person was witness to mother her as a victim of domestic violence and abuse where father was convicted and deported back to NZ in 2017.
- Young person also disclosed she experienced a level of physical and verbal abuse by father.

#### **Education**

- The young person was disengaged from mainstream school due to anger issues with other teenagers.

#### **Drug & Alcohol**

- Young person disclosed to using recreational drugs and alcohol.

### Support Provided -

- Youth worker built working relationship, supporting the young person to access facilities and materials e.g. showers, clothing, food, toiletries etc. at the Miami Hub
- Youth Worker assessed availability of friends and family to assist in housing and support
- Youth Worker facilitated Family Mediation with Mother, Nana, young person and QPS PLO in order to discuss immediate and future living arrangements.
- Youth Worker explored educational options both mainstream and alternative with the young person.
- Youth Worker explored the family's capacity to engage in family and individual counselling.

### Outcome -

#### **Housing**

- Young person is currently living with her grandmother, with her mother providing external support, grandmother reports this is going well.

#### **Education**

- Young person was accepted into main-stream school but it did not work out. Youth Worker applied to an alternative school and she was accepted.

### Therapeutic Support -

- Still a work in progress

*This is just a brief snapshot of one of many cases where Street CRED supports young people to access meaningful pathways and will draw on support from various stakeholders across the Gold Coast to provide a holistic approach.*



## STREET CRED RECOGNITION

Street CRED have built strong working relationships with most of the young people and are able to have meaningful dialogue with young people about their future. Young people have continued to engage with services and there have been a number of success stories, with follow-up the next day being paramount in assisting young people to move forward with their visions.

As a result of the positive outcomes achieved, the Minister for Police and Minister for Corrective Services Honourable Mark Ryan joined Street CRED on the 26.06.19 - he attended the team briefing and part of the outreach.

### ***QLD Child Protection Award – Regional program***



### ***QLD Police Service Award for Excellence – Customer Focus***



The project also attracted the attention of the Justice Department where we had visits from two Magistrate Court Judges, O’Callaghan from Beenleigh Youth Court and Magistrate Phillipson from Southport. This was an opportunity for the Magistrates to see the groundwork behind the program and to further understand the issues of youth homelessness on the Gold Coast.

*Below Left:* The Minister of Police Mark Ryan with QPS Inspector Owen Hartz

*Below Right:* MP Meaghan Scanlon visited the team on a Street CRED night out for another media release to confirm QPS commitment to the project, covered by Channel 7 News.



## What young people say

"On behalf of my family I would like to let you know how truly grateful we all are. I am still in shock how much you helped us out with everything at the GCYS. Without your help we would still be facing homelessness. Within one day of coming in and meeting you, you provided us with temporary accommodation, Food hampers, vouchers and more. You helped fix our family car so we can now relocate with permanent accommodation. You went over and above to make sure you could help us in every way possible. We're touched and will always be thankful for all your help at the GCYS"

"Thank you for all your support. My family are now back on track and loving life"

"Street CRED team has been the best thing that has happened to me. When no one cared"



"They (Street CRED team) help us with what WE need, not what THEY think we need"

**Will, Amani and Alec**







## OUR SERVICES

In 2018/2019, the Chill Out Zone operated at our original site in Surfers Paradise (established 1998), and also offered a service in the Broadbeach Precinct, established in July, 2016. These are both regular Friday and Saturday night services in the precincts, funded for static service delivery as well as mobile outreach activities.

The Broadbeach service operates from 11pm until 4am, with three staff Friday nights, and four staff rostered on Saturday nights. The service operates from our van in Victoria Park with Council permission, between the main nightclub hub and the Casino.

The Surfers Paradise service operates from 10.30pm to 4.30am on weekends, with five staff Friday night and six staff Saturday nights. The service operates from our van on Orchid Avenue.

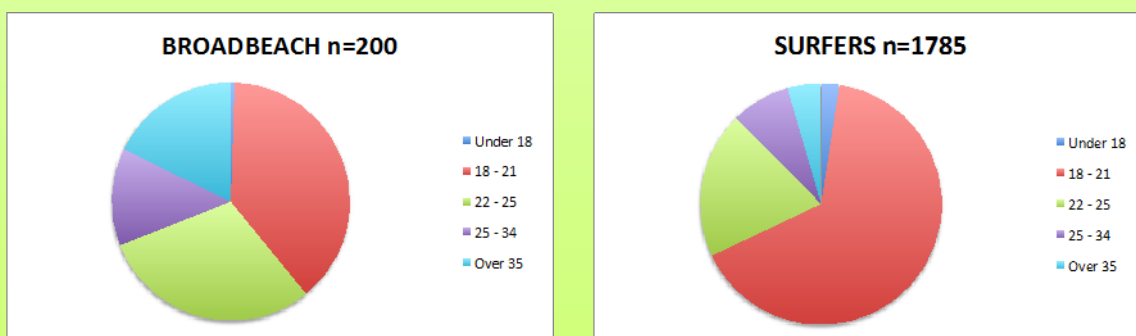
The services' primary role is care for patrons in the late night precinct. This can be as a result of intoxication from alcohol or drugs, injury or assistance with existing medical conditions. We also offer phone charging, drinking water, clothing repairs and general information and referral.

## FUNDING

The Chill Out Zone is funded by the Department of Communities as part of the Safe Night Out strategy enacted in legislation in 2015. The Surfers Paradise service is funded for both a static service and an outreach service, and the Broadbeach service is funded on the basis of either a static service or an outreach service. It suits our service model to offer both of these at both sites, as it makes the service more accessible to patrons and stakeholders if it operates from a fixed point, but outreach is needed to ensure that we can respond to outcalls for a client group who may have difficulty walking!

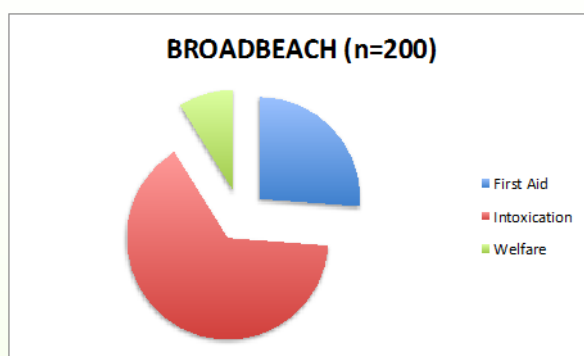
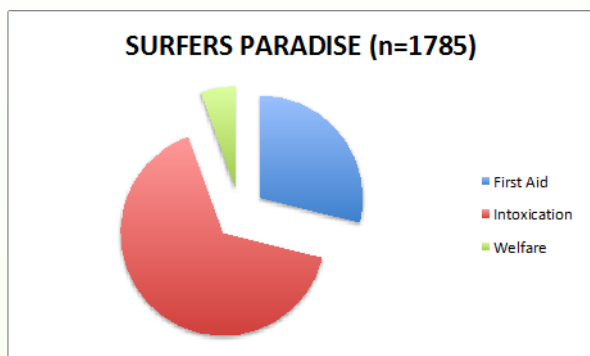
## CLIENTS

Our client base is primarily 18 – 25 year olds enjoying the night time precinct. There are some interesting differences in age spread across the precincts, reflective of the fact that Broadbeach entertainment offerings tend to be more focussed on dining and other entertainment offerings, where Surfers is primarily nightclubs.



Interestingly, despite there being enormous differences in the number of assisted clients, the break up for services they access is almost identical across both sites.

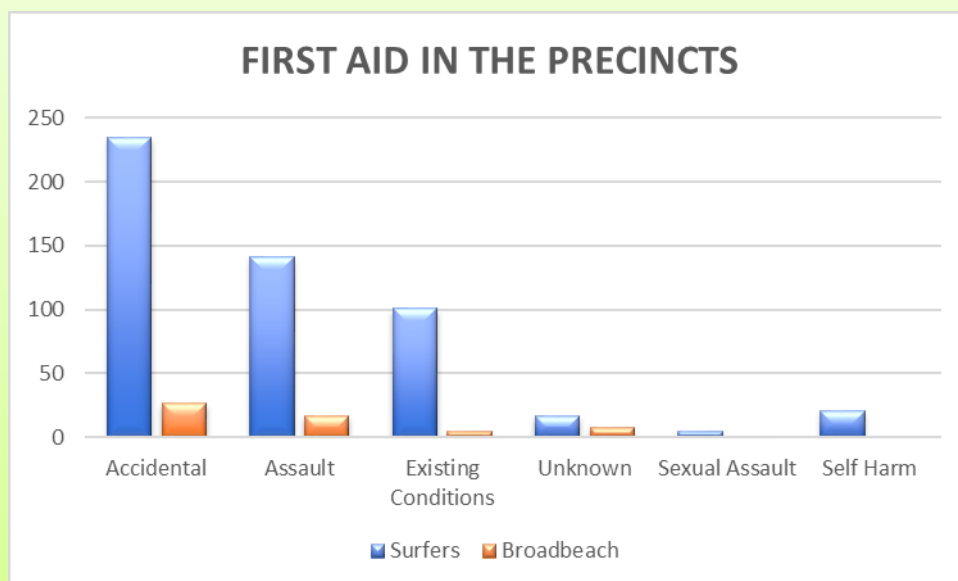




Broadbeach represents the third precinct where we have offered services, and the consistent ratio of services required demonstrates that the Chill Out Zone service is meeting the needs of the client group in a variety of late night precincts.

Important to us is the fact that over 40% of our clients in Surfers Paradise refer themselves to the service, recognising that they need assistance and demonstrating help-seeking behaviours. A further 40% are referred by our stakeholder partners, including Queensland Police and licensed venues in the precinct.

Just under 30% of clients at both sites require First Aid. At both sites, accidental injuries remain below the number of assault related injuries. The reverse was true for Surfers Paradise in the past, so it may be an indication that strategies are working.

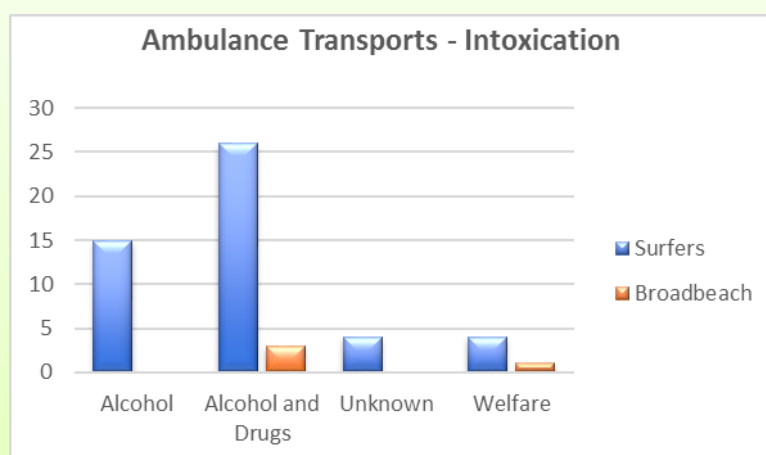
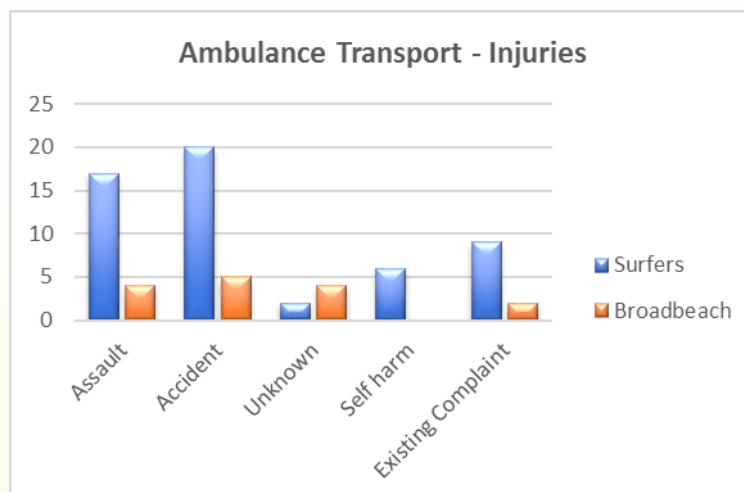


Surfers Paradise First Aid = 520

Broadbeach First Aid = 57

COZ operates on a First Aid level only. More serious conditions are referred to Queensland Ambulance Service. Since New Year's Eve 2015, a QAS paramedic is stationed in the Surfers Paradise Police station. When this position is filled, it is an enormous asset to the Chill Out, one in terms of being able to receive advice and assistance on managing clients.

While many conditions can be managed in the Chill Out Zone, those that require more specialised assistance are transported to Hospital via the Ambulance service. Interestingly, only around 5% of Surfers Paradise clients require Ambulance transportation, where the Broadbeach figure is 10%. Although Broadbeach is quieter in terms of client numbers, the clients that do present are often of a more serious nature. Clients transported for welfare purposes have generally expressed suicidal ideation in the precinct.



The most likely reason for clients to be transported from Surfers Paradise via ambulance is the consumption of alcohol and other drugs on the same occasion, while this is second in Broadbeach to accidental injuries.

As well as our “Assisted Clients” listed above, the service also offers minor services to patrons, as seen in the table below:

MINOR CLIENTS		
SURFERS		BROADBEACH
310	Phone Charging	43
48	Use of phone/Internet	18
284	Band-aids	24
96 125	Water	7075

## STAKEHOLDERS

The Chill Out Zone service works well with our stakeholders, including Queensland Police, Queensland Ambulance, City of Gold Coast and licensed venues. 2019 marks the 10<sup>th</sup> anniversary of the *Intervue Radio Network* in Surfers, which is managed and maintained by the Chill Out Zone. The network links venues, the Chill Out Zone and security patrols to the Council CCTV Monitoring Room, and is used to alert monitors to anti-social behaviour, to request assistance from Queensland Police or the Chill Out Zone, and to alert other users of incidents in the precinct. The Network is widely acknowledged as an important strategy for maintaining safety and amenity within the precinct. The Chill Out Zone also provides Secretariat services to the Surfers Paradise Licensed Venues Association, an Industry Accord body that was the first Accord in Australia, and the original auspicing body for the Chill Out Zone many moons ago.

## SAFE NIGHT OUT

The Chill Out Zone Co-Ordinator is a member of the Public Safety Consultative Committee (PSCC) of both Surfers Paradise and Broadbeach Safe Night Out Associations. The PSCC and Safe Night Association is legislated under the Safe Night Out Act, and meets regularly to discuss issues within the precinct, and funding opportunities to address those issues.

## EVENTS

The Chill Out Zone operates at events on a fee for service basis, or free depending on the event. This year, we have offered a service at Monster Machinery Day, Surfers Paradise Live, Surfers Paradise Kids Week and Carols by the Sea. This is a good way of raising the profile of the service, and also engaging with the community about what we do. For these types of events, when we use the van, we also offer services like baby feeding and changing. Obviously the parents have to do this themselves! Carols by the Sea gave us our youngest ever client, when an 11 month old baby had an anaphylactic reaction and needed Ambulance transportation.

## SCHOOLIES

The Chill Out Zone continues to offer services on a contract basis for Schoolies. This includes our Orchid Avenue service and the Late Night Supervision service for young people with no accommodation. In 2018, the service returned to its sandy roots under contract to deliver a “Recharge Zone” inside the fenced Schoolies Hub on the beach. There are two of these services inside the Hub, and the volume of clients that come through them is phenomenal. Two Chill Out Zone staff supervised twenty-eight volunteers to deliver the service. 2018 is the first time that the service has used volunteers (for the Games and for Schoolies). While this is certainly a fresh challenge, it’s also rewarding to demonstrate our particular brand of client centred service delivery. Most of the Schoolies volunteers were sourced through a partnership with the Australian Paramedical College for their placement hours, so we can look forward to a whole batch of paramedics who focus on treating their patients through a human services lens of kindness and non-judgement. It was really rewarding for the service to see how highly regarded all staff and the service itself is among our government and non-government partners.

## OUR STAFF

The Chill Out Zone has been extremely fortunate over the twelve months in terms of staff stability, with only one new staff member joining our team in that period. Given that all staff are employed on a casual basis, it is amazing that we have such incredible retention of staff, who consistently deliver high quality service in a really difficult environment.

At the risk of being repetitive, it is the staff who make the service. Their mix of skills, their willingness to learn skills that they don’t have, their openness to different ways of thinking, their respect for each other, the service and our stakeholders makes them an easy group to manage, even when the site based nature of their work can pose challenges. To all 18 of the Chill Out Zone staff, thank you so much for all that you do!

## TRAINING

We have been fortunate this year in accessing some external training which has been really beneficial for us. Cameron Francis from Dovetail presented to us again on emerging drug trends, and Luke Lindsay, the Project Lead for the Crisis Now Initiative of Queensland Health trained the staff in recognising and responding to mental health concerns and emergencies. Both of these training initiatives encourage us to not only think about what we do, but how we could do it better. Mental health particularly has become an issue within the service, as more and more people present in crisis, or with existing mental health conditions that have been exacerbated by the nightlife environment and/or drug and alcohol use.

## CHALLENGES

The Chill Out Zone service has had a number of challenges across the year, which have included:

**Increasing presentations of disturbing symptoms following drug use.** A cluster of 12 clients across a three month period demonstrated some particularly disturbing symptoms related to their consumption of drugs. All of these required sedation and Ambulance transportation. Prior to the arrival of the Ambulance, staff had to maintain the safety of the client, other clients in the service as well as themselves. These sorts of crisis presentations can really test the capacity of the staff to respond not just to the client themselves, but to their other duties. As distressing as these presentations were, it was amazing to see staff co-ordinate themselves to ensure the safety of everyone present, and the continuation of service delivery. We sought advice from the Queensland Police Drug and Alcohol Co-ordination Unit in trying to understand these presentations, and from Dovetail again to look at ways we could manage them. Fortunately these presentations have stopped occurring on a regular basis.

**Increasing incidents of sexual assault in the precinct** were also identified through the data system. Detailed notes taken by the staff assisted in identifying a pattern to a cluster of these assaults, and this information assisted the Police to prevent further incidents. As many of these incidents were not reported to Police at the time, Chill Out Zone records were perhaps the only way that this pattern could have been identified. Although it is worthwhile to support victims of sexual violence, this does take a toll on the staff, and any assistance we can provide in prevention is important.

**Increasing numbers of rough sleepers in the precincts** has also been challenging for the service. During the Commonwealth Games, when regulatory services were observing the Homelessness Protocols, the presence of homeless individuals began to become more obvious. Several became frequent visitors to the service, and many remain so. Given the night based nature of the service, it has been difficult to assist these individuals to access services that may assist them at the same times as we see them. It would be easy to assume that nightlife precincts would present significant risk to rough sleepers, the opposite has proven true, with patrons offering assistance and support, and the individuals reporting that they feel safe in these precincts.

## TRIUMPHS

Sometimes it feels like the service being funded is enough of a triumph! But as always, there have been some special moments this year. For the Chill Out Zone, these have included managing the Recharge Zone in Schoolies, where client numbers topped 50 on some of the nights; assisting a man in his 60s into permanent housing after 15 years of sleeping rough; finally attending the Club Health Conference and presenting about the Chill Out Zone service to a really interested audience from around the world!



Possibly our most important triumph this year was the release of the review undertaken into the *Tackling Alcohol Fuelled Violence Legislation*. The evaluation was done in 2016, but there have been significant delays in the release of the report. The Legislative review was released this year, but the review of the Support Services has not, and is unlikely to be, publicly released. The recommendations from the Support Service evaluation have been released, and the Chill Out Zone already meets all the recommendations but one.

This particular recommendation requested that all support services in late night precincts wear hi-vis clothing in the night time environment. Chill Out staff responded with the humour they are known for:



The lead author of the review let us know that their recommendations drew strongly on our service, in particular the respect that we show to the clients who come to us for assistance.

This willingness to assist our clients with respect and without judgement regardless of their circumstances is one of the reasons the Chill Out Zone remains popular with patrons, despite few changes to our service model in the twenty years it has been operating. Again, this is down to the attitude and skills of the wonderful staff of the service.

## **THANK YOU!**

At the risk of being repetitive (again) firstly thanks to the Chill Out Zone staff, to event organisers who trust us to care for their patrons, to our stakeholders that co-operate to make the night life environment safer for everyone, regardless of their role in the precinct.

To City of Gold Coast for use of their vehicle and for helping keep us safe through their monitoring of our work environment, and storage of our vans when not in use and to the Department of Communities for continuing to fund the service and to work through issues that arise.

To Vicki for sorting through so many confusing rates of pay for nights and weekends, and assisting with invoicing for events and generally staying on top of complex industrial requirements and cash flow.

To our admin staff, especially Jenny, for your support of the Chill Out Zone— and to the Management Committee for their oversight.

In particular this year my thanks to Lesley, for being a sounding board for the Project and its Co-ordinator for such a long time. May retired life be full of far fewer challenges!

Angela Driscoll

Chill Out Zone

# Our Funders, Partners & Supporters

## Funding through:

- ◆ Queensland Department of Housing & Public Works
- ◆ Queensland Department of Child Safety, Youth & Women
- ◆ Queensland Department of Communities, Disability Services & Seniors
- ◆ Commonwealth Department of Social Services

## Our Corporate Partners

## Gold Coast SUNS

## Our Partners & Supporters include:

Chung Tian Temple & The Loving Care Group

New Life Care

Baby Give Back

Kalwun

Totes for Kindness

Qld PCYC

Share the Dignity

Grace Communion

Back Pack Beds

Horizon Housing Company

St Andrews Lutheran College

Musicians Making A Difference (MMAD)

Rentconnect

Gold Coast Homelessness Network

Wesley Mission Queensland

Gold Coast Youth Network

The Salvation Army Stillwaters

Gold Coast Domestic Violence Prevention Centre

Gold Coast TAFE

Horses Helping Humans

Queensland Health

Lives Lived Well

Department of Human Services (Centrelink)

City of Gold Coast

Gold Coast Project for Homeless Youth

QSTARS

Youth Justice

Multi-Cultural Families

Studio Village Community Centre

Brisbane Youth Service



Jenny & Mike Anderson

SPACC

Ozcare

Arcadia College

Three Stars International

Palm Beach Scouts Group

Anthea Bennett

The Lions Club Mermaid

Deena Smith

Youth Affairs Network QLD

The Benevolent Society

NOFFS QLD

Uniting Care Community

Midwives First

STARH (WMB)

Headspace

Yarns & Yarns Gold Coast

Lions Club Palm Beach

Canungra Hub Café

Caree & Madison Pawson

Jersey Mike's Q Super Centre

Rotary Club Parkwood

Event Cinema

Gold Coast Surfing Community—Ben Beed

Grill'd

Mermaid Motors

QLD Police Service

Givit

Gen Z

Hair Aid

Allan & Carol Croker

Krurungal

YHES House

Griffith University

IKIN Dance

David Chen-Hao Chen

Education QLD

New Life Ministry

Heal.ed Tribe

Centacare

Street Smart

MIFQ

HHOT

Penny Waugh

Varsity College

Christine Smith

Dr Tu Le

Special thanks also to the many many Gold Coast residents, community organisations and local businesses that have supported us throughout the year.





PACIFIC FAIR



SHARE THE Dignity



Event Cinemas Pacific Fair





# GOLD COAST Youth Service

