

GOLD COAST Youth Service

THIRTY NINTH ANNUAL GENERAL REPORT

2017-2018



15 Oak Ave Miami

QLD 4220

Ph.: 07 5572 0400

www.gcys.com.au



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

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About Us

Who Are We:

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

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



Our History:

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

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



Working With Us

Empowerment

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

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



Our young people:

Congratulations to some of our young people for being invited to attend Parliament House to be personally thanked by the QLD Mental Health & Drug & Alcohol Commissioner & the QLD Health Minister for their participation in the QLD Mental Health & Drug and Alcohol Strategic Plan 2014-2019.

Rights of our Service Users

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

Responsibilities of our Service Users

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

Our Programs

Open Access (OA)

Open Access (OA) operates between 9am & 5 pm Monday to Friday. OA provides information/advice, support to address immediate needs, referral to other GCYS programs & external services and practical support for young people aged 12 to 25 years.

Open Access also provides access to facilities such as bathroom, kitchen, laundry and computer. Facilities can be accessed Monday to Friday 9am to 3pm.

Youth Access Support Service (YASS)

The Youth Access Support Service (YASS) supports young people aged 12-21 years and aims to provide an early intervention framework for young people who are at risk of disengaging from family and or community, education or training and or entry into the statutory systems.

Housing & Support Program (HASP)

The Housing and Support program provides both centre based and mobile case management support to young people aged 16 to 25 years who are homeless or at risk of homelessness; as well as supporting the young people and young families residing in the Youth Accommodation Program.

Youth Accommodation Program (YAP)

The Youth Accommodation Program (YAP) is an externally supported transitional housing program for young people aged 16 to 21 years & young families aged 16 to 25. YAP is based on a duration of need and not a specified timeframe and forms part of the Housing & Support Program (HASP)

Mobile Support Services (MSS)

Mobile Support Services provide interim and case management support for young people aged 16 to 25 years who are homeless or at risk of homelessness. The Mobile Support Services team provide multiple access points for young people who would otherwise find it difficult to travel to the Miami Service Hub to access the support they need.

Emergency Relief (ER)

Emergency Relief (ER) supports individuals and families who have found themselves in financial crises due to an unforeseen circumstance. ER is open to all age groups and persons who meet the criteria, not only young people.

Resource & Development Service (RADS)

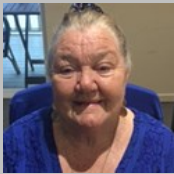
The RADS worker works with both young people and a broad range of service providers on various initiatives to ensure young people's needs are included in the social, cultural and economic life of their community.

Chill Out Zones

The Chill Out Zones are funded under the Safe Night Out Strategy as rest and recovery services to reduce harm in late night precincts. The Chill Out Zones operate from mobile vans in Surfers Paradise and Broadbeach supporting vulnerable people, including those that are intoxicated within the Drink Safe Precincts.

Meet our Management Team

Management Committee



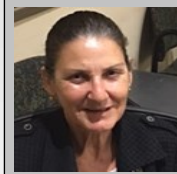
**Janette
Green
Chairperson**

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



**Matthew
Clayworth
Treasurer**

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



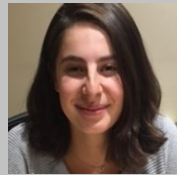
**Helen
Baker
Secretary**

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



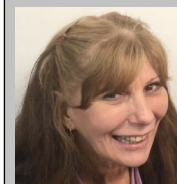
**Alana
Laundry
G.M.**

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



**Melissa
Micallef
G.M.**

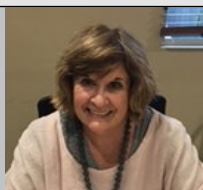
Melissa has been linked in with GCYS for over 2 years now and she is passionate about giving back to her community and being a voice for young adults in need.



**Erica
Begelhole
G.M.**

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

Service Manager



**Lesley Healy
GCYS Inc Service Manager**

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

Chairperson's Annual Report 2017-2018

Welcome to the 39th Annual General Meeting of Gold Coast Youth Service Inc. As Chairperson of this service I am proud to be a member of the governance team who give their expertise and guidance to the staff and the organisation.

I would also like to highlight our staff and their expertise, compassion and commitment to their young clients. They help to ensure that the organisation remains focused on its role within the Gold Coast community. We pride ourselves on achieving sustainable outcomes with young people and, through our Open Access, responding to their needs in a timely manner.

As you will see in each and everyone's report staff possess the competencies and knowledge to be able to attend to and refer young people to the appropriate channels and services.

The funding bodies are also part of our team, and I thank them for their continued recognition and support for our work and I would like to acknowledge our partnership with government. We are very proud to be working with them to advance the welfare of young people:

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

I also commend and thank our community and corporate sponsors

With these funding resources we are able to respond to a range of client issues including homelessness, disengaging from family, education and keeping young people safe from harm in the community.

We have a commitment to ongoing quality assurance and have reviewed and updated our policies and procedures and undertaken another external audit review over three days resulting in ongoing Certification under the Human Services Quality Standards.

I would once again like to congratulate our Manager Lesley Healy and our staff for another excellent year and I look forward to working with them in the coming year.

A big thank you to our:

Treasurer - Matthew
Secretary – Helen; and
Our general members - Alana, Erica and Melissa

And now, a very special thank you to the Gold Coast SUNS for their ongoing support. We as an organisation and all the young people – love them.

Thank you to those wonderful volunteers who have supported the organisation and I will highlight it again – It's a team effort!

To the Members of the Gold Coast Youth Service, governance, staff, and the young people – I commend this Report.

Janette Green
Chairperson



HSQF Accredited

GCYS Inc services and operations are accredited under the
Queensland Human Services Quality Framework.



global-mark®

Certificate of Approval

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

Company Name	Gold Coast Youth Service
Company Other Name	Gold Coast Youth Service Inc
Client ID	103840
Certification Standard	Human Services Quality Framework (HSQF) - Human Services Quality Standards December 2012
Scope of Certification	ST4, ST5, ST6, ST8 (subgroup), Commonwealth Emergency Relief 4-YQ1HM7
Type of Certification	Management System – Human Services Program

CERTIFICATE DATES:

Original / Initial	15/06/2017	Last Certificate update	15/06/2017
Certification / Re Certification	2/05/2017	Expiry	15/06/2020
Last Certification Decision	15/06/2017		

APPROVED ORGANISATION/SITE ADDRESS (ES):

15 Oak Avenue Miami 4220 QLD 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.108-087-654



Certification Manager

Unique Certificate Code: E4B47150955391CA4A258129003252A8
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Australian Government

Our Funding @ Work



Financial Snapshot

2017– 2018

Gold Coast Youth Service Inc

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

Qld Department of Child Safety, Youth & Women

Qld Department of Housing & Public Works

QLD Department of Communities, Disability Services and Seniors

Commonwealth Department of Social Services

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

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

In Summary

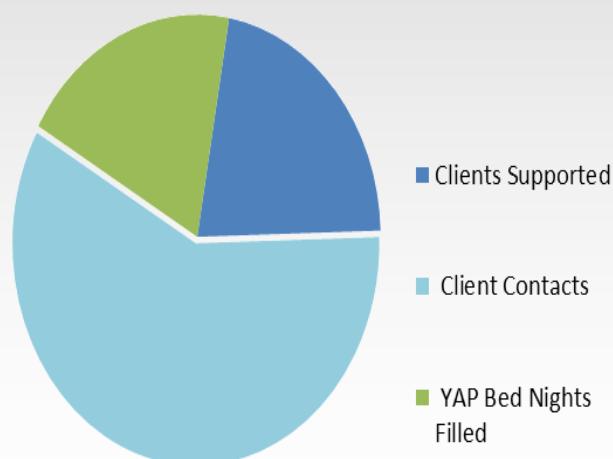
Gold Coast Youth Service has had another solid year and our financial position remains strong. GCYS will continue to investigate additional funding sources with a view to enhancing the services we are able to provide for young people.

Our Financial Statement

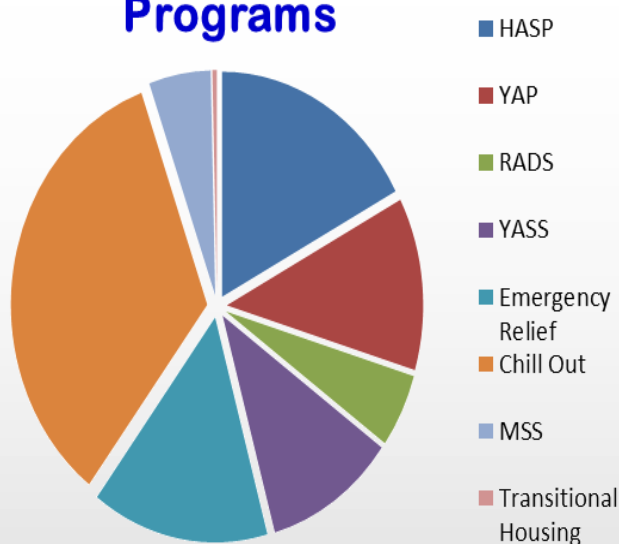
If you would like a full copy of our financial statement please email your request to

manager@gcys.com.au

2017-2018



Programs



Highlights at a Glance 2017-2018

Y A S S

Provided support to

204

Young people



2988 people
received immediate
support at the
**Surfers Paradise &
Broadbeach Chill
Out Zones**



30 young people &

3 children

**secured housing
in YAP**



**The Emergency Relief
Worker supported**

493 people

providing financial support,
and or referrals, information
and advice



**6 young people
secured**

**accommodation in
the GCYS-HHC**

**Transitional Housing
Program**



**Housing & Support
Program**

Case managed

147 young people



**Mobile Support Services
Case managed 44 young
people**



Open Access

There were

807

**Requests for Assistance
through the Miami Service
Hub's Open Access**

These requests include one
off support to meet immediate
needs, clients accessing
facilities such as showers,
laundry, computers, meals or
a space to just chill out and
relax and those requiring
referrals both internally and
externally.

Gold Coast Youth Service

**Supported 3915 Individuals
through our funded Programs**



Manager's Report 2017-2018

Increased access to services for young people.

New Mobile Support Service

We successfully tendered for a Mobile Support Service, affording another opportunity of working in collaboration with other service providers across the Gold Coast and connecting with young people at places they frequent. The new Mobile Service commenced operation mid-January, 2018 and is already achieving great outcomes with young people.

NEW GOLD COAST YOUTH FOYER

GCYS entered into a partnership with Horizon Housing Company to successfully tender for the client support and tenancy management of the first ever

Gold Coast Youth Foyer

providing 40 Units of purpose built accommodation in Southport for young people who are pursuing further education.

We are delighted to be partners in providing this innovative housing model for young people on the Gold Coast. Once operational the Foyer will also employ approximately 12 additional GCYS staff.

HUMAN SERVICES QUALITY FRAMEWORK ACCREDITATION

The service undertook an external Post Certification Maintenance Review over three days to successfully retain our Certification under the Human Services Quality Standards.

Congratulations to the committee and workforce for their commitment to the ongoing process.

Gold Coast Youth Service is committed to ongoing Quality Assurance to ensure we remain relevant, responsive and accountable to young people and the Gold Coast community.

FOSTERING A SKILLED WORKFORCE

Training undertaken by the work team included:

QHIP & SHIP Training
First Aid to all youth workers
Census Data Seminar
HPW – Tenancy Review Application
Mental Health – Severe & Complex Needs Workshop
Specialist D&A Training
Food (preparation) Safety
RTA Training
Complaints Presentation (Qld Ombudsman)
Organisational Business Continuity Planning
21st Century Youth Mental Health
Internal Open Access & Data Base Training
Tenancy Law Training
Suicide Prevention Workshop
CG2018 Media Training
Case Planning & Case Note Training
Dovetail – Youth D&A Good Practice Training
Asset Management Workshop
Youth Mental Health First Aid

This year we were once again delighted to receive a further substantial donation that will enable us to sustain increased service delivery hours and thereby increasing positive outcomes for young people.

Managers Report Cont:

Commonwealth Games 2018

Many hours were committed to working in partnership with the Department of Housing & Public Works, other government departments, other Specialist Homelessness Services and allied services to develop and implement strategies to ensure an inclusive Housing and Homelessness Response for people at risk of, or currently experiencing homelessness in the lead up to, during and post the Commonwealth Games 2018. All agencies and departments involved in the process can be proud of the safety nets that were put in place to assist those in need.

An Integrated Service System

We continue our commitment to an integrated service system to achieve the best possible outcomes for young people. One example of collaboration is the **Street CRED Pilot Project** - a QPS initiative with the Child Safety and Youth Justice Service Systems and Gold Coast Youth Service, which commenced operation towards the end of this financial year. The project will target “hot spots” across the Coast where young people are sleeping rough. We have high hopes for this collaborative approach to obtain housing outcomes for young people.

I would like to take this opportunity to thank government colleagues for their expertise and for the support they provide to young people.

Our Supporters

Again, sincere thanks to the Gold Coast SUNS for their support and commitment to young people in our community and to this organisation in particular. We are delighted to work alongside you to achieve positive outcomes for young people. You guys are inspirational!

My thanks and gratitude to all those individuals and groups that have supported our service during the year – we are happy to acknowledge your support.

The Future for GCYS

The service has come a long way since the early days of three youth workers and a secretary operating from one small office (on loan) beside the public toilets in Cavill Avenue, Surfers Paradise to a service that now operates from its own premises and offers a wide range of services and options for young people.

It's certainly an exciting time for the service and a time of growth with the Mobile Support Service commencing operation this year and the Youth Foyer coming on line late 2019. The future looks much rosier for young people on the Gold Coast and I am very optimistic for the future of the organization and the positive contributions it will continue to provide to the local community.

I congratulate our programs and staff for their professionalism and for their work alongside young people to achieve great outcomes. We are committed to responding to the needs of young people in a timely manner and following through to ensure that positive outcomes are achieved.

I thank those young people who have chosen our service to support them on their journey and congratulate them on their resilience and tenacity in achieving their goals. Thanks also to those young people who share their stories with us tonight.

My thanks to our dynamic Admin Duo of Trish and Jenny for ensuring that the service remains inviting and welcoming to young people and to Vicki for ensuring that our finances remain on track and we all get paid on time, well done to you all.

Lastly, to Janette my thanks for your support and commitment to young people over the years and to the management team, my thanks for your continued support and guidance, I'm very grateful for your direction.

Our Team

Our People

A defining characteristic of our team at Gold Coast Youth Service is their passion and commitment to our organisation and the people who seek our support.

We are passionate about the possibilities that we see in people and are committed to working with them towards realising their own potential and supporting them to self-realisation.

The Difference We Make

In 2017-2018 the support we provided included :

Access to advice, information and facilities

Face to face and phone support

Referrals and advocacy

Interim & long term client centred case management

Transitional supported accommodation

Centre based and Mobile support

Emergency Relief

Rest & Recovery Services

Community engagement

Early Intervention support

Activity based group work

Study support

Community connectedness

Sector support





MANAGER

Lesley Healy

ADMINISTRATION

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

HOUSING & SUPPORT PROGRAM CENTRE BASED & MOBILE SUPPORT & YOUTH ACCOMMODATION PROGRAM (YAP)

Sue Robertson	-	Support Worker
Will Aufai	-	Support Worker
Trace Barnfield	-	Support Worker
Allana Barney	-	Tenancy Worker

YOUTH ACCESS & SUPPORT (YASS)

Sharon Turner	-	Support Worker
Amani Matamu	-	Support Worker

MOBILE SUPPORT SERVICES

Melissa Silvio	-	Support Worker
Josh Wilson	-	Support Worker

EMERGENCY RELIEF (ER)

Sally Miller	-	ER Worker
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RESOURCE & DEVELOPMENT WORKER (RADS)

Amanda Wright	-	RADS Worker
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CHILL OUT ZONE (COZ)

Angela Driscoll	-	Program Co-ordinator
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& the Chill Out Crew consisting of a dedicated team of casual staff operating out of both the Surfers Paradise and Broadbeach Precincts.

STAFF SUPERVISORS/CONSULTANTS

Jude Robb Garry King



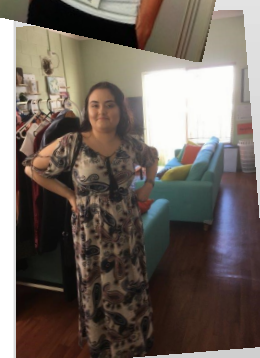
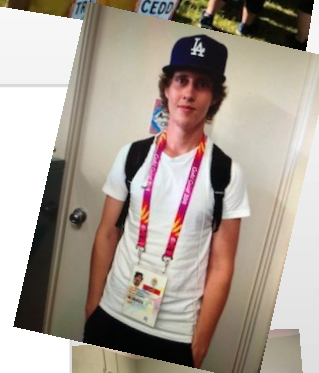
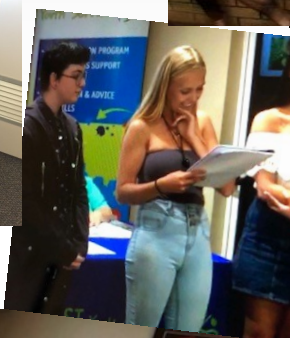
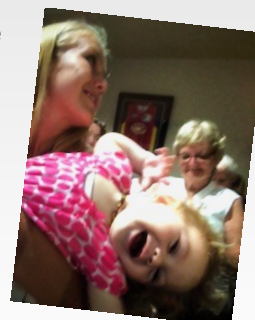
Australian Government

Housing & Support Program

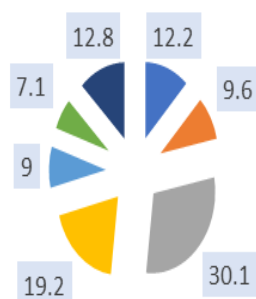


The Housing & Support Program is a joint Commonwealth and State initiative administered through the Department of Housing and Public Works and aims to reduce the number of people who are homeless or at risk of becoming homeless by assisting young people to;

- ◆ Obtain Housing
- ◆ Maintain their housing
- ◆ Maximise their capacity to be independent, self-reliant and connected to appropriate social and community supports



Reason for seeking assistance %



Financial Difficulties

housing affordability stress

Housing crisis

inappropriate housing

Family breakdown / time out

previous accommodation ended

other

H.A.S.P



Accommodation outcome: 84 Young people were supported to secure temporary accommodation. Types of accommodation includes back packers, motels, crisis accommodation, caravan parks and as a last resort provision of tents.

93 of HASP's case managed young people secured sustainable housing prior to exiting the program.



Health: 68 Young people engaged in Mental Health Supports.

57 sought help for their general health concerns and **37** engaged in Alcohol and Drug support through counselling or admission to long term treatment programs.

34 Young people engaged in life skills support and **51** participated in community engagement activities



21 Young people re-engaged with **education** and **26** young people secured **employment** after stable & sustainable accommodation had been secured.

HASP workers supported **53** young people to make application for or reactivate their Centrelink Youth Allowance payments.



147 young people have received case management support through the Housing and Support Program's centre based and mobile support.

Where necessary client's are also able to access the Miami Hub's Open Access when needing facilities such as showers, laundry, computers, meals or a space to simply just chill out and relax.

***‘Every young person deserves a future free of poverty, abuse, violence, discrimination and isolation’
Les Twentyman-Founder***

Throughout the past year the HASP Team have been privy in walking alongside many exceptional young people between the ages of 16-25. These young people have presented to GCYS experiencing varying levels of homelessness or were at risk of homelessness.

The HASP team has provided case management to **147** young people.

HASP understands the importance of holistic case management approaches and responses and works in partnership with local and surrounding services. The HASP team ensures that inclusive and transparent work practices take place by regularly inviting and attending in-service meetings with partnering agencies and services.

This year HASP has supported a number of young people experiencing complex mental health issues and dual diagnosis. Many young people who have presented through GCYS Open Access have required brief intervention support with Centrelink, assistance to obtain ID documents, access to facilities, housing support, advocacy and support and referrals to other services.

The majority of HASP's work with young people has been provided through centre based case management however, for those young people who have been primary homeless a mobile outreach focus has often been required.

No or a low income, or the inability to utilise or access public transports, can isolate many young people who are unable to access the Miami Hub to gain the support they need; such young people may also be initially difficult to engage. HASP's mobile response approach is a very effective engagement tool in these instances.

Team training opportunities this year have included First Aid Level 2, Food Safety, Suicide Prevention, Young People & Drugs-Dovetail and Internal GCYS training.

Highlights and achievements:

Each year the HASP team regularly get the pleasure of watching and supporting our young people hit certain milestones, attend significant events and achieve their goals and aspirations. Below are a few highlights from this financial year.

Parliament House Mental Health and Drug and Alcohol Strategic Plan & film shoot - Three young people were invited to participate in a film shoot for the QLD Mental Health and Drug & Alcohol Strategic Plan. These young people were cordially invited to Parliament House and then publicly thanked by Mr Cameron Dick QLD Health Minister at Parliament House when the film was aired.

Horizon Housing Company housing partnership - Gold Coast Youth Service continue to work with Horizon Housing Company (HCC) in providing transitional medium term supported housing for up to four young people who are experiencing difficulties accessing accommodation in the private market. Partnerships between GCYS and HHC are strengthening and our young tenants are engaging in processes with HHC such as participating in tenancy reviews and providing feedback regarding the way their housing services are planned and delivered.

Heal.ed Tribe – Four lucky young ladies enjoyed the opportunity to attend the Heal.ed Tribe program in the beautiful Tallebudgera Forest. Heal.ed Tribe is a Social Enterprise made up of a group of local health professionals with a passion for supporting young people experiencing mental health issues. Heal.ed Tribe have provided our young people an opportunity to experience a therapeutic day that gives each young person permission and support to spend the day at the bush retreat to re-fuel, re-refresh, re-focus and heal. This wonderful opportunity is on-going to our young people and has been very appreciated especially by one of our young mums who was also able to take her baby with her for the day.

Commonwealth Games employment and participation - Was a highlight for one young person in particular who secured hospitality employment throughout the games, cooking at the athletes village. Our young person was recognised by events managers and was awarded a certificate and gift voucher for his diligence and work performance.

Highlights & Achievements continued:

HASP workers worked additional hours throughout the Commonwealth Games in support of other services such as Set Free Care and Have a Feed at Mermaid Beach Community Centre.

Headspace/Open Mic night - Three young people who attend Headspace programs and utilise Headspace mental health services and support, participated in a very emotionally challenging but empowering evening of Slam Poetry. The skills that our young people displayed were phenomenal and this event gave young people from the LGBTIAQ+ community an opportunity in a safe space to voice their concerns, journeys and ideas.

IKIN Dance- Dance teachers and Titans cheer leader entertainers provided some GCYS young people with free weekly Hip Hop dance lessons. This opportunity has given young people a valuable opportunity and a chance to build on self-esteem, work on and enjoy fitness and meet other young people in a social and community setting.

Baby Give Back— Baby Give Back (BGB) is a voluntary service run by a group of wonderful mums who collect, package and distribute second hand baby goods to parents in need in the community. GCYS has accessed baby goods from BGB several times throughout the year and recently attended the opening of their new storage warehouse. A GCYS young person also attended the event and took some beautiful professional photos which she then gave to BGB as a gift of thanks for the work they do and the service they provide.

Garden Workshop – Several yappers and community clients participated in a morning planting workshop to improve the front garden at GCYS and replant some of our vertical wall garden

Youth Advisory Group— Sue, Amanda & Trace have been involved in overseeing a group of young people as part of our Youth Advisory Group. The Youth Advisory Group is a voice for young people, they discuss a range of topics and can then advise GCYS on if and how we might be better able to be a positive resource for young people.

Study Group - Was formed in August 2017 at the request of a group of young people who were undertaking studies in Community Services. The group ran every Friday and one young lady in particular attended every week. This young lady has since gone on to complete her Certificate IV in Youth Work. What a huge achievement as in addition she is a young mum who was experiencing multiple barriers to housing and employment.

Closing the Gap – Community Consultations— Sue attended this one day consultation workshop as representative of GCYS. This consultation looked at issues surrounding ATSI communities and clients in relation to health, employment, social disadvantage etc. and the ways in which services could be more inclusive and proactive in addressing these issues.

Mermaid Motors - Have generously worked on many of our young people's cars often free of charge or have approved payment plans for young people suffering financial hardship. Matt & the guys at Mermaid Motors never ask questions and never judge anyone that pops next door to ask for assistance. What a great and valued service that continues to support our young people.

GCYS volunteers— Have played a major part in offering activities that our young people are not often privy to, especially whilst disconnected from family and significant others. Mike and Jenny Anderson have volunteered their time throughout the year to teach our young people skills like knitting, crocheting and gardening. Our young people have adored having Mike and Jenny at the Youth Service with some stating "they are kinda like grandparents except cool".

Gold Coast 5klm Run - Was a huge achievement for one young person and HASP worker (Trace). The Department of Housing and Public Works funded 10 places in the Gold Coast run. The 5klm run was held on a section of the marathon course at the same time the Commonwealth Marathon runners were running for gold. 6,600 people participated in the event. Our very clever young person (who supported the HASP worker!!) made it to the finish and received a very cool GOLD Medal.

GCYS HASP program – Case studies.

Ben's Story.

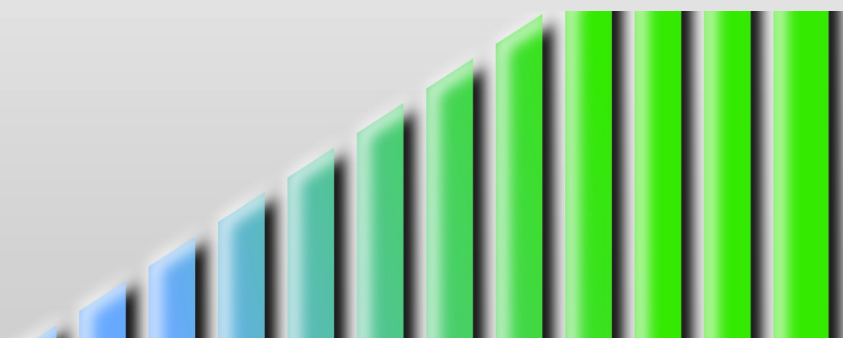
A strength of GCYS is our ability as workers to offer Step up /Step down support over time and on a needs basis. In reality the young people we work with are often survivors of early childhood trauma and have survived years of dysfunctional and or neglectful parenting practices. For such young people engaging in positive relationships of trust takes time and often being able to 'move forward' can take years. Such young people often have poor ability to engage with support or services, poor mental health, social and living skills and often unmanaged drug and alcohol issues.

Ben has been a long term client of GCYS – he initially presented in 2013 with his brother – both were homeless and had grown up in a dysfunctional unstable family environment – their mother had significant and persistent mental health issues and their father was incarcerated and unlikely to be released. Ben moved into our YAP program in 2013 for a period of 6 months and reengaged with schooling over this period. He struggled with unmanaged anger issues, mental health issues and substance misuse issues and left YAP. He experienced years of being secondary homeless (couch surfing) and occasionally returned home – he maintained contact with his GCYS YW as needed over this time.

In July 2017 Ben represented to the Youth Service for support – he was fed up with having housing instability, and was struggling with poor mental health and terrible anxiety – exacerbated by years of regular cannabis use. While Ben had presented many times before, this time was different – he finally honestly admitted to his YW that his life had been derailed by regular substance misuse and that he just couldn't manage this way anymore – he was finally in a contemplative state as regards to his drug use patterns.

With the support of his YW Ben was assisted to get a MH care plan and access the in house psychologist at GCYS on a regular basis. He began to also see the in house alcohol and other drugs worker at this time and stopped smoking cannabis – he reported greatly improved self-esteem and mental health as a result and his outlook became progressively more positive. At this time Ben moved in with his brother and started contributing towards his own home/rent. He had previous underlying general health issues which were able to be investigated and resolved. Ben had been disengaged from study/work for a long period of time but with improved MH started to actively engage with his employment consultant – several stakeholder meetings were attended by Ben, his employment consultant and his YW to address existing barriers to employment/training.

In November 2017 Ben moved to Brisbane and started living with a supportive relative and her family. He kept in contact with his YW and advised that he was applying for the army and that he had remained drug free. He reported that his struggle with anxiety was greatly diminished and his general health and mental health were good. While he didn't succeed in army employment, Ben recently obtained a painting apprenticeship and is now working full time.



GCYS HASP program – Case studies continued:

John's Story.

John presented to GCYS homeless in early 2017 – he was attending year 11 and had been lucky enough to reside with a supportive school teacher as an emergency placement.

Like many young people we work with John had experienced a life time of trauma – both parents were struggling with unmanaged and persistent heavy drug addiction and 'home' with either parent was both damaging and unsafe. When John was younger he experienced significant domestic violence in the home and as a younger person had been in the foster care system and had moved around to numerous houses and placements.

John presented to GCYS needing both support and accommodation. He had clear goals to succeed in study but could not do so without stable and safe accommodation and support.

John was assessed and moved into the Youth Accommodation Program - he reported this to be the most stable housing environment he has ever experienced.

Since moving in John was assisted to find a specialist counsellor for post traumatic stress related issues and he has been seeing him regularly for over a year. Despite struggles John is doing well in year 12 and has plans to attend university next year. John and his youth worker have engaged with the school community supports regularly to address any difficulties he has had both academically and personally over this time. He works part time, also on weekends.

John had never had much functional family support and his physical and dental health were poor – he has been assisted to access dental treatment and specialist general health treatment. There is a care plan in place for ongoing health treatment.

As John was in foster care he was eligible for the Youth Housing and Reintegration Service's yearly grant of \$3500 – this grant is designed to assist young people to transition into independent secure housing by addressing barriers. Thus far John has accessed a computer, bedroom furniture, driving lessons, a push bike and fees for school excursions/ fees. John has now achieved his learner driver permit and is progressing well in completing driving hours.

John's living skills have developed and he identifies that he now feels competent in most aspects of independent living. He budgets well, can cook a great variety of dishes and maintains a clean and organised home - John reports that the living skills focus of the YAP program have been invaluable in giving him a greater level of competence and confidence. When John completes year 12 he intends to transition to the private rental market and share with a friend.

"I can't thank you enough for helping me when I was so desperate!!! I'll always be so grateful". E.B

*Thanks for always checking up on me"
M.M*



"Trace always goes above and beyond in her job. Trustworthy and someone I can go to for guidance and transparency. Trace has played a huge role in my growth and goal kicking over the last year. As a young person I'm really lucky to have a youth worker with such passion and a laugh like Trace". C.G

Will Aufai, Sue Robertson & Trace Barnfield



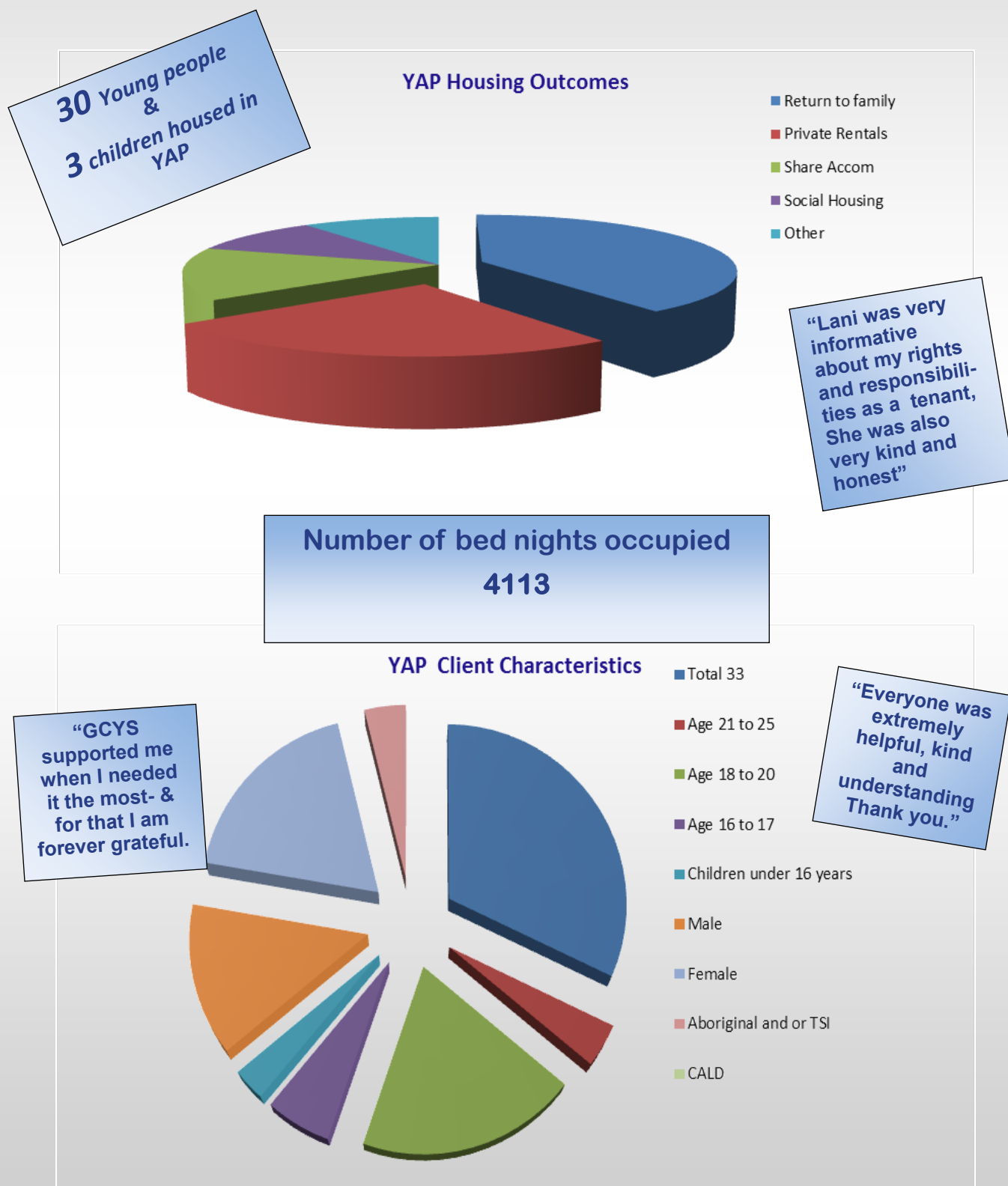
Australian Government

Youth Accommodation Program



Queensland Government

The Youth Accommodation Program (YAP) is an externally supported transitional housing program for young people aged 16 to 21 years & young families aged 16 to 25 who are homeless or at risk of homelessness. The purpose of transitional housing is to assist young people to stabilise their circumstances and build on their capacity to progress to longer-term living arrangements, in the private or social housing sectors. Transitional housing does this by providing proactive and client directed case management based on duration of need. YAP forms part of the Housing & Support Program (HASP)



YAP Outcomes 2017-2018

YAP Outcomes 2017 - 2018

It's been another busy but successful year in YAP, it's been a pleasure working alongside Will, Sue & Trace in assisting our young people.

The number of young people who were provided with the opportunity of transitional accommodation in YAP increased from the last financial year; with a total of 30 individual young people and 3 children being housed.

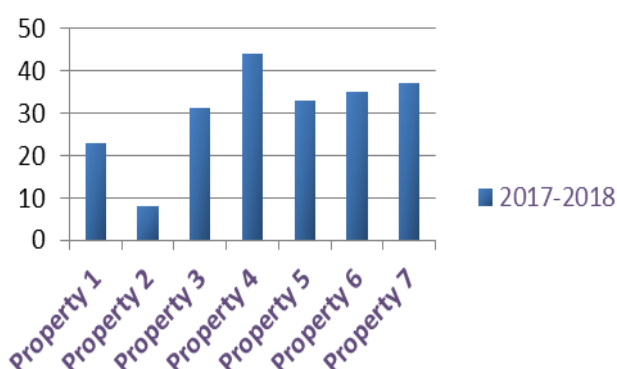
The team has continued to offer wrap-around support to all young people residing in YAP in order for them to achieve their identified case goals. Some of these achievements include:

- ◇ Several Yappers have secured part-time and casual employment
- ◇ Several Yappers have engaged in tertiary education and are currently completing their degrees and certificates. These young people often engage in the weekly study group facilitated by Trace and held at the Miami Service Hub.
- ◇ One young person successfully graduated year 12
- ◇ Three young people are due to complete their year 12 studies at the end of 2018
- ◇ Another young person is currently completing their year 11 studies
- ◇ Several young people were successful in obtaining their learner's driver's licence and are currently participating in driving lessons and increasing their driving hours
- ◇ Trace successfully negotiated for the opportunity for Lions Club volunteers to become volunteer drivers for 'Braking the Cycle' learner driver program so that our Yappers could build up additional driving hours
- ◇ One young person was successful in obtaining his P plate driver's licence & is currently saving for a car.

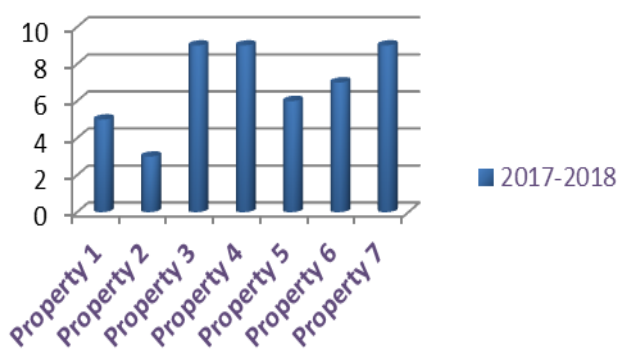
Maintenance:

Maintenance requests and works have increased for this financial period; this year's data breakdown includes the lawn maintenance across each of the premises. Additionally, there has been a continued need for replacements of several of the appliances and furnishings across all YAP properties due to fair wear and tear. Overall, the YAP tenants are maintaining their units well with both tenancy and case worker support. However due to age, the majority of the DHPW properties would benefit from an upgrade to the flooring throughout all the units.

YAP Maintenance Requests



YAP Replacement Requests



Allana Barney



YASS



The Youth Access Support Service (YASS) is funded through the QLD Department of Child Safety, Youth & Women.

YASS supports young people aged 12-21 years and aims to provide an early intervention framework that will bridge the gap to stop young people falling into statutory systems and more expensive service systems.

The YASS program includes two service types:

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

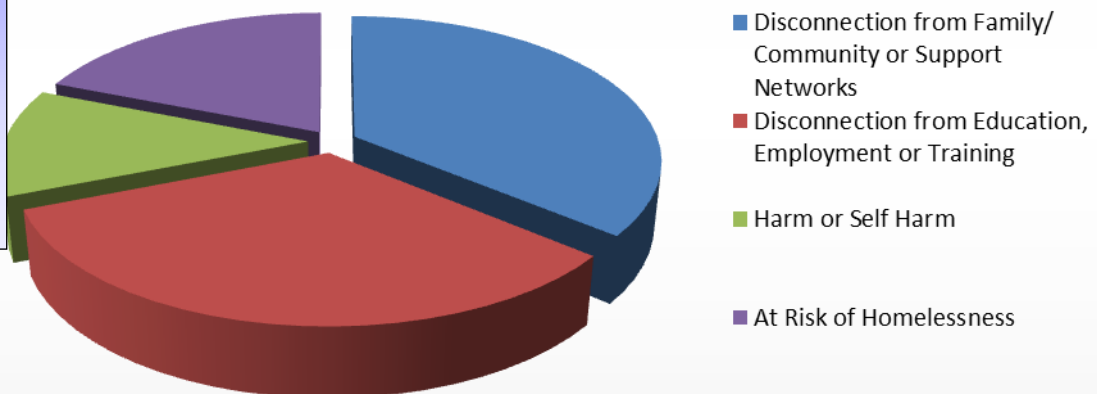
Support Services - Collaborative young person-centred case management with practical and well-planned support to help young people with medium to high needs achieve their goals.

Integrated Response services – Integrated Response services will lead the delivery of effective, coordinated and integrated responses to young people, especially to those with multiple and / or complex / high needs.

“Just wanted to thank you for every way you’re trying to help me and I appreciate it so much, it means so much” – text from F15

1586 hours of direct client support provided

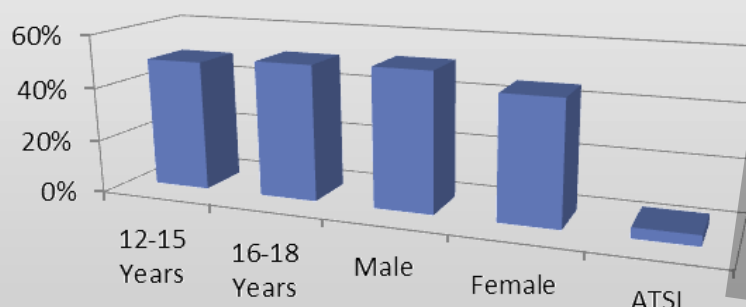
At Risk Factors



101 Casual contacts received one off assistance

204 Individual Young People directly or indirectly accessed the YASS program

Client Demographics



“I am feeling really motivated right now” - F16 commented after a YASS appointment discussing employment and training.

“F16 and their parent provided verbal feedback stating that YASS worker has been their “rock” and wouldn’t be where they are today without the support that has been provided.

YASS OUTCOMES 2017-2018

What have we achieved this year?

Department of Communities, Child Safety and Disability Services Outputs.

ANNUAL OUTPUTS ACHIEVED	INDIVIDUALS SUPPORTED	SUPPORT HOURS
ACCESS	151	686.18
SUPPORT	35	789.37
INTEGRATED RESPONSE	7	110.45

An individual can pass through all 3 areas of support meaning that numbers are distinctive of service type only not distinctive of individuals

Client outcomes included but not limited to:

- 4 x YP returned home to their families
- 3 x YP moved into YAP program
- 3 x YP completed their year 12 certificate
- 1 x YP was accepted into a Certificate IV course but was unable to afford to attend
- 3 x YP accepted into crisis accommodation
- 2 X YP enrolled in Diploma level courses at TAFE
- 1 x YP commenced retail course
- 1 x YP commenced full time employment after being disengaged from school for nearly 6 months
- 3 x YP commenced casual employment
- 4 x YP reported an improvement in their family relationships
- 1 x YP moved into very first share house
- 3 x YP were referred to further education and training courses
- 2 x YP referred to HASP team
- 3 x YP referred to Braking the Cycle program
- 2 x YP referred to Department of education re-engagement team
- 1 x YP started full time hours at casual job in a café
- 2 x YP were re-employed from previous job
- 2 x YP referred to MMAD group
- 1 x YP started alternate education
- 2 x YP referred to Champ (PCYC)
- 1 x YP referred to Deep Blue Line
- 9 x YP remained in school/education to complete year 10 and or 12

22 young people had improved housing

24 young people re-engaged in education/employment

6 young people reported improved family relationships

12 young people had improved mental health

What do young people and their families say about YASS?

This service has helped me in many ways and continues to help me. It gives me grounding to know that I have a safe judgemental free space to go to my youth worker who has help me on more than one occasion. Without this service, and more services alike, I believe I'd still be a drug addict in jail or worse, I could be dead. It's no easy to deal with struggles alone and to have someone to give you a better perspective and understanding makes those struggles easier to deal with and overcome.” – F18

“This service is a lot of help. They helped me with my Centrelink payments and other services like psychologist to help with my mental health and other issues” – M17

Strengths of the GCYS YASS program

- ◆ Young people have the option of working with either a female or male worker. Sharon and Amani have a wide range of experiences that allow them to support young people to navigate various services
- ◆ Referrals can be done directly to the team without going through Open Access
- ◆ We provide informal and flexible service delivery and cover the Gold Coast area from the state border to Pimpama
- ◆ We have good working relationships with other services on the Gold Coast
- ◆ We participate in the Youth Support Interagency Network to ensure best outcomes for young people on the Gold Coast
- ◆ External services accessing GCYS on a regular basis making it a great one stop shop for young people

Reflections:

- ◆ Case management of 14 year olds and under can be challenging especially for a young person as they struggle to know what they want to achieve. It would be great to have more affordable activity/ adventure based programs for this younger age bracket as a form of engagement and retention.
- ◆ It can take a long time for any change to occur in a young person and to achieve solid outcomes. Youth Workers are just one small piece in shaping change for young people.
- ◆ Where a young person is at developmentally, previous trauma, family supports and peer support all impact a young person's life and decision making abilities
- ◆ Although we apply a family focused approach, we are young person centred and directed.
- ◆ We are experiencing a lot of time supporting parents both directly and indirectly in order to support the young person and their place in the home. We support them through referrals to Act 4 Kids and accessing Emergency Relief Funding.
- ◆ Feedback from parents is that they want someone to help or fix the problem. Parents report often exiting services feeling frustrated and helpless and no services will help – most parents have made comments wanting to see compulsory enforced engagement of young people to assist in positive changes.
- ◆ Community programs are voluntary engagement services; we are unable to “force” a young person to participate. In saying that we will always encourage a face to face, meet and greet, in the hope that we can plant some seeds of change and healthy decision making at the very least.

Other:

- ◆ YASS program was given new increased outputs commencing 1st of April 2018 and provided feedback about Integrated Response component of program not presenting as needed in our local area
- ◆ YASS and other youth support providers collectively reported to the funding body the need for the target age to increase in the program
- ◆ Both YASS workers obtained their First Aid Certificates and participated in Strategic Planning for GCYS as well as Case Planning and Case Note training with Meredith Waugh
- ◆ Sharon celebrated 10 years of service at GCYS on the 7th April 2018
- ◆ YASS met new CSO, contract manager, in June with the discussion of YASS specification changes from 01 July 2018

Gaps/barriers/trends/observations over the past 12 months

- ⇒ More requests for activity based Youth Worker Support however, there are a few services that provide affordable activity/adventure based learning which is more appropriate, in our opinion, than case management for our younger cohort.
- ⇒ Referrals from services/parents however, young people are not always ready or willing to accept support at the time. At least they then know where to access when they are ready
- ⇒ Observed 15 year olds presenting who have left the family home and couch surfing, they are unable to access crisis accommodation, do not meet Child Safety criteria and are not eligible for youth allowance
- ⇒ Parents expressing frustrations as cannot force child to stay home and police cannot do much
- ⇒ A lot of time has been spent providing indirect support to young people by supporting their parents
- ⇒ Young people have reported issues with “step parent” or “parents partner” being a contributing factor to leaving the family home
- ⇒ Youth Workers have observed that a lot of young people who have been referred to the program have identified as having mental health issues
- ⇒ Young people are willing to engage in youth worker support but are reluctant to engage in much needed specialised services
- ⇒ Many referrals from mental health services, however young people have not been ready to engage in ongoing support due to instability in their mental health
- ⇒ Providing outreach to young people has been great in engaging them in the service
- ⇒ Leading into school holidays is a period when young people start losing contact
- ⇒ A number of young people identify bullying as a contributing factor to their disengagement



YASS CASE STUDY



CASE STUDY: 15 & 16 YR OLD MALES - SIBLINGS (ACCESS TO SUPPORT)

CHALLENGES:

Never met father who resides in NZ

History of out-of-home-care

Returned home to mother's care late 2015

Ran away from mother in January 2017 due to mother's continued AOD lifestyle, abuse towards sons and the constant transient lifestyle

STRENGTHS:

Reached out to mother's ex-boyfriend and his wife who maintained contact with boys over the years as a father figure and respite carer through Child Safety. They were happy to take them on.

Boys maintained school attendance themselves no matter where they moved

Boys are aware of mother's behaviours and vow not to be like her, they have ceased contact with mother.

Boys are motivated and have goals of training, work and savings

SUPPORT PROVIDED:

- Linked in with Centrelink
- Searched younger siblings in out-of-home-care, in NSW.
- Provided information re rights of youth in regards to their mother wanting to have contact and making statements of school attendance
- Support with traineeship appointments
- Prepared them to transition out of current placement to YAP

OUTCOME:

- Now 16 & 17
- Gained UTLAH
- Facilitated sibling contact in Byron Bay, brothers from Lismore
- Both felt at peace with their decision with their mother
- Both working part time/ traineeship
- Both continued attendance at school
- Both are displaying good savings discipline
- Both applied and were accepted into YAP (same unit) and now case managed by HASP

A very Special thankyou to all the wonderful young people that have allowed us in their lives to walk beside them through their journey of lifewe love what we do!



Sharon Adams and Amani Matamu

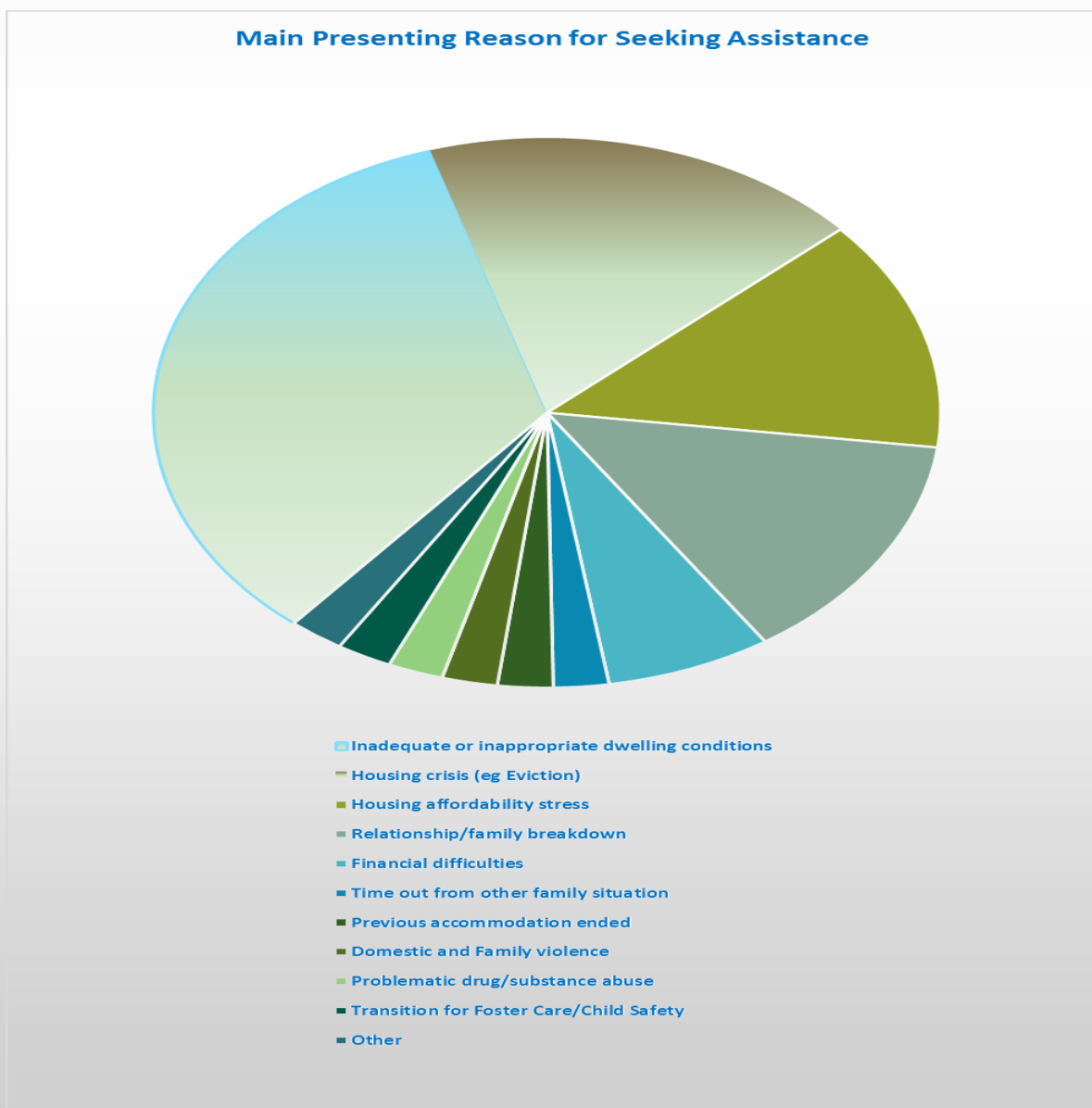
Mobile Support Services



Mobile Support Services is funded by the QLD Department of Housing and Public Works and aims to reduce the number of young people aged 16-25 who are homeless or at risk of becoming homeless, by assisting them to;

- ◆ Obtain Housing
- ◆ Maintain their housing
- ◆ Maximise their capacity to be independent, self-reliant and connected to appropriate social and community supports

The GCYS Mobile Support Service has been in operation for almost six months starting mid-January 2018. Support is provided to young people in a place of their choice; rather than the traditional support model of “drop-in” service, where programs are funded to provide predominantly centre-based support. This has allowed the Mobile Support Service team to position themselves within other broader service environments to strengthen and improve access to homelessness support.



What we have already achieved in 6 months?

- Case managed 44 young people
- Completed 68 formal QHIP (Queensland Homelessness Information Platform) assessments.
- Secured temporary accommodation for a young person using brokerage
- Assisted another young person who had been sleeping in a bus shelter to move into transitional housing
- A young couple, expecting a child together, were successful in obtaining supported transitional accommodation via the world's first Social Benefit Bond
- Strengthened existing supports for our case managed young people by liaising with other service providers in ensuring accommodation needs are met
- Built and strengthened our working relationships with other service providers on the Gold Coast such as: Horizon Housing Company, Gold Coast Project for Homeless Youth, YHES House, Rosies, YouthCONNECT, STARH, Robina Housing Service Centre. This has seen improved and timely communication at the point of referral; while also ensuring a cohesive working relationship while case managing mutual clients.
- Assisted young people to find and secure private rental accommodation which is still being maintained

Additional Services Provided

GCYS-HHC Transitional Housing Program

The Mobile Support Services (MSS) team have participated in the overseeing of the GCYS-HHC Transitional Housing Program and the supporting of tenants. This collaborative working relationship between GCYS and HHC provides the opportunity for young people to secure supported housing with the aim of maximising the skills needed to successfully transition into and maintain independent accommodation options.

This four bedroom home accommodated six young people over this reporting period. Tenants have their own lockable bedroom and share common areas.

Co-location within other Services

For the first half of 2018, the MSS team has trialled co-location within other service provider locations. This included regular attendance at YHES house, every Monday, to assist with young people who may present to their service seeking homelessness support. We also trialled regular drop-ins to Rosies and St John's. This has resulted in a weekly presence at St John's in Surfers Paradise, where MSS work alongside St John's workers, to assess and refer any of the young people who may present to St John's looking for crisis accommodation or general homelessness support.

Multiple Access Points

MSS has been instrumental in enabling access to young people who were experiencing barriers to accessing services onsite at the Miami Service Hub. Often young people are isolated, with low or no income and cannot afford to utilise public transport to visit support workers onsite. By offering mobile support, we have been able to connect with people in a location near to them or, when they present to other service providers. This flexibility and responsiveness allowed individuals to call our service and receive assistance at a place that suits them. The majority of young people sought assistance with finding somewhere more appropriate to live. Often, they were "couch surfing" with friends or living in overcrowded family situations. Housing affordability on the Gold Coast continues to be a contributing factor to young people presenting to us seeking help.

Mobile Support Services Case Study

A long shot against the odds...

In April 2018 MSS came into contact with *Jake (17 years old)* and *Emma (16 years old)* who were at that time over a month pregnant. Jake had previously spent much of his childhood in the foster care system where he had over 10 foster placements. Jake described this period of his life as “horrible” among other things. Whilst Emma had not been a part of the child protection realm, she was coming from a family background of intergenerational welfare dependence, overcrowding in the family home, and fractured family supports.

At the time of meeting, both Jake and Emma had unstable and unsuitable accommodation at their respective family homes due to primarily overcrowding, hygiene/health issues, unknown others frequenting the premises who posed a threat to well-being and limited practical and emotional support. In May 2018 Jake and Emma fled Queensland in hopes of rekindling family relationships and acquire accommodation in Melbourne, Victoria. Jake and Emma were desperate to source stability and despite MSS advocating for possible accommodation options via QHIP, this yielded nil results based on search criteria being: couples, under 18 years old and pregnant; the trifecta so to speak. In addition, Jake and Emma, were not in a position for the private rental market based on having only one income (Jake – Youth Allowance) as Emma unable (despite 5 separate attempts and engagement with GCYS Centrelink Satellite Officer) to secure Centrelink assistance. Also, neither Jake nor Emma had any rental history and given their age, presented as having significant barriers to securing private rentals.

In June 2018 Jake and Emma returned to the Gold Coast and again linked in with MSS. Attempts were again made via QHIP to secure accommodation, however this was not yielding any results. Jake, given his child protection background, suggested Youth Connect which he had heard of through different conversations with his Child Safety Officer. This then became the primary focus. Jake, Emma, Mermaid Child Safety, Churches of Christ and GCYS worked collaboratively and managed to secure a place in the World’s first Social Benefit Bond that focuses specifically on supporting young people exiting care and who are at risk of or are currently homeless. Jake and Emma now receive wrap around support, whilst enjoying a maximum 3-year lease term agreement, are not at risk of homelessness and can build on their skills as soon to be parents in an environment purpose built to allow for success, happiness and support. Bubs is due December



In their own words:

“This organisation is a great helping hand to people in need...you guys have really made an impact on where I am today :-)”

“I really appreciate all the help you’ve given me”

“It was nice knowing someone was checking in on me”

Josh Wilson & Melissa Silvio

EMERGENCY RELIEF PROGRAM

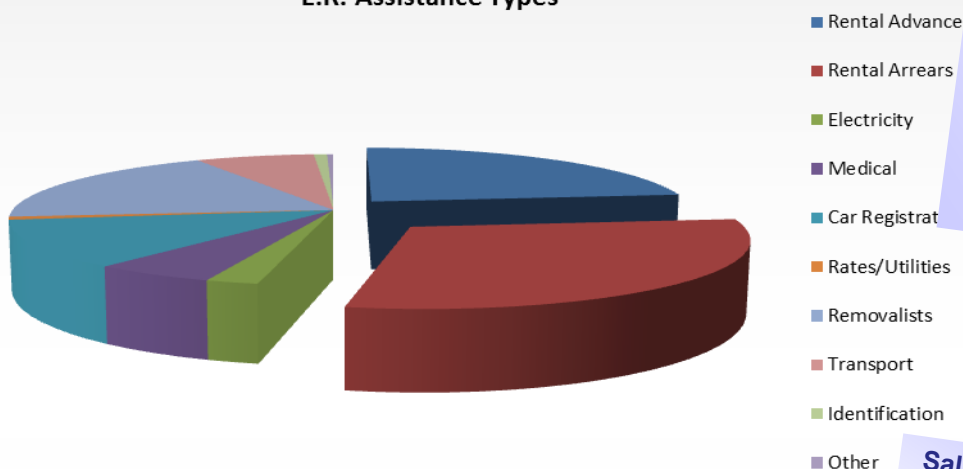


Emergency Relief is an Australian Government initiative and forms part of the Financial Management Program (FMP). Emergency Relief is funded by the Australian Department of Social Services.

The objective of the FMP is to build financial resilience and well-being among those most at risk of financial and social exclusion and disadvantage; by improving their financial capacity and helping them deal with their immediate needs in a way that maintains the dignity of the individual and encourages self-reliance.

Additional clients aged over 25 who were supported even though they were not eligible for, or were not seeking, an ER response
216

E.R. Assistance Types



Additional referrals made in further supporting clients' needs
553

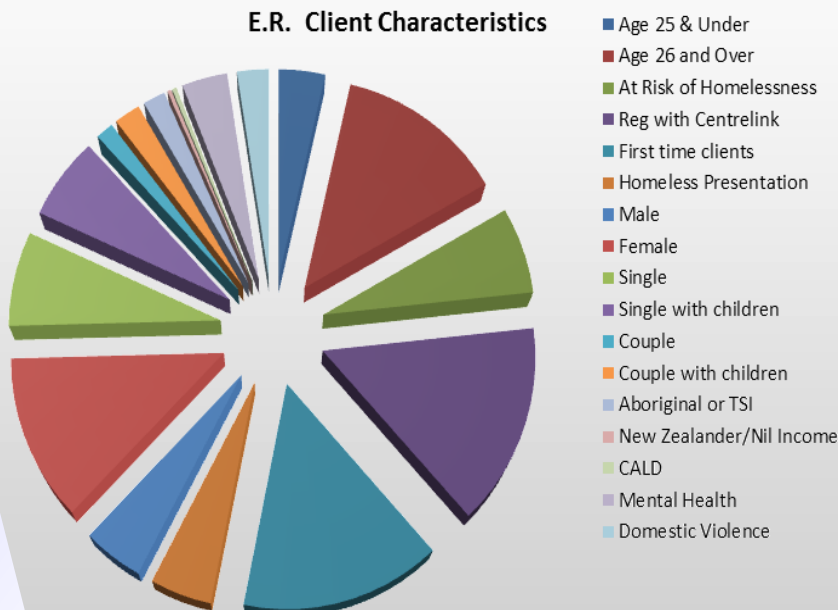
Sally is a very helpful & special person

315 children also benefited from the ER support

MONIES DISTRIBUTED

\$110,692.16

E.R. Client Characteristics



Thank you for the understanding of escaping domestic violence for my daughter aged 7 and me.

Sally was the most lovely lady, that truly helped my son and I. I'm very grateful for her support in a difficult time

Sally was great and friendly and made me feel relaxed and very welcome

E.R. Service Delivery 2017-2018

Formal Applications Received: 278

Applications Approved for Payment: 277

ER applications which were directly seeking monies to maintain housing or secure new tenancies, made up just over **50%** of all applications in this financial year. In addition another **17.7%** were seeking support with relocating or storing their goods when they could no longer sustain their current tenancies; ER being provided for furniture removals. **11.2%** sought support with vehicle registration with many of whom were homeless and their car the only form of shelter they had. Another **6.5%** sought ER funds to transport them back to family or friends in other parts of QLD or interstate; due to their being homeless here on the Gold Coast.

Total ER monies approved for payment: \$110,692.16

Client Characteristics:

Although there were a number of factors reported as contributing to clients' financial distress, reduction in or loss of employment, issues around general health and or mental health and domestic violence have again been highlighted as four of the major contributing factors. Low income earners and in particular those who reported their main income as a Centrelink benefit, made up **89.1%** of all applications received. The reporting data for this period again demonstrates that females are more likely to request ER support, even if part of a couple; females **73.3%** males **26.7%**. Persons who identified as being single made up **42.2%** of applications received, families with children **49.8%**, and couples without children **8%**. Those aged 25 years and under made up **21.7%** with those over the age of 25 being **78.3%** of the applications received.

Collaboration & No Wrong Door:

ER operates within a collaborative framework meaning we work collaboratively with a range of service providers in meeting client needs. We thank those services who perform initial ER assessments for their clients meaning that the client does not have to retell their story over and over again. In addition to those making application for an Emergency Relief payment, the ER Worker also supports a number of clients who cannot be identified in the ER data report. GCYS operates within a community partnership model and "no wrong door approach" so in further supporting this commitment, the ER Worker also works with individuals over the age of 25, other services, or third parties who, although not seeking an ER payment, are in need of information, advice or referrals. The ER Worker provides support to identify and assess needs, to identify what options may be available to them, provides information and advice and will where appropriate, make formal referrals to other service providers on the person's behalf.

Referrals Made:

In addition to providing financial support, Emergency Relief agencies, or supporting services, also provide appropriate referrals to additional service providers to assist in supporting the client's overall needs. This holistic and wrap around approach ensures vulnerable individuals and families receive an individually tailored, dignified and consumer centred and directed service, which focuses on meeting immediate needs as well as early intervention and prevention support.

The total number of additional referrals made during the reporting period was **675** across a number of service types including: Mental Health, AOD, Financial Counselling, Material Aid, Community Participation, Employment, Domestic Violence and Housing services.

Future Directions and Quality Assurance :

Current Funding:

This current round of ER funding has been extended until December 31 2018. Over the past twelve months the Department of Social Service has conducted a complete review of all services within the Financial Management Program as to how the program will be implemented into the future. It is estimated that in late 2018 the Department of Social Services will again seek submissions from service providers to provide sections of the Program on their behalf at which time, and if appropriate, GCYS will again make application to provide the Emergency Relief component of the Program on the Gold Coast.

Quality Assurance:

In addition to the ER role, Sally is also employed in the role of Quality Assurance Worker (QAW) and assists the service manager in the monitoring of service operations to ensure they comply with contractual and legislative obligations and fulfil GCYS's commitment to continuous quality improvement.

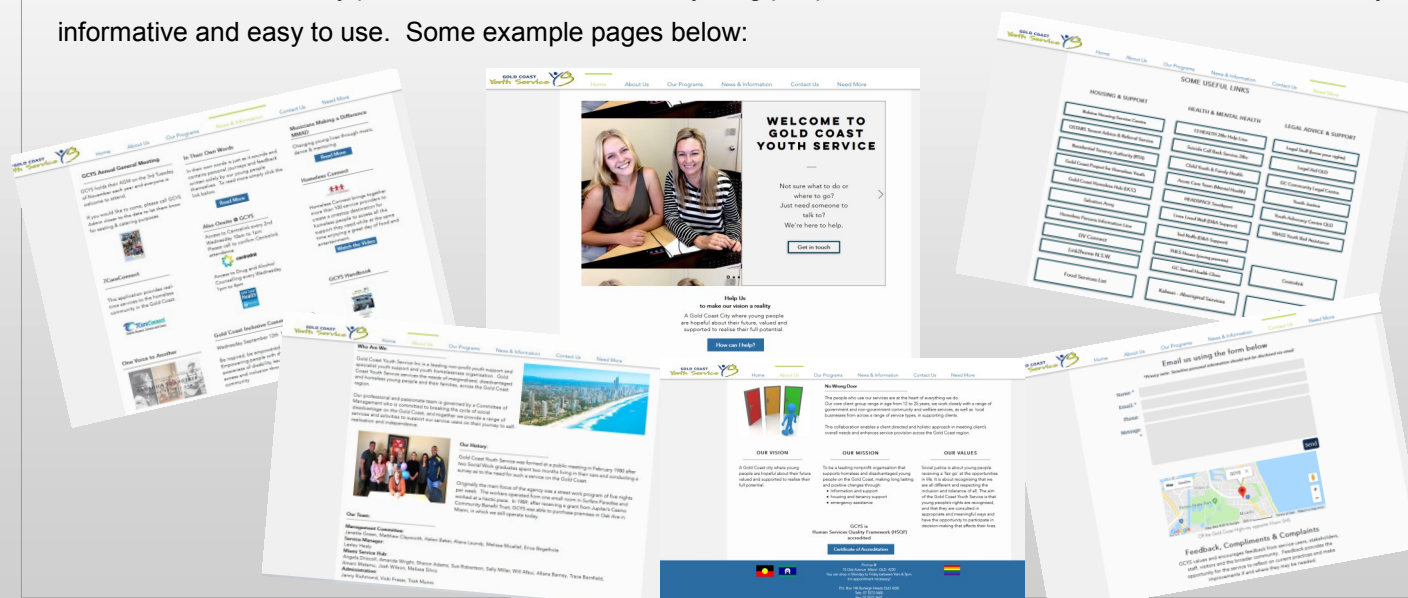
During this reporting period Sally has developed and implemented a number of new structures and processes that support both the organisation and employees to carry out their duties in a compliant and consistent manner. One such support document was the Youth Accommodation Operational Manual, this manual is utilised by both the YAP Tenancy Worker and case workers and contains all of the information needed to appropriately care for the properties and support young people starting with their initial application right through to exiting the YAP program. The Manual is also a training tool for new staff maintaining consistency across programs' operations.

New GCYS Website

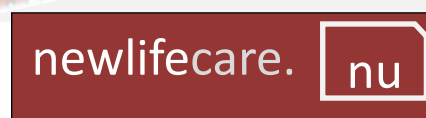
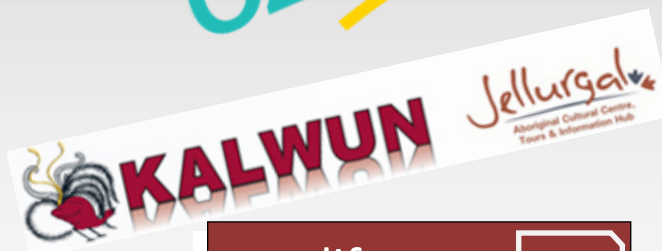
www.gcys.com.au

Sally has also developed a new website for GCYS which went live in June 2018. The old website which was developed a long time ago in terms of technological advancements, could no longer meet the needs of our service.

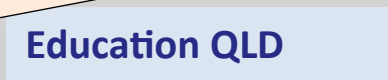
Before the final design was set Sally asked our Youth Reference Group to review its contents. This group gave some additional insight into what they believed young people would need and want from the site. Their suggestions were then incorporated into the final design as were some features such as the "Need More" section; this section aimed at being an additional resource both for young people and the broader community to use when needing additional support services in meeting their overall needs. Since the site went live in June, GCYS has received very positive feedback from both young people and other stakeholders who find the site very informative and easy to use. Some example pages below:



A sincere thank you to all those services who work collaboratively with the ER Worker in supporting our clients. They include but are not limited to:



Australian Government
Department of Human Services





Resource & Development Service

[illegible]

Resource & Development Service 2017-2018

In addition to facilitating various workshops with young people, the RADS Worker also works in collaboration with a number of other services and organisations to plan and implement events and projects for the benefit of our young people.

In 2017-2018 these have included:

Projects/Initiatives with/for young people

- GCYS Youth Reference Group
- Love Bites Workshop—Elanora
- MMAD
- White Christmas—260 tickets distributed across services
- Schoolie Activation Event
- YAP workshops—Cooking & Gardening
- Check it Fest
- Exchange Festival (inaugural)
- World Suicide Prevention Day Seminar
- Gold Coast Homeless Connect
- Logan Homeless Connect
- GCYS Harry Singha Event
- Straight Outta Coomera— youth event Upper Coomera



Thank you Amanda for being such a great supporter of our students over so many years, and for all the work you do for the youth sector.

Joanne Williams
Course Convenor
Griffith University

Sector Development

- Gold Coast Youth Network—Co-ordination & Secretariat
- Gold Coast Homelessness Network
- YANQ Management Committee
- Love Bites Reference Group
- Local Drug Action Team
- Expressive Ground Management Committee

Student Placements x 11

- Griffith University x 6
- Gold Coast Institute of TAFE x 4
- Bond University x 1.

Amanda Wright





The Chill Out Zones are funded under the Queensland Government's Safe Night Out Strategy (SNOS). Safe night precincts (SNPs) have been established to ensure effective local management of key entertainment areas.

The Chill Out Zone service continues to operate across two sites – Surfers Paradise and Broadbeach. This year saw the 20th anniversary of the Chill Out Zone service in Surfers, and the Broadbeach service has had its two year contract extended until June 30 2019.

While the precincts themselves are markedly different, the services offered by the Chill Out Zones are similar at both sites, and include: First Aid, immediate care for intoxication, provision of drinking water, use of internet or phone, phone charging, welfare support, assistance to manage existing medical conditions, transport assistance and support of vulnerable individuals within the precinct.

Safe Night Out Strategy

Since 2014, the service has been funded under the Queensland Government's Safe Night Out Strategy, following the passing of the Safe Night Out legislation. As well as the provision of support services, this legislation also covers the creation of "Safe Night Boards" for each area, made up of licensees and local stakeholders. These Boards are Incorporated Associations, and are able to access a funding pool sequestered from the Gambling Community Benefit Fund for the purposes of improving safety and amenity in late night precincts.

In Surfers Paradise, funding has been sought and obtained for an upgrade of the Intervue Radio System, which has been co-ordinated by the Chill Out Zone since 2009, and implementation of a street security patrol strategy. The Radio network has expanded from 16 users to over 40 users, and broadcasts are controlled and monitored by the City of Gold Coast CCTV Monitoring Room. Street security patrols consist of three two person patrols each Friday and Saturday night from 11pm – 4am, who are also on the radio network and tasked with being an additional set of eyes and ears for aggressive or vulnerable people in the precinct.

The Chill Out Zone manages the radio network, and has a significant role in the management and oversight of the street security patrols.

In Broadbeach, funding has also been obtained for an upgrade to an existing radio network, operating under the same parameters, but with the addition of QPS worn radios in that precinct. The Chill Out Zone manages the practical aspects of this network also, and provides taxi security with a radio each weekend.

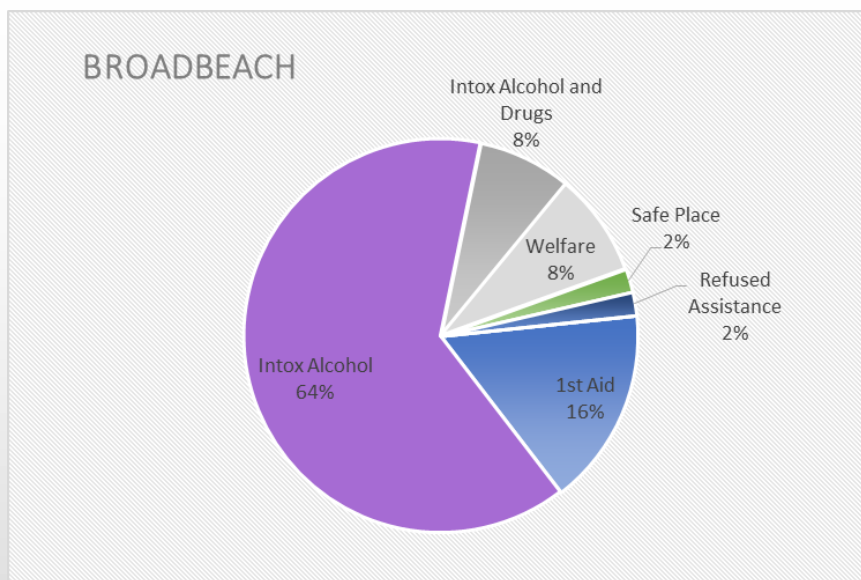
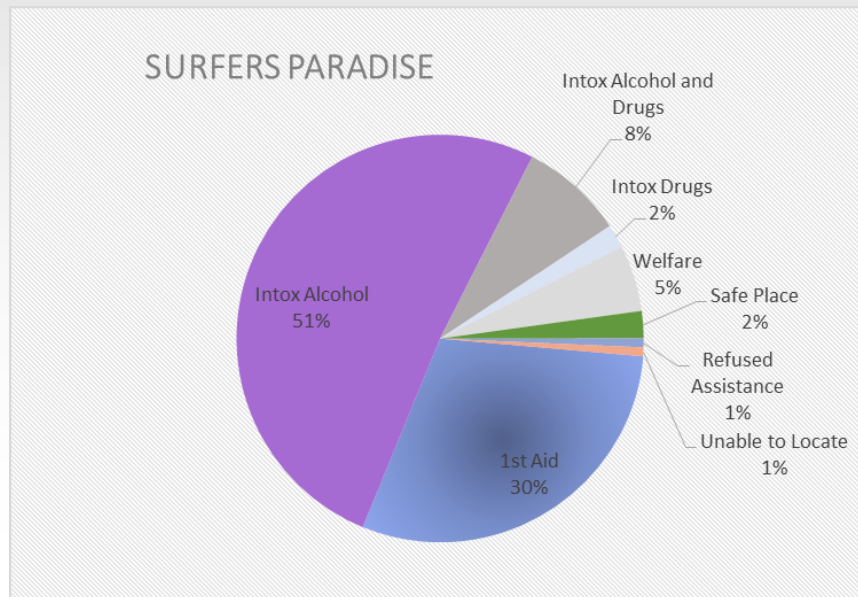
Under the Safe Night Strategy, the Chill Out Zone is funded for two service components – a static service and a foot patrol. Reporting for these is more complicated than previously, but does provide a better picture of service delivered.





Our clients

The majority of our clients (60%) are between the ages of 18 and 21, with >80% between 18 and 25. They are fairly evenly split between males and females. We saw 1838 clients in Surfers (up 243 from last year), and 239 in Broadbeach (down 12 from last year). Most of our clients present between 11pm and 2am. They come to us for a variety of reasons:



The increase in clients in Surfers Paradise is concerning, as the last time client numbers were this high was in 2011, during the proactive phase of the Drink Safe Precinct strategy. The outcome of the DSP was a significant reduction in alcohol related harm, and therefore client numbers. The sharp increases seen over the last two years are cause for concern. Fortunately, these increases seem to relate to an increase in alcohol intoxication, as numbers for assaults continue to decrease.



First Aid:

For clients who require First Aid, this can be from incidents within the precinct, or existing medical conditions requiring care. This year, the number presenting at each site was:

Surfers	Issue	Broadbeach
253	Accident	20
169	Assault	10
10	Self Harm	1
9	Sexual Assault	0
38	Unknown	1
128	Existing Condition	15
607	TOTAL	47

The most common existing conditions are asthma and anxiety. We are able to support clients in managing both.

Most concerning, the number of sexual assaults recorded in the Surfers Paradise precinct has increased dramatically, from one case in each year of the preceding three years, to nine cases this financial year. This spike is statewide, with QPS reporting an increase of 40% in reports of sexual assault across the State. These can be confronting and difficult cases for staff, and we are working on training and communication with other stakeholders to address this.

Across the year, 107 clients were transported from the precincts in an ambulance, with a further 65 assessed by paramedics in the vans. Most clients transported are for injuries, with alcohol intoxication not far behind.

Other Services:

In addition to managing intoxication and offering First Aid, the Chill Out Zone offers a range of other services designed to assist people in late night precincts. Across the year, this included:

Surfers	Service	Broadbeach
25	Internet Access	0
38	Phone Calls	4
359	Phones Charged	53
274	Band-Aids	22
124	Condoms	12
85450	Water Dispensed	8175

If necessary, we refer clients on to other services that may assist them, from hospitals to GPs to accommodation services and youth services. Particularly for young people, links to ongoing assistance are very valuable.

Auditing:

The Chill Out Zone participated in the Standards Auditing process, and found this to be very helpful in terms of reviewing and developing policy and examining current practices for things we could do better.



Events

As part of the Chill Out Zone service, we are able to offer a First Aid service for events, including intoxication care where necessary. This year, we offered services at Schoolies (Chill Out Zone and Late Night Service), Check It Fest, Kids Week, Surfers Paradise Live, Monster Machinery Day and Homeless Connect. Some events are on a fee for service basis, and some are offered for free as part of the organisation's commitment to community building. We were also granted additional funding to run a service at both sites across the Commonwealth Games period.

Our staff

The Project employs sixteen staff across the two precincts and staff are regularly rostered between the two. As Broadbeach is much quieter in terms of client numbers, we use Broadbeach as a base for staff induction and training. The staff come from diverse backgrounds and all hold a First Aid Certificate and Blue Card. To work successfully in the Chill Out Zone, diverse skills are required. This can include: mental health support, welfare related skills, youth work support, referrals and information, drug and alcohol skills. Most importantly, a sense of humour and ability to stay calm are very important – Chill Out Zone staff are known for their kindness and non-judgement. The service enjoys an excellent reputation, due primarily to the staff's interaction with clients and with our other stakeholders, including Queensland Police, Queensland Ambulance, City of the Gold Coast staff, licensees and security.

Several of the staff have been with the service for over eight years in casual employment – we must be doing something right!

Four current staff are able to act as Shift Supervisors, managing staff and resources across the shift itself, as well as managing stakeholder relations and critical incidents. Each site has a Shift Supervisor for every shift.



This year has again been a busy one for the Chill Out Zone. Two sites makes for much greater than double complexity, especially when each site is so different. As always, the staff of the service are to be commended on their professionalism and kindness in a high risk and complex environment.

Thanks to Lesley and Management for their support and special thanks to Vicki for her excellent book-keeping skills!

Angela Driscoll

Our Funders, Partners & Supporters

Funding through:

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

Our Partners & Supporters include:

Chung Tian Temple & The Loving Care Group

New Life Care

Baby Give Back

Kalwun

Totes for Kindness

Qld PCYC

Share with Dignity

Grace Communion

Back Pack Beds

Horizon Housing Company

St Andrews Lutheran College

Musicians Making A Difference

Rentconnect

Gold Coast Homelessness Network

Wesley Mission Brisbane

Gold Coast Youth Network

The Salvation Army

Gold Coast Domestic Violence Prevention Centre

Gold Coast TAFE

Horses Helping Humans

Queensland Health

Lives Lived Well

Department of Human Services (Centrelink)

City of Gold Coast

Gold Coast Project for Homeless Youth

QSTARS

Youth Justice

Multi-Cultural Families

Studio Village Community Centre

Brisbane Youth Service

After Care - PHAMS

Logan Youth & Family Services

Our Corporate Partners

Gold Coast SUNS



Jenny & Mike Anderson

SPACC

Ozcare

Arcadia College

Three Stars International

Palm Beach Scouts Group

Anthea Bennett

The Lions Club Mermaid

Deena Smith

Youth Affairs Network QLD

The Benevolent Society

NOFFS QLD

Uniting Care Community

Midwives First

STARH (WMB)

Headspace

Yarns & Yarns Gold Coast

Lions Club Ashmore

Canungra Hub Café

Caree & Madison Pawson

Jersey Mike's Q Super Centre

Miquel Cepeba

Event Cinema

Gold Coast Surfing Community—Ben Beed

Mermaid Motors

QLD Police Service

Givit

Gen Z

Hair Aid

Allan & Carol Croker

Krurungal

YHES House

Griffith University

IKIN Dance

David Chen-Hao Chen

Education QLD

New Life Ministry

Heal.ed Tribe

Centacare

Street Smart

MIFQ

HHOT

Penny Waugh

Anthea Bennett

Varsity College

Christine Smith

Dr Tu Le

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



**Chung Tian Temple &
The Loving Care Group**



Allan & Carol Crocker



Jenny Anderson



Paul—Centrelink



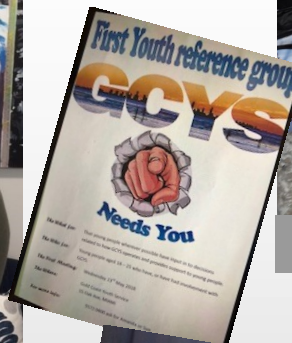
Paul & Danielle King



Baby Give Back



Sam—QLD Health



Chang—MMAD



Hair Aid



Matt-Mermaid Motors

GOLD COAST Youth Service

