



Hopeful futures
for Young People

Impact Statement

2210 distinct young people accessed the Gold Coast Youth Service youth teams.

A further 341 young people were known by first name only.

Total 2551

Chill Out Zone

2206 people were assisted with a range of support through the Safe Night Precincts and events.

Street CRED

905 engagements through assertive outreach.

Emergency Relief

971 individuals and families were assisted through Emergency Relief.

Westfield

271 engagements at Westfield Helensvale & Westfield Coomera



Vision: Young people on the Gold Coast are valued, connected, hopeful about their future and supported to realise their full potential.

Mission: To be a leading non-profit organisation that supports young people on the Gold Coast experiencing homelessness and/or disadvantage/vulnerability to achieve positive and long-lasting changes.

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Management Committee

While the chaos of Covid-19 slowly began to settle in the first half of 2022, the 2022-23 Financial Year has seen the rise of a wide range of additional pressures impacting our community. Increased housing stress has resulted from unprecedented housing demand, high occupancy rates, steep rent increases, interest rate rises and other everyday cost of living increases in food, fuel & electricity, to name a few.

Many of the young people accessing our support services face a disproportionate level of difficulty in navigating these additional pressures due to lack of family support, insecure housing and mental health concerns. Further, despite the general unemployment rate on the Gold Coast being quite low at 2.3% of the working age population, the rate of youth unemployment is over double this at 5.6%.

It is of great concern that our already busy programs have seen a 33% increase in demand for support during the past Financial Year. This means the needs of local young people have not only become more pressing but also more complex, resulting in more stress for a larger percentage of this vulnerable group in our local community.

Keeping in mind the many complex challenges these uncertain times create across the whole community, the Management Committee is very grateful for the ongoing dedication and passionate commitment of our professional Gold Coast Youth Service (GCYS) staff teams in supporting local young people.



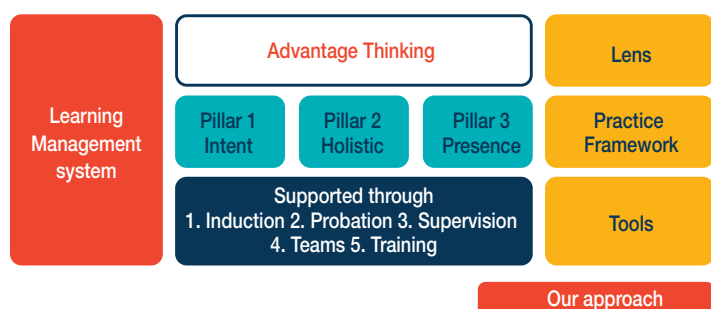
The development and steady implementation of measurable operational objectives across the service following our Strategic Planning process is important governance work. The upcoming work to embed the Advantage Thinking lens across all teams will help inform individual program outcome and performance measures. It will help us to improve supervision and support mechanisms. Each of these improvements coupled with meaningful, practical & streamlined data capture processes will assist us to demonstrate the important outcomes being achieved for young people and subsequent planning for systems improvements.

Each Management Committee Member including Matthew Clayworth as Treasurer, Susie Boyer as Secretary, Allan Finn as a General Member and myself as Chairperson is incredibly grateful for the extraordinary work of our CEO Maria Leebeek. Her passion for young people is second to none, as is her practical support for the staff teams, while her strategic thinking & advocacy is quite exceptional.

The Management Committee is proud of the work ethic and culture of the whole staff team at GCYS and of the impact this service has in our community.

I commend to you the work of this dynamic group of professionals and acknowledge your support and collaboration as we work together to make a positive difference in the lives of young people on the Gold Coast.

Steve Hackett
Chairperson



Management Committee Members have undertaken more site visits over this past year to see and support first-hand the great work being done by GCYS teams. This allows us to better understand the issues and informs our advocacy to Government in order to push for increases to funding.

The role of the Management Committee in steering the strategic direction of the GCYS has never been more important as we navigate increased service expectations, competition and in many cases, tighter funding requirements in very uncertain times.



CEO Report

There are many reflections for me in the year gone by and the AGM report demonstrates the many and varied activities that the youth service undertakes to bring more hopeful futures for young people.

In my last year's report, I noted the importance of our collaborative relationships to deliver outcomes for young people and the youth service remains committed to a community approach. Throughout 2022 -2023 this has been evidenced by our continuing work in the Street CRED project, our partnership with YFS to deliver the Transition to Adulthood program, the collaborative approach to deliver Emergency Relief across the LGA, our working relationship with Wesley and Nerang Neighbourhood Centre in delivering the Youth Access and Support Service, the partnership with Community Housing Limited to deliver the Youth Foyers and our support of the Gold Coast Homelessness Network and the Gold Coast Youth Network.

As can be seen, the GCYS continues to provide both intervention and transition to independence services. As a team we continue to reflect on where we deliver our services across the continuum of care. There have been some review processes to better integrate our Teams together with a particular focus during the year on the Chill Out Zone Team. Throughout the past year we have been intentionally advocating for the need for more early intervention services, specifically YASS and Street CRED. Much of this demand was driven out of COVID but has not abated as we find the cost-of-living pressures putting stressors on young people and their families.

Over the last year there has been considerable work completed on our evidence base to demonstrate not only the need but the impact of the work. Unfortunately, community based early interventions resourcing have been overlooked when there are mounting pressures at the crisis/tertiary end. However, there is no "turning off the tap" to acute issues if there is no resource allocation to addressing early the risks.

The timing of intervention is essential to address long term adverse outcomes. In addition, tertiary end providers are not necessarily best placed to be the service delivery agency for early intervention. We acknowledge this within the service as well. In many cases as our YASS data demonstrates an integrated approach is required, and support is not short term. Community based models of early intervention have a focus on youth participation and engagement. These models, as well as being community based, create a setting that is accessible, non-judgemental and youth friendly. In turn young people are not stigmatized by the environment. Street CRED was a winner in 2019 Child Protection Award, the QLD Police Excellence Award for Customer Focus and a Safer Suburbs Meritorious Award in 2019 and continues today with the support of government and non-government partners. Whilst we are hopeful for more government investment in these areas, we are grateful for the philanthropic support from our community that has allowed us

to expand our service delivery and build our case for more funding, particularly for another YASS worker and a Care Coordinator within the Street CRED program.

Last year we saw a 33% increase in the numbers of young people that the youth services assisted, with only a commensurate increase in our funding of 5% demonstrating that with a little investment we can deliver significantly more services. Our impact statement demonstrates where these outcomes were attained.

During the year there has been such great support from our local community – from housing, through to food, donations of clothing and white goods and everything in between. In the middle of a housing crisis, it has been wonderful to be able to expand our offerings. Again, there is a limit to how far we can stretch, and we are part of a statewide campaign for an increase of 25% more funding for our homelessness service delivery – this will give us an additional worker for our front door as well as the youth accommodation program. It has been wonderful to have the State minister for Housing Meaghan Scanlan MLA being located on the Gold Coast and to be able to engage in critical housing conversations. With the Gold Coast currently having the greatest housing stress in all of Australia these conversations driving investment are essential. We have also had strong support from the City of the Gold Coast and the Mayor Tom Tate.

These many and varied activities are supported through a strong administrative and management structure. Throughout the 2022 – 2023 year the organisation has focused on how we can strengthen and improve this structure to create efficiency and effectiveness. In turn supporting staff to meet our Vision and Mission.

I would like to thank our contractors who so ably work with us and feel like "part of the family".

I would like to acknowledge to thank the 55 staff of the Gold Coast Youth Service – it has been a difficult year with many challenges, but you have all risen to the occasion and supported each other. I would like to thank the Senior Leadership Team, Finance Team, Quality and Ops and IT who have operationally driven the work, think strategically and act creatively to make it all happen.

I would also like to thank the Management Committee for their continued support and good governance of the organisation – it has been a pleasure.

Maria

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	63
Case	81% Support and 19% Access
Identified gender	60% male 32% female 8% Other
Age	24% aged 12-14 years 48% aged 15-17 years 28% aged 18 – 21 years
Duration of support	8% 0-3 months 19% 3-6 months 35% 6-12 months 38% 12+ months
Referrals received	79

Of the **79** referrals received, **20** young people became a case. **55** were closed for reasons such as being unable to allocate a worker, being referred to another service, no longer requiring support, not ready to engage and not being eligible. **4** are still

being followed up on for next financial year.

What were the Challenges this year?

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 12 months duration or more 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, and much needed brokerages especially to access specialised family support services. The YASS team is still utilising time limited philanthropic funding for an additional worker; however, our current waitlist indicates the need for additional worker to assist with reducing demand.

Environmental circumstances of young people present challenges to achieve outcomes. Young people and their family's face circumstances beyond their control that require a greater system response. Entire households are impacted by being a single parent income, housing accessibility & affordability further compounding financial stress and mental health and well-being.

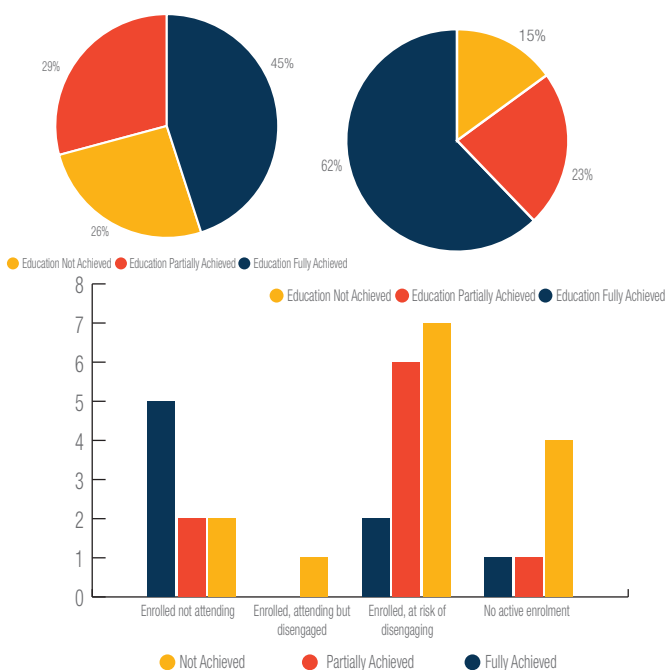
What Outcomes were Achieved?

There were [14] young people who exited the service and with a 71% attainment for the goals set – when looking the following outcome areas this means that young people completed their education, got an apprenticeship, received an income, engaged in pro-social activities and/or reconnected with family – see details following.

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



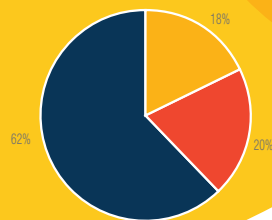
What does the data tell us? The data tells us that we are working with the correct cohort of young people and that 45% of education goals have been achieved. When we drill down in the data we have most success where young people had either no active enrolment in getting back to school or where they were at-risk of disengagement. There was greater difficulty where they young people were enrolled but not attending. Where training was a goal this was attained in the majority of cases.

Barriers: There is a significant gap in time from exiting a school to entering a new education facility. Thus, increasing the disengagement period. A greater systemic response needs to support schools and vulnerable young people facing adversity to support consistent education through the adolescent years. Young people are completing vocational qualifications; however, employers are requesting years of experience rather than offering on the job training.

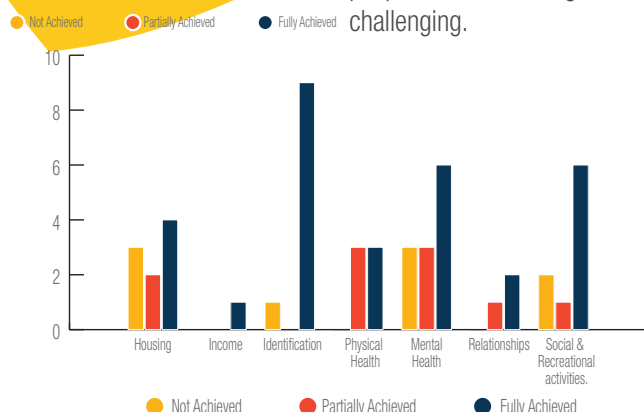
Positive Outcome: YASS have worked with YP for the past 2 years to increase their capacity for employment. The YP was excluded from mainstream schooling and has been significantly disengaged for an extended period. The YP is now employed in a kitchen and completing a commercial cookery certificate with the possibility of an apprenticeship.

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



What does the data tell us? As with the rest of the community housing is a key challenge, further access to pro-social activities can be difficult. Needless to say, mental health is a key issue for many young people but accessing services is challenging.

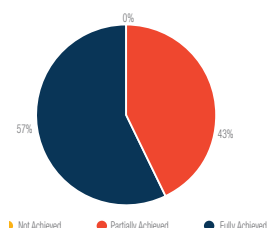


Barriers: Young people's income from Centrelink and/or employment do not reflect the cost of living. Most independent young people are paying an average of \$200-\$250p/w in the private rental market whilst trying to attend school. Further to this, they are consistently engaged in precarious employment.

Positive Outcome: A collaborative approach with the YASS team and a local school prevented a young person from entering the homelessness system and dropping out of school. The young person gained identification, income, housing, and mental health support. The young person is currently completing year 12 and has several applications to attend university. Additionally, the young person has reconnected with an extended family member.

Family

- Reconnection with family and conflict resolution



What does the data tell us? That we are able to support young people and their families in the majority of cases.

Barriers: Families need support, however, do not meet most family support service thresholds. Nor can they afford services in the private sector. Particularly, single parent families struggle with finding time to attend support appointments whilst maintaining employment.

Positive Outcomes: This year we have had several young people who have had to live independent of their families for varying reasons. These young people have been supported to remain in contact with their immediate families. Many young people were able to reconnect with natural supports, specifically extended family members whom some now reside with.

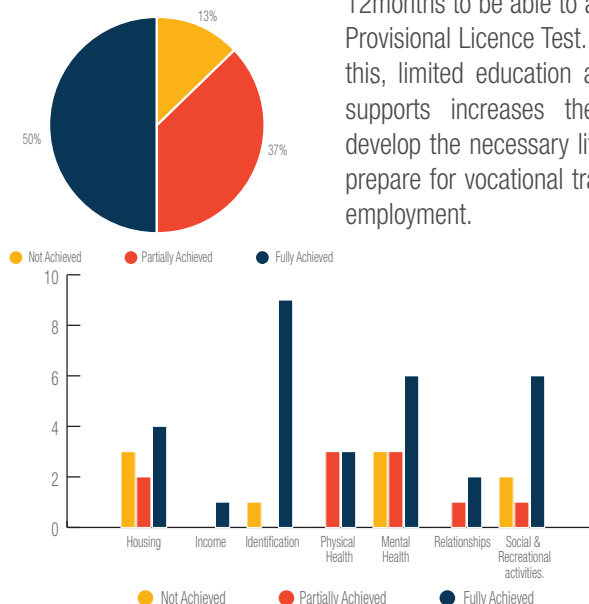
Improved life skills

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



What does the data tell us? Where young people set goals to improve their lives skills, they are generally achieving them. The two areas where this has been more challenging is where there are systemic barriers to them achieving these goals.

Barriers: Young people who do not have access to supervisor or a car to obtain 100hrs for their driver's licence and must wait a further 12 months to be able to access the Provisional Licence Test. Further to this, limited education and family supports increases the gap to develop the necessary life skills to prepare for vocational training and employment.



Positive Outcome: Several young people who were excluded from mainstream schooling and then disengaged from alternative education, were supported to engage, and complete a 10-week job readiness program. They now hold qualifications and trade certificates to be better equipped to enter the workforce as suitable candidates.

What is our Plan Moving Forward?

The YASS team will continue to work on data collection to reflect the work we do and areas where we need to focus on improvement or advocacy in order to support the great outcomes that young people can 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.



Housing & Support Program

The “coal face” of the GCYS! The Open Access staff are often the first point of contact for young people accessing the Gold Coast Youth Service. This can be via a phone call, a referral from another service or simply a “walk in”, where a young person self-refers through word of mouth or by utilizing the GCYS website.

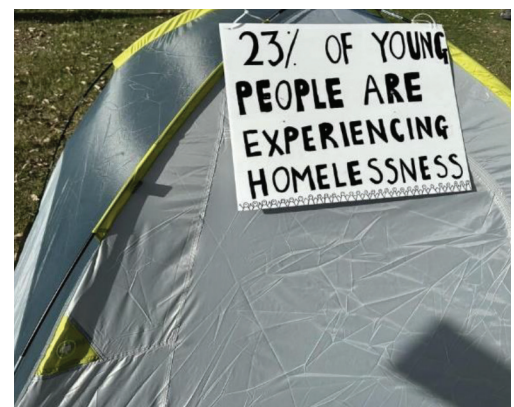
Accessing the service is much more than simply taking a phone call. When young people contact, we discuss what is happening to them and we complete an intake assessment. This way we can make sure that we are covering all the issues that are important to them and get a holistic picture. OA staff then discuss the outcome with team members to decide on which program can best meet the needs of the young person.

With nearly 1500 young people serviced through open access, with many young people engaging with the service on more than one occasion this front door is very busy. Many of the young people accessing OA are in crisis for various reasons. As a result, mental health support strategies and behaviour management/intervention techniques are employed to make sure young people feel safe and supported due to the number and diversity of young people in the OA area at different times.

Open Access also manages 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. We would like to thank our community who help in donating food and clothing. Thanks to Bunnings we were also able to get a small Veggie Garden.

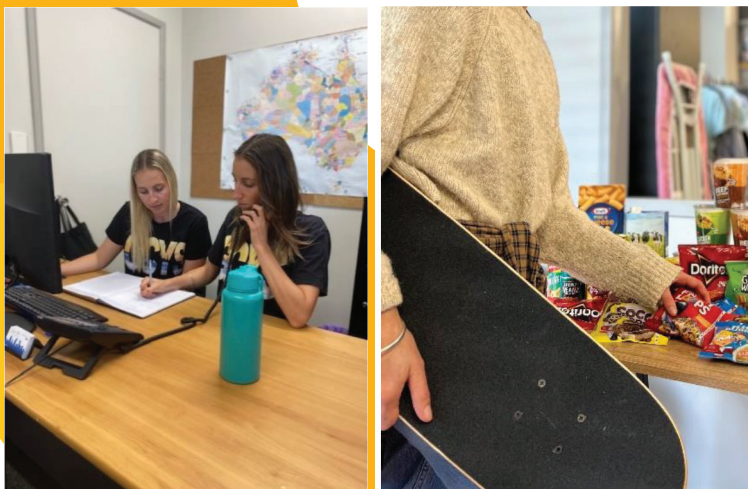
With the current housing affordability crisis, it has been challenging to support young people due to the limited housing market choices. For this reason, we continue to support campaigns such as Connect2Home and Youth Homelessness Matters Day.

With the increasing numbers of young people accessing the service we have two dedicated staff members to be able to meet the demand. Greta and Jasmine have done an amazing job this year responding to young people, supporting each other and the rest of the team. We have also attempted to contact young people three months after exiting the service to make sure that they are still ok or whether they need any more assistance.



With the knowledge that young people need specialised support the GCYS also supports external organizations/partners who are regularly onsite to help young people – again these appointments are managed through our OA team. These specialized providers include Lives Lived Well – who provide mental health and AOD support, psychologists and lawyers. Centrelink staff also attend GCYS regularly to help with applications for payments and issues with existing payments etc. If young people accessing through OA require further support a youth worker from the Housing and Support Program will follow up. There were 331 people comprising of 303 people (and 28 accompanying children) who were assisted with follow up case management support. Nearly 15% were identified as indigenous.





Most young people are coming to us seeking assistance to obtain or sustain their current housing. The HASP program provides young people with assistance finding accommodation options and general individual case management support including referrals to other specialist services if required. HASP staff focus on stabilizing young people and building a foundation to move forward. Prioritizing accommodation (a safe place) to settle, working through mental/physical health issues and gaining employment or re-engaging in study etc. This helps to improve a YP's confidence and self-esteem, meaning they then have a better sense of self-responsibility, motivation, and long-term success.

The HASP team are looking forward to the year ahead, continuing to engage with young people who come to the service in need of support.

Case study HASP: Female 20 years & 3-year-old son

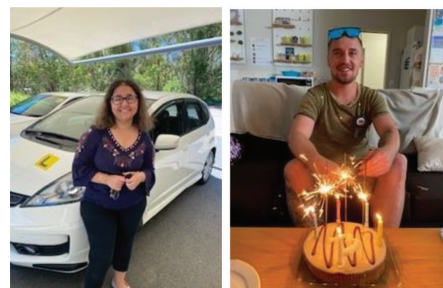
Young person recently escaped domestic violence relationship on the Sunshine Coast. Her ex – partner had been incarcerated for 2 years. Domestic violence protection order in place for 5 years. YP had been residing with a friend in Nerang temporarily. Due to household dynamics, YP was asked to leave the property. She had a serious burn on her stomach due to spilling hot water whilst cooking that needed medical attention. Her car was unregistered and mechanically unsafe. YP had no money or food for herself or her child.

Application for St Vincent De Paul immediate housing response funding was completed, and motel booked. Food, personal hygiene products, mobile phone credit, food and fuel vouchers provided. YP was supported to get medical attention with a GP for the infected burn on her stomach. Medication was purchased. Budget was completed and YP was contributing to the cost of the motel. Weekly checks were completed at the motel. Several medical referrals were made for her child so he could access NDIS support. Housing application was completed. Referrals and support for domestic violence counselling were made.

After 6 weeks of motel stays YP was offered a 2-bedroom unit in Varsity lakes by the Department of Housing. Youth worker purchased a fridge, washing machine, beds, and other essential items for the property. Removalist organised to collect her personal belongings from the storage shed and delivered to the new property. Financial support was provided to have her car fixed and registered. YP's son has now been approved for NDIS support. He has been diagnosed non-verbal autistic. After working with an occupational speech therapist her son has started to talk. YP's burn is completely healed with no ongoing concerns. Her ex-partner has recently been released from prison, so staff are looking at having cameras approved to be installed at her property.

Youth worker is still in regular contact with female, helping her to maintain her tenancy.

Israel, Amanda, Greta, Jasmine, Emma, Rochelle and Krystel



Youth Foyer

FROM THE **HEART**
TOGETHER
WE RISE

Since opening its doors in 2021, the Gold Coast Youth Foyer has provided a safe and supportive space for young adults to flourish. The program can accommodate up to 40 people between the ages of 16 and 25 and has already transformed the lives of many. By applying the Advantaged thinking lens and Foyer modality, the Gold Coast Youth Foyer empowers young people to take charge of their future and reach their potential.

In just over 12 months, the Gold Coast Youth Services Foyer Program achieved Foyer Accreditation, a remarkable accomplishment that validates the team's expertise, practice, and the power of the Foyer modality. It also reflects the effective business partnerships we have with Community Housing Queensland Limited, The Department of Housing and the Foyer Foundation, whose expertise and support we've truly appreciated!

Campaign.

The opening of Queensland's first purpose-built Foyer has generated significant interest and numerous opportunities to campaign for additional Foyers and showcase the importance of 'Advantaged Thinking'. Our participants play an integral role in all these visits sharing their stories of lived experiences in the program. Everyone who attends these tours leaves feeling inspired by the tangible results of the model, but most of all the resilience, talent, and incredible capacity of the young people.

In November 2022, we had a notable visit from the Tweed City Shire Council, where we had the privilege of showing Mayor Chris Cherry and several councillors through our Foyer. The young people left a lasting impression, and the council was thoroughly impressed. Following the visit, we received the fantastic news that the Tweed Shire Council had unanimously supported the proposal for the Foyer model in their region! This is just one example of how powerful the Foyer model can be, and how important it is to continue advocating for Advantaged Thinking.

Foyer Invest

As an accredited Foyer, the Gold Coast Youth Service has had the privilege to be a part of Foyer Invest QLD. A consortium of service providers, philanthropists, impact investors and young people working collaboratively to grow the reach and impact of Foyer in our State.

It's been an exciting and dynamic working group to be a part which has developed great momentum as they pitch for 6 more youth Foyers in QLD. One of our young people, Damon had the opportunity to sit on a strategic meeting with Minister Scanlon's office to help pitch Foyer Invest aims to build 6 more Foyers in QLD By 2030!



Gold Coast host to the Youth Foyer Conference 2022

The Gold Coast Service had the privilege to showcase our new Foyer at the Foyer Foundations National Conference in September 2022. Over the two-day conference, we hosted several highly successful tours for interested conference goers and a youth games night which had young people from every Foyer across the country!

Mentor Program

In May 2023, the Foyer Mentor program launched its second iteration, led by the esteemed “Friend of the Foyer,” Jak Carroll. This time around, we decided to switch things up based on our learnings from the previous year and incorporate a new approach called “tribalism.” The basic idea was to bring together a group of mentors and residents over a period of six months, allowing for more natural relationships to develop and for residents to access mentors on an as-needed basis.

From the residents’ standpoint, they had a network of supportive adults outside of paid professionals who could offer assistance and support as needed. Meanwhile, mentors were also part of a larger tribe and could help each other on the mentoring journey.

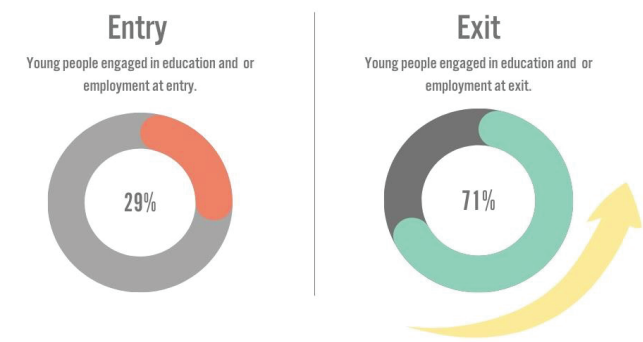
Community Connections Community participation

For almost two years, 12 Baskets, a charitable organization, has been providing fresh fruits and vegetables to the Foyer. In a heartwarming gesture, Foyer participants have now started baking fresh pies every Thursday for 12 Baskets to distribute among other beneficiaries of their charity group. Tracy Brooks, a Youth Support Advocacy Worker at the Foyer, leads the residents in this initiative. They wake up early, bake pies, write inspiring messages, and assist 12 Baskets in distributing them to other community members. This program has become a beloved tradition at the Foyer that spreads joy and generosity among all involved.

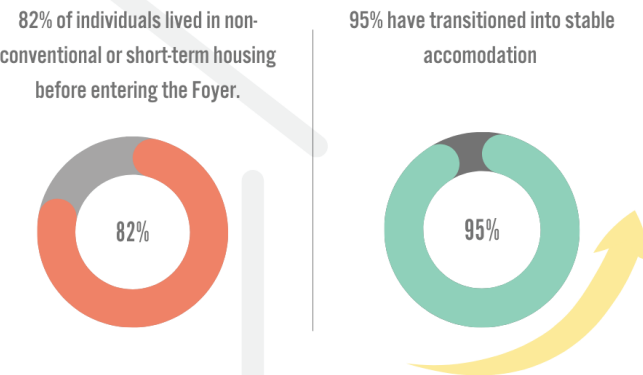


DATA
Though the Gold Coast Foyer is still in its infancy, and long-term results are not yet available, the results and stories coming from the Gold Coast Youth Foyer are looking very promising!

GC Foyer Growth in Education & Employment



GC Foyer Transitional Outcomes



StreetCRED

Street CRED is a multi-agency assertive outreach project that relies heavily on collaboration for its success. Street CRED was originally a QPS (Queensland Police Service) initiative which started in 2018 to engage and connect with vulnerable young people. Street CRED targets and provides support for vulnerable young people who may be experiencing homelessness and or engaging in anti-social behaviour. Street CRED aims to build and maintain positive relationships with vulnerable young people and assist in re-connecting them with services, family, or other support. This is done by engaging young people in their space and building trust through positive relationships.



Street CRED works on the grounds that 'No one service can do it alone'



The Street CRED team are briefed on purposeful engagement whilst building rapport with young people.

PARTNERS THAT ATTEND OUTREACH

QLD Police, City of Gold Coast (Public space liaison officers) Youth Justice, Youth Co-Responder Team, Child Safety, MFO (Multicultural Families Organization, G-Link (Keolis Downer), Lives Lived Well, Anglicare (Intensive Bail Initiative), Wesley Mission - (Youth at Risk Alliance) & Gold Coast Youth Service

GCYS would like to acknowledge the Executive Leadership Team that guide the project and make the commitment to Street CRED serving our young people within our community. Without the ongoing collaboration and "can do" attitude from our partners, Street CRED would not be possible.

On the Streets / Public Space

There were **337 distinct young people** seen on outreach with a total of 905 engagements for the period. Engagement was across the region through soft and hard transport routes and public spaces including shopping centres. Most of these young people are from our local community (63%)

For those young people who are on the GC but from outside our region the Street CRED team has met regularly with other CYRD funded programs from other regions such as Brisbane, Ipswich, and Logan, to discuss:

- > Collaboration to strengthen the relationships and communication between regions.
- > Cross-region activity/concerns with young people
- > Stats, trends, gaps, barriers.

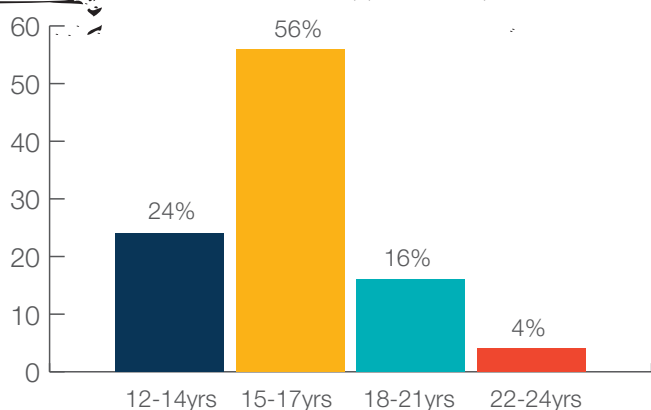
Noticeable trend

Although most of the young people we have engaged with are 15 to 17 years of age (56%) this has been followed closely by young people aged 12 to 14 year of age (24%).

pg.12

Based	%
Brisbane & Surrounding area	2%
Gold Coast	63%
Logan	7%
Unknown	28%
Grand Total	337





Between February – July 23 Street CRED have noticed a shift of need, with new waves of younger cohort groups aged 12-14 years disengaging from school at a remarkable rate. The younger groups appear to be influenced and seeking a sense of belonging from our older cohorts. Parents often report that they have lost control of their children and are seeking support from services and Child Safety. It is not surprising therefore that 76% of the young people we encounter are housed. This has stressed the importance for the youth service to have an early intervention focus.

Given this increase with the younger cohort of young people, Street CRED worker has been liaising more intensively with Court Liaison officers and Education Pathway officers to ensure there is wrap around support and where necessary, link in with the early intervention youth support programs and other appropriate services. The GCYS has also been lobbying for the funding of a Care Coordinator and this has been supported in principle across the region.

Housing and homelessness

Though most young people were housed there were still 18% of young people were experiencing homelessness, sleeping rough or couch surfing. A significant proportion of these young people were Māori & Pacific Islander who did not have access to income support. Due to their vulnerability and inability to access any housing, in partnership with Anglicare Intensive Bail Initiative and MI Best Life we established a housing option. A key aspect of this initiative was to develop

an advocacy vehicle to influence change to government legislation and to provide immediate relief to young people that are not eligible for housing support due to being a NZ citizen. This project continued the GCYS commitment for over 10 years for social justice regarding the inequalities that NZ young people face living in Australia. We were excited that on the 21st of April 2023 the Albanese Labor Government announced that NZ citizens living in Australia are eligible to apply directly for Australian citizenship. GCYS would like to acknowledge and thank Vicky Rose from Nerang Neighbourhood Centre who has been the driving force on the Gold Coast and has been relentless at lobbying State and Federal Government for change in the legislation for all NZ people.

For the 9 young people aged between 16 – 23 years we housed over a 12-month period nearly 78% had housing outcome as well as:

- 8 of the 9 tenants had a reduction of fare evasion and crime whilst residing at NZAP.
- 8 of the 9 Tenants signed their first ever Lease Agreement
- 8 tenants obtained passports and photo identification, including Medicare card.
- 7 tenants opened bank accounts.
- 6 tenants obtained Learners permits.
- 1 tenant obtained a driver's licence
- 7 tenants obtained their tax file number.
- 5 tenants obtained tickets or completed training courses.
- 5 tenants engaged in fitness and social connections.
- 6 of the 9 tenants gained employment.
- 6 of the 9 tenants contributed to paying rent.

Thank you to Tahnee Ledgerwood (service Manager) from Anglicare IBI, Bill Isaia and Priscilla Milford (Directors) from MI Best Life for the fantastic collaboration, GCYS would also like to acknowledge Street CRED partner Keolis Downer (G-link) for providing sponsorship funds that went towards sourcing ID's, passports, driver's license and getting tenants involved in community with gym membership, sports, and other activities.

Nathan.

Youth Engagement Program

The Youth Engagement Worker's role has a focus on young people's transition to independence and resilience building within a community development approach. This focus requires creative thinking and relationship building to actualise the work, we do this through 3 key areas:

- » Social Inclusion Activities
- » Networking and Partnerships
- » Events and Campaigns

In 2022 – 2023 the GCYS across these three areas of work we engaged on key social issues as they impacted on young people, advocacy around these critical issues and being able to communicate these issues in the broader community.

Social Inclusion Activities



The GCYS is keen to be able to offer opportunities for young people to be able to participate in society, connect with their local community and to have their voices heard.

Our key activity that we commenced this year was a Bacon and Egg rolls breakfast, building on our regular bread distribution. The breakfast is an opportunity for young people to help cook eat and have a chat with us and their peers for a little social connection and enjoy something different in our drop-in space – all while having a tasty roll.

Bunnings Garden Workshop

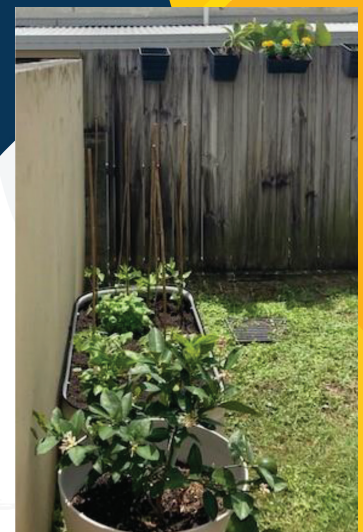
Bunnings supported and donated time and materials to create veggie garden at 15 Oak Avenue. Young people were encouraged to join in and assist and can now reap the benefits of the garden. GCYS were keen for young people to be able to have access to fresh herbs and vegetable in addition to the food donations that we gratefully receive from our community.

Gold Coast Love Bites Reference Group

The GC Love Bites reference group continues to play an active and relevant role in Gold Coast schools under Chris Coutlis's leadership. The group which the YEW worker supports and participates in, attended 1 school over 2 days during the 22/23 financial year, supporting over 400 students to help recognise unhealthy relationship behaviours. The group is aiming to deliver 1 to one school per semester.



This year we welcomed Belinda in the new Youth Engagement role.



Other social inclusion activities included:

- Junior Council Expo
- Schoolies
- Christmas Hampers
- Waves Forward
- Youth Co-responder Touch Tournament

Network and Partnerships

Gold Coast Youth Network (GCYN)

The GCYN continues to hold itself as a supportive peer network and a safe, collaborative space to share unmet needs, emerging trends. It allows and encourages members to unite in advocacy, providing positive impacts for young people and ways to elevate the voice and experiences of young people.

A significant outcome and success from the GCYN, is the development of the Help Contacts for Young People resource. Explored and developed through the second half of 2022, it built upon decades of printed card delivery of support services for young people from Care for Life Suicide Prevention Network. By digitising the resource via Taplink technology, as guided through feedback by young people, we have created an easily accessible and shareable resource. It acts like an app on the phone, able to be saved to the home screen. The Taplink webpage provides links to the websites of all listed services and is updated in real time.

The GCYN has continued to carve out a coveted meeting space for youth sector workers across the Gold Coast with attendance numbers sitting at an average of 35 each meeting. Belinda has re-imagined the function and delivery of the email distribution, creating a complimentary, comprehensive and efficient weekly GCYN correspondence email utilising an automated mailing system. Since its redesign, GCYN membership for the mailout has almost doubled (November 22 through to June 23) with over 500 individuals subscribed.

Gold Coast Homelessness Network (GCHN)

The GCHN with great excitement hosted Homeless Connect | Connect 2 Home 2023 with over 900 people attending the event.

The GCHN developed an alternative digital resource for accessing food services across the Gold Coast. Leaning on the success, practicality and ease of use that the Help Contacts Taplink resource provided (as above in GCYN), the Gold Coast Food Support Taplink was created. It features services and groups across the Gold Coast providing emergency relief, low cost or free groceries and hampers, free meals and opportunities for connection with others. The resource provides the map location for all the listings (and can be updated in real time). Individuals or services accessing the Taplink can request a printable version to download, especially helpful for those that do not have access to data or a phone.



Other networking activities included:

- Homelessness Symposium
- MOB – Networking breakfast

Events and campaigns

Youth Homeless Matters Day (YHMD)

This YHMD exhibited bold YHMD signage and corflute people on the busy Southport-Bundall Road to highlight numbers and bring awareness to the day and young people experiencing homelessness. We supported the day with messaging and social media advertising that no one chooses homelessness, particularly young people and shared the significant fact of one quarter of all people experiencing homelessness across Queensland are young people, 4,829 individuals (12-24 years, ABS 2021).

GCYS partnered with Home of the Arts (HOTA) providing a platform for awareness raising of young people experiencing homeless on the Gold Coast and to engage young people (with or without lived experience) in positive social and cultural experiences. HOTA provided complimentary access to the Pop Masters Exclusive exhibit with creative hands-on workshops and invited young people who traditionally may not have been able to access before through a range of barriers.

HOTA generously provided light catering on their lawn space where GCYS and key supportive youth sector partners, provided linkages to community, school and social supports through their stalls, giveaways and with free activities for young people and community members attending. GCYS hosted young emerging musicians through Youth Music Venture who provided great music to set a welcoming ambience and relaxing afternoon. We wanted to create a culture of help seeking behaviour and normalising the conversation of youth homelessness and the impact it has on the community as a whole, in a well-regarded public and cultural space.

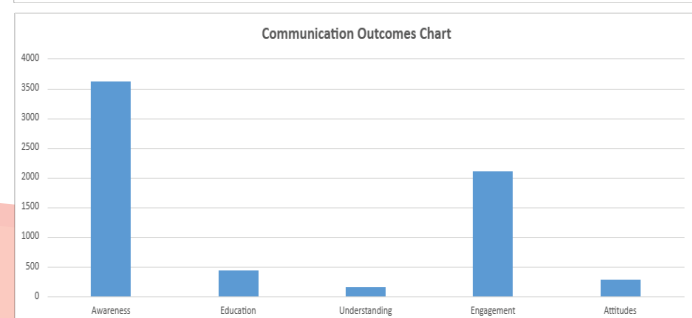
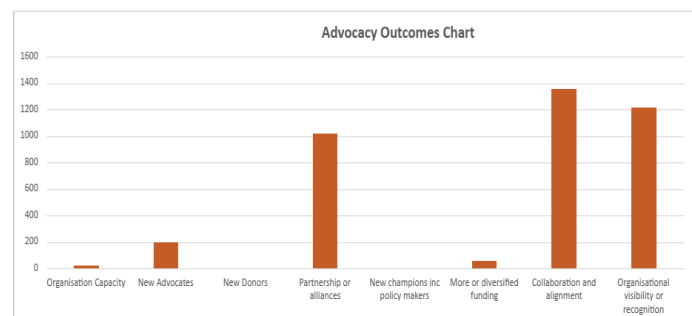
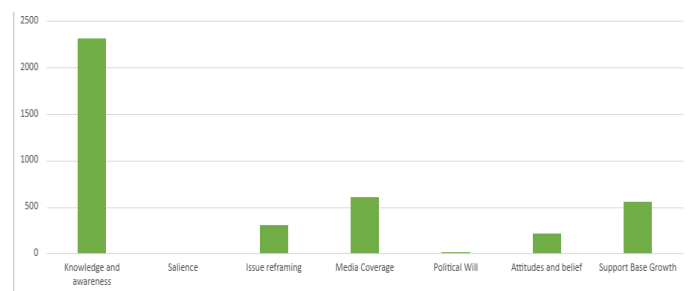


The GCYS engaged in a range of other events and campaigns:

- Qld Mental Health Week
- International Tenants Day
- Harmony Day
- QLD Youth Week

Data

With a community development approach, it can sometimes be difficult to measure the social impact of the youth engagement role. We have redesigned and explored a deeper focus on the impact of the role with key data and indicators to track progress. Although similar to previous years there is now a clearer understanding, and ability to focus the role, through exploring issues, advocacy and communication outcomes and provide yearly planning and mapping. For the April to June quarter the data demonstrated the following outcomes;

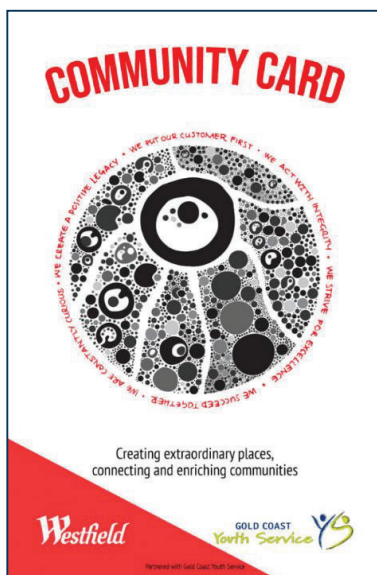


We hope to build on this data during 2023 -2024.

Belinda

Westfield

GCYS and Westfield continue to deepen relationships with security and wider staffing team to provide a welcoming environment to the large numbers of young people coming through their doors. There was a greater focus on developing pro-social activities and working with the centres on knowing young people. This approach built on our creative activities that this collaborative partnership explored in early 2022, GOAL (Get Out and live).



The activities we conducted were focused on a range of fundamental poverty alleviating, identity affirming, social connection enhancing, and fun engagement and were delivered at in both Westfield Coomera and Westfield Helensvale. These included Courtside Networking, Harmony Day cultural performance and weekly outreach. It is great to see the community working together to deliver these events to, and with, young people.

This approach has also meant that we have had more intentional engagement with some young people who were particularly vulnerable and linking them into appropriate services. Due to the limited nature of the funding, we cannot be on-site as much as we would like, and we continue to provide the Westfield Community Card to link people in with local services. This information strategy has been enhanced for young people with the new Help Contacts for young people digital resource.



We are looking forward to 2023 -2024 and what can be achieved. *Belinda*

Youth Accommodation Program

It's been a busy year for the accommodation team with continued expansion of our transitional accommodation programs, staff movement, and structural changes within the organization. The current staff group have worked hard this year and developed into a very supportive, cohesive team striving for the best possible service delivery to young people presenting at GCYS.

The YAP program has a focus on enrolment in study, and/or commencement of employment "earning or learning" to promote routine and stability. Staff provide support with financial management, creating a budget plan, and living skills (cooking/cleaning etc.).



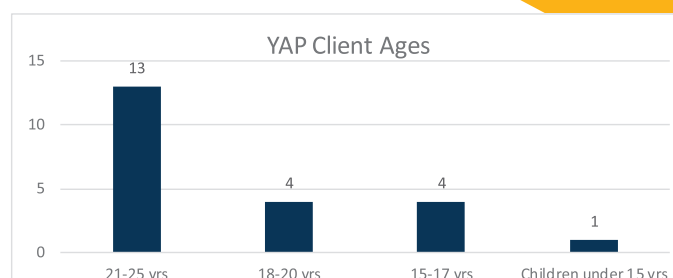
The length of stay varies as the program is for 12 months or "duration of need". This means some young people will stay for the full 12 months, whereas others may be ready to move through our continuum of care, (or transition to independent living) depending on the young person and their case management plan developed with their case worker.

Young people pay 25% of their fortnightly income for rent. The units are fully furnished with everything from white goods to cutlery, to bedroom and lounge furniture.

Part of the program model is used as a "mock" rental situation with all the documentation and agreements in place that a real estate agent would use so young people will be familiar with the process when the time comes to rent privately.

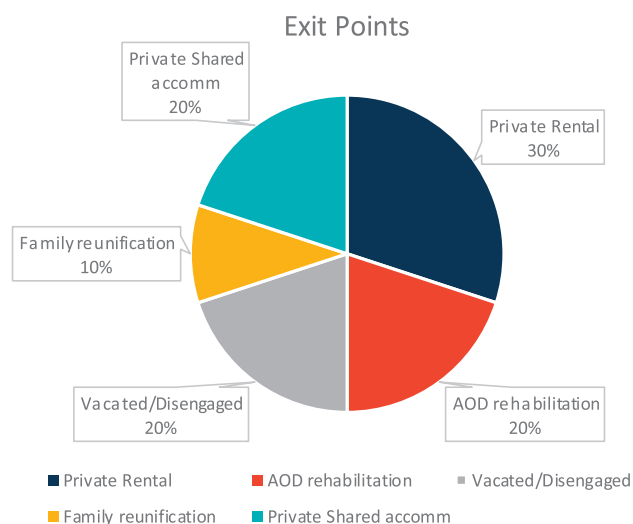
GCYS have seven YAP Units provided by the Department of Housing:

- 5 two-bedroom (Share) units.
- 2 one -bedroom (Single or family) units.



Housing outcomes:

- 23 Young people housed over the year.
- A total of 4480 bed nights (higher than actual bed nights due to couples and children/dependants) were occupied over the year.
- 95% of vacancies were filled within 14 days.
- A total of 11 young people transitioned through the YAP program.



Some of the achievements of clients in our accommodation programs:

- 2 young people graduated year 12.
- 6 young people gained and sustained employment.
- Reunification of sibling group after family separated due to dysfunctional family home.
- YP reunified with son after he was placed in dept. care when YP was previously homeless, and child was at risk.

SunSHYne: Transitional Accommodation for families and single parents

The SunSHYne program is a philanthropic initiative between Gold Coast Youth Service and a GC property development group. The program has 3 free standing houses with a total of 7 rooms. The SunSHYne program is focused on external case management and independent living skills for single parents. Many young families are struggling to be approved for private rentals due to lack of rental history, age, and/or financial strain, among other reasons. The program has been particularly beneficial for young mothers who have no family or other support and have not had the benefit of role modeling regarding their own parenting. Staff facilitate parenting support and access to parenting classes and workshops.

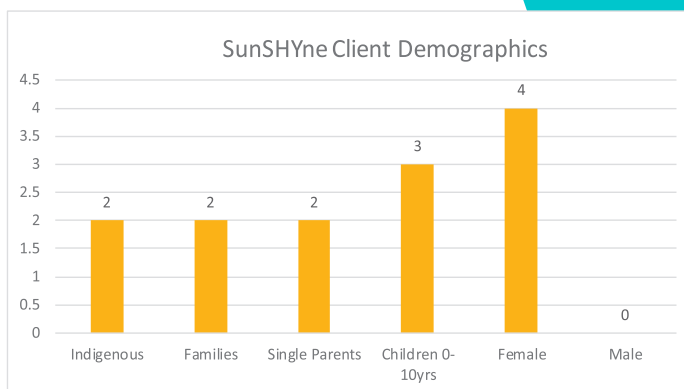
A Case Study Transitional Accommodation Program: Female 20yrs

Young person presented at GCYS and explained she had just completed AOD residential rehabilitation and was in crisis accommodation. YP was needing to find stable affordable accommodation. YP had been diagnosed with depression anxiety and an eating disorder. Her mother has passed away and her father had his own alcohol issues so was not a good support. YP was previously working at an adult club in Brisbane dancing but felt this was unhealthy for her. YP enrolled and completing a Certificate III in Health Studies at Queensland Tafe.

YP completed application and assessment and was placed in the GCYS Transitional Accommodation Program. YP was provided with financial assistance (budgeting etc). Living skills discussions around meal plans and eating well. YP encouraged to continue to link in with her GP and psychologist for mental health support. A Referral to Police Citizens Youth Club for Breaking the Cycle mentor Driving lessons was completed. Logbook Exemption application and support letter written to go with YP's application was completed. Resume was completed and support with applying for employment part-time while completing her studies. Support to enrol at Tafe to complete registered nursing at Tafe QLD

After 8 months in the accommodation program YP completed transition planning with staff and secured a private rental YP has been managing her rental payments and maintaining the property to a high standard. YP hasn't used alcohol or drugs since being in stable accommodation. YP's mental health and eating issues are well managed. YP was successful with part time work while completing her certificate III. YP has now completed the Certificate III in health services and is enrolled and completing her registered nursing certificate. YP has Secured employment at an aged care facility in Varsity Lakes four days a week.

Staff will continue to support YP until her driving exemption has been approved and she has a date for her P1 test.



THP: Social/Transitional Housing Program

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 16-25 years. 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 low needs for young people who are employed or studying. Staff complete a weekly house inspection, provide case management and support check-ins as required. Staff also facilitate house meetings between young people when required e.g., due to conflict or dynamics issues in the house. A weekly chore chart is rotated between residents. Several young people have transitioned to THP after completing the YAP program. This is in line with our continuum of care, working towards utilizing the different levels of support within the three different accommodation programs, and being a bridge between supported accommodation and independent living.

We have had a great year and look forward to supporting the growth and expansion of programs at GCYS.

Israel Bull (Izzy) and Amanda



Next Step Plus

The Next Step Plus team support young people 15 – 25 years old who are or have been in care under a Child Protection Order with the Department of Child Safety. The aim of the program is to support young people to transition from care and to develop the skills, knowledge and connections needed to lead independent adult lives. The GCYS delivers this program in partnership with YFS covering the regions of the Gold Coast, Logan, Bayside and Beaudesert.

There are two types of support that is provided depending on the young person's age:

Transition Phase (15 – 17 years old):

At this age, young people are still under the care of Child Safety on a Child Protection Order. We work closely with Child Safety to help young people prepare to leave care by:

- Participating in transition planning and identifying goals and aspirations.
- Help to source and explore accommodation options.
- Ensure young person is on track with necessary life skills- from simple things such as obtaining ID and opening a bank account to cleaning, cooking and getting their licence.
- Build a supportive relationship so they are comfortable reaching out to us once they have left care.

Future Phase (18- 25 years old)

This is the stage where we do most of our work! After 18 years of age, Child Safety no longer holds guardianship, and the young person is required to be fully independent. This can be very challenging for young people who usually have limited family relationships to be able to rely on. We provide a case management approach that includes:

- Outreach support- we do most of our work in community and you very rarely see us in office.
- Flexibility- together with the young person we can determine the right type, level and intensity of support required. Support can be as simple as accessing advice from us through phone or text conversations; to regular face to face engagements.
- Actively support the young person to work towards achieving any goals and aspirations no matter how big or small- from looking for a new place to live, getting a job or strengthening family or cultural connections.
- Access transition from care funding the young people are eligible to apply for (such as YHARS/TILA payments)

We are an open-door service - not only can we engage for as long or as little as a young person needs, but they can come back to us for support in future as much as they like! Brad and Sammie have been the key workers for the Next Step Plus program on the Gold Coast for three years now and by having been in the role and making a commitment over this time has allowed the building of positive relationships with many young people. This relationship starts while they are in care and allowed us the privilege of watching their journey into adulthood! It has also helped to keep consistency, which is particularly important for this group of young people who have had to experience continuous change their whole lives.



We're pretty lucky here on the Gold Coast as we have wonderful working relationships with our Child Safety Service Centres. Transitioning from care is prioritised by our Service Centres at Mermaid Beach and Labrador and they have dedicated T2A teams (Transition 2 Adulthood) who are key case workers for young people on Child Protection Orders who are 15 years and older. This has allowed a consistent and effective approach with our teams regularly meeting, communicating, and advocating in preparation for young people to leave care.

Some interesting stats for the past year:

- 202 young people were engaged during the year
- Of these 143 young people received further supported.
- 17% of our caseload identified as Aboriginal or Torres Strait Islander.
- Of these we supported 65 young people to transitioned out of care with referrals coming directly from Child Safety.
- In the Transition Phase 95% cases were closed with a transition plan in place.
- 78 young people were in the aftercare/Future Phase. 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.
- In the Future Phase 86% cases were closed with majority of their needs being met.



- ✓ We helped 39 young people find safe and stable accommodation. This includes social housing outcomes, private rentals, share accommodation or friends/family/carers. This rental crisis has been particularly difficult for young people who grew up in care as they are not often able to turn to family members to help with homelessness.
- ✓ We assisted 7 young people to obtain employment. This included helping with resumes, cover letters, approaching businesses and preparation for the interview.
- ✓ We helped collaborate with educational institutions and 8 young people began engaging in education/training opportunities.
- ✓ 15 young people were or became young parents and we helped them to prepare for arrival of baby. Some support involved working with Child Safety to address any child protection concerns so children were able to remain in the family home.
- ✓ We helped 16 young people link in with ongoing mental health support. This includes young people who were not previously accessing therapy and actively working within our mental health units and hospitals.
- ✓ We worked with Youth Justice and Probation and Parole to ensure that 24 young people were meeting the requirements of their order. This includes attending court and providing support with young people in custody to help them re-integrate into community.



- ✓ We assisted 9 young people to obtain their learner or provisional licence to help them work towards independence. We were successful in applying for several logbook and licence exemptions so young people could access their driver licence sooner.
- ✓ We helped 11 young people access the NDIS. Some of these young people had not had assessments completed and we supported this to occur to link them into targeted supports.
- ✓ 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 75 YHARS funding requests approved allowing access to \$46, 651 worth of financial assistance.
- ✓ We helped 18 young people access their TILA (Transition to Independent Living Allowance), and purchased \$12, 630 worth of goods.

Samantha and Brad



Chill Out Zone

Throughout 2022-2023, the Chill Out Zone continued to provide rest, recovery and first aid services in Surfers Paradise and Broadbeach, operating throughout the night on a Friday and a Saturday through use of fully equipped mobile vans and assertive foot patrol teams. COZ staff work tirelessly to identify and support vulnerable community members and to meet their safety needs through intoxication and first aid care, water and phone charging support, and referrals to services including sexual assault, domestic violence, homelessness services and other community supports. COZ staff attended numerous critical events within the safe night precincts alongside our partners Queensland Police Service, Queensland Ambulance Services, security services and licenced venue owners to respond to, and reduce, incidents of aggression and alcohol-fuelled violence with a preventative and harm minimisation approach. COZ continue to build and maintain relationships with our partner agencies and work collaboratively alongside the City of Gold Coast via the integrated CCTV and radio network to ensure the safety of community members and each other during critical events.

COZ has seen a noticeable increase in Surfers Paradise of accidental injuries, and slight increase in intoxication and drug use. Broadbeach has a small decline, and this is related to the closing of nightclub venues in the precinct.

In decline were the number of ambulances requested by COZ which has been impacted by the significant wait times for QAS, and the intentional efforts by the COZ team to support intoxicated clients within the rest and recovery environment as a diversionary measure for emergency services, and in being able to address any injuries through first aid intervention and intoxication care. While Broadbeach has noticeably less patrons within the safe night precinct due to the loss of clubs and business since Covid-19, the team responded to several complex mental health presentations in this location, requiring a high level of skill, training and initiative from staff to ensure the safety of the client and broader community.

	Broadbeach		Surfers Paradise	
SERVICES	2021-2022	2022-2023	2021-2022	2022-2023
Nights of Service	108	104	112	122
Assisted Clients	206	123	1544	1673
Minor Clients	25	12	445	398
Phones Charged	20	13	497	706
INJURIES	2021-2022	2022-2023	2021-2022	2022-2023
Accidental	19	128	161	224
Assault Related	19	8	155	162
Existing Health Condition	10	5	98	92
Unknown	4	1	21	44
INTOXICATION	2021-2022	2022-2023	2021-2022	2022-2023
Intoxicated Clients	197	125	1512	1701
Alcohol	147	85	1189	1321
Drugs	3	2	20	11
Drugs and Alcohol	11	13	84	146
Unknown	15	11	57	75
Ambulance Transports	19	5	155	108
Chat and Information	1750	1503	13000	3059



Towards the end of 2022, The COZ team attended local community events and festivals such as Promiseland and The Gold Coast Show, working hard to ensure the safety needs of community members within these environments and to build relationships with the broader community. The Chill Out Zone also provided support during Schoolies 2022, servicing various locations throughout The Response including the Recharge Zone on the beach, and ensuring the 18,000 school-leavers that attended Surfers Paradise throughout Schoolies week were safe and supported throughout their celebrations.

In April 2023, long-term Chill Out Zone Team Leader Angela Driscoll departed from the Chill Out Zone after 20 years of dedication to the program. During the change of leadership between April and August 2023, the Chill Out Zone team continued to work closely with the CEO and Management Committee and as a team to support each other during this period of change while continuing to uphold a high standard of service delivery. Throughout the recruitment process, the GCYS management team focused on integrating the Chill Out Zone team more holistically into the Gold Coast Youth Service to promote a sense of inclusion and in alignment with the strategic direction for 2022/2023.



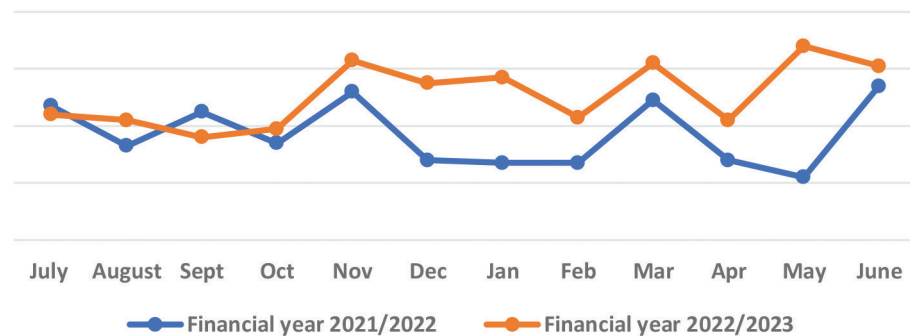
For 2023/2024, The COZ team are excited to explore different opportunities to expand the service including continuing to welcome students from TAFE and universities to develop their skills in a fast-paced, real-world environment. In recognition of the longevity of the program and the long-standing dedication of COZ staff in supporting community members, often at times during distress, intoxication and medical need, the COZ team continue to be dedicated and committed to enhancing community safety.

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). Emergency relief services are delivered by community organisations to support people who are experiencing financial distress or hardship and who have limited means or resources to help them alleviate their financial crisis.

This financial year has again seen a continuance in the growth in the number of people seeking financial assistance; to sustain their housing and to meet their basic needs – as can be seen by the chart.

FORMAL APPLICATIONS RECEIVED



Commensurate with this increase in demand a 35% increase in ER monies was paid in supporting clients, reflective of the increases in rent and mortgage payments and cost of living pressures.

ER monies distributed in the 2022-2023 Financial Year
\$354,813.59

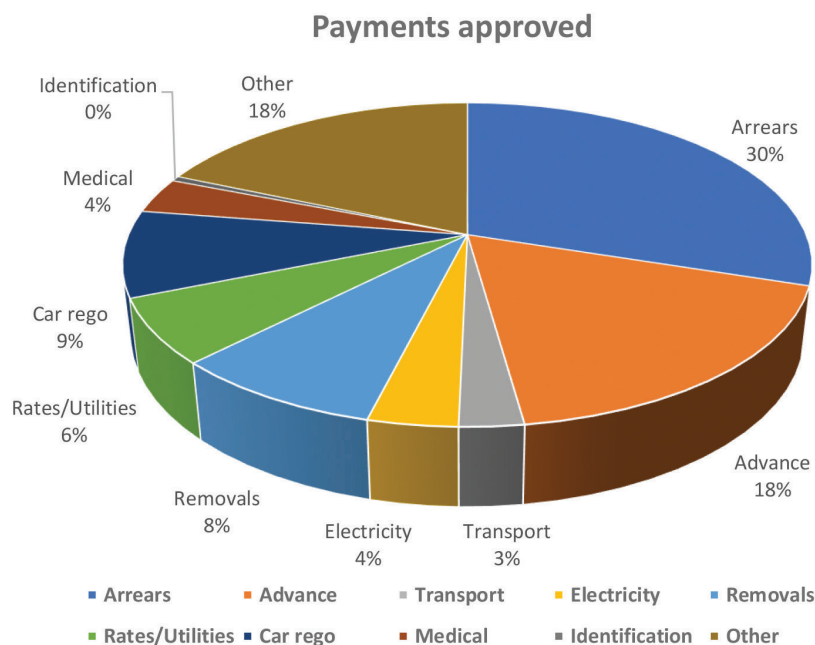
Additional monies paid made possible by additional funding provided by the Department of Social Services.

This financial year is cumulative of several factors that have been impacting on the financial well-being of our community at large. A combination of things including world events, the continuing economic impacts associated with the COVID Pandemic, 12 interest rate increases in a little over 12 months, housing affordability and the cost-of-living pressures, all impacting heavily on household budgets and leading to a substantial slowing in household spending; further impacting on businesses and services still feeling the financial impacts of the COVID lockdowns and disruption to supply chains.

Australia's rental crises is especially tight on the Gold Coast, declining rental stock and rent affordability has meant that the Gold Coast had the highest unmet housing needs across Australia. The vacancy rate on of properties has remained under 1% since 2020.

It is not surprising that it is not only low-income earners that are either experiencing homelessness or facing housing insecurity, but there has also been an increase in working families and homeowners seeking ER support to maintain a roof over their heads. This can include people who own, or are purchasing, their own home. Assistance is being sought in the form of council rates, water or body corporate fees, car registrations or food vouchers.

Overall monies needed to sustain tenancies (48%) continues to be the priority for people seeking ER support in this financial year – see chart.



Sustaining Tenancies Working Group
REAL ESTATE BREAKFAST
Wednesday 12th October 2022

Meet local services who can support tenants to maintain their housing

Real Estate Agents on the Gold Coast are invited to attend a free breakfast with community services. Focusing on building connections and working together for positive tenancy outcomes.

Hellenic Function Centre
 31A Crombie Ave
 Bundall 4217
 Register from 6:30am
 Start 7:00am - 9:00am

Scan QR code to register:

Q&A Panel
 Case Study
 Presentations
 Information package and referral pathways

Partners: Nerang Neighbourhood Centre, Wesley Mission, Churches of Christ, Vinnies, Gold Coast Youth Service, Queensland Government.

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. Emergency relief organisations can be the first point of contact for an individual with complex needs, allowing for referral to more intensive support. The ER Worker supported an additional 359 persons with such things as information/advice, advocacy, material aide and referrals to a range of service types, these support sessions cannot be identified in the general ER data.

This takes the total number of requests for support through the ER Program to 971 in the 2022-2023 Financial Year.



No Wrong Door

The GCYS Emergency Relief Worker works collaboratively with a range of service providers to ensure that our community across the region, and across all demographics, has access to ER support in times of financial crises. GCYS developed and implemented this collaborative working model in 2012 to enable clients to access ER through a service they were already working with and felt comfortable talking to about their situations.

I would like to take this time to sincerely thank all of those wonderful services for their commitment not only to their clients, but their ongoing commitment to this collaborative approach.

Sally

Organisational Support

The organizational support team shares the responsibility for office maintenance, administration, event coordination and front office support including fielding incoming calls.

Over all 2022-2023 has been SOOO much more fun, had a road trip and we look forward to supporting everyone into the new year.

Finance Team

Our focus last year was to create a Team Environment that would allow us to better manage our time, have transparency of data across teams where it was required and streamline the financial and payroll functions within the organisation.

Our transition to Wageloch last year was built upon further and all staff are now clocking in and out on mobile devices to ensure their Team Leaders approve timesheets accurately – leading to happy staff who are paid accordingly.

Payroll processing has been streamlined from the pre-wageloch times taking 2 days start to finish to about ½ a day at the finance end, with Wageloch timesheet approvals reducing most of that time. Phyllis has now been trained in payroll, which will allow me to have a decent holiday this year! Yay!



Xero has been a godsend with its flexibility and capacity to add on software that integrates and provides the finance team with a modern interface to work with.

Operational and IT Team

Moving away from desktop hardware to laptop and dock configurations has provided added agility and flexibility for staff. So, in time staff should be able to work in any Program, at any location and not be limited by what technology is available on-site - the capability goes where they go. Naturally this does require investment in technology, however, by using a replacement program, we have been able to better manage capital costs. We are also ensuring that we are taking advantage of the not-for-profit rates where these are available to further reduce expenses.

Focusing on delivering more holistic solutions in the IT sphere means that other initiatives indirectly benefit, e.g. a mobile desk setup assists with redundancy and business continuity when planning for disaster recovery.

Sharepoint continues to add significant value by providing policies, procedures and valuable resources to staff in an easily accessible and agile way. Moving to a MS365 for Business platform has enabled the organisation to better manage data whilst providing a secure collaborative environment. This has been further enhanced by multi-factor authentication and advanced threat protection.

In the last financial year, there were over 300+ support tickets processed through our ICT provider relating to license management, networking, printing, permission changes for new and staff departures, computer upgrades and equipment acquisition./disposal. On-site support is over and above this number and includes preparation for inductions – from online training to issuance of resources like computer equipment and mobile device setup, assistance with creation of data management solutions, data reporting, web management and troubleshooting.

In terms of data management, digitization has been at the forefront of gaining information efficiencies. Programs which had previously used traditional reporting methods, have now been able to generate consolidated data. This allows for improved trends over longer periods of time. Intelligence gained from these trends have proved a valuable tool for teams to be able to strategise the way forward.

A framework for a learning management system (LMS) is being devised. Delivering and implementing an LMS will allow the organization to generate learning modules and track training required to meet compliance needs. This initiative will require considerable resourcing and expense, so the selection of the right tool is imperative. It needs to be flexible enough to meet the growing organizational needs, be able to integrate with the existing MS365 platform and not to be too costly to ensure its longevity. In the past year, testing of various products has been ongoing, however, a definitive selection not yet determined.



Finance Officer

Vicki is the Finance Officer, and it is her role to maintain an accurate record of all financial transactions of the Organisation, ensuring those records align with approved Budgets and to liaise with our Auditors to prepare the annual Audited Financial Statement. It is also her responsibility to ensure that our fiscal management systems are fit for purpose.



This has been an ever-increasing responsibility in previous years due to the expansion of services under our wonderful CEO, Maria Leebeek, whose vision is driving growth.

As an example of that growth, Vicki commenced with GCYS back in 2016 as a Bookkeeper and Payroll Officer, her position was for 2 days a week, Payroll was for about 12 permanent staff and 15 casuals at the Chill Out Zone (COZ).

Our turnover in 2016 was about \$1.6 million for the year across 3 main programs funded by the Qld Government (HASP, COZ & YASS), along with some Commonwealth Emergency Relief.

Today, Vicki is working 3 ½ days a week and has a full-time Assistant. Payroll is for 28 permanent staff and 22 Casuals. Our turnover in 2023 was well over 4 million dollars for the year across 6 main programs funded by the Qld Government (HASP, COZ, YASS, STC, QPYI, the FOYER), our own Gift fund supported extra Housing programs, and Emergency Relief comes from both State and Federal Government.

Finance Assistant

Phyllis plays a dual role with the Organisational Support Team.

Phyllis is the Finance Assistant, ensuring the day-to-day financial records are kept up to date and assisting staff with providing the correct information to do that. Alongside filling in for me with payroll and payments when I need a break!

In addition, her exceptional organisational skills are in the perfect place at the front desk in Miami where she co-ordinates both the daily operation of the office including answering phones, setting up meetings and celebrations, ensuring all staff, clients and visitors are supported in their everyday requirements within our service. On any given day Phyllis can be running errands, sending reminders, updating schedules, and keeping things running smoothly and efficiently.

Operations & I.T. Officer

The roles and responsibilities for the Operations and IT Officer has evolved as the organizational needs have changed. The priority focus remains on ICT delivery and maintenance; however, innovation has taken on additional significance as the organization flexes to source more cost-effective ways for its service delivery across all the sites and Programs.

Thea has also taken on various projects around event management, asset and facilities coordination.

Quality Assurance

The 2022 -2023 has seen a continuing focus on the quality assurance processes of the organisation.

We have refined our processes to:

- Ensure we continue to provide quality services.
- Ensuring our products and services are safe.
- Complying with regulations.
- Meet our Vision and Mission.
- Protecting services against adverse conditions.
- Ensuring that internal processes are defined and controlled.

The is fully certified under the Queensland Government's Human Services Quality Framework (HSQF) which is the formal system for the continuous quality improvement of human services.

The HSQF Scheme provides a mechanism for reviewing and where appropriate, developing policies and systems to improve the quality and safety of our workplace, and the services we provide. Though we strive to go beyond these Standards as the accreditation of the Youth Foyers has demonstrated.



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		
Client ID	103840	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 (T103), 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	15/06/2023
Certification / Re Certification	6/04/2023	Expiry	15/06/2026
Last Certification Decision	15/05/2023		

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 conformance with the certification standard, and GlobalMark's Terms and Conditions.
This Certificate of Approval remains the property of GlobalMark Pty Ltd, Company Number: ACN 1087654

The use of the Accreditation Mark indicates accreditation by the Joint Accreditation System of Australia and New Zealand to those activities covered by the accreditation. Refer to www.jas-anz.org/register for verification.



Certification Manager

John Hetherington

Unique Certificate Code: 66807ABD0F0A0C338CA2580A3003DED32
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This year, the work of the Quality Team has been strengthened through a structural relationship with the Senior Leadership Team - enhancing our quality management system and in the process, policies and procedures have gained greater currency and relevance across the organisation.

Sally and Thea

Treasurer's Report

A reflection on Gold Coast Youth Service Inc finances for 2022 - 2023

The financial statements for the period ending the 30th of June 2023 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 2022 - 2023 year has seen the youth service moving back to normal operations, making our financial management easier to manage and allowing us to again look how we can create efficiencies across the service to make best use of the funds.

The GCYS continues to obtain the bulk of its funding from government grants. There has been a small increase in our overall income, and most of this is being expended on programs, services and infrastructure. This year we resurfaced the asphalt at 15 Oak Street, installed EV stations and purchased new vehicles.

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

- » Ability to rent houses in the community for young people to be accommodated in.
- » Expand our YASS service to support young people and their families through an early intervention response.
- » Provision of essential and material goods during this cost-of-living crisis.

GCYS continues to maintain a high level of financial controls ensuring the effective management of financial resources. The GCYS holds public liability insurance of \$20 million, and all insurance policies are renewed on an annual basis to ensure adequate cover.

I would like to acknowledge and thank Vicki Fraser who continues to explore more effective financial management systems and Phyllis who so ably supports her. As an organisation grows it's essential that financial and risk management processes meet the compliance requirements, and I am confident that we are meeting the challenge.

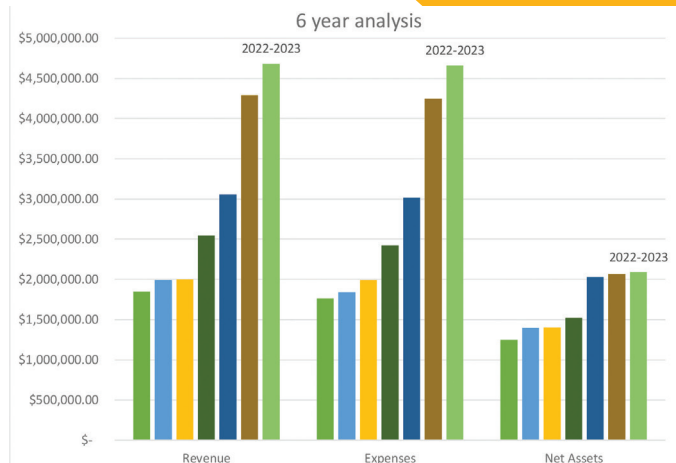
I would like to acknowledge the Federal Department of Social Service, the Queensland Department of Communities, Housing and Digital Economy, Department of Housing and Public Works, and the Department of Children, Youth Justice and Multicultural Affairs.

The financial results for 2022 - 2023 provide an operating surplus of \$20,853.11

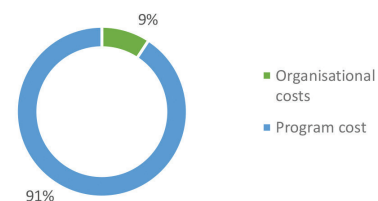
I would like to recommend the appointment of Haywards Chartered Accountants to audit GCYS accounts for the 2023 - 2024 financial year.

GCYS Treasurer

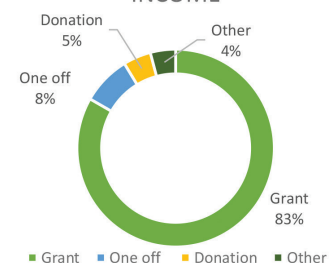
Matthew Clayworth



EXPENDITURE



INCOME



Thank You!



**Queensland
Government**

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



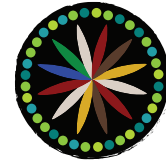
Australian Government
Department of Social Services

CITY OF
GOLDCOAST™

12 Baskets
Animal Welfare League QLD
Anglican Church Nerang
Australia Post
Bakers Delight
BigW
Bubble Indulgence
Bunnings Mermaid Beach
City of Gold Coast
Containers for Change
Cool Kids Helensvale
Grace Community Church
Give Now
HOTA – Home of the Arts
James Frizelle Charitable Foundation
Jolly Roger Seafood and Burgers
Julie and her family

Keolios Downer Group
KDL property
Neumann Benevolent Foundation
Play for Purpose
Queensland Police Service
Robina State High School
Serving Our People
Sheridan
Street Smart Australia
Tempest Legal
Cool Kids Helensvale
Men of Business
Serving Our People
New Apostolic Church Ashmore
Krispy Kreme
SAI Organisation of Australia
Sea 90.0 FM
StandByU Foundation
St Andrews Lutheran College
Volunteering QLD
Westfield Helensvale and Coomera

Our Community



BUILDING INDEPENDENCE & PARTICIPATION



MinterEllison.



JAMES FRIZELLE
CHARITABLE FOUNDATION



TEMPEST LEGAL



We would like to thank the many local community members and organisations who have generously donated with 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



The cost-of-living crisis, including the lack of affordable housing has been felt across the organisation this year.

For 2023 – 2024 we will:

- ➔ Continue to seek an increase in government funding for the Youth Support and Advocacy Team for an additional worker. As noted in this report, early intervention is essential to address chronic issues for young people.
- ➔ Continue to seek a care coordinator for the Street CRED Team, as we want to contribute to the downward trend in youth crime.
- ➔ Advocate for a youth lead for the Gold Coast Zero campaign, for some young people it is essential to work collaboratively with other partners to have regional and focused responses to people experiencing homelessness, increased housing supply solutions and where possible expand our housing offerings especially to young people who are particularly vulnerable.
- ➔ Continuing to explore a working relationship with QUT as an evidence-based approach is vital to the work we undertake.

The GCYS is committed to supporting its workforce. A key focus for 2023 -2024 will be the introduction of an Advantage Thinking Lens and challenging ourselves to meet its 7 tests. As part of our collective approach, we are introducing three pillars for our Practice Framework across the organisation to help to give us focus and drive our practice.

We will continue to work with The Services Union to ensure wages and conditions are contemporary and support our staff. We strive to be an employer of choice and one where students are keen to be on placements, supporting the continuous entry into the community sector of well trained and passionate community sector workers.



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.

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