

HOPEFUL *Futures* FOR YOUNG PEOPLE

Welcome to

GGYS

CHAIRPERSONS REPORT 2020-2021

Firstly, I would like to say welcome to the 42nd Annual General Meeting of Gold Coast Youth Service Incorporated (GCYS). It is with some sadness that I write this year's report as it will be my last as Chairperson of the association.

I have been an active member of the GCYS Management Committee for more than 25 years and fulfilled the role of Chairperson since 2003. Over this time there has been substantial expansion in the services we are now able to offer our community and I am very proud that I have been able to lead the organisation through these many changes and considerable growth.

This of course could not have been possible without the commitment and expertise of our entire team both past and present; including fellow members of the Management Committee, GCYS staff and volunteers and the many services both government and non-government with whom we work collaboratively in supporting our young people to achieve their goals. At the heart of this success is also the continuing support of our funding bodies: -

- Queensland Department of Communities, Housing & Digital Economy
- Queensland Department of Child Safety, Youth & Women
- Queensland Department of Communities, Disability Services and Seniors
- Commonwealth Department of Social Services

And the generous support of our sponsors, donors, and community members.

After 36 years of volunteering on the Gold Coast the time has now come for me to retire. Over these years I have supported a number of organisations and my determination to improve the lives of the most vulnerable in our community began in the 1980's when I single-handedly lobbied the then State Government and successfully secured a 20-unit complex specifically designated to reduce homelessness on the Gold Coast.

I am also very proud that I have also seen come to fruition our 2017 proposal to the Department of Communities, Housing & Digital Economy's Youth Foyer Initiative. The Youth Foyer opened in 2021 and is a purpose built complex containing 40 single occupancy self-contained units specifically for young people aged 16 to 25 who are homeless or at risk of homelessness. These young people will now have a safe place to gain essential and practical life skills, complete their education, and reach their goal of transitioning to live independently.

The Gold Coast has changed so much over the past 36 years and what has been achieved across our region in supporting our community is truly remarkable. I am grateful that I was given the opportunity to be part of realising these achievements and very proud of the many accolades that I, and others, have received over these years.

As Chairperson my parting advise moving forward is to always remember that it is only through continuing to work collaboratively with others that our high standard of service delivery and prominent profile within the community will be maintained. I would also like to suggest that funding bodies work even closer with governance committees themselves, not only to ensure these standards are maintained but are further enhanced.

In finishing, I would like to thank everybody past and present with whom I have had the pleasure to work, including all the wonderful young people who have accessed our services over my tenure.

Thank you to everybody for another successful year and a job well done.
To the Members of the Gold Coast Youth Service, governance, staff,
and the young people- ***I commend this Report.***

Janette Green

Chairperson



Supported by the
Youth Access & Support Service Team

CEO'S REPORT



The Gold Coast Youth Service has seen another busy year. Certainly COVID-19 has been challenging for young people, their families, and the service. We have been stayed open during this time as we are acutely aware of the challenge that COVID -19 has presented to our community. I would like to thank the front-line staff for being flexible and response and meeting the challenges that a changed service delivery presents to us.

In our impact summary it shows that across the organisation we assisted **6,302 young people**, individuals and families ranging from the Youth Work Team providing support and assistance, through to Emergency Relief across the Gold Coast and those seeking rest and recovery in the Chill Out Zones.

It is pleasing to be able to bring this data to the AGM as it was one key area of work flagged at the last years meeting. Data is incredibly important in guiding our work and where we need to focus our activities to best meet the needs of people accessing our services. This has been supported through the commencement of the development of Program Logics for teams – this is still a work in progress but as you can see by the YASS report it really helps to demonstrate where our impact is.

The second half of the financial year was very busy as we worked towards the operationalization of the Youth Foyer. I would like to thank John McDonnell who was the Project Officer who commenced the hard work of making it happen.

I also want to acknowledge the work of the whole Youth Foyers team as it the first purpose-built site in Queensland and particularly to Matt and Petrina for working in such a dynamic environment. I would also like to acknowledge our partner CHL Queensland and Christine Nicols the State Operations Manager, as well as the Queensland Department of Housing.

WHAT'S INSIDE

CEO's REPORT	5
STORIES OF US	7-15
IMPACT	16-17
MORE STORIES OF US	18-23
EMERGENCY RELIEF	24
ADMINISTRATION	26
TREASURER'S REPORT	28
THANK YOU	30
FUTURE FOCUS 2021	32

The organisation growth has also meant that this year we have been focused on how we can continue to provide strong administrative support to the teams who are now across three sites on the Gold Coast. In addition, we have made considerable investment in our IT area to ensure we can have efficiencies in administration as well as access for our staff to relevant organisation resources and services. As we noted last year there have been changes to the financial management systems. This investment has seen positive outcomes as the growth of the organisation continues to provide logistical challenges in the finance area. I want to thank Vicki for her hard work as we attempt to streamline and trial new systems.



Certainly, with COVID-19 impacting on our workspaces we are acutely aware of the need for the staff to be able to work off-site and independently where and when required. In addition, we need to facilitate access to not only work colleagues internally but externally as well.

Collaboration is certainly the key to moving forward and this year has seen the Gold Coast Youth Service continue to work with our community to provide hopeful futures for young people. We certainly cannot do it alone and we remain committed to working toward positive change as our partner pages attest.

YOUTH SUPPORT & ACCESS SERVICE



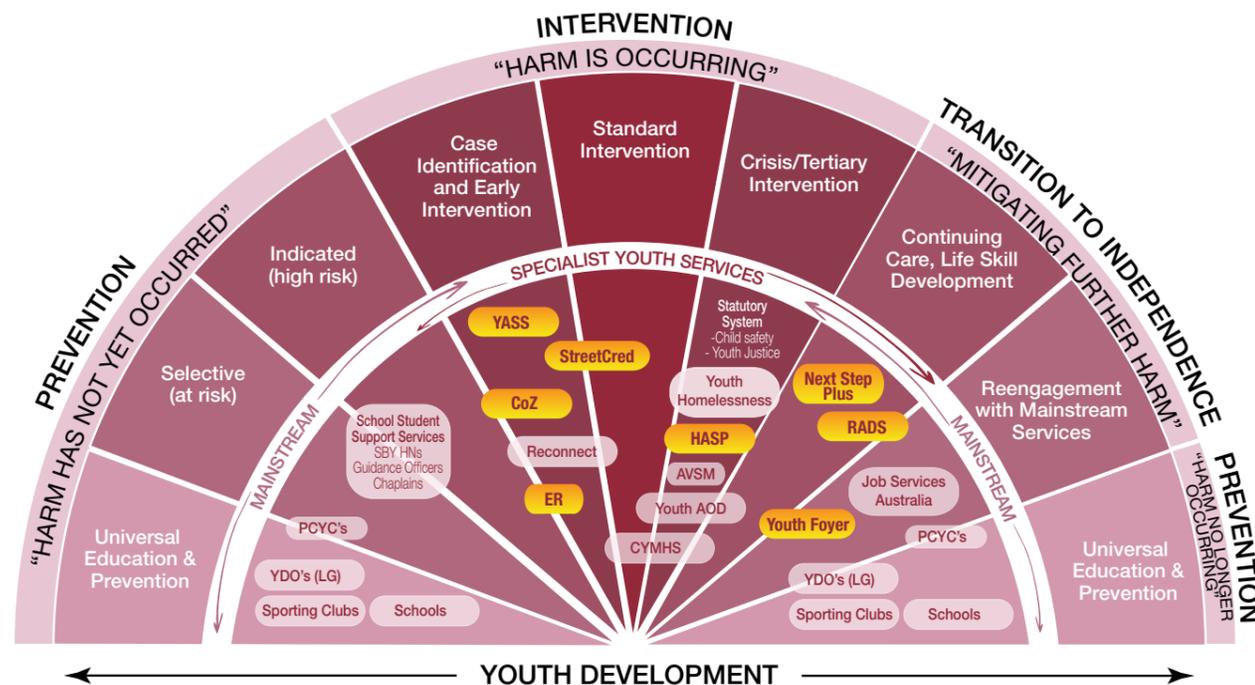
I would like the funding bodies who continue to make investments in the youth service for more hopeful futures for young people:

- Queensland Department of Communities, Child Safety & Disability Services
- Queensland Department of Housing & Public Works
- Queensland Department of Youth Justice
- Queensland Department of Social Services

As I noted earlier, we can not do this work alone and we have been very supported by our community sponsors donor and generous community members – with many doing so on a regular basis and your support to young people is invaluable.

The last two year certainly has been rewarding but also challenging and I have appreciated the strong support of the GCYS Management Committee. This board of governance often are the quiet achievers, and this is no different here at the service. I would like to thank them for their support and guidance during the year and their commitment to the service and what it achieves.

Maria Leebeek



WHAT DOES THE YASS PROGRAM DO?

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 which can be provided through centre-based support, outreach within the community or home visits:

- ✓ **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
- *The length of support provided is based on duration of need or until they no longer meet the age criteria.

WHO IS ACCESSING THE PROGRAM?

◆ **Referrals** received were predominately from education facilities and of the **164** referrals

Number of young people	87
Case	60% Support and 40% Access
Identified Gender	54% male & 46% female
Age	17% aged 12-14 years 61% aged 15-17 years 22% aged 19 – 21 years
Duration of Support	23% 0-3 months 45% 3-6 months 22% 6-12 months 10% 12+ months
Referral received	164



received, **71** young people became a case. **83** were closed for reasons such as being referred to another service, no longer requiring support, not ready to engage and not being eligible. **10** are still being followed up on for next financial year.

WHAT WERE THE CHALLENGES THIS YEAR?

COVID-19 restrictions and lock-downs impacted service delivery. This meant that we were unable to provide outreach or transport to our vulnerable young people. As most of the support is conducted face to face, engagement with new young people through the phone impacts the time taken to build rapport

Data collection has been a challenge with the YSCIS system. However, our CEO has worked hard with the YASS team through trial and error to develop a system that we can now use to collate outcomes to demonstrate the work that the YASS team has provided.

Demand for support has increased significantly this year. More young people are presenting with complex needs and requiring a longer duration of support. It has been the first time that we have had to keep a record of requests for support. Each quarter as the referrals and record grew longer, the need for a third worker in the YASS team has become quite evident. Requests for male youth workers to support young males has been on the increase.

WHAT OUTCOMES WERE ACHIEVED?

The YASS team works with young people on goals in the following areas:

Education/Training

- Re-engaging back into school
- Maintaining attendance and engagement at school
- Enrolling in school
- Having appropriate and meaningful supports at school

Quality of Life

- Securing or maintaining stable housing
- Obtaining an income
- Gaining identification
- Referrals and linkages to physical and mental health supports
- Meaningful relationships and connections with peers, family, and community

Family

- Reconnection with family and conflict resolution

Improved life skills

- Gaining a driver's licence
- Job readiness skills
- Budgeting
- Managing systems
- Accessing public transport

WHAT IS OUR PLAN MOVING FORWARD?

The YASS team will continue to work on data collection to reflect the work we do and the great outcomes that young people achieve. We hope to reduce the length of time that young people are waiting to receive support through exploring funding avenues for an additional worker in the team.



YASS team providing bicycles for young people to travel to school.



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, Lives Lived Well, Ted Noffs Foundation, and QLD Education.

The project aims to deter 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. The 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 2021 year along with Covid-19 and it's many other challenges the team has been able to establish a strong and consistent team who have developed a close working relationship that enables the best possible outcomes for Young People..

2020-2021

- Covid-19 continued to impact Street Cred outreach, whereby a Covid-19 action plan was implemented to adhere with Chief Health Officer and Premiers roadmap to easing QLDs restrictions. At all times the safety of the young people and staff was a priority, however Street Cred was an essential service and continued to operate during these restrictions.
- QPS had some additional crime prevention funding and Street Cred were able to apply for some funding towards Lives Lived Well coming on board and providing a AOD counsellor to join Street Cred outreach to engage young people engaging in drug use to provide AOD education, support, and referral.
- In late December 2020, QPS delegated the co-ordination of Street Cred to GCYS and as of January 2021 GCYS commenced the coordination of the project and has been a very busy period.
- During February through to April, Street Cred outreach identified a number of abandoned properties where young people were sleeping rough and were able to provide intel to QPS and Gold Coast Council of these sites and as a result these properties have been demolished, which assisted in young people returning home.
- Ted Noffs – Street University opened their new site in Southport and there were some challenges in the area with young people engaging in inhalant use and GCYS met with management and staff at the centre and we are working together and strengthened our partnership with Ted Noffs become part of the Street Cred outreach team.
- Relationship with the PSLO (Gold Coast Council) has been beneficial on both sides in that the intel provided to Street Cred on young people sleeping rough throughout the Gold Coast has been positive and Street Cred have current intel on hot spots for young people sleeping rough and been able to engage and support these young people.
- Youth Co-responder Team is a new initiative with QPS and Youth Justice supporting those high-risk young offenders to provide support and follow up in relation to criminal offences. Street Cred are navigating how best to work alongside this program and work more strategically and



HOUSING & SUPPORT PROGRAM

2020-2021 was a challenging time for the Housing and Support program (HASP), with rental property vacancies at an all-time record low, with a median of 0.6% in Northern Gold Coast and 0.3% across the Southern suburbs.⁽¹⁾ This combined with average rental increases of \$60 per week for a 2-bedroom unit in this financial year, across the Gold Coast, made it very difficult for our young people to secure a private rental.⁽²⁾

However, the HASP team was still successful with supporting young people, aged 16 to 25 into accommodation. The HASP team responded to **1325** enquires through Open Access and supported 406 young people respectively who presented to the service as homeless or at risk of homelessness. **88** or **21.6%** of these young people presented as sleeping rough or in non-conventional accommodation.

271 or **66.7%** of young people the HASP team supported, were housed in secure and stable accommodation at the completion of their support with us. Other housing outcomes included referrals to our Youth Accommodation Program, supporting young people to reunite with their families, referrals to alternate crisis/transitional housing programs or supported with their current tenancy.



ATSI – 19.6% of young people case managed by the HASP team identified as Aboriginal and Torres Strait Islander.
CALD – 0.9% of young people identified as being from a Culturally and Linguistically Diverse background.

Open Access

Open Access is a service that operates within our Oak Avenue premises in Miami that is available to our young people Monday to Friday from 9am to 5pm. We support young people with information and advice, engage with other services, provide referrals to crisis accommodation and are the first point of contact for all programs within our service. Open Access responded to 1325 unique enquiries that presented in person, via the phone, emailed and enquired through our website or through a third party that could include government or non-government organisations, community members, or family and friends of the young people.

Open Access is often the first contact a young person will have with our organization. They are also responsible for the GCYS Miami hub which provides a space for young people to access showers, food and washing facilities. They also co-ordinate support for external services such as Centrelink Community Outreach and AODS support worker.

Centre based support

Centre base support is when young people are supported at the 15 Oak Ave Hub with their case management goals. This also includes young people that present through open access that require homelessness support. HASP workers provide the following case management support for young people that are homeless or at risk of homelessness.

- Early or brief interventions to prevent a young person from losing their Tenancy.
- Crisis intervention – supporting young people that are rough sleeping to being housed
- Prevention – supporting a young person to maintain their accommodation.

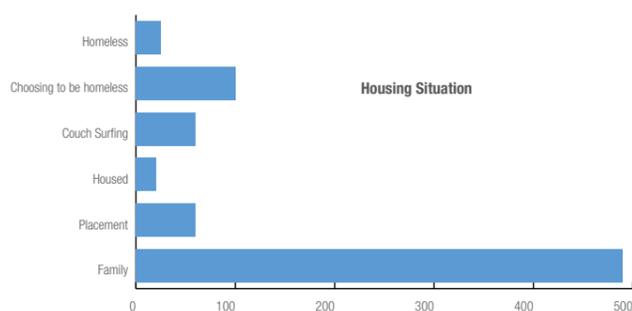
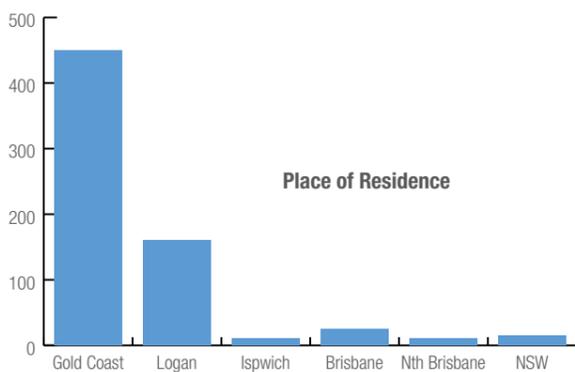
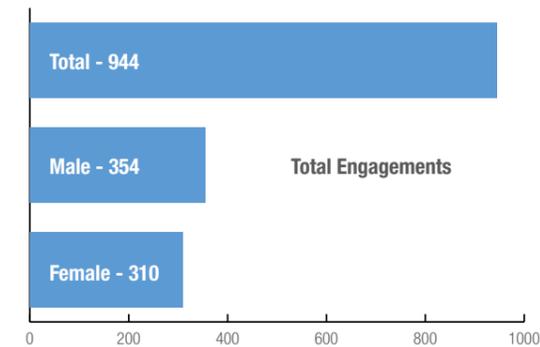
Mobile support

The HASP team also provides a mobile support service for young people. Mobile support is providing housing support for young people that are experiencing homelessness or at risk of homelessness that reside out in the Community.

There have been access barriers for young people to make their way to Miami, so the HASP team will go to them. Some of these barriers include a lack of public transport, young people sleeping rough, is a long distance away, no money for transport. Young people that are couch surfing or experiencing homelessness that may be working or attending school require the flexibility for youth and advocacy workers to provide mobile support service at a time that suits them.

Number of Young People by Age Group		
Age	Frequency	Percentage
0 - 15	56	13.7%
16 - 17	80	19.7%
18 - 19	85	20.9%
20 - 24	154	37.9%
25 - 29	24	5.9%
30 +	7	1.7%
Total	406	100%

THE NUMBERS



YOUTH ACCOMMODATION PROGRAM



The HASP team, work continue to collaboratively with the street CRED team, providing assertive outreach to young people that are sleeping rough and provide mobile support service at the Coomera and Helensvale Westfield's where it's been more convenient for young people and our young families that need to access housing support that reside in the northern Gold Coast region. Westfield and Gold Coast Youth Service continue to work collaboratively to provide support for our vulnerable young people.

The HASP team has had success in meeting the immediate needs of our young people:

- » A young person presented sleeping rough and within a week was placed into secure affordable accommodation that allowed him to continue his education at high school.
- » A young man presented with family breakdown, currently couch surfing with limited options and a diagnosis of Autism, was referred to transitional accommodation that was secured within 24 hours. The HASP team provided transport to his new accommodation.
- » A young mother with two children required support with finding a new rental after a relationship breakdown. The HASP team supported with advocacy with the real estate agent, financial support with two weeks rent and support with the bond loan from Dept of Housing.

Housing first principles are a priority for the HASP team.

- » A family member referred a young man to the youth service requiring immediate housing and had a complex mental health diagnosis and cannabis use. Was initially housed in a motel then secured long term housing with the Department of Housing. After securing housing began engagement with AODS supports to assist with his drug misuse and was linked successfully with the NDIS and had gained approval to receive the Disability Support Pension.

We have also supported young people to sustain their tenancy where possible. Young people often present seeking support and advice wanting to maintain their current accommodation or to end their tenancy in a mutually beneficial way.

- » A young family presented to the youth service with rental arrears and a substantial water bill. The HASP team negotiated with the real estate agent for a mutually agreeable payment plan and sourced financial supports with their rent arrears that allowed this family to remain housed.

The HASP team has also supported young people with Emergency Relief who have experienced a one-off financial crisis that may lead them to homelessness.

- » Young person required their vehicle to continue to stay employed to allow them to continue to pay their rent and living expenses. The HASP team provided financial support with car repairs.

Collaboration with other services is an essential part of practice for the HASP team that allows us to meet the needs of our young people. We received formal referrals through the Queensland Homelessness Platform, Court Link, Police Link, Queensland Health and Aboriginal and Torres Strait Islander entities. We also continue to work alongside the Department of Communities, Housing and Digital Economy, private real estate agents and other community housing providers.

We have an established range of short-term accommodation throughout the Gold Coast that allows us to provide emergency housing for an immediate response.

Several local community restaurants and organisations that support our young people with food and frozen meals in our GCYS hub area including Heart Futures, Serve Our People, Cardamom Pod, Bakers Delight Broadbeach. These relationships ensure we can continue to provide this help to our young people.

Amanda, Dale, Izzy, Katie, Mel & Will.



It's been an exciting year for Gold Coast Youth Service with many changes to the structure of the staff team, and an increase in the number of programs on offer to young people accessing the service.

Age and demographics have varied greatly this year due to the nature of the program models, COVID, and the rental crisis e.g., working singles and families have presented purely because they cannot afford the cost of rent in the private rental market.

Within the Accommodation Programs space, we have two Transitional Housing Programs with a third to come online at the end of August 2021.

YAP:

The Youth Accommodation Program (YAP) is an externally supported transitional housing program for single young people aged 16-25yrs 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 to 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 YAP young people are given the opportunity to learn living skills and gain knowledge of the Residential Tenancies Act. Young people 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

Housing outcomes:

- 31 young people housed over the year.
- A total of 4306 bed nights were occupied over the year.
- There were 86 vacant bed nights in total for the year.
- 95% of vacancies were filled within 14 days or less.
- A total of 18 young people transitioned through the YAP program.

Some of the achievements of the YAP clients

- Several young people commenced part- time and casual employment through their case plans.
- Two young people completed and high school (Year 12).
- Young person commenced a Bachelor of Nursing.
- Young person successfully completed a short-term employment contract with the Australian Bureau of Statistics facilitated by GCYS staff.



1. REIQ Media Release - <https://www.reiq.com/articles/record-low-vacancy-rates-continue-to-impact-queensland/>
 2. Median Rents Quarterly Date - <https://www.rta.qld.gov.au/forms-resources/median-rents-quick-finder/median-rents-quarterly-data>

YOUTH FOYER



After 6 years of consultation, planning, advocacy, and lobbying, we are excited to announce the Gold Coast Youth Service can officially add the 'Youth Foyer' to its suite of ever-growing service delivery options here on the Gold Coast.

Scheduled to take on its first young people in August 2021, the Gold Coast Youth Foyer will offer 40 fully furnished 1-bedroom apartments centred right in the heart of Southport; close to schools, TAFE, universities, services, beaches, and much more.

The Gold Coast Youth Foyer will foster the organisations mission and values combined with the 'Advantage Thinking' Framework synonymous with the Foyers success internationally and nationally to carry out its aims too:

- Reduce the number of young people cycling through the housing and homelessness system
- Increase the number of young people completing education qualifications.
- Increase the number of young people productively employed

As the first purposed built Foyer in QLD, this program holds an important strategic significance for our community and business partners in; CHLQ, the Department of Housing, and the Foyer Foundation but most importantly the young people we work hard to assist to feel. **"Hopeful** about their future - **Valued** - and **Supported** to realise their potential."

It is certainly exciting times ahead!

Key milestones achieved this reporting year

- **March 2021** Long-time friend of the Gold Coast Youth Service, John McDonnell was appointed as the Project Officer to oversee the implementation of the Youth Foyer
- **16th of June 2021** – the Official release of the handing over of the keys
- **18th of June 2021** – first Friends of the Foyer (FOF) meeting
- **28th of June 2021** – Matthew Slavin appointed as Team leader
- **19th of July 2021** – Petrina appointed as the Senior Practitioner
- **21st of July 2021** – Gold Coast Youth Service has its official walk-through of the building
- **23rd of July 2021** – "Friends of the Foyer" had its first walk-through of the building
- **26th of July 2021** – The full Foyer suite of staff commenced inductions

Future planning

- First participants transition into the Gold Coast Youth Foyer August
- October 20, 2021, official opening with the Minister of Communities Housing and Digital Economy
- September 2021 commence Foyer accreditation
- January 2022 be a feature at the Foyer Foundation National conference.



THP:

The Transitional Housing Program is a social housing co-operative between GCYS and CHL (Community Housing Limited) consisting of one purpose-built house accommodating four single young people aged 16-25yrs. Each room is furnished by GCYS and has a bathroom, kitchenette style bench/sink and bar fridge. The main lounge/dining area and kitchen are for communal use. The program is for low needs young people who are employed or studying. Staff complete weekly house inspections and case management check ins as required. House meetings are facilitated by GCYS staff, and a weekly chore chart is rotated between residents. Several young people have transitioned to the THP after completing the YAP program using the continuum of care as a bridge between YAP and independent living in the community.

SunSHYne:

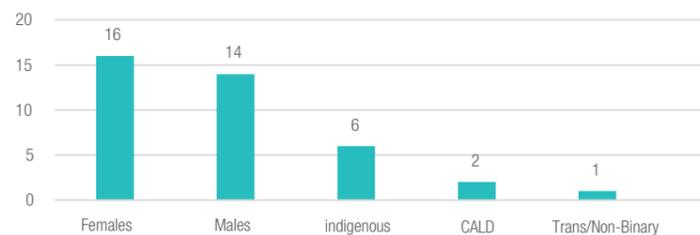
Upcoming program coming online at the end of August 2021. Four free standing houses with a total of 10 rooms. Philanthropic initiative between property developers and GCYS. Externally case managed independent living for 16-25yr old single mothers with children and/or couples with children.

It has been a great year and we are looking forward to continuing our role working with the young people who come through our accommodation programs and towards the continued expansion of our accommodation programs property portfolio.

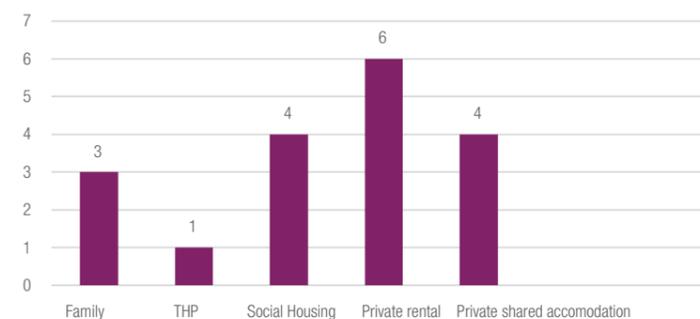
Israel Bull (Izzy)

Accommodation Programs Team Leader
Gold Coast Youth Service

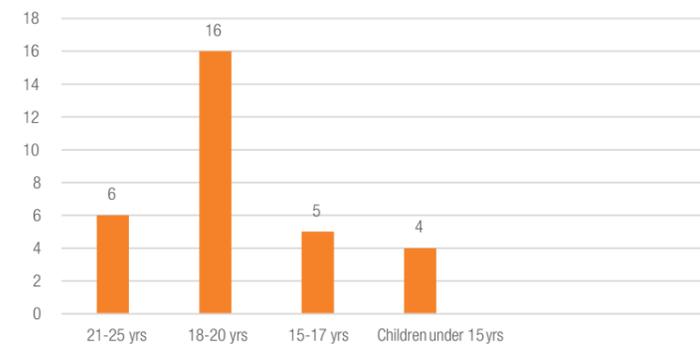
YAP Client Demographics



YAP Client Exit Points



YAP Client Ages



IMPACT



WESTFIELD
431 Engagements at Westfield Coomera and Helensvale.



EMERGENCY RELIEF
Supported 735 Individuals & Families.

1468 distinct Young People accessed the Gold Coast Youth Service Youth Teams.
A further 261 young people who were known by first name only were helped.

TOTAL 1729



Youth Accommodation Program
31 Young people Housed in YAP. A total of 4306 bed nights.
100% exited into some form of accommodation.



CHILL OUT ZONE
4099 clients assisted with a range of supports.

StreetCred
944 Engagements through StreetCred.



RESOURCE & DEVELOPMENT

The Resource and Development Services (RADS) has been refocused this year as the Gold Coast Youth Service wanted to ensure that were making an impact and achieve positive outcomes for young people and the community. As a result of reflecting on the work that we have done over the years and with a future focus the follow key areas were developed:

» Networking & Partnership

- ♦ Improve the education of the community
- ♦ Increase our community partnerships

» Events & Campaigning

- ♦ Support local, state and national campaigns
- ♦ Support events that impact our young people and their community

» Living Skills

- ♦ Explore and provide flexible opportunities for young people to find a spark, a pathway for a better future.



The strength of the GCYS is its workforce and Amani in October 2020 took over the role as Resource and Development Worker. With great skills in working with young people and front-line work Amani has been about to bring his passion in the role, adapting and learning and creating a valuable resource for young people, youth workers and services alike. There was much to do and like all our programs, he hit the ground running.

The RADS role continues to attend schools and other community groups and events, speaking and educating our community about the challenges that young people face in our community and how we alongside our partner organisations supports our cities vulnerable.

In terms of the key focus of work below is the list of the work undertaken this year:



Networking & Partnerships

- ★ Dean Brown – Gold Coast Youth Surfboard Muster – Donated Surfboards
- ★ Titans & Kalwun NAIDOC event
- ★ Suicide Prevention Network – Suicide Prevention Week Symposium
- ★ YP Christmas Party with GCPHY
- ★ GC Homelessness network – Symposium & Homeless Connect & Street Library
- ★ Gold Coast Student Hub – Donated bikes
- ★ Love Bites reference group

Campaign

- ★ Traveling Australian UN Youth Ambassador
- ★ Kalwun National Apology Day - Bonogin
- ★ Pimpama State School Year 11 – Youth Homelessness
- ★ St Andrews Lutheran College Senior Years – youth homelessness
- ★ Miami SHS – Year 11 – AND Junior years – youth homelessness
- ★ All Saints Anglican School – Year 10 & year 11 – youth homelessness
- ★ Junior Council
- ★ MCCGC - Waves Forward – Pacific & Maori mentors
- ★ Christian Spirituality Network
- ★ Buddhist Temple visit
- ★ Inner Wheel Rotary
- ★ ACT for Kids board meeting
- ★ Café Smart 2021



Living Skills

- ★ DIY Basic care by Mermaid Motors
- ★ Tenancy Skills Training
- ★ Financial Literacy workshop

COVID impacted everyone and that was reflected through the drop in donations. **However**, the Gold Coast community are very generous and over the period, individuals, families and other groups continued to make contact and see where they could assist. For that we acknowledge all that donated to the youth service.



NEXT STEP PLUS

The Next Step Plus team (Brad & Sammie) support young people aged 15- 25 years to transition from care and to develop the skills, knowledge and connections they need to lead independent adult lives.

There are two phases to the support we provide:

Transition Phase (15 – 17 years old)

In this phase we work closely with Child Safety with young people who are still in care on a Child Protection Order to help them:

- Prepare to leave care by focusing on goals that can be achieved in this time frame
- Participate in transition planning, provide information and advice and support to both the young person and Child Safety Officer.
- Build a supportive relationship so they are comfortable reaching out to us once they have left care

Future Phase (18 – 25 years old)

It is in this phase where we step it up and provide a case management approach to supporting young people after they have left care. Given Child Safety is no longer working with the young person, it is here where we:

- Complete a holistic strengths and needs assessment with the young person to help inform the right type, level and intensity of support needed.
- Develop a plan that identifies the young persons priorities, goals and actions
- Work with the young person on any area of need including housing, employment, mental and physical health, legal, family and connections, living skills... the list goes on! We help no matter how big or small with any area a young person identifies.

Our valuable partnerships to help make this possible:

YFS Logan

Gold Coast Youth Service deliver Next Step Plus in partnership with our much bigger team at YFS across the South East Region. We are regularly working alongside our team in Logan and supporting each other to meet the needs of our amazing young people and to ensure a consistent approach. It particular- it helps using the same information system to case note when our young people relocate! We meet with YFS Team Leader Hayley once a fortnight to discuss case-loads, strategies, issues and barriers and share good news stories. YFS help us to manage our case-loads when we are a man down (annual leave, sick leave that sort of stuff) and we are grateful for their help!

T2A Teams- Child Safety

Lucky for us on the Gold Coast, our Child Safety Service Centres (Labrador and Mermaid Beach) have T2A teams, which consists of a team of Child Safety Officers, Support Officers and the Transition Officer who case manage young people on orders who are 15 years+ and transitioning to independent living. This has allowed a consistent approach to supporting our young people in the transition phase, with our teams regularly meeting, communicating and advocating. These relationships have allowed us to flourish within the transition phase, with Child Safety regarding Next Step Plus as a vital and highly valuable part of a young persons transition plan. Not only do our wonderful Child Safety officers tirelessly work to prepare our young people to leave care but they will often provide on-going mentor support and advocate for our young people post care, going above and beyond in their roles.

Transition From Care (TFC) Team- Life Without Barriers

TFC workers are a 3 person team who work across both Brisbane and Gold Coast to support young people while they are still in care (15- 18 years old) to prepare to live independently. If a young person is working with a TFC worker, Next Step will meet the young person as a once-off and re-engage closer to their 18th birthday. This is to ensure there is no duplication of services occurring and to ensure we are



reaching as many young people leaving care as possible. At times, a young person may have access to both a TFC and Next Step worker depending on that young person's need and in these instances we've been able to collaborate and provide positive experiences.

CREATE Foundation

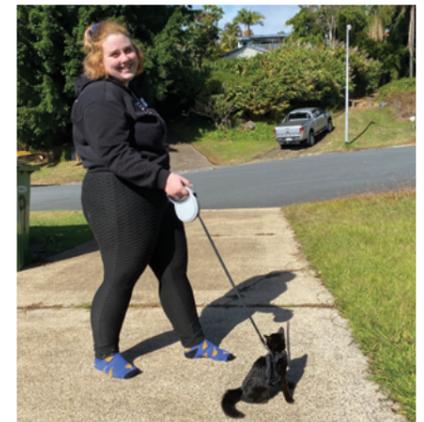
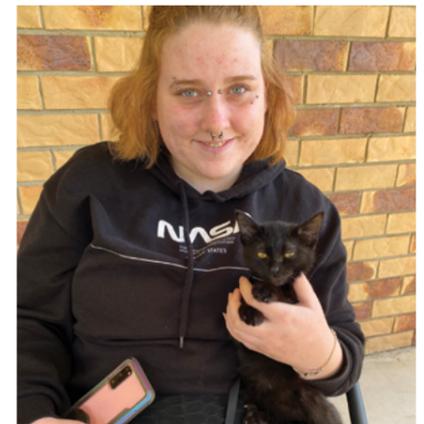
Create Foundation is the national consumer body representing the voices of children and young people with a care experience (including kinship care, foster care and residential care). Next Steps have teamed up with CREATE on a number of occasions to provide opportunities for young people in our program to be empowered through "Speak Up" programs, Youth Advisory Groups and to help advocate for both individual and systemic change. As an example, young people have attended Child Safety Officer training to speak about their experiences to help shape our new Child Safety Officers way of practice!

YHARS- Wesley Mission

All our young people have access to YHARS funding up until the age of 21, which allows them to apply for funding to support their independent living. This is an important part of the work we do, where we are regularly advocating for young people to receive financial support in many areas including furnishings for their new homes, ongoing vehicle expenses like registration and services, specialist services such as dentist work, psychologist and dietitians; driving lessons and the like!

Some (not so) small wins in our team:

- ✓ Five young people actively participated in CREATE Foundation programs allowing their voice to be heard and their experiences in care validated.
- ✓ Our Child Safety teams' willingness to engage with their young people post-care to support and encourage positive connections by attending occasions such as baby showers, graduations, memorials, and the like. Not just a job for these guys!
- ✓ Youth Justice opening their Transition 2 Success (T2S) educational program up to our young people, meaning young people were able to engage in an appropriate therapeutic educational setting to obtain their Certificate I in Construction and obtain their white cards.
- ✓ Supporting pregnant and parenting young people to engage with Child Safety Investigations for positive outcomes and to be able to confidently keep baby at home with any additional support necessary.
- ✓ Monthly collaborative meetings with Department of Housing to provide affordable long-term housing options for our young people leaving care. In one instance, we were able to successfully house two young people leaving care at the same time in a share house situation, building new friendships and combating the social isolation we see all too commonly post care. Department of Housing has housed at least five young people.
- ✓ Regular collaboration with Community Housing Limited (CHL) to help house young people who are homeless or at risk of homelessness. Despite the current housing crisis, CHL will often reach out to us and prioritise our young people if they have a suitable property. We've managed to house five young people in either transitional or long-term CHL properties. We've supported many others into alternate accommodation options utilising private rentals, flatmates.com and through networking.
- ✓ Five young people were not engaging with or utilising their NDIS package and we were able to help re-connect them with their NDIS stakeholder support group so they could access support regularly, resulting in housing or reducing homelessness risk for three of them.



CHILL OUT ZONE



The Chill Out Zone continues operating across two sites – Surfers Paradise and Broadbeach – under the Queensland Government’s Tackling Alcohol Fuelled Violence Strategy. Surfers Paradise continues to be the busiest sites, seeing around 1300 assisted clients across the year, despite opening and density restrictions placed on venues.

The service has signed an agreement through to March, 2023 for ongoing service delivery, and participates in reviews and development of guidelines and reporting. The service is unique against similar services across the state through our emphasis on professional staffing from a range of disciplines, referral to other support services as needed and a focus on crisis service delivery with an eye to prevention.

COVID Structure

To minimise the risk of virus transmission, and to ensure health directives are followed, the Chill Out Zone recommenced service delivery with an adapted structure, including restrictions on access and an additional marquee area at the entrance to the Surfers Paradise van to better manage client access. This has also given us an additional treatment area. These adaptations have been beneficial both for the service and risk management and will remain in place as restrictions ease.

Covid safe practices have meant that staff are required to pour water for clients, rather than patrons self-serving. This has placed additional strain on resourcing, as at least one staff member must be allocated to this at all times. In Surfers Paradise particularly, the service could certainly do with additional staff resources that are not available to us under budgetary restrictions.



Pandemic Effects

Apart from the effects on the way the service is delivered, the pandemic and resultant restrictions have certainly changed our client group and service demand. Restrictions on licensed venues have included capacity restrictions, which remain, mask wearing directives and restrictions on dancing in venues.

Whether these restrictions or general anxiety around the pandemic is the cause, there has been an increase in presentations for mental health, and an increase in visible aggression within the precinct. Divided public sentiment around the virus itself, and the restrictions it has generated, has led to an increase in aggressive behaviour towards staff as well. The Chill Out Zone has always operated in a high-risk environment and continues to adjust risk assessment and management to meet new challenges.

Events

While the majority of events were unable to be staged across this year, the Chill Out Zone service did participate in the delivery of an alternative **Schoolies Response**, including the Late Night Supervision Service, two week extended Chill Out Zone serviced, the Well-being Space and a new Day Support Service. Given the absence of the usual large numbers of school leavers, many of these services instead worked with vulnerable young people and adults present in the precinct.

Staff

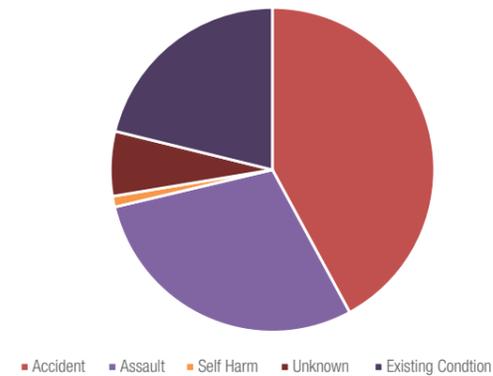
As always, the staff of the service deserve the highest accolades. This year particularly has seen them demonstrate enormous adaptability, problem solving skills and support for one another as challenges came their way. Several staff moved on throughout the year, and we welcomed a group of new staff on board. We have done some work around workplace culture and continue to use Broadbeach for staff training and development when service delivery is slow.

To Geoff particularly, who keeps not just our vehicles running but the service supplied and stocked, but is able to meet design challenges when the service needs to adapt. The service maintains its reputation and level of excellence because of the wonderful team we have.

GCYS

Thanks also to the Youth Service Management Committee, and to Maria for her support of the program. This year we have begun discussions on the Chill Out Zone becoming a separate entity to focus more fully on health promotion and harm reduction and the professionalisation of Rest and Recovery services. This is an exciting chapter for the Chill Out Zone.

First Aid Required for

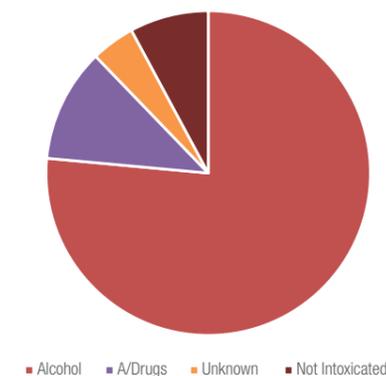


IMPACT:

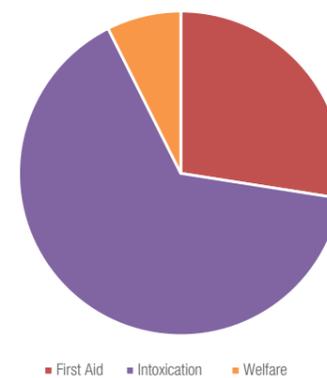
Assisted Clients:	1360
Minor Clients:	2739
Phones Charged:	687
Ambulances Called:	128
Waters Dispensed:	49800



Intoxication Caused by



Presenting Problem



EMERGENCY RELIEF

Emergency Relief (ER) is an Australian Government initiative funded by the Department of Social Services and forms part of the Financial Management Program (FMP). The objective of ER is to help people address immediate basic needs in times of crises, and in a way that maintains the dignity of the individual and encourages self-reliance.

The 2020-2021 financial year has again seen another increase in the number of people finding it necessary to seek support from ER services. The impacts of the COVID 19 Pandemic and ongoing restrictions in place to deal with the situation, has meant reductions in working hours, loss of employment for some and for others loss of businesses they have spent years building.



Another unforeseen impact of the pandemic has been the influx of new residents to the Gold Coast from interstate; as well as those returning home from overseas. This has driven up rental costs and drastically reduced supply; leading to homelessness for some and forced relocation for others.

Gold Coast Rents Up 32% in Tight Vacancies Market

"On the Gold Coast asking rents have soared by 32 per cent for houses and 14 per cent for units ..."
theurbandevolver.com May 11 2021

Gold Coast rental vacancies hit new record low

"... the lowest level since records began 15 years ago."
mygc.co.au 19 April 2021

Residents in one of Australia's fastest-growing cities are forced to sleep in cars as rental crisis bites

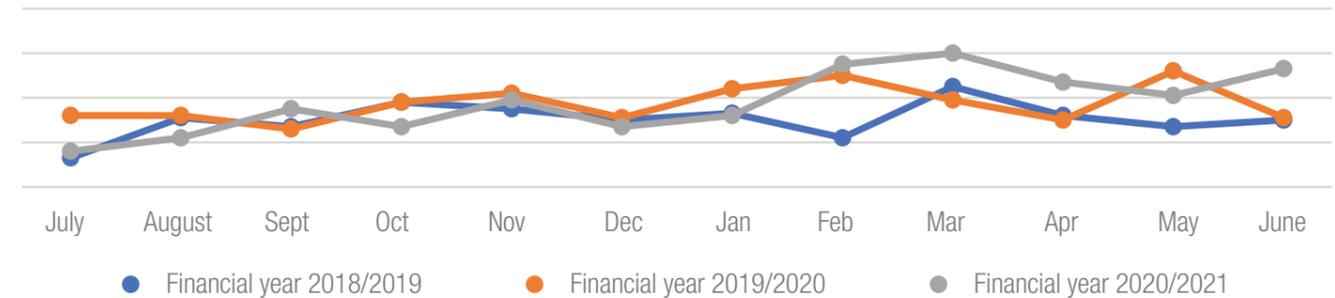
dailymail.co.uk 5 May 2021

Total ER monies GCYS distributed in 2020/2021

\$244,936.21

In supporting people in financial distress GCYS has distributed more ER monies in the 2020-2021 financial year than any other year to date. This was made possible with additional ER funding provided by the Department of Social Services in the form of the Corona Virus Supplement. In addition, the Australian Government also introduced a Corona Virus Supplement doubling the income for some on income support payments (March 2020), and Jobkeeper (June 2020) for those whose income had substantially reduced. The graph below demonstrates the fall and rise in ER requests when those payments were introduced, decreased, and again when they ceased entirely. It also demonstrates that a permanent increase in these support payments is needed to help combat financial crises and homelessness.

APPLICATIONS RECEIVED



Additional Persons Supported:

In addition to approvals for Emergency Relief payments, the ER Worker also makes herself available to individuals and other services who are not seeking, or are ineligible for, an ER payment. This support may include information and advocacy, material aid, and referrals to other service types; these contacts cannot be identified in the general ER Data. The total number of individuals supported through the ER program in this financial year was 735, with some individuals receiving more than one ER payment.

Collaboration & No Wrong Door:

GCYS continues to work collaboratively with numerous Gold Coast service providers both Government & non-government, across a range of service types in administering ER. By working together, we have been able to better support our community which has been paramount during these unprecedented times. This shared commitment to support our most vulnerable ensures that ER monies are distributed equitably across the Gold Coast region and across all demographics.

I would like to take this opportunity to thank all those other wonderful services for their ongoing support and participation in this collaborative model.

Sally

ER Approved and assisted



QUALITY ASSURANCE

ADMINISTRATION & FINANCE

2020-21 has ended with the retirement of long-standing Administration worker Jenny Richmond, after many years with the service. Jenny provided great support to the teams and she treated the staff on many occasions to her wonderful cooking - bringing us together for a meal on Fridays for lunch. Many previous AGM were also catered for by Jenny and these stories of generosity will indeed be spoken about for many years. The team for 2020 – 2021 was Jenny Richmond, Patricia Munro, and Vicki Fraser and we had some additional bookkeeping assistance from June Darvill.

The organizational growth is an on-going agenda for the Administration team going forward and with the IT in place to support new procedures surrounding the day to day running of our busy offices, we will continue to strive at increasing our ability to service the whole organization with upgraded operational resources and access to information centralized within the new GCYS Sharepoint platform. Continuing the phase of modernization, Finance provided updated electronic processes and apps to assist staff in providing finance data into the finance systems directly. Not only has it been quite successful at enabling Vicki to manage the quantity of data going through the system, but it has also enabled the Youth Work Team to assist young people in need of emergency relief or other assistance while on the go remotely whilst having administrative efficiencies.

We are hoping to make more changes in the 2021 – 2022 year to create easier access to forms, policies & procedures to ensure things like new staff being on-boarded to an environment that is navigated with ease.

Administration and Finance staff are looking forward to continuing to support the growing list of staff across all locations – 15 Oak, Chill Out Zone, and the new Youth Foyer Team in Southport. Let's strive for another year with a clear focus on developing and further enhancing the direction of the organisation.

Patricia Munro – Administration & *Vicki Fraser* - Finance



GCYS is fully certified under the **Human Services Quality Framework (HSQF)**.

The *HSQF* is a system for assessing and improving the quality of human services.

The HSQF Scheme provides a mechanism for monitoring the quality and safety of services and GCYS have a range of policies and procedures in place demonstrating not only our commitment to the standards, but also to continuous quality improvement.

The ER Worker in her role as Quality Assurance is responsible for ensuring systems are in place on behalf of the organisation.

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.

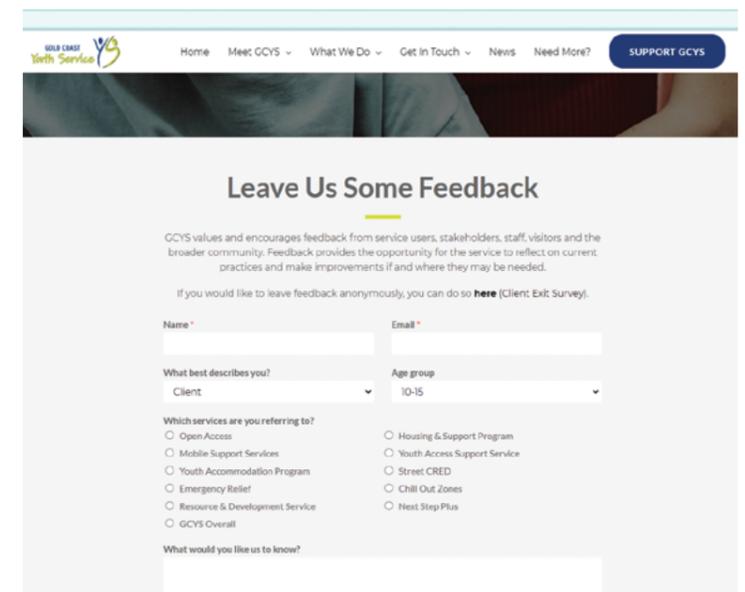
We are currently exploring how we can improve our presentation of this data to provide greater transparency and accountability to our stakeholders.

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



TREASURER'S REPORT

FINANCIAL SNAPSHOT

A reflection on Gold Coast Youth Service Inc finances for 2020 - 2021

The financial statements for the period ending the 30th of June 2021 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 Haywards Chartered Accountants meeting the relevant Australian accounting standards.

The 2020 – 2021 year has been challenging for the GCYS with the pandemic impacting on the ability for the GCYS to continue to deliver its 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 are particularly pleased that we did not close during the pandemic, and in addition to be able to work towards the delivery of the Youth Foyers.

The GCYS continues to obtain the bulk of its funding from government grants. We continue to provide the Next Steps Program in partnership with Youth and Family Services Inc. In addition, this year we moved to facilitate Street CRED for the Queensland Police Service.

We continue to be incredibly grateful for the support we receive from our community:

- ✓ Financial support to be able to stock the open access area for young people
- ✓ The wide range of community supports – Global Federation of Chinese Businesswomen, Neumann Benevolent Foundation, Christian Spirituality Network, Cody Foundation, The Loving Care Group and Rotary.

In addition, we also receive food and material goods such as Serving Our People who regularly provide meals for young people and keep our fridges and freezers full. Unfortunately, due to COVID-19 we have seen a significant impact on our donations and we acknowledge the difficulties our local community members are experiencing.

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 who has really met the challenge of the increasing funding challenges and to streamline our financial systems and reporting requirements.

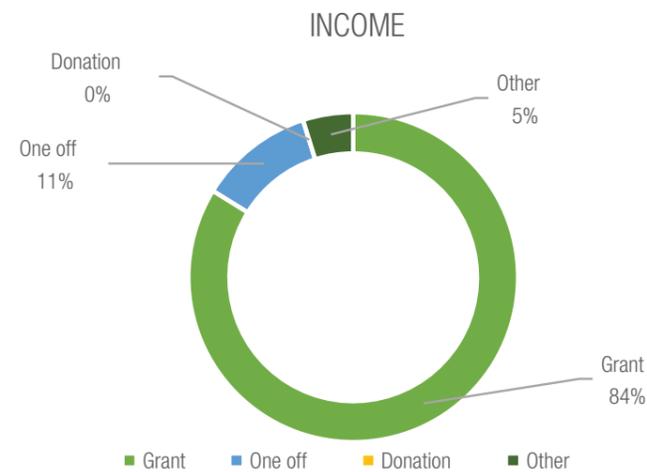
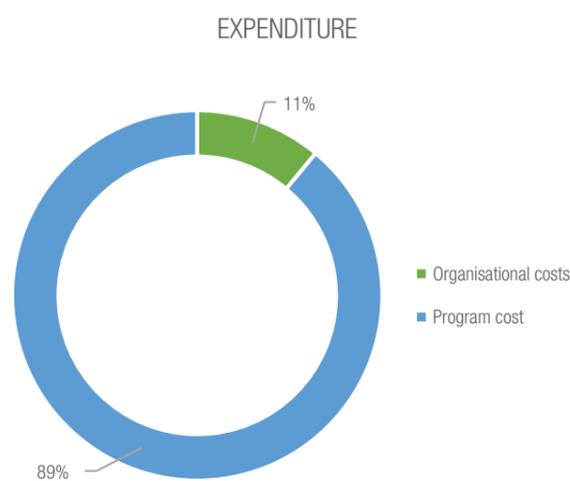
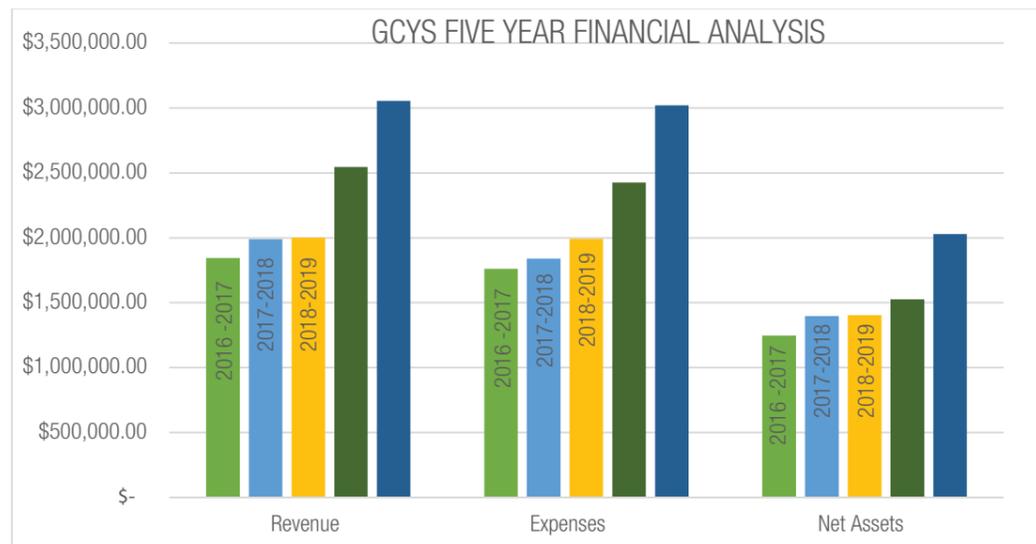
I would like to acknowledge the Federal Department of Social Service, the Queensland Department of Communities, Housing and Digital Economy and the Department of Children, Youth Justice and Multicultural Affairs.

The financial results for 2020-2021 provide an operating surplus of \$36,084.74

I would like to recommend the appointment of Haywards Chartered Accountants to audit GCYS accounts for the 2021-2022 financial year.

GCYS Treasurer

Matthew Clayworth



THANK YOU

OUR COMMUNITY

Your Support makes a difference



Queensland Government

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

CITY OF
GOLDCOAST.



Australian Government
Services Australia



BUILDING INDEPENDENCE & PARTICIPATION



COMMUNITY HOUSING LTD
GROUP OF COMPANIES

Lives Lived Well
Passionate about the possibilities

STREETSMART
ACTION AGAINST HOMELESSNESS

Cloud9Nine

GCnetwork services



DONORS

- AESOP
- Christian Spirituality Network
- Cocktails Nightclub
- Forever Wei's Family Trust
- Global Fortune Group Pty Ltd
- Neumann Benevolent Foundation
- Queensland Police Service
- The Cody Foundation
- The Loving Care Group

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.



FUTURE FOCUS 2021-2022

The GCYS is also committed to supporting new workers into the community sector and we will be commencing Social Work student placements. This is always exciting and challenging both for the student and the service.

The Youth Foyers should be fully operational by the end of the year, and we are exploring how we can work to provide more accommodation options for young people. We are acutely aware of the current affordable housing shortage on the Gold Coast, and we will work towards innovative solutions to meet this gap.

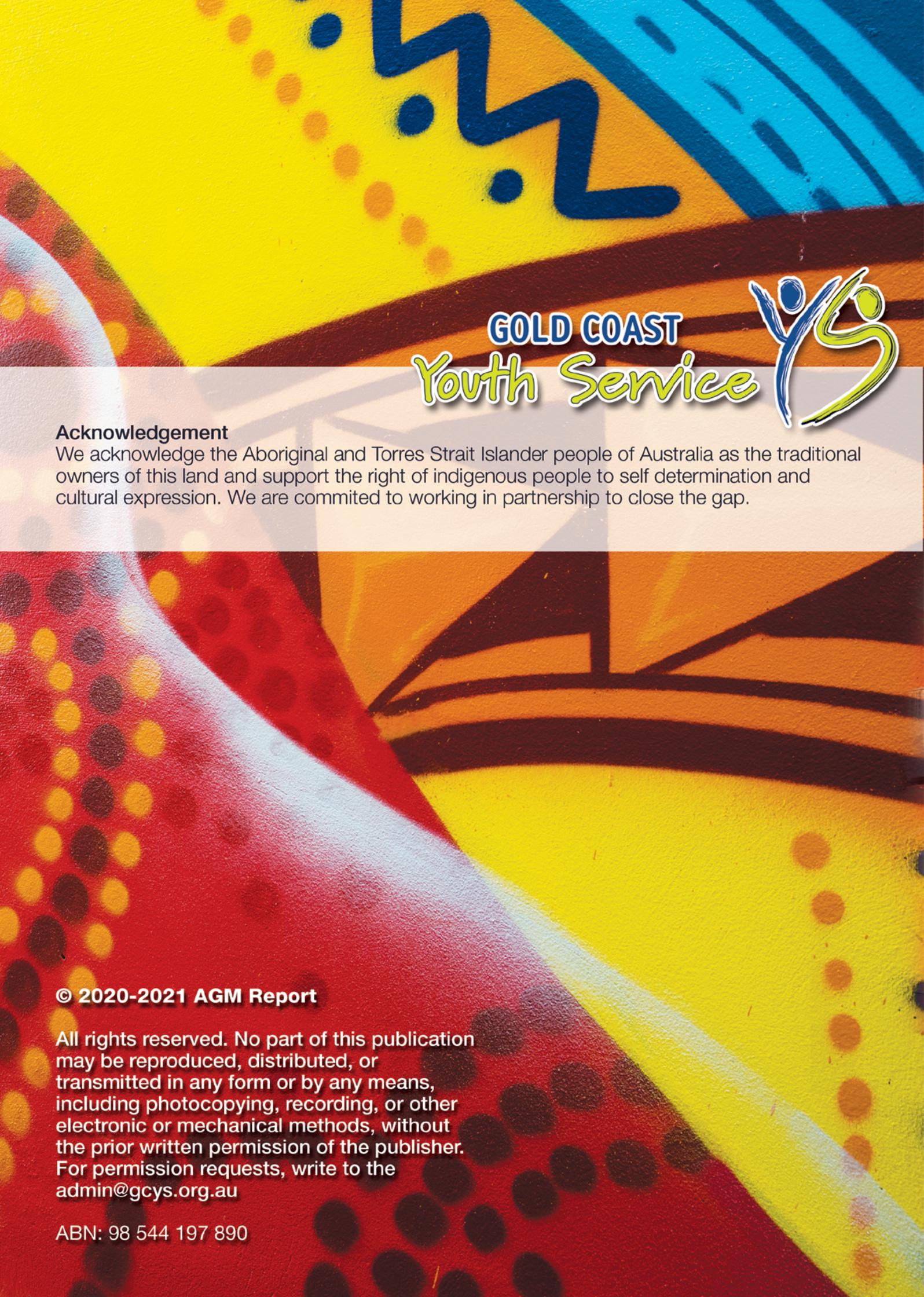
I encourage you all to keep an eye out on our social media accounts where Amani our Resource and Development Officer posts all the latest happenings at the youth service and how you can help.

The year ahead will continue to challenge us to meet the needs of young people who come through our doors.

The major areas of focus will:

- *Seeking funding for the Youth Support and Advocacy Team – during COVID-19 we have seen increased pressures on families and our YASS team is inundated with referrals for assistance.
- *Ensuring that we can have a continued focus on young people who are in the Youth Justice system. Our Street CRED team is now facilitating the initiative for QPS and with the increased demand we are looking to expand the team and the focus in the youth justice area. The correlation of youth homelessness and youth justice is one we would like to address.
- *Research into the needs of young people – this was on our agenda for last year and we are still working on this piece of work as its vital to where we invest our time and effort.
- *Quality and risk are our last areas of focus. With the growth we are experiencing we need to ensure that we maintain our quality standards and that we are managing any risk.





GOLD COAST
Youth Service



Acknowledgement

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.

© 2020-2021 AGM Report

All rights reserved. No part of this publication may be reproduced, distributed, or transmitted in any form or by any means, including photocopying, recording, or other electronic or mechanical methods, without the prior written permission of the publisher. For permission requests, write to the admin@gcys.org.au

ABN: 98 544 197 890