



**HOPEFUL
FUTURES for
YOUNG PEOPLE**



VISION

Gold Coast Youth Service vision is a Gold Coast where young people are **hopeful** about their future, **valued** and **supported** to realise their full potential.

Our Values

Social justice is about young people receiving a 'fair go' at the opportunities in life. It is about recognising that we are all different and respecting the inclusion and tolerance of all.

Mission

To be a **leading** nonprofit organisation that supports homeless and disadvantaged young people on the Gold Coast, making **long lasting** and **positive changes** through:

- » Information and support
- » Housing & tenancy support
- » Emergency assistance

Chairperson’s Report

Firstly, a warm welcome to Maria Leebeek. This is Maria’s first Annual General Meeting in her new role as CEO. She commenced with Gold Coast Youth Service in November 2019 and brought with her knowledge and expertise regarding working with young people and delegation within the community and organisations on the Gold Coast. Maria has been working closely with the Board around governance matters. I would like to thank my fellow Board members, including our newest general member, Jillian Moon, for the roles they have played in guiding the organisation and in assisting in the transition from Lesley to Maria.

It has been a very stressful and busy time – the biggest issue being, of course, Covid-19. This challenging period was successfully managed by the service implementing a “Covid-19 Service Response Business Continuity Plan” which allowed for greater flexibility and less disruption to clients and staff alike. The service complied with ongoing coronavirus updates issued by Gold Coast Health, including meticulous, ongoing cleaning of the premises and motor vehicles. Maria and staff have been marvelous in that they managed to “keep the doors open”.

On behalf of our Management Committee, I would like to thank the many volunteers, individuals and organisations who have assisted us over this period. To the Management Committee, Matthew Clayworth Treasurer, Erica Begelhole Secretary and Jillian Moon, General Member, thank you for being on board during these difficult times. Congratulations and thank you all on a wonderful effort!

The service once again received certification by the Human Services Quality Framework. HSQF is a quality assurance framework which promotes continuous quality improvement when delivering services to our community. A big thank you to Sally Miller for her input to our Policies and Procedures. What a great effort! Thanks to our funding bodies who continued support our service:-

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

Many thanks also to our sponsors, donors and generous community members.

Our commitment to improving the lives of young people on the Gold Coast was made possible by the dedicated and caring management and staff and by offering programs catering for so many young people.

On behalf of Management and staff, I would like to thank and acknowledge Robert Martin for his fine contribution to our service as our Auditor for the past 41 years. Wishing him a happy and healthy retirement.

A Big Thank You to the management of the Miami Marketta for donating this lovely venue for our AGM. We really appreciate your kind gesture.

Finally, thank you all for another successful year and for a job well done.

To members of the Gold Coast Youth Service, Management and staff **I COMMEND THIS REPORT.**

Janette Green



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CEO's Report

An overview of the year

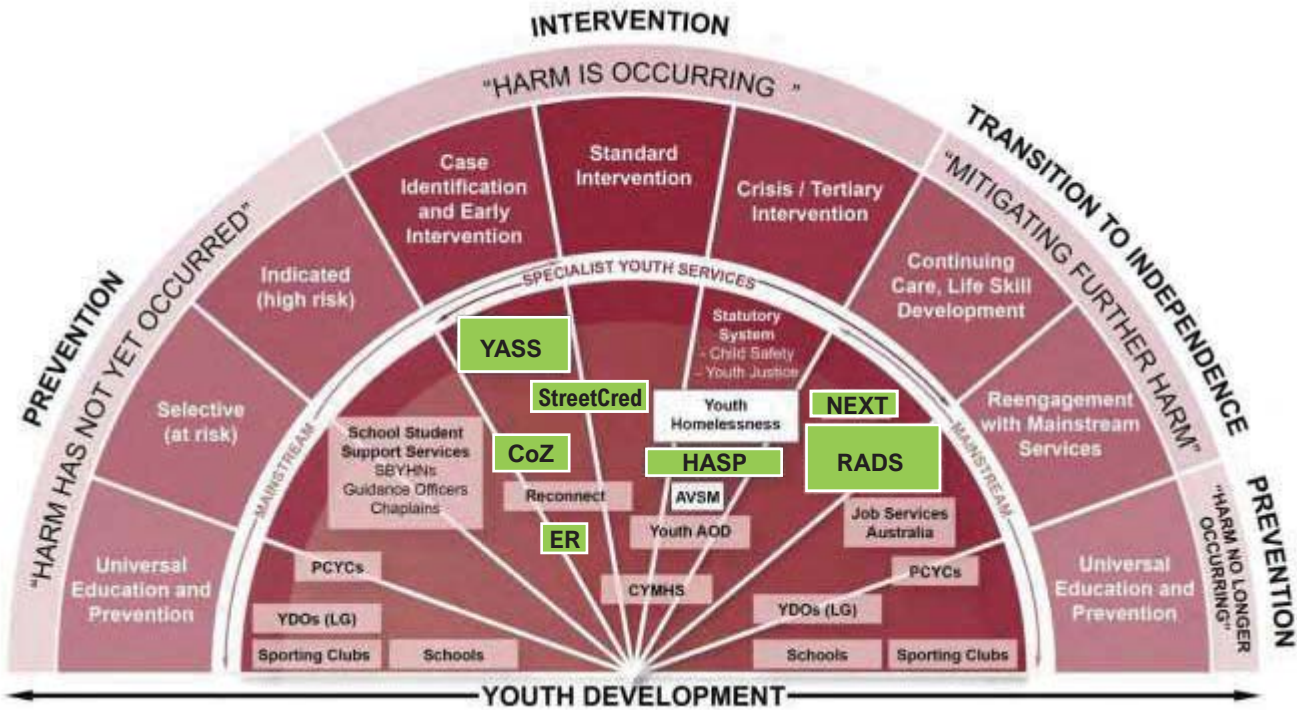
For the last 41 years the GCYS has been responding to the physical and emotional welfare of young people and we will not be alone in saying that the last year has seen some incredible challenges to our community. Facing bushfires in late 2019 and COVID-19 in 2020 the GCYS in the past year has extended its services to respond to people who were experiencing hardship and vulnerability - this has made for a very busy year.

I want to thank and acknowledge Lesley Healy who handed over the reins of the youth service in November last year. Her strong leadership enabled me to take over with minimal fuss and placed the organisation in a position to be able to adapt and flexibly respond to a fast-moving environment. In addition, the strong linkages, and partnerships that Lesley and the team have nurtured in our local community and with community and government organisation has created a robust web of support for young people and adults experiencing homelessness or hardship.



The need to adapt and respond to the pandemic (which is covered in a separate area of this report) highlighted the need to continue to build on the strong administrative and practice processes to support a high level of quality service. Therefore, over the course of the year there have been some significant changes to the financial management systems and processes, and I would like to thank Vicki for her support and guidance. We were also acutely aware of the Youth Foyers which will be coming on-board in 2020-2021 and the need to scale up our internal processes for when this occurs. Internal team processes have also been strengthened with monthly team meeting, practice forums and staff meetings – each having a clear purpose and function.

The year has seen an expansion of the service delivery to include the Next Step Plus program in partnership with Youth and Family Service Ltd. This new program sits within an understanding of a vulnerable youth framework and a continuum of care.



(2013) Johnson, Brett, Buckley, Jeff, Crane, Philip R., & Leebeek, Maria Re-visioning the Queensland Youth Sector: Principles to inform the Queensland Government's youth strategy and review process. [Working Paper] (Unpublished)

GCYS is supported by a staff group of 42 employees and this year we also had four students—Lourdes, Rachel, Rochelle and Tenika. I would like to thank all of our staff for their hard work during year and acknowledge staff who have left — Alec Palupe, Alison Lang, Amanda Wright, Brett Ruehland, Caitlin Coupe, Hadi Irawan and Sue Robertson. I want to thank our Chill Out Zone team who were redeployed to support rough sleepers and the Youth Support and Advocacy Workers who extended their roles to support whoever needed it – making it happen for the most vulnerable regardless of their circumstance or age. The GCYS also received additional Emergency Relief funding from DSS to assist people who were impacted by the bushfires and COVID-19.



I would like to thank the Management Committee of the Gold Coast Youth Service for their support during the year, especially with such big transitions. I would like to thank Will Aufai as the Team Leader and Angela Driscoll as the Chill Out Zone Coordinator as we have worked our way through the various roles and responsibilities to provide structure and support to the youth work and COZ teams.

Thank you to Vicki, Jenny, and Trish for providing the financial and administrative support – I cannot do it without you. There is also a range of quality measures that we need to stay on top of and this year we passed our HSQF accreditation. I would like to acknowledge the young people who seek our support and allow us to travel through part of their life journey – their tenacity and resilience is humbling. 2020 –2021 will continue to see the GCYS working towards a more hopeful future for young people in our community.

Maria Leebeek



COVID-19

The health emergency impacted on both young people and the service. The COVID restrictions particularly impacted, as a result of the “Stay at Home” directive, in that: many of the volunteer organisations who were staffed by people of retirement age and were deemed to be the most vulnerable closed, NFP organisation also implemented risk management strategies that restricted services and commercial food outlets closed their doors. Our organisation has been through 14 versions of the Business Continuity Plan.

The Miami hub provided continuous services to young people throughout the pandemic in line with all Government health directives. The youth work team adapted to new flexible and creative ways of supporting young people primarily through phone support. As well as this, the GCYS car park was transformed into an Open Access space, allowing young people to speak face to face to a Youth Worker.

Our Chill Out Zone Team working on the weekends found that people experiencing homelessness with no roof over their heads were having limited service responses. As a result in late March the GCYS made the decision to redeploy our COZ staff to conduct specialist intervention in order to provide welfare checks on adult rough sleepers and provide food, hygiene products particularly soap, sleeping bags, tents and information on COVID-19. As the GCYS already had networks with Qld Police Service due to Streetcred we were able to get their support (i.e not being stopped and fined) to deliver services, we also had a relationship with the Local Government and were able to utilise the city wide CCTV network to support the team on outreach. Lastly, we sought and received State Government endorsement as an essential service - it was great to have this done verbally without needing the paperwork which arrived many weeks later.

Thank you to our donors and partners so that we were able to provide support through this unprecedented time —highlights include;

- » Partnering with Walk with Us to provide food support. This has included providing food for people sleeping rough, in motels or to those in private rentals and long-term accommodation.
- » Partnering with Streetsmart to be able to purchase hot meals from The Henchman and The Jolly Roger for rough sleepers and young people residing in YAP.
- » Purchasing portable phone chargers to stay connected.
- » Provision of gold coins, laundry powder to support those requiring access to a washing machine.
- » The HASP team provided interim support and facilitated referrals to adults placed in motels.
- » The HASP team provides ongoing input to the Gold Coast Place Based Response Team.
- » GCYS continued to provide direct contact to the community engagement officer at Centrelink; providing over the phone direct support to individuals with income support concerns.
- » Daily Youth Work Team meetings via zoom, keeping the whole team connected and assisting collaborative support to those accessing GCYS for information, advice and support.



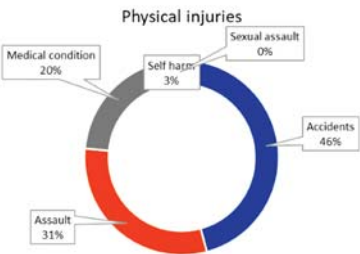
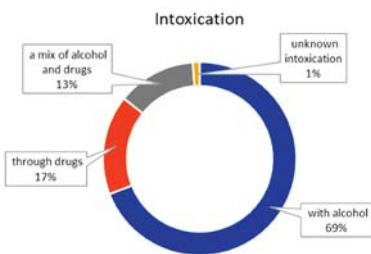
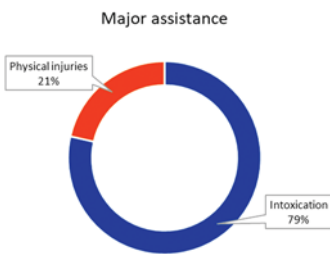
Chill Out Zone

Late Night Precinct Support Service

The Chill Out Zone continued to provide support services to late night precincts in Surfers Paradise (since 1998) and Broadbeach (since 2016), currently under the Queensland Government’s Safe Night Out strategy.

A dedicated staff team provided both static supervision and foot patrol outreach to patrons in late night precincts, as well as working with major stakeholders to increase safety and amenity in each precinct.

1780	Clients requiring major assistance (across nine months of operation)
138	Ambulances called
87,850	Waters handed out
840	Hours service delivery



The Chill Out Zone acknowledges our major stakeholders – Queensland Police, Queensland Ambulance, Office of Liquor and Gaming Regulation, City of Gold Coast and late night venues, and especially the patrons!

SCHOOLIES:

In 2019, as well as the usual Chill Out Zone service, Late Night Supervision Service and Recharge Zone Service, the Chill Out Zone developed and staffed the first ever Welfare Space during the Schoolies Response. Attached to the Emergency Treatment Centre, this first of its kind service (in the world!) acknowledged the important role wellbeing and prevention plays in health responses.

COVID:

During COVID Shut down, Chill Out Zone staff redeployed to homelessness outreach, offering ten weeks of assertive outreach, three nights a week, both in late night precincts and the wider Gold Coast region. The Outreach met food and other needs, as well as offering information about the shut down and the virus itself.

Angela and the COZ team



DSS Emergency Relief

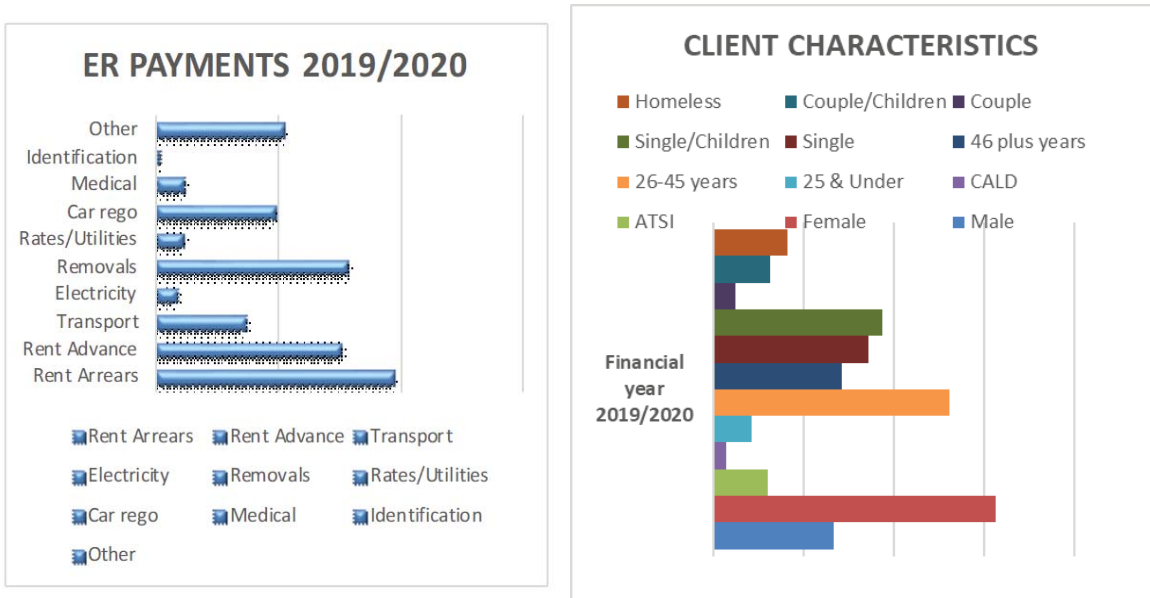
Streetcred

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.

Gold Coast Youth Service (GCYS) has been distributing ER monies on behalf of the Department of Social Services since 2012. Since this time, GCYS has been able to distribute one million, two hundred and thirty-four thousand, six hundred and twenty-three dollars and nine cents, throughout the Gold Coast region.

In the 2019-2020 reporting period there was an increase in the number of ER applications received, and an increase in ER monies approved for payment. There has been an increase in the number of additional persons who, although not eligible for an ER payment, have been supported by the ER Worker through the provision of information & advice or referrals to other service types.

Although there were a number of factors reported as contributing to clients' financial distress, 2020 also saw the beginning of the biggest health crises Australia has faced in more than 100 years – the COVID 19 Pandemic. This has meant that individuals who had never sought support from services before, were now seeking support in meeting their basic needs. In addition to the COVID-19 income support programs set in place by the Australian Government, DSS are further supporting people during this health crisis by increasing the amount of ER that we can provide to our community.



Collaboration & No Wrong Door:
GCYS continue to work collaboratively with numerous Gold Coast service providers both Government & non-government, across a range of service types in administering ER throughout our region. The GCYS Integrated ER Service Model has again provided a framework for that shared commitment to best meet the needs of the applicant themselves and support the most vulnerable in our community.
I would like to take this opportunity to again thank all those services for their ongoing support and participation.

Sally



Collaborate, Re-engage, Empower, Deter

Street CRED is a Collaboration between Gold Coast Youth Service, QLD Police Service Cross-Cultural Liaison Unit, Department of Child Safety, Youth Justice, G-Link, Headspace, Kalwun, QLD Health and QLD Education.

The Project is co-ordinated by QPS and aims at deterring young people from anti-social activities by re-engaging them in education pathways, employment, training or returning back to family. This is done by the team carrying out their assertive outreach approach among known young people 'hot spots' on the Gold Coast.

This outreach is conducted with the hopes of having young people becoming empowered to make positive life choices, reduce offending behaviours and accessing support where required, through the partnering agencies of the project.

The Project has been in operation since June 2018. Throughout the 2020 year along with Covid-19 and it's many other challenges the team has been able to establish a strong and consistent group who have developed a close working relationship that enables the best possible outcomes for YP.

As of the 1st of July 2019, Department of Youth Justice committed to Street CRED, and acknowledging the efforts of GCYS, through the provision of 4 year service agreement.

The team engaged with 834 young people over the year, with just over 60% being young men. Most of the young people were Gold Coast locals however there were young people from Logan, Ipswich and Brisbane. Just over half the young people resided with their families and a third were experiencing homelessness.

78% were provided with meaningful support to re-engage with family, child protection placements and youth justice.

Ricardo



Housing & Support Program

The Housing and Support Program (HASP) responded to **1905** enquires and provided case management and support for **538** young people aged 16 – 25 who were experiencing homelessness or at risk of homelessness.

199 or 37% of young people that were supported by the HASP team identified as sleeping rough or living in non-conventional accommodation immediately before presentation. This indicates that the young person was living on the streets, sleeping in parks, sand dunes, squatting, living in cars or improvised dwellings.

342 or 63% of young people were housed in secure and sustainable housing after receiving support from the HASP team. Other housing outcomes include referrals to our Youth Accommodation Program, supporting young people who are at risk of homelessness to sustain their current tenancy, reunited with family, secured transitional housing or were referred to other specialist homeless services for immediate / crisis accommodation.

The Gold Coast has only 7 crisis beds for young people aged 16 to 19 years of age. Unfortunately, many young people are referred to crisis accommodation outside of the Gold Coast region.

Number of Young People by Age Group		
Age	Frequency	Percentage
0 - 15	51	9.5%
16 - 17	90	16.7%
18 -19	131	24.4%
20 - 24	216	40.1%
25 - 29	33	6.13%
30 +	17	3.2%
Total	538	100%

ATSI—**17%** of young people that was case managed by the HASP team identified as Aboriginal and Torres Strait Islander

CALD—**7.6%** of young people identified as being from a Cultural and Linguistic Diverse background

Open Access is available every weekday from 9am-5pm to provide immediate support and brief crisis intervention, information and advice, facilitated referrals and a safe place for young people to use facilities such as a computer, shower, laundry or kitchen. Open access has responded to a total of **1905** enquiries, either through phone, email, or face to face. Referrals come from a range of different service providers, government and non-government, friends, family, and young people themselves.

Open Access is a vital function for the HASP team as most often is the first point of contact for new clients accessing the service and receiving ongoing support through case management.

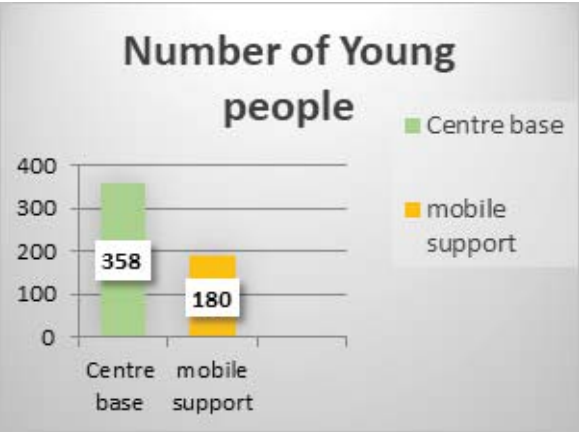
The GCYS hub also provides a space for services such as the Community Engagement Team from Centrelink and an AODS psychologist to provide specialist supports to the young people we work alongside.

Centre based, Mobile Support & Open Access

Centre base support is where young people access the service hub for ongoing case management with their Youth Support and Advocacy Worker. Young people that present to the hub could be sleeping rough due to the lack of crisis accommodation or affordable housing options and will often access showers, use the washing machine, computer and help themselves to some food.

Mobile support is where Youth Support and Advocacy Workers provide case management and support to young people in the following settings

- » 'in their own home' - refers to private rental, private ownership, social housing, boarding houses or in share houses.
- » 'in temporary living situations, supported housing, situations' - refers to any temporary accommodation setting for example motels or living with family/friends.
- » 'in a community setting' - refers to places where services meet with people they support, for example local library, coffee shop, recreation centre, neighbourhood centre or public spaces.



'Public space' refers to places where people are sleeping rough, including parks, streets and improvised dwellings. Support to this group should take a housing first approach (Homelessness Program Guidelines Version 3.1).

Housing & Support Program

Centre based, Mobile Support & Open Access

GCYS continues to service young people at **Westfield** Coomera and Helensvale shopping centres. This creates great opportunities for the northern end of the Gold Coast for our young people that can not access our service hub in Miami. There has been some great feedback from the community and young people about GCYS presence at Helensvale. An office space is currently being sourced by Westfield Helensvale and there is office space at Coomera that GCYS staff can access to support young people.

The HASP team works towards meeting:

Immediate needs are met as soon as possible:

- » A young man presented sleeping rough, referral and advocacy for young person to gain immediate housing in a youth refuge. We transported the young person to the refuge to make sure he got there safely.
- » A young man presented sleeping in his car. He accessed the Miami Hub to use the laundry, shower, clothing, food and computer facilities. We discussed with him what he needed and provided assistance to relocate to Jimboomba where he obtained full time employment and safe accommodation.
- » A couple presented through open access with nowhere to live. They are expecting their first child and were concerned about where they could set up a home. We met their immediate needs by placing them into a motel as a form of emergency accommodation.



Housing first principles are applied:

- » This young couple was then provided intensive case management support and they accessed the GCYS hub. This family were presented to the GC place-based response team and were offered a Horizon Housing property and are now in safe, secure, and sustainable housing

The team also has a strong focus on **sustaining tenancies** where possible with many young people. Many access the service seeking help to be able to maintain their current accommodation or to exit their tenancies in a way that is mutually beneficial to them and the lessor. Some examples of this area:

- » Young family supported to enter a mutual termination of their lease and to obtain more affordable accommodation. Liaison with the real estate following several breaches of unpaid rent; practical assistance for young people to move out of property, secured alternative private rental for family at a significantly cheaper rental price. No TICA listing.

The HASP team provides emergency relief assistance to young people who have a one-off financial crisis to stop them falling into homelessness. For example:

- » Emergency relief provided to sustain private rental for a couple and one-year old child. Unexpected injury resulted in one tenant not being able to work for a period of x 2 weeks. Support provided to sustain their tenancy throughout this period.

Collaboration with other services to meet the range of needs of young people is essential. As a result the HASP team continue to receive formal referrals via Queensland Homelessness Information Platform, Court link, Police Link and the Aboriginal Torres Strait Islander services. The HASP team continues to work in partnership with the Department of Housing and Public Works and private real estates to provide sustainable housing.

Established networks with motels along the Northern and central Gold Coast continue to provide emergency / immediate accommodation for our most vulnerable young people.

There has been a consistent number of **referrals** from Centrelink, Department of Housing and Public Works, Domestic Violence Prevention Centre, GC University Hospital transition from care programs and various schools.

The HASP advocate on a range of issues as they relate to needs of young people accessing our service. GCYS workers took the pledge to 'say no more' to Domestic Violence as part of the **Australia Says No More**.

The **Red Rose Foundation** kindly donated a plaque for our red bench at the front of GCYS to show the community we will not accept DV.

We have also reached out to **Hearts of Purple** and have our very own Purple Wheelie bin to collect cans and bottles, the funds of which are donated to their charity to support victims of DV. Lost Palms, our neighbour, have agreed to have all their empty bottles put into our bin.

Will, Amanda, Lani, Jess, Melissa and Israel



IMPACT



- » **802** individuals received support through the **ER Program**, 400 of whom also received financial support sharing in **\$181,086.35** of ER monies that was distributed across our region.
- » **499** dependent children also benefited from this financial assistance.



- » **24 young people** housed over the year in the Youth Accommodation Program.
- » A total of **4584 bed nights** were occupied over the year.
- » **97%** of vacancies were filled within 14 days or less.
- » **82%** (approx.) exited into some form of permanent housing.



- » **168 young people** were referred to the program this year. The YASS team engaged and supported 116 distinct young people (69%) through access and/or support.



- » **834 outreach** engagements by the Streetcred across the Gold Coast region
- » **78%** were provided with support



- » **1905 enquires** from young people, their families and the general community were fielded through phone, email, or face to face contacts.
- » **538 young people** were provided case management support by the Housing and Support Team
- » **63% of young people** were housed in secure and sustainable housing after receiving support from the HASP team



- » **1780 Clients** requiring major assistance through the **Chill Out Zone**
- » **520** Injured persons assisted
- » **138** Ambulances called
- » **87 850** Waters handed out

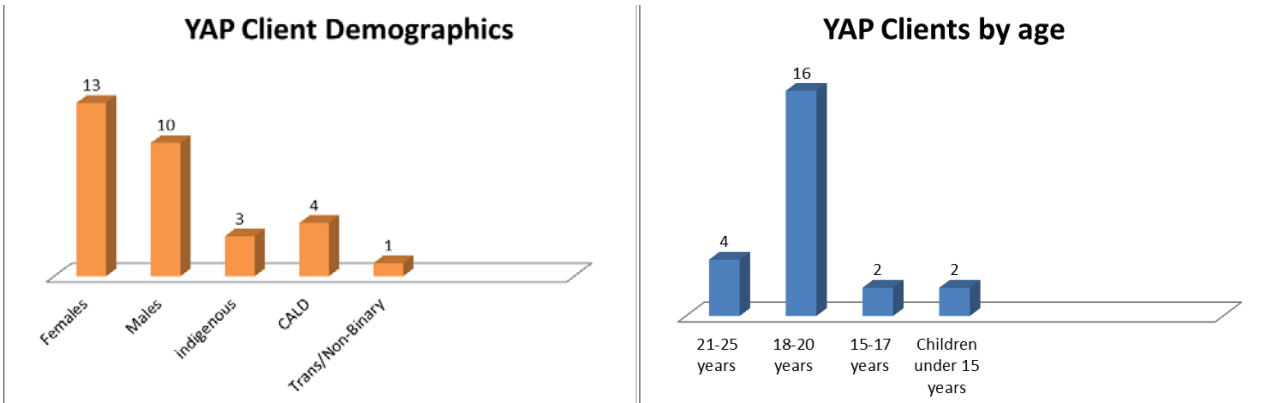
Youth Accommodation Program

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 and supported independent accommodation to prepare and empower young people for their transition into independent living. This may be 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 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 Manager 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.

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

- » 5 two-bedroom (share) units
- » 2 one-bedroom (single or family) units.



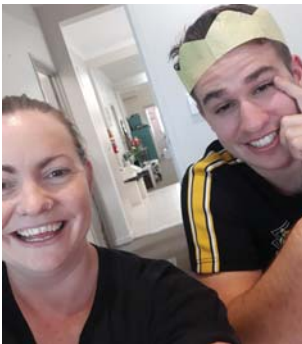
Client Demographics 2019-2020:



Community Involvement

Limited due to COVID-19 and the need for social distancing. During the first stage early in the year staff were unable to complete appointments in person with young people. Some examples of keeping up morale was the “fish'n'chip night” where staff took orders from the YAP clients and then delivered take out on Friday nights. Food was purchased from Jolly Rodger who was a YAP client some 10-15yrs ago and is now a small business owner/operator. GCYS was able support his business and at the same time support YP through the most isolating period of the year.

Of the young people who transitioned to social housing properties, 1 had completed the YAP program and moved to Jardine St (Transitional Housing Program). Israel and Amanda Carrol have been managing the (THP) model regarding tenancy support, liaison with Horizon Housing (who are now “Community Housing Limited”) and case management of clients. This has created a continuum of care for those young people needing a bridge between YAP and total independence.



Some of the achievements of the YAP clients

- Several young people commenced part- time and casual employment with some leading to full time hours.
- A young person applied for and commenced a diesel mechanic apprenticeship
- Two young people completed and high school (Year 12).
- A young person commenced university.

Some feedback from young people exiting the YAP program

- “Thanks to the wonderful youth workers for helping me achieve many of my goals and getting me back on my feet”
- “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 ceilings at Macaw Ave, Crisp CT and Nozomi St were all repaired after showing signs of “sagging” due to leaks from broken tiles on the roof.
- Fire extinguishers and fire safety checks were carried out on all properties over the year.
- GCYS employed a new mowing contractor who was a previous client of YAP (10+ years ago) who successfully operates his own garden maintenance business.

New mattresses, several lounge suites and sets of draws were purchased by GCYS to replace old/worn and broken furniture (due to standard age/wear and tear).

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 the Jardine St (Transitional Housing Program) model alongside Community Housing Limited (CHL).

Thank you Israel (Izzy)
GCYS YAP Tenancy and Property Manager

Next Step Plus

Gold Coast Youth service in collaboration with Youth and Family Services Logan, were successful in obtaining the tender of the revamped Next Step Plus program in April 2020. The program aims to support young people to develop a sense of independence and empowerment into their adult lives. There are two phases to the program:

- » Transition Phase: A focus on early transition planning and building supportive relationships while the young person is still in care. This phase is primarily the responsibility of the Child Safety Office.
- » Future Phase: Commences from 18 – 25 years of age and includes tailored support, where and when it is needed, and focuses on developing skills, knowledge and connections required to live independently in adulthood and to actively participate in society through employment and connection to community.



We have seen young people's body language express relief when they understand they are not alone when exiting state care. This has been highlighted as one of the worries young people have and research shows the negative impact that has one's self-esteem, mental health, and social growth.



COVID-19 impacted not only delivery rollout but young people and their goals. With employment and education coming to a standstill and housing options stagnant, motivation was hard to promote. However, the team maintained communication to ensure young people had support where available.

Maintaining connection is key.
The team started engaging young people in late May. In that short period of the 2019 financial year we engaged 29 young people.

Greta and Amani

Youth Support & Access Service

The Youth Access Support Service (YASS) is an early intervention response to support vulnerable young people aged 12- 21 years of age who present with at risk factors including disengagement from family or community/ support networks, education/employment, homelessness and harm (including self harm). The aim of the program is to strengthen young people's engagement and relationships with their family and community.



The YASS program provides support through case management offering two levels of support :

- » Access - Brief Intervention through information, referral, and advice to prevent escalation
- » Support - Comprehensive needs and strengths assessment, support planning and goal setting, advocacy and practical support to navigate and overcome complex issues

Referrals received into the program are predominately from Educational Facilities, Mental Health services and parents. The length of support provided is based on duration of need or until they no longer meet the age criteria.

Outcomes that young people have achieved or reported this year include:

IMPROVED LIFE SKILLS

- » Remained or re-engagement back into education including mainstream, alternate and Vocational Education and Training
- » Gained Employment or engagement in programs that assist with job readiness
- » Gaining driver's licence
- » Preparedness for independence by gaining Identification such as photo ID, Birth Certificate, Medicare card
- » Knowing how and where to access support services



IMPROVED QUALITY OF LIFE

- » Increased self-esteem and confidence
- » Linkages and referrals to specialised support services
- » Decrease in self harming behaviours
- » Decrease or abstinence of drug use
- » Obtaining or sustaining independent housing

IMPROVED FAMILY RELATIONSHIPS/CONNECTEDNESS

- » Reports of less arguments with parents
- » Reports of improved family dynamics
- » Connectedness with immediate and extended family
- » Returned or remain living within the family home
- » Reconnected with parents once living in independence

Sharon, Amani, Greta and Melissa

Admin & Finance Team

Well what a year this has been!

There have been many changes at GCYS during this reporting period but something that has never changed, is the warm welcome given to all who visit or make contact with our organisation by our front of house administration staff Jenny, Trish and Vicki our Finance Officer.

GCYS would not be able to operate effectively without this dynamic trio. They are the glue that holds it all together. They are not only our first point of call for anyone wishing to access our service, they are also responsible for ensuring that all our business information and financial management systems are effective and efficient, accurate, up to date and complete.

In line with GCYS's commitment to conform with ongoing quality improvement, many of these systems have also been reviewed and further enhanced during this reporting period. In particular, this year has seen a considerable increase in the amount of transactions including governance, resources, systems and procedures overseen by our external auditors. The Admin and Finance team has been instrumental in re-assessing and re-developing some of these management systems to better support not only the staff from the various programs GCYS is funded to provide, but also the organisation's vision and longer-term goals moving forward.

Our CEO, Maria Leebeek had envisaged introducing major changes to our administrative and financial policies and procedures. However, the event of Covid-19 really forced us into the future in respect to implementing her vision, the result of which has created a more efficient and ecologically friendly environment.

In the midst of a very busy working environment, the team, all of whom are part time workers, have shown amazing skills and expertise in collaboratively keeping the service running so smoothly; even whilst trying to deal with our crazy photocopier.

All in all, it was a rewarding year highlighted with the appointment of Maria, working closely with Management Committee members in relation to monthly meetings and welcoming new staff to some of our programs.

Vicki (Bookkeeper) Trish & Jenny (Administration)



Quality Assurance



Human Services Quality Framework (HSQF)
In February 2020 GCYS underwent a full re certification under the Human Services Quality Framework (HSQF.) The HSQF Framework is a system for assessing and improving the quality of human services. GCYS was granted its first accreditation in 2017. In ensuring best practice the HSQF certification process includes 2 maintenance audits post certification, and a full recertification audit every three years.

The Quality Assurance Worker is responsible for conducting this process on behalf of the organisation. We are proud to be able to say that GCYS was able to successfully demonstrate continuous quality improvement and ongoing compliance therefore achieving re-certification moving forward.

We are pleased to be able to partner with Global Mark to ensure we meet the quality standards.

Compliance with the HSQF is an active and ongoing process. It includes the QA Worker's ongoing review and revision of policies and procedures to ensure best practice, as well as participation in regular quality focused meetings with the CEO to monitor compliance.

Feedback, compliment and complaints

An important aspect to maintaining quality service delivery is to ensure that young people and services have capacity to provide feedback, compliment or complaints.

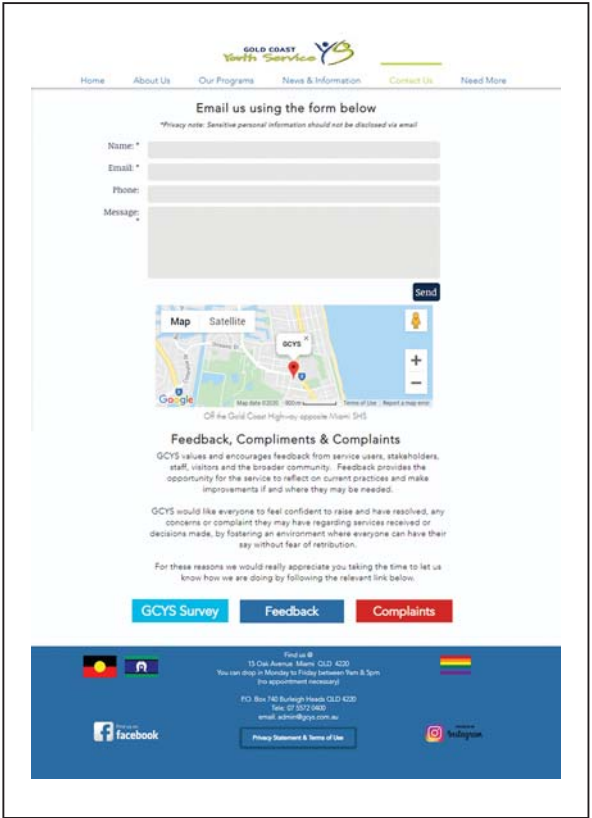
We are currently exploring how we can improve our presentation of this data to provide greater transparency and accountability to our stakeholders.

GCYS Website

Embedded into the website itself are also mechanisms by which both young people and the broader community can make direct contact with GCYS; through email and feedback forms.

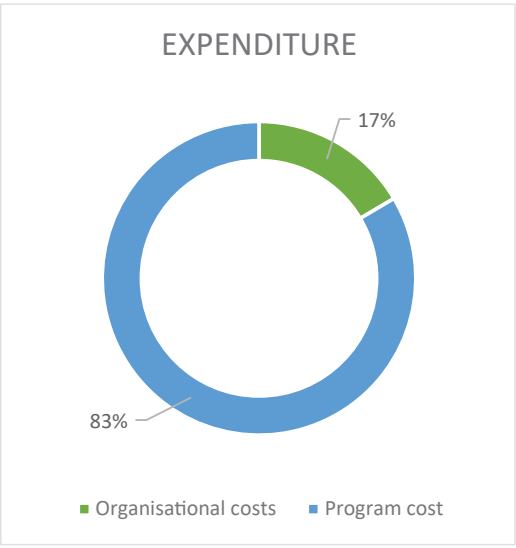
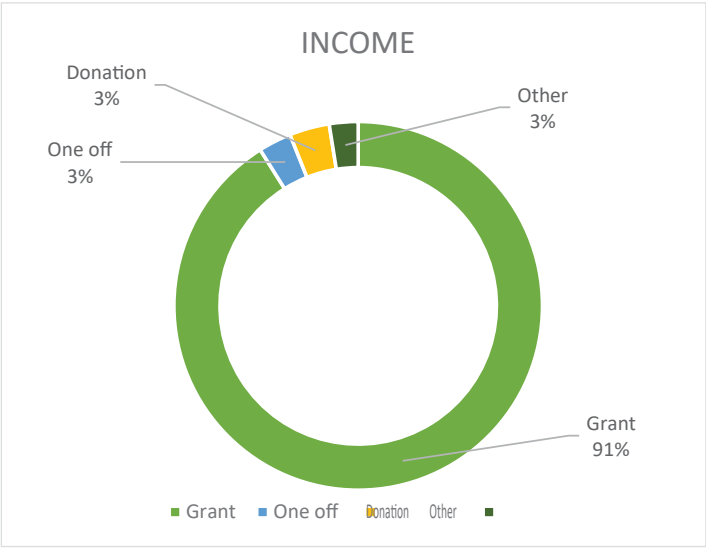
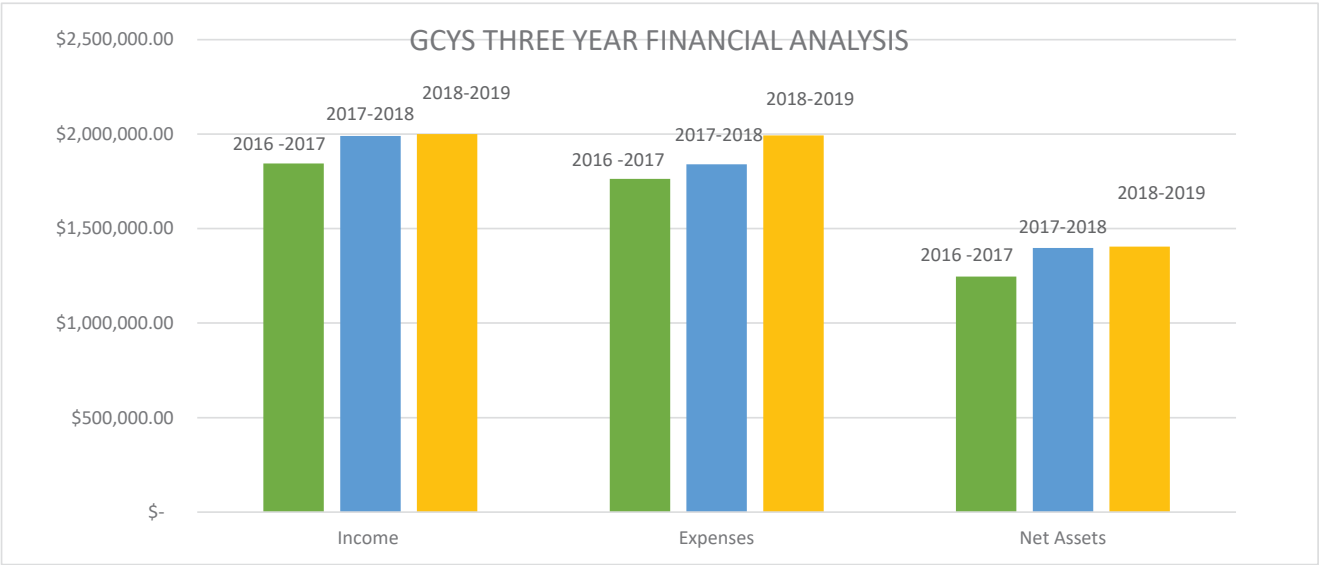
These mechanisms are being well utilised with people seeking a range of response types. All site use and feedback received is reviewed and collated to further support our commitment to ongoing quality improvement and best practice in all that we do.

Sally



Financials

Gold Coast Youth Service Financial Snapshot



83% of expenses go to supporting programs

Treasurer's Report

A reflection on Gold Coast Youth Service Inc finances for 2019-2020.

The financial statements for the period ending the 30th June 2020 have been prepared to meet the requirements of the Gold Coast Youth Service Inc (GCYS) under the Associations Incorporations Act QLD, and have been audited by Robert L Martin - Chartered Accountants and declared to be in accordance with the Australian Auditing standards.

The 2019-2020 year has seen the GCYS continue to deliver a range of programs and services to meet the needs of young people who are experiencing homelessness, at risk of homelessness or marginalised in our community. We were particularly pleased to sign off the 4-year agreement for Streetcred at the start of the financial year.

GCYS was also able to expand its service delivery through the funding of the Next Step Program in partnership with Youth and Family Services Inc.

Additionally, we received other smaller grants:

- » A grant from the Streetsmart to assist with the provision of meals during the start of the COVID -19 Pandemic.
- » Additional funding from the Department of Housing and Public Works to support young people impacted by COVID-19.
- » A grant through the Queensland Youth Partnership Initiative to support our work in partnership with WESTFIELD at Helensvale.

GCYS continues to maintain a high level of financial controls ensuring the effective management of financial resources. I would like to acknowledge and thank Vicki Fraser for her hard work during the year, and the ongoing diligence in providing financial reports and analysis to myself and the CEO and to acknowledge the hard work that sits behind those reports.

I would like to acknowledge the Federal Department of Social Service, the Queensland Department of Housing and Public Works, Department of Child Safety Youth and Women, Department of Youth Justice and Department of Communities, Disabilities and Seniors. In addition, the many donors and supporters of the GCYS.

The financial results for 2019-2020 provide an operating surplus of \$120,466.71.

I would like to recommend the appointment of Haywards Chartered Accountants to audit GCYS accounts for the 2020-2021 financial year.

GCYS Treasurer

Matthew Clayworth

Thank you

Your Support Makes a Difference

Funders



Department of Child Safety, Youth and Women
Department of Communities
Department of Housing and Public Works
Department of Youth Justice
Queensland Police Service



Australian Government
Department of Social Services



Donors

AESOP
Diamond Way Buddhist Centre
Ladies in League/Parkwood Sharks
Jolly Roger
Maritime Union
Medical on Miami
Palm Beach Currumbin SHS
Rotary Club of Runaway Bay
Rugby League Gold Coast
Stradbroke Mason Charity
World Charity Shop

AND the many local community members who have generously donated food, clothing, books, hygiene products and cash that has assisted many the many young people who access the service.

CITY OF
GOLDCOASTTM

Our Community

NO one can do it alone...

Partners & Sponsors



BUILDING INDEPENDENCE & PARTICIPATION





Future Focus 2020-2021

Looking ahead we are eagerly anticipating the opening of the Youth Foyers in 2021. This additional housing will fill a much needed gap for young people who are experiencing homelessness or at risk of homelessness on the Gold Coast.

We will continue to provide our existing service and build on the work that we commenced this year particularly the development of our continuum of support framework with a particular focus on;

- » Program logic for all teams including impact statements
- » Data to guide our work
- » Research in the needs of young people

We also hope to be able to re-start student placements at the service. Due to COVID-19 we had to pause placements however we are keen to be able to continue to support prospective new workers into the community sector.

There will be some new faces on the team with Brad starting with us in the NEXT Step Program—joining Greta.



Duncan will also be moving from the Chill Out Zone Team to the Youth Support and Access Team.

Building on the foundations of our current website we will be developing a new webpage as part of our communication to all stakeholders. Don't forget if you want to keep in touch with on a more regular basis to join our Facebook page <https://www.facebook.com/goldcoastyouthservice/>

GCYS will continue to work in collaboration with our partners and continue to support the Gold Coast Homelessness Network and the Youth Network. As the Streetcred team reminds us—no one service can do it alone.

Most of all the Gold Coast Youth Service is looking forward to working with our local community to meet our common goal of providing hopeful futures to young people on the Gold Coast.

We remain committed to our social justice values in not only supporting young people and families but to address the structural inequalities through advocacy and lobbying.

Lastly we hope to be able to provide opportunities for young peoples voices to be heard and respecting their individuality and diversity.



GOLD COAST Youth Service



Acknowledgment

We acknowledge the Aboriginal and Torres Strait Islander people of Australia as the traditional owners of this land and support the right of indigenous people to self determination and cultural expression. We are committed to working in partnership to close the gap.

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