



# 21/22

## AGM Report

**hopeful futures  
for young people**







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*A Gold Coast city where young people are hopeful about their future valued and supported to realise their full potential.*



# Management Committee

**The past few years** have imposed significant changes on all our lives. Very few people have been left untouched by the many and various direct and/or indirect impacts of the Covid-19 pandemic. At times, there has been lock downs, other controversial mandates, rapidly changing requirements and some very mixed messages, all of which have led to widespread confusion and a sense of frustration, isolation and increased mental illness, on top of the physical impact of the actual illness itself.

It has been said that the Covid pandemic doesn't discriminate. Just like mental illness, Covid can affect people from all walks of life, almost without warning, and despite our best attempts to prevent transmission and provide effective treatment. While this is true, we also know that the capacity of people in our community already facing entrenched disadvantage to protect themselves against such disease is extremely limited. They often have a lower threshold of wellness in many important domains that can make daily life challenges feel insurmountable.

You will see from the pages that follow in this report, that during this time the team at GCYS has been at the forefront 'doing whatever it takes' to respond to and care for our most vulnerable and disadvantaged young people. Housing, food and employment insecurity has all risen to heights not experienced before for many generations. The breadth of the impact cannot be overstated, both currently and in the immediate future.

The role of the Management Committee in steering the strategic direction of the Gold Coast Youth Service (GCYS) over the past 12 months has been somewhat different to most years across previous decades. We have grappled with the imposition of mandatory vaccination across state and national funding contracts. We did all that we could to allow our staff to make their own personal choice about vaccination until it became clear that our work with young people was potentially being compromised by the illegality of unvaccinated people entering government facilities where many of our young people either reside temporarily or attend for health or housing services (or due to employment, training or even incarceration).

The Management Committee have undertaken a limited number of site visits over this past 12 months. We aim to increase this over the coming year in order to see and support first-hand the great work being done by GCYS teams and to better understand the issues to inform our role as advocates to Government and policy makers in order to bring about positive change.

We recently held an externally facilitated strategic planning day to re-visit and renew our strategic objectives and to facilitate the development and implementation of solid measurable operational objectives from which to move into the next phase of increasing support to our community's young people facing homelessness and disadvantage.

The Management Committee has worked with the CEO to ensure ongoing provision of essential support services while also attempting to maintain our social justice framework in decision making for all staff and community members. We would like to acknowledge 2 Committee Members who resigned from their roles in June. We thank our immediate past Chairperson Erica Begelhole and Jerusha Morris for their passion and dedication to GCYS in various roles over many years. We also acknowledge Jill Moon who will finish up on at Committee at this AGM, thank you Jill. We are happy to have recently welcomed Susie Boyer & Allan Finn to the Management Committee and acknowledge the many years of service of Matthew Clayworth who continues in his role as Treasurer.

The Management Committee is proud of the work ethic and culture of the staff team at GCYS so ably led by Maria Leebeek and has great faith in the positive impact this service has in our community. I commend to you the work of this passionate, skilful and dynamic group of professionals and appreciate your support and collaboration as we work together to make a positive difference in the lives of young people on the Gold Coast.

*Steve Hachett*

Chairperson on behalf of the Management Committee.



# CEO Report

In reflecting on writing this report I was thinking about the last three years since I commenced in my role. Certainly, we have seen some significant challenges commencing with COVID-19 through to the current housing crisis. All these events make you think about the role of the Gold Coast Youth Service in contemporary society and whether are we continuing to meet the mission of supporting vulnerable and marginalised young people and their families? In reflecting on this question, I used the continuum of support framework that guides our service delivery as key reference point. In addition, I reviewed the GCYS data set and found that during COVID increased pressures were placed on young people and their families. The YASS team, focussed on early intervention support, saw a dramatic increase in referrals for support, and this has not abated. For this reason, the GCYS funded an additional worker with philanthropic support to enhance our response and we would like to thank and acknowledge the Frizelle Foundation. Focussing on early intervention means that young people and their families, where possible remain connected and young people do not enter a homelessness experience. The team does incredible work and they have been focused on reflecting the impact of the work in their data set and to advocate for more funded staff.

We know from research that family and domestic violence are the key reasons why young people experience homelessness and unfortunately, we continue to see a range of young people in public spaces, rough sleeping and disengaged from schooling through the Street CRED team. What we are encountering however is the critical lack of housing for young people who are unable to live at home or find a home. Further one group of young people who are already marginalised have been further pushed to the edges – these are young people from New Zealand who are classified as 'non protected' SCV holders. They have no access to income support and social housing. Partnering with My Best Life and Anglicare SQ IBI program we have commenced a NZAP pilot project to housing and support this cohort of young people. Since its inception Street CRED has not received any further injection of funding, we are keen to expand the model to embrace a care coordination role. Saga Selsby joined us this year to evaluate the model and this process acknowledged the need for care coordination. The Care Coordination is a mechanism consisting of government and non-profit agencies coming together to provide a consistent, coordinated service response to support vulnerable young people. We would like to thank the Cody Foundation for their ongoing support to Street CRED and the mission that it serves.

Social isolation was exacerbated by the COVID pandemic, being critically aware of this issue transitioned our Resource and Development position into a Youth Engagement Officer. With our partnership with Westfield, we hope to be able to engage with young people in pro-social activities through the 2022 to 2023 year.

The Chill Out Zone team continues to ensure effective local management of key entertainment areas, many young people are returning to these areas after COVID-19 lock-downs. Unfortunately, we are also seeing increased mental health presentations and aggression. The team continues to provide a vital service in keeping people safe.

From the pandemic we quickly found ourselves in another crisis – that of a lack of affordable housing. We have been very fortunate to be supported by a very generous community and have been able to expand our transitional housing offering expanding from our existing flats, share housing offerings for single young people to having housing for single parents. It is a massive effort from the team to expand the housing offer with no additional staff and a credit to YAP team.

The Youth Foyers has also been able to hit full capacity this year. The team, with CHLQ our tenancy partner has worked hard to embrace the Advantage Thinking that is foundational to how the Youth Foyer is run and is well supported by our community through the Mentor Program and Friends of the Foyers.

Young people however continue to access our Open Access service seeking housing support and unfortunately tents and sleeping bags sometimes is our only option due to the lack of affordable housing crisis. Working with the Gold Coast Homelessness Network we have joined the Gold Coast Zero campaign. This is a regional approach to understanding who is experiencing homeless, their vulnerability and what type of housing and support is needed. Knowing who is homeless is vital for our advocacy and for this reason we also participated actively in the 2021 Census through the Resource and Development position. The Emergency Relief Program continues to be a valuable service in assisting people to sustain their tenancies and to assist when unexpected crisis occurs.

Data is critical to guiding our service delivery offering, and we are continually inspired by the young people we work with and the pursuit of their goals. We know for example that young people transitioning from State care need to be actively supported to transition to independence. Key to this is that young people have an active transition plan. Data has shown that young people from care have statistically a higher rate of homelessness and so our aim, with YFS our key partner, is that young people have a care plan that includes a housing solution. This continues to be the aim of the NSP team.

All this work cannot be done without a strong internal backbone. There has been a significant focus on our back-office systems during the 2021 – 2022 year to ensure administrative efficiencies as well as support for staff. The Organisational Support Team have created improved communication, administration processes and financial systems.

This report presents an overview of our achievements, challenges, innovations and outcomes and a small sample of young people stories from the past year. The strength of the service is the staff who make the commitment to provide support and advocacy for our most vulnerable young people. It is lovely to see this recognition in the community of the work – Amanda Carroll was recognised Rotary Gold Coast with a Heart of Australia Award/26th Australia Day Award. It is also for this reason that we continue support student placements.

Many people contributed to the impact that GCYS made over the 2021 - 2022 year, including our Management Committee, Team Leaders, staff and volunteers, government, non-government, union, business and philanthropic partners. These relationships are vital, and we also make a commitment to support our other NFP and services and for these reasons are strong supporters of the Youth Network and the Gold Coast Homelessness Network. During this year have shown that support particularly to the Standby U Foundation, and are also supported through the donation provided to us by Care For Life.

Our role is to continue to provide strong advocacy around the needs of young people and we continue to speak out in the media, community events, government consultation mechanisms and at Parliamentary committees.

We look forward to 2022 -2023 in improving on the impact that we can make for young people and our collaborative responses to develop more meaningful and integrated solutions.

*Maria Leebeek*



# YASS Report

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?

Number of young people	64
Case	72% Support and 28% Access
Identified gender	64% male 33% female 3%Other
Age	25% aged 12-14 years
	47% aged 15-17 years
	28% aged 18 – 21 years
Duration of support	23% 0-3 months
	22% 3-6 months
	27% 6-12 months
	28% 12+ months
	The average being 9 months
Referrals received	104

Of the **104** referrals received, **35** young people became a case. **60** were closed for reasons such as being referred to another service, no longer requiring support, not ready to engage and not being eligible. **9** are still being followed up on for next financial year.



## WHAT WERE THE CHALLENGES THIS YEAR?

**COVID-19** restrictions continued to impact service delivery for the first half of the year. 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.

**Demand** for support continued throughout this year with wait periods of exceedingly more than 3 months. More young people are presenting younger and with complex needs requiring an average of 9 months duration of support. We continue to keep a record of requests for support in hopes of obtaining further ongoing government funding for more workers in the much-needed early intervention space. The YASS team was successful in gaining time limited philanthropic funding for an additional worker; however, our current waitlist indicates a further additional worker to assist with reducing demand.



## 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

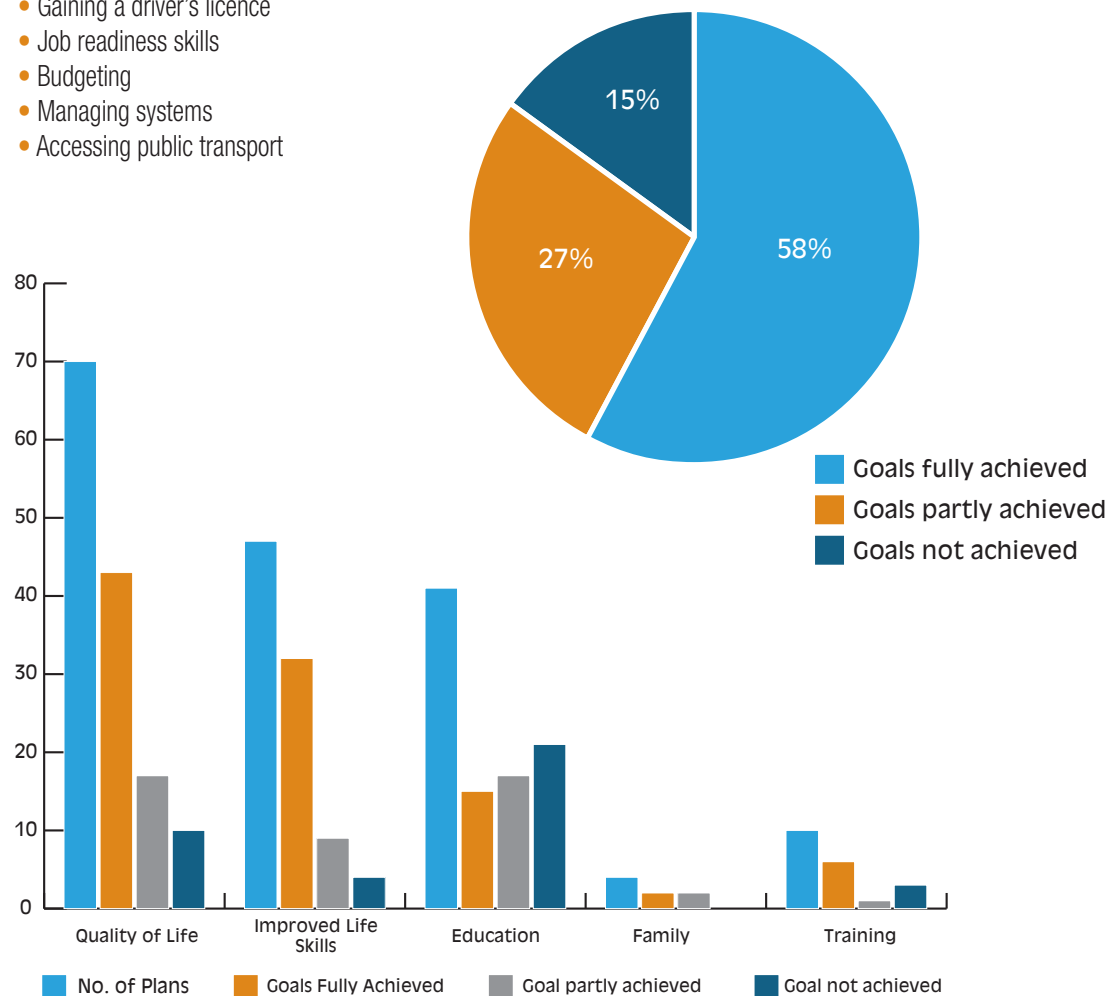
- Securing or maintaining stable housing
- Obtaining an income
- Gaining identification
- Referrals and linkages to physical and mental health supports
- Meaningful relationships and connections with peers, family, and community

### 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 to expand the YASS team that is equal to the current demand.

*Sharon, Barney & Trevor*



# Street C.R.E.D.

Street CRED is a Queensland Police Initiative that is a collaboration of multiple services from Government, non-Government and private sector organisations on the Gold Coast.

QLD Police, Child Safety, Youth Justice, Lives Lived Well, Ted Noffs, G-link Keolis Downer, School based health nurses, Public Space Liaison officer – City of Gold Coast and our newest addition to the Street CRED partnership Anglicare (Intensive bail Initiative)

The team meet every Thursday from 2pm to 8pm to provide a targeted assertive outreach, where young people are congregating or sleeping rough. Coordinated by Gold Coast Youth Service, the initiative aims to target and support vulnerable young people who are homeless or engaging in anti-social behaviour.

It's been an eventful year with Street CRED, with challenges, changes, and growth along the way. It was fantastic to have the Police Minister Mark Ryan, QPS commissioner Katarina Carroll and Assistant Commissioner Brian Wilkins reaffirm their support for the initiative and the contribution it makes to supporting vulnerable young people and their families.

We would like to acknowledge and thank the following staff members for their contribution to Street CRED.

Thank you to Ricardo Parata who did a great job coordinating street CRED for 2 years until finishing from GCYS in April 2022, he will be remembered as "the streets never sleeps" guy. During the period, Brian Milford also fulfilled a 6-month contract as he took leave from his role with child Safety to apply his skills and talents with Street CRED at GCYS.

Amani Matamu played a crucial role in the development of Street CRED from its inception in 2018. At times Amani would often step in to support or lead Street CRED up until his departure from GCYS in June 2022.

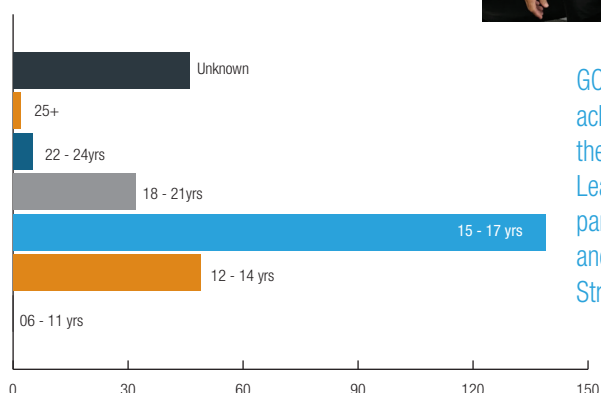
It was a privilege to have Saga Selsby (creator of Street CRED) employed with GCYS between January – April 2022. Saga did an amazing job to review and develop an operational practice manual for Street CRED and partners and coordinated Street CRED operations.

Upon Sagas departure in April 2022, Will Aufai took on the coordination of street CRED until the recruitment of a new Street CRED worker.

Ethnicity	No. of Young People
ATSI	22
CALD	11
NZ MPI	132
Unknown	30
Total	273



GCYS would like to acknowledge QPS and thank the Street CRED Executive Leadership team and partners for their guidance and continued support of Street CRED.



## SERVICE DELIVERY

The Street CRED team engaged 717 young people during the assertive outreach. Of these engagements a total of 273 distinct young people were engaged.

- 51 % of young people engaged were aged between 15 – 17 and 18% were aged between 12 – 14 years of age
- 47% were female and 53% were male.
- 63% of young people engaged resided on the Gold Coast, 19% were from the Logan area.
- 48% of young people engaged identified being from NZ Maori / Pacific islander (NZMPI) background
- The Street CRED team identified an increased need to support a high number of NZ young people that continue to sleep rough. 3 X NZ young people and a family of 4 were assisted by GCYS to return to NZ.
- A NZ pilot Accommodation program has been recommended to support this cohort, NZ young people that are not eligible for social security.
- High number of young people are referred internally for homelessness support or to the most appropriate service.
- Collaboration with Westfield Coomera, Helensvale, QLD rail and QPS to support the large gatherings of young people that are engaging in antisocial behaviour.
- Street CRED continue to work collaboratively with Street University and Anglicare IBI to engage young people at their space.
- High number of abandoned buildings continue to be a place where young people sleep rough. Street CRED team consistently engage and provide support at their space.
- Street CRED continue to engage young people sleeping rough in tents and provided housing options. supported to return home or placed in temporary accommodation.

*Will & Nathan*

# Westfield

## Queensland youth partnership initiative (QYPI)

It's been another eventful year with Gold Coast Youth Service working alongside Westfield Coomera and Helensvale to support young people at our shopping centres.

Queensland youth partnerships initiative (QYPI) is a community partnership with:

✓ retailers ✓ youth services ✓ security officers

QYPI aims to reduce crime and antisocial behaviour in shopping centres and keep young people connected.

## Service delivery

### OUTREACH

GCYS Staff provide regular outreach presence at Westfield every Tuesday and Thursdays generally between 2pm – 6pm. Youth workers will engage with young people at the light rail (Tram), train and bus stations, food court and touch base with security and Westfield staff. A total of 315 individuals were engaged during the period.

GCYS Staff will also respond as the referral point for other patrons that require welfare support that are not necessarily young people.

### WESTFIELD GOAL (Get Out And Live) Program

A workshop designed to target at risk young people that are disengaged (suspended) from school that are frequently at Westfield.

**Frequency:** every Tuesday between 11am – 1pm.

**Venue:** Westfield Coomera

**Activities:** Screen printing workshop, life skills, budgeting, guest speakers from service providers.

Due to COVID, this program only ran for 2 months and was later cancelled to be reviewed.



### COURTSIDE NETWORKING

CourtSide Networking is an event that is held at Westfield Coomera basketball court. The event encourages young people to participate in activities and basketball scrimmage that involves service providers, Westfield staff and security.

- » 27 young people engaged,
- » 72% of the participants lived in the northern corridor region
- » 18 service providers also attended to promote services and engage young people at the northern corridor.
- » Services that attended – Westfield Coomera and Helensvale, AFFORD, City of Gold Coast, Gold Coast Project for homeless Youth, Gold Coast Youth Service, Headspace, Lives Lived Well, MI Best Life, Mission Australia, Multicultural Family Services, PCYC, Relationships Australia, Standbyu, Wesley Mission, Good Money.
- » Easter Hampers were raffle prizes to encourage participation.

Overall, the event went well and received positive feedback from young people and services. GCYS will continue to run the Basketball court side Networking event as a regular event.

**WAVES FORWARD 2022** provides information from local services/organisations on educational pathways & unique cultural experience. Being able to host this in a school has been a powerful way to promote the positivity that connection and belonging can bring through cultural learnings.

GCYS met with Westfield staff to invite them to participate and speak at the waves forward event as there are a significant number of Māori and Pacific Islander students and young people that frequent both Helensvale and Coomera Westfield as they travel between the Train and light rail to get to and from school.

Event was held at Keebra Park High School on the following dates:

**Friday June 10 for 200 Year 10-11 students**

**Friday June 17 for 150 Year 12 students**

Westfield Security staff attended and participated at the Waves forward event and address 350 students about their role at Westfield. Staff recently reports that many students recognise them from the waves forward event and often stop to have a chat. This has been a positive step to breaking down barriers and supporting young people.



### Other activities:

- Regular meetings with Westfield Coomera and Helensvale security and staff, Westfield would provide update on young people, trends, foot traffic, crime, welfare support.
- The ongoing partnership between Street CRED and Westfield to target high risk young offenders that engage in antisocial behaviour.
- Meeting with Youth Co-responder re servicing of Westfield, double up of servicing young people
- COVID proved to be a barrier in building momentum with delivering programs and activities at Westfield.
- QLD rail response - Joint response with QPS, Street CRED, QLD Rail and Westfield. Reports of up to 80 young people gathering at the Westfield Coomera, concerns about antisocial behaviour. GCYS Westfield staff attended Saturday 11th September, engaged 23 young people. Most were known to street CRED and Westfield staff. Situation is now contained through consistent collaboration of stakeholders and engagement with the groups of young people.
- GCYS have partnered with Magnolia place that is based at Westfield Helensvale. Magnolia Place is a Domestic and family violence support hub and is a "safe space created by StandbyU Foundation for anyone who has been mistreated or abused by someone close to them or wants to support someone they are worried about".
- Other partnerships include Fierce females which is a self defence class and Act for Kids DV support and Man up. These relationships were established through working at Westfield. These groups have been great referral pathways for our young people.



# Housing & Support Program

It has been an interesting and challenging year for the HASP team with major environmental issues such as flooding earlier in 2022, ongoing restraints to external services due to COVID, and the current cost of rental properties. We have also had staffing changes and an increase in the services we are able to provide HASP supports young people 12-25 years who are at risk of homelessness or currently homeless who present requesting assistance.

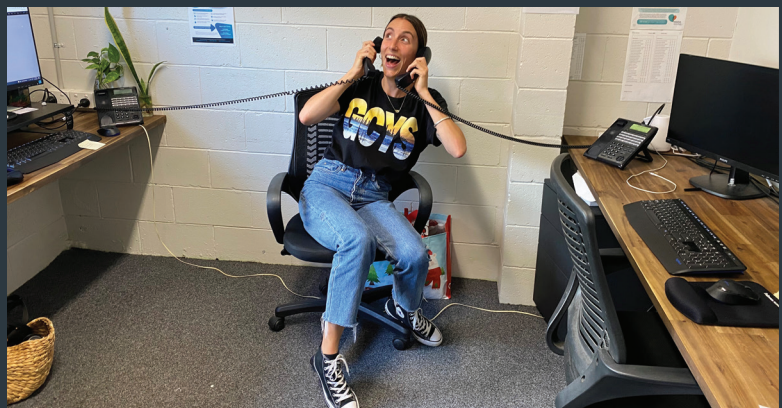
There were 1433 young people that accessed our Open Access service of which 374 young people were supported via HASP for the year with 158 male, 213 female and 3 others (non-binary/trans). The focus for HASP staff is to assist young people to find and secure housing, advocate on behalf of the young person to sustain current accommodation (at risk of being evicted etc) and provide direction/referrals to other services that can contribute to the completion of case plan goals. Employment and education are also a big part of HASP case management as having employment and accommodation are the corner stones to independence and stability. HASP staff also provide case management support for young people currently living in GCYS transitional accommodation programs.

HASP also provide a broad range of other supports and work in conjunction with our partners and other organisations in both the private and communities sectors to ensure “wrap around support” for young people with more complex needs such as mental or physical health, substance abuse, domestic violence, or relationship conflict. The HASP team provide Centre Based Support where young people meet with their case worker onsite at GCYS or Mobile Support where staff go out to meet with young people who are unable to get to the youth service e.g., no money for public transport etc.



## Open Access

The HASP team are based at 15 Oak Ave alongside the Open Access worker. Open Access is the first point of contact for young people attending the service for support. Young people can drop in anytime between 9am-5pm Monday to Friday during business hours or by calling the GCYS and making an appointment. Once the OA staff member has identified the needs of the young person and depending on what the young person is asking for, they are then allocated a case worker to begin developing an individual support plan. The assistance being requested will dictate which program the young person begins working with. Open Access also supervises the common area where young people can use the computer, utilise the laundry area, have a shower and something to eat or pick up some clothing from our donation racks. This is also a place where staff can interact with young people in a relaxed space to build rapport, provide brief interventions e.g., where a young person is simply wanting advice on an issue or a referral to another specialist service.

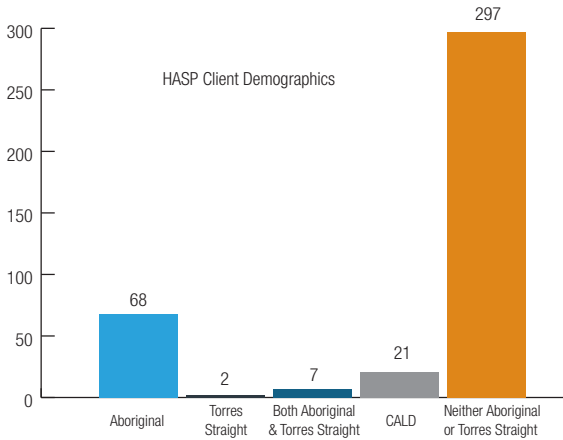
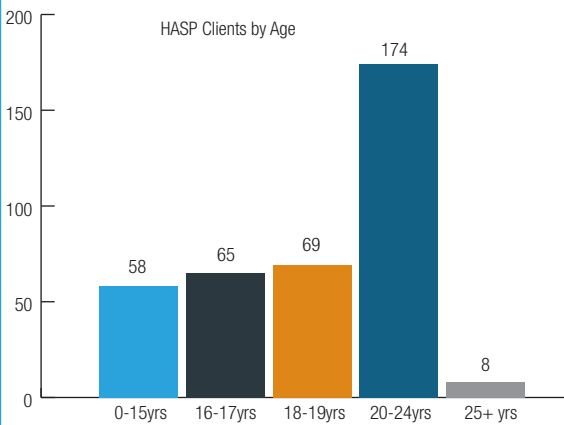


### Case study HASP: 17yr old Female

Young person (YP) presented to the youth service and was living with her auntie who was not very supportive of her mental health. She had no contact with her biological father and a very strained relationship with her mother. She had lived with the auntie for two years. Due to her mental health this relationship also breakdown. Female was needing her own ID, supportive housing and had been diagnosed with Borderline personality disorder (BPD). Young person had been in the mental health ward many times due to self-harm and suicide attempts. YP was struggling to stay engaged with Child youth health mental support and take her medication. YP had no current ID or income and no current supports. YP was accepted into Youth accommodation program (YAP). Youth worker provided advocacy to young person to re-engage with CHYMS and to get back onto her medication. Once aged out of child mental health support YP was supported to gain a mental health care plan and engage with a psychologist. Advocacy to re-engage with school was provided with a flexible timetable due to lack of attendance which required female to complete an extra day a week to have enough points to graduate. Living skills around budgeting and working towards sustaining a fortnightly budget. Cleaning skills as to what is required in a private rental. Support with job searching and resume. Financial support to gain ID and learners licence including some driving lessons. Applied for Centrelink payments.

#### OUTCOME

Young person now has all her ID  
Graduated Year 12  
Centrelink payments approved  
Secured and is still full time employed.  
She is now off all medication and mental health is controlled.  
She is still currently working through her logbook hours for licence.  
Great outcome as she has now transitioned out to a private rental.



The Housing and Support team look forward to the year ahead.

The team has seen some changes with Dale having left to follow his passion in NDIS and Mel has taken a position at Carers Queensland, whilst it sad to see people leave it is also lovely to see people following where their passions are or to try new things. Dan joined the team with Katie and of course Greta is back at the helm in the OA office. Israel and Amanda continue to support the team and provide senior leadership and support.

Thanks to all the staff for all the hard work and contributions to the support young people who are at risk or experiencing homelessness in our community.

*Izzy, Amanda, Greta, Daniel & Rochelle.*

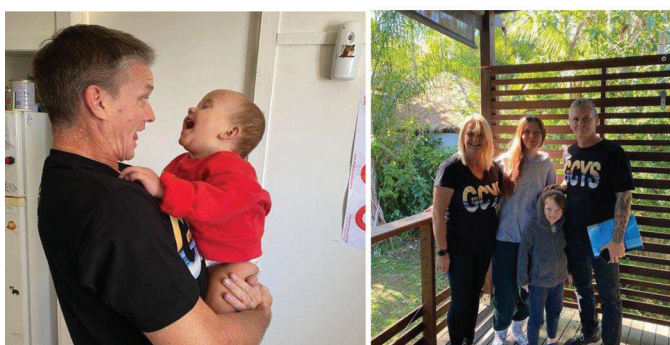


# Youth Accommodation Program

It's been a challenging yet satisfying year for GCYS accommodation programs with changes within the staff team and an increase in the number of accommodation programs on offer to young people accessing the service. Within the Accommodation Programs space, we now have three Transitional Housing Programs with the SunSHYne program coming online at the end of August 2021.

## Youth Accommodation Program

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.

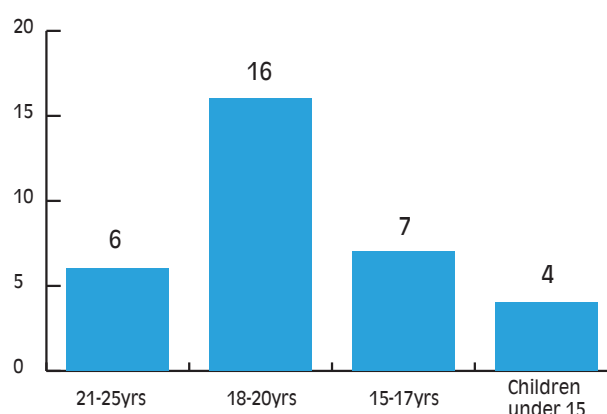
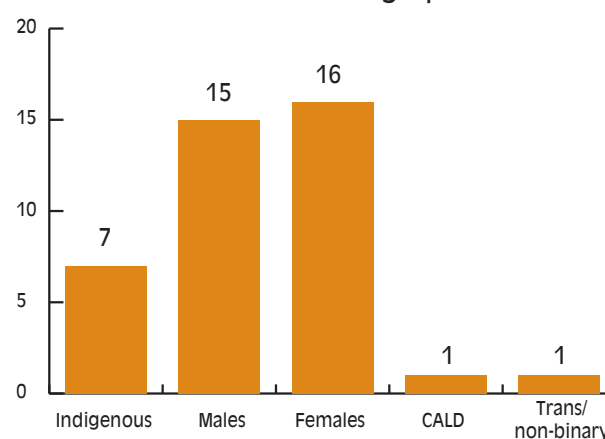


In YAP young people are given the opportunity to learn living skills and gain knowledge of the Residential Tenancies Act. Young people Learn how to live independently while having the support of an external Case Worker for case planning/goal setting and a Tenancy Manager to provide the experience of 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 Communities, Housing and Digital Economy (DCHDE):

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

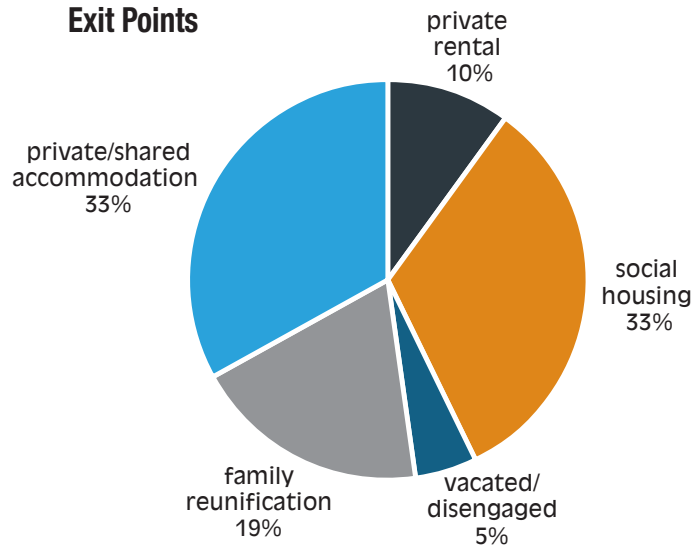
YAP Client Demographics



## Housing outcomes:

- 33 young people housed over the year.
- A total of 3989 bed nights were occupied over the year.
- There were 391 vacant bed nights in total for the year. Vacancies were up due to time taken working with DCHDE to repair flood damage at one of the units and property damage at another. Due to demand for services repair/response times have been longer this year.
- 62% of vacancies were filled within 14 days or less.
- A total of 21 young people transitioned through the YAP program

## Exit Points



## Some of the achievements of the YAP clients

- Two young people transitioned from Department of Children, Youth Justice and Multicultural Affairs into YAP properties with one working towards regaining custody of her child and another YP gaining employment and completing study. These young people were both previously GCYS Next Step program clients.
- Over half of YP in YAP commenced employment.
- Several clients returned to family, where GCYS staff facilitated "reunification".

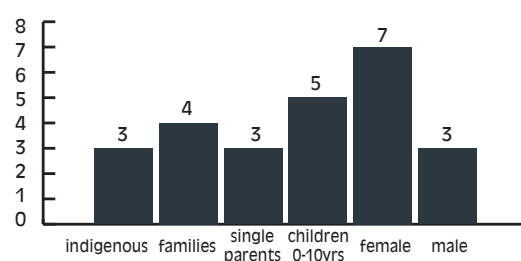
### SunSHYne: Transitional Accom. for families & single parents.

The SunSHYne program is a philanthropic initiative between GCYS and a corporate philanthropist. The program has four free standing houses with a total of ten rooms.

The SunSHYne program has focussed on external case management and independent living skills for single parents as we found that housing for this cohort is very limited.

Some outcomes:

- Mother & child supported through custody dispute where child was reunited with mother once stable housing (SunSHYne) was achieved.
- Mother who is a domestic violence survivor with autistic child supported with the management of child's behaviours, self-care, and referrals for outside services.
- Young family supported with move into a SunSHYne property after couch surfing/living in motel accommodation and having Department of Child Safety intervention.



### THP: Transitional Housing Program.

The Transitional Housing Program is a social housing co-operative between GCYS and Community Housing Ltd consisting of one purpose-built house accommodating four single young people aged 16-25yrs. Each room is furnished by GCYS & has a bathroom, kitchenette style bench/sink & 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.

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.

*Israel & Amanda*

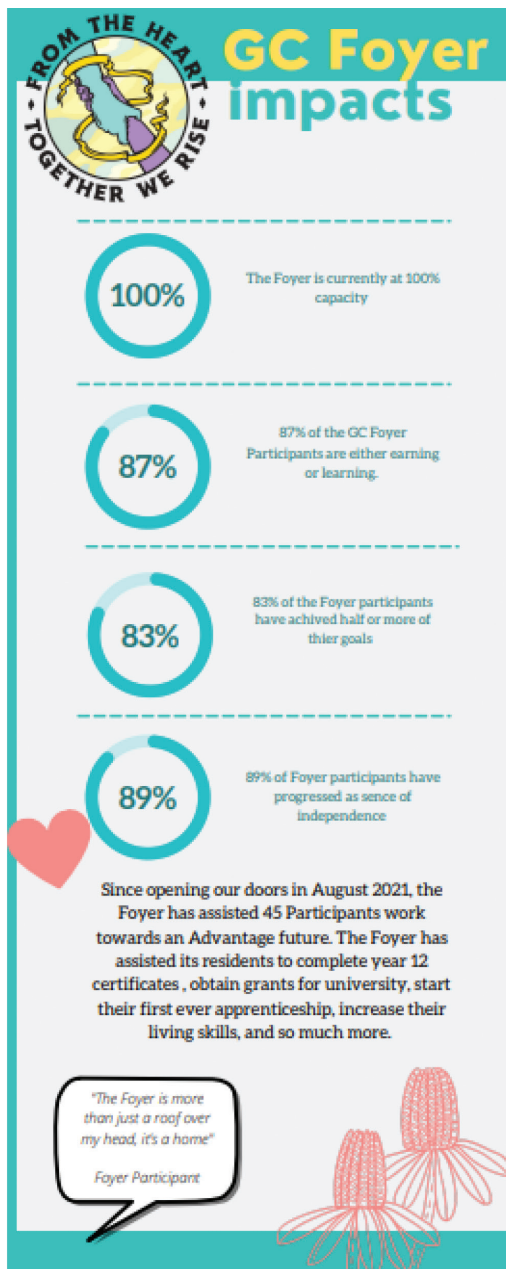


# Youth Foyer

It's been over a year since the Gold Coast Youth Service opened the doors to the first purpose-built Foyer in QLD. Offering 40 one-bedroom apartments with 24 hrs supports in the heart of Southport, this 12.3-million-dollar State investment has truly hit the ground running.

In what has truly been an exciting year, the Foyer team have collaborated with its residents and community partners, through the Friends of the Foyer, to live up to the high expectations of this important State investment and that of the internationally acclaimed Foyer Model.

Staying true to the Gold Coast Youth Service's reputation, values and mission, the Gold Coast Foyer has been able to punch above its weight in its inaugural year, exceeding expectations both locally and nationally with regards to its influence, innovation, and client impacts.



## Some of the highlights from this year has included:

- Reaching capacity in April 2022
- The installation of the Foyer Legacy Mural
- The co-design of the communal spaces and programming with residents and Gold Coast Youth Service's staff.
- The commencement of the Foyer Mentor Program
- Celebrating our 1st year anniversary with the Honourable Leeanne Enoch, and Friends of the Foyer group
- Featuring at the Foyer Foundation National conference as a speaker and tour facilitator
- Guest speaker at the Mayoral Safer Suburbs Forum
- Guest speaker at the Gold Coast Homelessness Symposium
- Submitting our evidence files for the Foyer Accreditation process
- Commencing our Foyer Participant Leadership program
- Involvement in the Young People Policy and Framework Consultation

Since opening the doors, we have been collaborating closely with our residents to make the Gold Coast Youth Foyer special. (Left to Right) Danica, Alkira, Abigail, Reece, Tarik, and Gemma are our first Foyer leaders and Participant Offer Reps. The newly appointed delegates will take a lead role in our service offer areas of Education, Employment, Community participation, Social Connections, Housing and Living Skills & Health and Wellbeing.



## IT TAKES A COMMUNITY

Another important focus this year was to capitalise on the community excitement of the Foyer opening and use this opportunity to build and diversify our existing community partnerships to afford real world linkages for our 40 participants. The Foyer Mentor Program was developed through the generosity and expertise of Jak Carroll who is a business consultant, educator, and all-round great human. Thanks to Jak's contribution and guidance, the Foyer was able to train and launch its first group of Foyer Mentors. The calibre of Mentors was exceptionally high and included State MPs, CEO's, business owners, and passionate community members all wanting to invest in the talents and capabilities of our next generation.

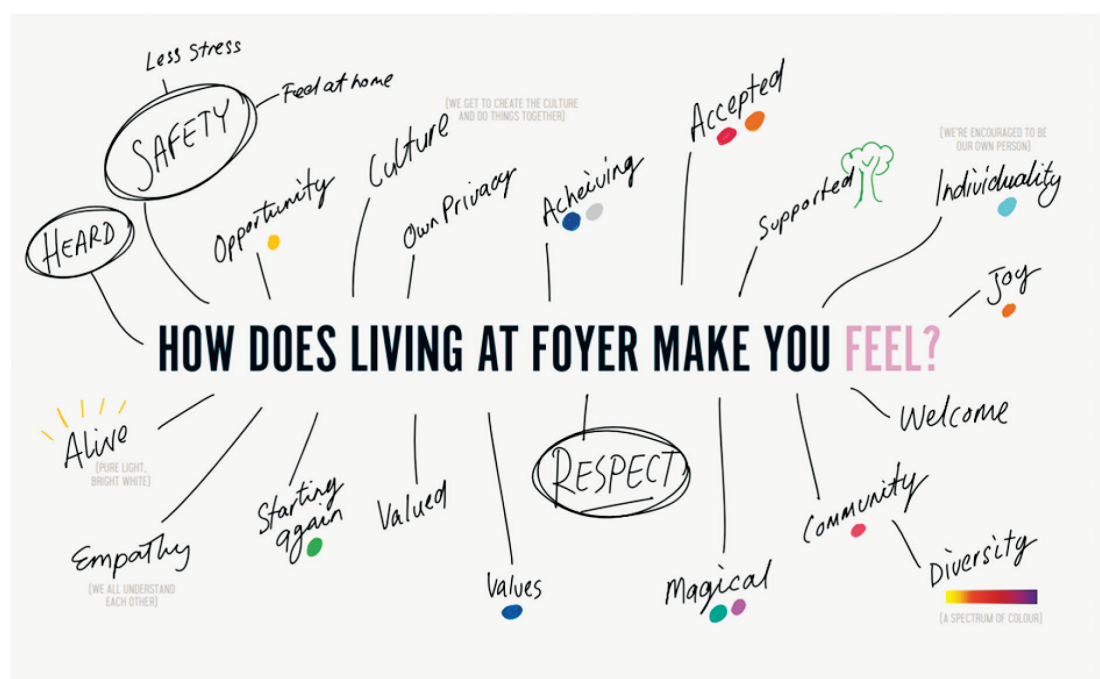


## Youth involvement and Co-Design

Youth involvement and co-design have been key to the Gold Coast youth Foyer success as we have journeyed through this momentous year. Examples of these can be seen in the Legacy Mural project, and the Foyer Offer Rep Program.

The legacy Mural project not only looks spectacular but truly was the result of the young people's feedback, ideas and drawing designs. A big shoutout to Lisa Sorbie and Kiel Tillman who were able to beautifully capture and articulate what the young people felt about living at the Foyer.

## Matt & Petrina





# Youth Engagement Program

Building on the focus from last year towards making an impact and achieving positive outcomes for young people and the community we continued to focus on our three main areas – Networking and Partnerships, Events and Campaigns and Living Skills.

## Networking and Partnerships

**Gold Coast Youth Network** – In the last financial year we have had many services come and go in 2021 we had 51 organisations, with various programs and 130 attendees, so far in 2022 we have 31 organisations and 101 individuals attending. The group has defined itself as a peer support and a vehicle of advocacy to make changes that provide a positive impact for young people. It seeks to revamp the GC Youth Info card realising the importance for young people, but the content and accessibility is a fundamental talking point. Does it remain a physical card only, do we create an app and utilise QR coding. One of the greatest highlights was having Minister for Youth the Honourable Meaghan Scanlon attend our end of year meeting in November 2021. You could cut the tension in the room as everyone was on the best behaviour. But we got there in the end with many smiles and laughter.

**Gold Coast Love bites reference group** – GYS was able to continue the reference group when the main drivers Tracey from QPS and Kathleen from GenZ left their posts. With the help of remaining members, we were able to establish an active core group and find a coordinator in Chris Coutlis from Mission Australia. The group is now in a healthy position moving forward, with training and schools booked.

**Gold Coast Homelessness Network & Homeless Connect** – Unfortunately Homeless Connect was cancelled in 2021 but with COVID behind us (someone knock on wood!) 2022 looks to be a very welcome event to the city growing with more people facing housing crisis. The re-brand of Connect 2 Home reflected those experience the effects of COVID constraints.



**Care for Life/ Suicide Prevention Network** – Unfortunately the network dissolved after its network meeting in early 2022, but GCYS supported with the World Suicide Prevention Day Symposium event in September and acknowledged the retirement of founder Raylee Taylor. Care for Life gifted GCYS its remaining funds to continue the GC Youth Info Card and a Speaker and Mic which has already been utilised a couple of times.

**Vulnerable Young people COVID vaccination access working group** – the GCYS participated in the Vaccination Working Group (an activity of the GCHN) and supported young people's access to vaccination. Building on this initial work the GCYS facilitated a working group after a community discussion where the youth sector was questioned to how it was addressing young people on the streets who maybe missing out. After consultation with the GC Youth Network, it was agreed that Southport was a perfect location to set up a vaccination hub. Ted Noffs/ Street university regional manager Kim Churchett put up their hand and offered their Southport site as an access point. In collaboration with QLD health nurses, youth workers, they were able to have consultation with young people before having 2 days of vaccinations. The outcome was positive with young people opting to take the vaccination, and also encouraging their friends to be informed.

**Westfield** – With the help of the youth network we organised Westfield Community Connect event called – Courtside Networking. In partnership with Westfield Coomera, we utilised their basketball court and school holidays to connect with community, provide information and have fun. The event was a great success with people asking, when is the next event? Although we had scattered wet weather, it did not dampen the spirit of services and community attendees. This has strengthened the relationship between GCYS and Westfield.

**Australian Census working group** – GCYS recruited resident of the YAP program who was proud to act as Youth Ambassador for the national survey. GCYS supported young person in joining meetings, having a say and linked him in with other members of the working group outside of GCYS, to work alongside. This was a positive experience for the young person, and he gained a lot of great feedback from all members.

The Gold Coast Youth Services continues to participate in a range of network and partnership opportunities – attending key meetings and functions that support our community.

## Events and Campaigns

In addition to our Networking and Partnerships work the year has again been filled with a range of additional activities, the focus continuing to be young people who are vulnerable, at risk of homelessness or experiencing homelessness. These activities included:

- 2021 Anti-Poverty Week
- 2022 Youth Week – with a mobile pop-up youth hub and Speak Out event
- Youth Homelessness Matters Day
- Waves Forward
- School events such as various Wellbeing Expos and the Schoolies Expo
- Rotary functions such as meeting with the Rotary Young Leaders
- Junior Council Expo @ Carrara Sports Centre
- 2021 WSPD symposium
- WMQ Youth Holiday Mini Olympics
- MFO SonShine
- T2A event at Dream World
- International Tenants Day
- Waves Forward
- Scouts
- Speak Out



A big shout out to *Amani* who has held the role of Resource and Development Worker and is well known to many on the Gold Coast



## LIVING SKILLS

Westfield GOAL – GOAL = Get out And Live – as we were aware of a range of young people accessing Westfield sites who were at risk of disengaging or disengaged from school, we engaged with youth services and the education sector about how we could improve young people engagement in pro-social activities. One of the activities we conducted was a Screen-printing workshop with Salt Prints. Young people got to learn how prints are made, they got to design their own logos and print their own clothing to take away. Although we did not get the expected numbers, the young people that did provided positive feedback. One was from a young person stating “I never have fun, not at home or at school, this is great”.

We continue to support the young people who reside in our properties and access our services with important celebrations across the year including the GCYS YP Christmas activity The Park which was held at Coomera TenPin, Putt Putt & lunch.





# Impact Statement

## EMERGENCY RELIEF

Supported 762 Individuals & Families.

## WESTFIELD

702 Engagments at Westfield Coomera and Helensvale

## CHILL OUT ZONE

2220 Clients assisted with a range of supports.

## STREET CRED

717 Engagements through Street CRED.

## YOUTH ACCOMMODATION PROGRAM

33 Young people housed in YAP. A total of 3989 bed nights.





1550 distinct Young People accessed the Gold Coast Youth Service Youth Teams. A further 330 young people who were known by first name only were helped.

**TOTAL 1880**



# Next Step Plus

The Next Step Plus team, Brad and Sammie support young people aged 15- 25 years to transition from the care of Department of Child Safety 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



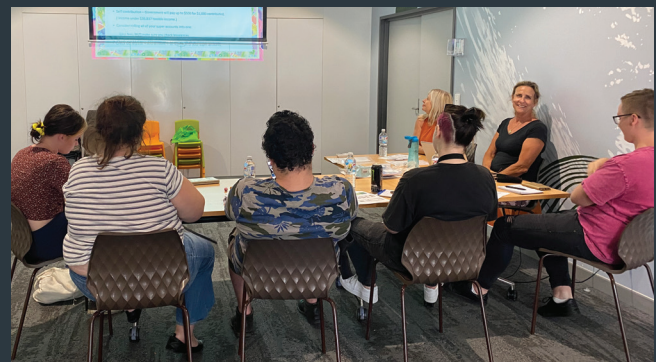
Gold Coast Youth Service deliver the Next Step Plus program in partnership with the YFS Team in Logan. Together we support each other to ensure that we are meeting the needs of young people across the South-East region.



## 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.



We are lucky here on the Gold Coast- we collaborate often with our Child Safety teams at Labrador, Mermaid Beach and Nerang and foster positive relationships to ensure successful and positive transition outcomes. We play a particularly important role in ensuring young people know they have ongoing support when Child Safety step out.



## Some events over the last year:

**BudgetWorkshop.** We ran a budgeting/finance workshop in conjunction with Palm Beach Neighbourhood centre. This was in response to many of the young people on our caseload identifying financial stress as an issue. Vicki, the financial counsellor continues to see many in one on one sessions and has been a major support in helping the young people get back on track.

**Child Protection Week Dinner.** The CREATE Foundation (a national consumer body representing the voices of young people with a care experience) held a Child Protection Week Dinner to celebrate those who support young people in care. Sammie attended this event alongside a young person and it was a really fun night in Brisbane!

**Transition 2 Adulthood (T2A) event at Dreamworld.** This years T2A event was held at Dreamworld. It was a fun day of T2A stalls, prizes, support service collaboration, presentations, lunch followed by access to hang with the young people at the theme park! Of note, Sammie went on as many roller-coaster rides she could, while Brad decided he'd much rather observe from a safe sideline. (Guess who the brave one is?)

**Community of Practice at Cherbourg.** Once a year, Next Step Plus Providers from across the state get together for a day or two of collaboration to share ideas and stories. We attended this years event which was held in May 2022 in Cherbourg over two days. The session was built around incorporating Aboriginal and Torres Strait Islander culture into our practice. To add to the adventure, we only just made it out before heavy rains inundated the rivers and burst its banks!



## Some milestones this year:

- » We supported 45 young people to transition out of care. These referrals come directly from Child Safety.
- » We have worked with 71 young people in the after-care space. Young people will often reach out to us and demonstrate good help seeking skills. Many of these are young people that we had met while they were still in care!
- » We supported 23 young people who identify as Aboriginal and Torres Strait Islander. We ensure where appropriate we are linking the young person into local services. One young lady joined a monthly Aboriginal women's group by Kalwun Health and it was here she connected with a community member who had grown up with her mother! She was able to share some photos and this is a beautiful example of the importance of belonging/connection.
- » We helped 23 young people find safe and stable accommodation through social housing and the private market. This number has been greatly affected by the current housing crisis. This is particularly difficult for the young people who grew up in care who are not often able to turn to family members to help with homelessness.
- » We aided 19 young people to meet the requirements of their Youth Justice or Probation and Parole orders. This includes attending Court and providing direct feedback to the Magistrate.
- » We assisted 12 young people to engage in education, training and/or employment. This includes helping 3 young people to access University and 3 to obtain a job which they continue to maintain.
- » We supported 8 young parents to collaborate with the Department of Child Safety to assess and address any child protection concerns as parents.
- » YHARS is a transition from care program by Wesley Mission where young people can apply for financial assistance to pay for goods and services related to housing. We had 78 YHARS funding requests approved allowing access to \$51,000 worth of financial assistance.

## Brad & Sammie





# Chill Out Zone

With the lifting of all COVID restrictions in late 2021, the Chill Out Zones are back to normal operations in Surfers Paradise and Broadbeach.

Major changes that we have seen post-COVID in our client groups includes a significant increase in mental health presentations, and increased aggression in the late-night precincts, making for some challenging times for the service.

We have kept some of our COVID innovations in the service – most notably the extension via marquee of the Surfers Paradise service, giving us extra room for more clients. The use of rope barricades in this area also restricts access to the service, so staff are better able to maintain work-flow and manage the working environment.

We are challenged by significant wait times for Ambulance transport for some of our more serious clients, as well as staff shortages across the early part of 2022. We were fortunate to have students on placement from TAFE, who were able to make up the team numbers, as well as gain some valuable skills in working with intoxicated people.

Broadbeach	SERVICES	Surfers Paradise
108	Nights of Service	112
206	Assisted Clients	1544
25	Minor Clients	445
20	Phones Charged	497
10000	Waters Dispensed	68000
INJURIES		
19	Accidental	161
19	Assault Related	155
10	Existing Health Condition	98
4	Unknown	21
INTOXICATION		
197	Intoxicated Clients	1512
147	Alcohol	1189
3	Drugs	20
11	Alcohol and Drugs	84
15	Unknown	57
19	Ambulance Transports	155
1750	Chat and Information	13000





We completed service delivery at a number of events across the Gold Coast as post-COVID cancellations came to a stop, including Lunar Electric, the Gold Coast Show and our annual involvement in Schoolies, where we managed five different services, with 22 hour a day coverage! Services offered can range from first aid, baby feeding and changing facilities, lost children supervision, a safe space for self-regulation, mental health support and general time out. At longer events, we offer harm reduction information around alcohol and drugs, and mental health support information.



We are fortunate to have a stable core staff team, and to have recruited some amazing talent into the Chill Out Zone fold. The success of the service depends on the staff, and as 2022 saw the 25th anniversary of the commencement of the Chill Out Zone service, we must be getting something right!

*Angela*





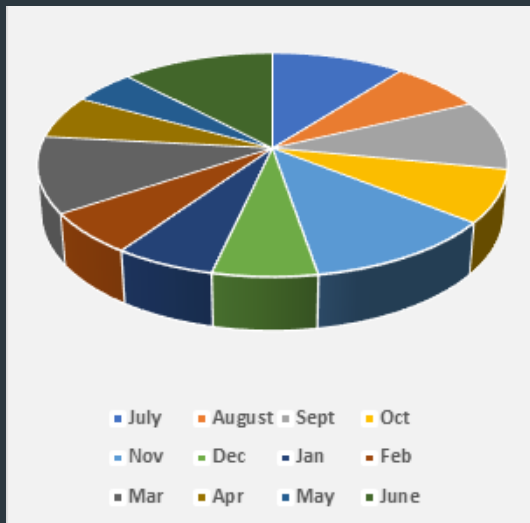
# Emergency Relief

Emergency Relief (ER) is an Australian Government initiative funded by the Department of Social Services and forms part of their Financial Management Program (FMP).

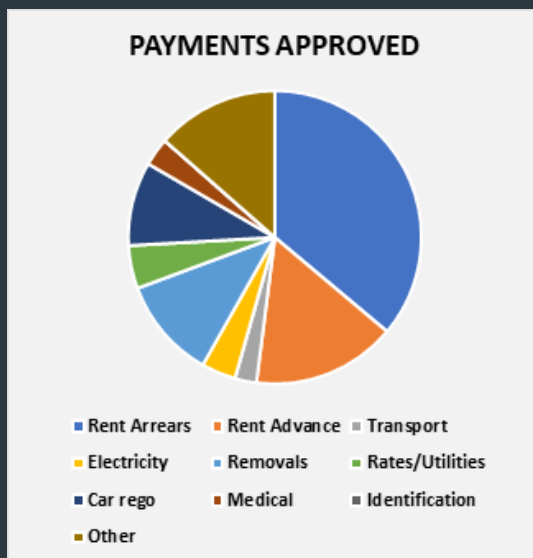
The objective of ER is to help people address immediate basic needs in times of crisis, and in a way that maintains the dignity of the individual and encourages self-reliance.

The **2021-2022 financial year** has seen yet another increase in the amount of ER monies being distributed, as well as an increase in the number of people receiving or seeking support. The ongoing impacts of the COVID Pandemic, our growing population, and the February floods, have all been contributing factors.

## APPLICATIONS RECEIVED 2021 -2022 - 419



## PAYMENTS APPROVED - \$248,279.43



## Rental crisis: Brisbane and the Gold Coast are Australia's most dire rental markets

"...The Gold Coast has recorded the steepest rent rises of any region in Australia, and the rate of vacant properties is just 0.4 per cent."...

"If you have a lower income household being pushed into an extraordinarily tight rental market, it's a serious issue for vulnerable Australians: families are living in their cars and caravans."

Domain.com July 18 2022

## Record Gold Coast rental market likely to 'edge higher' as tenants 'lock in' for longer Severely unaffordable'

Vacancy rates on the Gold Coast have remained below 1 per cent since around mid-2020, with about 3 per cent considered a balanced market.

ABC Gold Coast April 14 2022



## RENTAL CRISES

The influx of new and or returning residents to the Gold Coast has continued throughout the 2021/2022 financial year, this has led to a reduction in rental stock and affordable housing. The rental crisis, coupled with the rise in living costs to meet even the most basic of needs, has impacted our whole community, but is even more difficult for our most vulnerable members.

## NATURAL DISASTER – FLOOD EMERGENCY 2022

In addition to the ongoing rental crisis and worsening economic outlook, February 2022 also saw devastating floods hit our, and surrounding regions. In addition to supporting Gold Coast residents who had been impacted by the flood emergency, GCYS reached out and provided ER support to Tweed Shire residents through our ER Worker and to Ipswich and surrounds by working collaboratively with Ipswich Assist.

**We were able to provide this assistance with the support of the Department of Social Service's Flood Relief Program which provided us with additional ER monies for distribution.**



## 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 762, with some individuals receiving more than one ER payment.



## NO WRONG DOOR

Both Government & non-government services across the Gold Coast across a range of service types, continue to work collaboratively with GCYS in supporting clients to access ER.

This shared commitment to collectively support those in need 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, including both the Tweed and Ipswich regions which we are very proud to have been able to support during a time of natural disaster, for their ongoing support and participation in this collaborative working model.

*Sally Miller*



# Organisational Support

## Organisational Support Team

Our focus this year was to create a Team environment that allowed us to better manage our time, have transparency of data across the teams where it was required, and streamline the financial and payroll functions within the organisation. Our finance policies were also updated to bring them into line with new procedures required surrounding the electronic environment and approval management.

### Items of change this year include:

- Creating a new position with the addition of our Finance Assistant, Welcome Phyllis and thank you for joining us!
- Transitioned to a SharePoint environment to manage and share files, due dates, policies & procedures.
- Made the decision to update outdated financial software. A change from MYOB to Xero in the 2022-23 financial year.
- Planned a transition to electronic rostering and time-sheeting software, Wageloch, for the new financial year, which is being implemented in stages at each operational location and commenced in July 2022.

Overall, the changes throughout 2021-2022 have been crucial to allow the operations, IT and finance department to manage the growth that the organisation has had as a whole.

*Vicki, Phyllis & Thea*



# Quality Assurance

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 organisation has established a Quality Team to ensure that quality standards are adhered to including continuous improvement.

*Sally & Thea*



**global-mark®**

## Certificate of Approval

This certificate confirms that the company below complies with the following standard:

Company Name	Gold Coast Youth Service		
Company Other Name	Gold Coast Youth Service Inc		
Class ID	103860	Scheme	Human Services Quality Framework Scheme
Certification Standard	Human Services Quality Framework (HSQF) - Human Services Quality Standards December 2012		
Scope of Certification	Provision of services to young people including Information Advice & Referral (T108), Support & Case Management (T314), Assertive Outreach (T316), Rest and Recovery (T322) - Broadbeach & Surfers Paradise		
Type of Certification	Product Certification - Human Services		

CERTIFICATE DATES:			
Original / Initial	15/06/2017	Last Certificate update	24/07/2020
Certification / Re Certification	10/02/2020	Expiry	15/06/2023
Last Certification Decision	15/06/2020		

APPROVED COMPANY / SITE ADDRESS (ES):  
15 Oak Avenue Miami QLD 4220 Australia

This certification remains valid until the above mentioned expiry date and subject to the organisation's continued compliance with the certification standard, and Global-Mark's Terms and Conditions.  
This Certificate of Approval remains the property of Global-Mark Pty Ltd, Company Number: ACN 108 087 424  
The use of the Accreditation Mark indicates accreditation by the Joint Accreditation System of Australia and New Zealand in respect to those activities covered by JAS-ANZ accreditation. Refer to [www.jas-anz.org/registration](http://www.jas-anz.org/registration) for verification.

**Certification Manager**  
*[Signature]*

Unique Certificate Code: 708327465076A805A4A58E1C00P7F46F  
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# Treasurer's Report

## A reflection on Gold Coast Youth Service Inc finances for 2021 -2022

The financial statements for the period ending the 30th of June 2022 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 2021 – 2022 year has seen continuing challenges for the GCYS with the pandemic impacting on the ability for the GCYS to continue to deliver its 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 with the opening of the Youth Foyers by Minister Enoch.

The GCYS has seen a significant increase in funding and 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. and to facilitate Street CRED for the Queensland Police Service.

We continue to be incredibly grateful for the support we receive from our community, and our position allow us to:

- ✓ Continue the Street CRED and YASS programs
- ✓ Take the lead on integrated programs to address youth homelessness in our community.
- ✓ Build organisational resilience and meet the future challenges.
- ✓ Give stakeholders confidence in both our core projects and initiatives to meet future needs.

GCYS continues to maintain a high level of financial controls ensuring the effective management of financial resources, and we have moved to strengthen the system by moving from MYOB to XERO and implementing a new payroll system. I would like to acknowledge the skill, diligence of Vicki and Phyllis who with good humour drive great systems improvements.

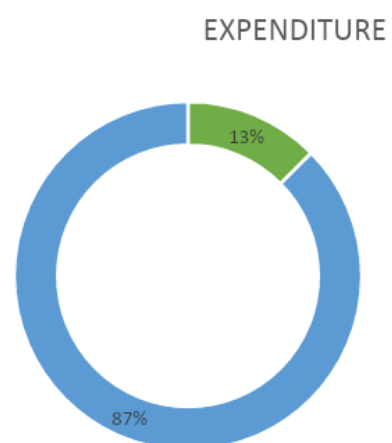
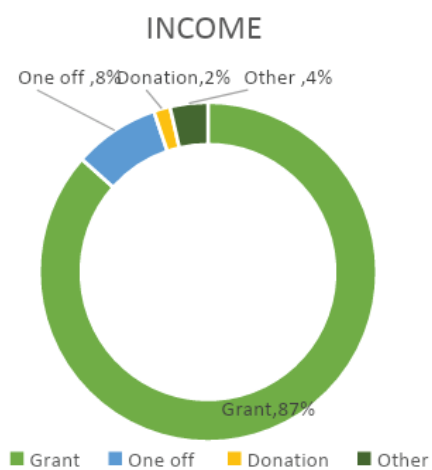
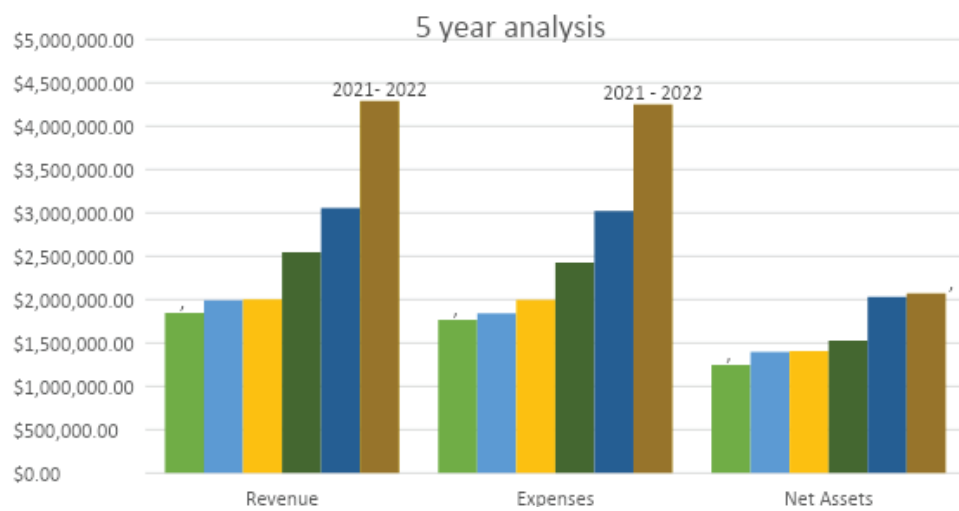
I would like to acknowledge the Federal Department of Social Service, the Queensland Department of Communities, Housing and Digital Economy and the Department of Children, Youth Justice and Multicultural Affairs.

The financial results for 2020-2021 provide an operating surplus of \$41,264.23.

I would like to recommend the appointment of Haywards Chartered Accountants to audit GCYS accounts for the 2022-2023 financial year.

GCYS Treasurer

*Matthew Claymorth*





# Thank You!

*Your Support makes a difference*



**Queensland  
Government**

Department of Children, Youth Justice and Multicultural Affairs  
Department of Communities, Housing and Digital Economy



**Australian Government**  
Department of Social Services

CITY OF  
**GOLDCOAST.™**



## DONORS

Bakers Delight Broadbeach  
James Frizelle Charitable Foundation  
Loving Trust Care Group/Buddha's Light International Association  
The Cody Foundation  
GenZ  
Keolis Downer Group  
Service Our People (SOP)  
Walk with Us  
Broadbeach Rotary  
Guerilla media marketing  
Sathya Sai Baba Organisation of Australia  
Totes for Kindness  
Hill Song - Soul City  
Domino's Pizza Miami  
Hope starts here – Oz Harvest

On Her Desk  
Southport Church of Christ  
Arete Australia  
Kamikaze clothing  
Grace Church  
New Apostolic Church  
Cool Kids Helensvale  
KDL Property Group  
Scouts and Cubs Palm Beach  
Backpack beds for the homeless  
Zoe Creative  
Southport SHS  
Global Federation of Chinese Business Women of Australia  
Mad Mex Pacific Fair  
Officeworks



# Our Community



BUILDING INDEPENDENCE & PARTICIPATION



**Lives Lived Well**  
Passionate about the possibilities

**MinterEllison.**



We want to acknowledge and congratulate the Care for Life Suicide Prevention Network for the work that it has undertaken over many years, most certainly the current focus on suicide prevention and mental health can be attributed to the great advocacy and work of the network - making a significant impact on the health and well-being of young people. The Gold Coast Youth Service is the recipient of their funds as the network has wound down and we are humbled to receive the funds.

And the many local community members who have generously donated housing, food, clothing, books, hygiene products and cash that have assisted the young people who access our services either directly or via Give Now, Play for Purpose or Containers for Change. Many of you do so anonymously and regularly and we wanted to let you know how invaluable your contributions have been to the lives of young people.



# Future Focus

**This year we have seen some major challenges, particularly around housing affordability and we believe this will continue to be the major issue confronting us going forward.**

*As a result, our operational focus will continue to be:*

- ➔ Seeking an increase in government funding for the YASS Team – we have been very fortunate to have the James Frizelle Foundation providing funding for a worker so that we can not only expand our service delivery but to continue our advocacy work.
- ➔ Ensuring coordinated responses to young people through service integration. Our Street CRED team is continuing to work with our partners to meet the needs of the most vulnerable however we are strongly advocating for a more systemic response. Service integration is also a focus for the HASP team, and we have joined the GC Zero campaign to work collaboratively with other partners to have regional and focused responses to people experiencing homelessness, and where possible expand our housing offerings.
- ➔ Research into the needs of young people – we are exploring a working relationship with QUT as an evidence-based approach is vital to the work we undertake
- ➔ Quality and risk will continue to be an area of focus. We have implemented a range of improvements this year and fully transitioned the organisation into the Cloud and the year ahead will build on these improvements.





The GCYS is also committed to supporting its workforce and we have implemented a new wage management system. As with many industries there are recruitment challenges however, we have been successful in recruitment of new staff. This year we are exploring improved inductions systems, learning systems and graduate programs, so not only supporting student placement but new workers into the field.

GCYS has some great opportunities to advocate for positive change in the year ahead with the recent Queensland Housing summit, *Queensland Government Housing and Homelessness Action Plan 2021 – 2025* and the *Towards ending homelessness for young Queenslanders 2022-2027*, as well as the Federal government commitment to increasing housing supply.







## 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.

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