



# 2023/2024 Year in Retrospect Annual Report



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# SYHS Ending Youth Homelessness Forum September 2023.

QYHC partnered with Homelessness Queensland to bring the specialist homelessness services together to work through current issues and collaboratively discuss and articulate contemporary responses needed to end homelessness.

We heard from Guest Speaker Professor Susan Dennison on a vital and successful early intervention project for women in the criminal justice system with children - the impact of Mothers' incarceration on families and young people and better ways of working with this cohort for improved long-term outcomes for all family members.



Our Director General Mark Cridland offered a comprehensive overview of the rapid change and significant project and program expansions occurring in housing.

The Services Union (TSU) Lead Organiser Stuart Maggs addressed participants on the Specialist Youth Homelessness funding campaign by TSU in conjunction with QYHC for a 25% increase to funding for the sector and additional funding for a 2 worker model to ensure worker safety at all times. Stuart also spoke about the funding contracts in the sector and the need for flexibility and respect when dealing with employers so they can support and meet their obligations to staff.

**Queensland Youth Housing Coalition and Homelessness QLD  
WITH SPECIALIST HOMELESSNESS SERVICES  
ENDING HOMELESSNESS 2023**

**Young People**  
Women and Children escaping DFV  
Older Women  
Single Men and Women

**CONTEMPORARY RESPONSES TO HOMELESSNESS**

**PLEASE JOIN US IN CONVERSATIONS TO INCLUDE:**  
SHS CONTRACTS,  
HOUSING AND SUPPORT MODELS,  
BENCHMARKING,  
VIABILITY,  
NATIONAL HOUSING AND HOMELESSNESS PLAN,  
STATE BUDGET 2024.

**Monday 11th September 2023**

**Hilton Hotel, Brisbane City**  
**10am – 4pm**  
RSVP [admin@qyhc.org.au](mailto:admin@qyhc.org.au)

**where there's a will, there's a way**

QYHC then hosted Specialist Youth Homelessness Services from across Queensland in a workshop to further our work on ending youth homelessness moving forward including updating the Queensland Moving Forward – All Young People Safely Housed Report, models of accommodation and support as well as outreach, to ensure the most effective responses are offered to Queensland's young people who experience homelessness or are at risk. Complex issues that continue unfettered were also discussed such as responses for young people under 16 years of age, those exiting statutory care and detention. Specific needs of specialist cohorts of young people were also discussed, as were solutions. The findings are detailed in this report. Young people were an integral part of the day including leading tables in conversation and offering their perspectives.



## From young people - higher aspirations:

The report also notes that a feature of the feedback about youth homelessness responses in Queensland from those present and the many young people QYHC has engaged with over the past 3 years is the need for higher aspirations for our young people. They called for encouragement of a young person's capacity and not believing that their experience of homelessness defines their story: "We want to be seen as normal young people and that we have the same chances as everybody else. We don't want to be underestimated". Balancing our understanding of the complexities young people experience with holding the same expectations and aspirations as we do for all young people is important.

## Video for promotion of youth housing in Ireland

At our Ending Homelessness Forum, we interviewed Specialist Youth Homelessness (SYHS) providers across the state alongside our young people to compile into a quick video for our colleagues in Ireland to showcase at their major event to garnish attention for

**Ending Youth Homelessness 2023**

**QYHC and Specialist Youth Homelessness Services Report**

**All Young People Safely Housed**

**September 11, 2023**

young people's housing and support needs in Ireland. They currently have limited youth specific options for young people experiencing homelessness and are interested in what's happening in Queensland.

## Submissions

- National Housing and Homelessness Plan Submission
- Support of the National Child and Youth Housing Policy
- 2024 State Budget Submission
- Queensland Youth Justice Reform Submission



# Conferences and Events

Children's Health Queensland Youth Summit - Empowering Young People through Collective Action

As part of the CHQ collaborative - Supporting advocacy for youth (CHQ - SAY), QYHC attended the Youth Summit in October and co-facilitated a Wicked Problem Solutions Session. The session posed the question, "What would it take to support young people under 16 to have stable housing?" Participants explored the experience of young people, barriers and support options.

Keynote speaker for the Summit was National Children's Commissioner Anne Hollands, who spoke on the importance of communities

listening to young people to guide service responses to their needs. As young people have no voice (or vote) to influence political decision-making it is incumbent on adults to hold public systems accountable to ensure young people's health and wellbeing is prioritised.

The Summit included presentations by Brisbane Youth Service, The Queensland Aboriginal and Torres Strait Islander Child Protection Peak (QATSICPP), Child and Youth Mental Health (CYMHS), Institute of Urban Indigenous Health (IUIH), FractalCairns, Logan Youth Foyer, and Yourtown. It was strengthened by the voice and facilitation of 5 young people with lived experience.



## Homelessness Week 2023

### National Housing Conference

QYHC attended the National Housing Conference in Brisbane. The three day conference covered a broad range of housing & homelessness issues including conversations on the national agenda, approaches to finance and investment of affordable housing, regional housing, renting, Housing First, climate, decarbonisation of the housing sector, placemaking and community building, role of local government, First Nations housing, and planning and design. The conference also included presentations from Federal Housing, Homelessness & Small Business Minister Hon Julie Collins MP and Queensland Housing Minister Hon Meaghan Scanlon.

Within the scope of youth housing and homelessness, the conference showcased housing solutions for young people leaving care in Western Australia through the Home Stretch program. This presentation highlighted the importance of co-design with young people with lived experience, and challenges within high median rent regional communities. The conference also looked at models for youth housing and the need for strategies to open up young people's access to community housing. Modelling was presented demonstrating the level of subsidy needed to cover this cost gap across a number of benefit types.

### Premier's Roundtable

It was a pleasure to be part of the Premier's Third Housing Roundtable to hear the progress that had been made as well as the varying perspectives, conundrums, and opportunities for the most effective ways forward in providing rapid housing supply. It was great to have the opportunity to speak to the housing and support needs of young people who experience homelessness and be part of the discussions around the myriad of responses required for the many cohorts in our communities experiencing homelessness.





# STRENGTHENING QUEENSLAND YOUTH SPECIALIST HOUSING SERVICES

[www.theservicesunion.com.au](http://www.theservicesunion.com.au)

## About The Services Union

We are **The Services Union**, the largest union of employees in the **Social and Community Services (SACS) Industry**. We represent frontline employees and managers in non-government organisations across Queensland and the rest of the country. Our members look at ways to shape and improve their workplaces and the Industry. They do this not just for themselves, but for their families and the communities they support across Queensland.

**Join us to strengthen Queensland Specialist Youth Homelessness Services**

All members have the right to **safe and secure work**. This is a key pillar of our campaign to **Strengthen Queensland Community Services**. Our vision is for a strong, courageous and collective voice which continually improves conditions and the culture of our workplaces and communities. **We join the voices of our members, the Queensland Youth Housing Coalition and the sector to immediately increase funding to specialist youth homelessness services by 25%.**

This **necessary increase in funding** will stabilise the current system for homeless and at-risk young people. For our members working in these services, this **investment will increase the capacity** of services, including the ability to operate a two-person worker model where required, most commonly in communal 24/7 fully supported accommodation options.

**CURRENTLY, THERE ARE 29 FUNDED SPECIALIST YOUTH HOMELESSNESS SERVICES WITH 24/7 COMMUNAL SERVICES (SHELTERS) WITH A ONE-WORKER MODEL.**

Authorised by Neil Henderson, Branch Secretary, Australian Municipal, Administrative, Clerical and Services Union Queensland (Services and Northern Administrative Branch), AMSN NO. 351 955 953. Queensland Services Division, 100 Victoria Road, Brisbane, QLD 4000. Tel: 07 552 852 100. Funding by The Services Union.

## Questions and responses from Shelter Staff members at Roseberry House and Jacks House about a two-person model.

*\*Note: Roseberry House have obtained a one-off increase in funding for an additional staff member to support the Shelter during evening shifts about a two-person worker model:*

**Do you feel safer with a second staffer on at the shelter?**  
*Yes I feel safer with a second staff on during the higher pressure hours of the afternoon.*

**Do you feel more secure knowing that you have extra assistance on those shifts?**  
*Yes especially with a full house, its difficult to complete all the tasks and ensure I have enough time for client engagement.*

**Do you feel as though your client engagement has increased as a result of having a second staffer?**  
*Yes the ability to engage with all clients is now much easier and allows us to build and maintain rapport better.*

**Do you feel as though client outcomes are improved as a result of having a second staff?**  
*Yes I find it easier to complete case management and build rapport whilst there is a second staff present.*

**JOIN US TO STAND TOGETHER FOR SECURE JOBS, FAIR PAY, AND SAFE WORKPLACES. JOIN YOUR COLLEAGUES TO BE PART OF THIS ACTION TO STRENGTHEN QUEENSLAND SPECIALIST YOUTH SERVICES.**

**WE ARE ALWAYS BY YOUR SIDE.**

*Join Us!* [bit.ly/joinus2StrengthenQldSpecialistYouthHomelessnessServices](http://bit.ly/joinus2StrengthenQldSpecialistYouthHomelessnessServices)

# QYHC and The Services Union

The Services Union campaign kicked off in July 2023 and continued to grow with allies across Queensland joining in support of Specialist Youth Homelessness Services (SYHS). We're requesting an increase to 2 workers for our 24/7 communal services for young people. Also, a 25% increase in funding across SYHS to ameliorate the decades without funding increases. Such an increase will also enhance the capacity of Specialist Youth Homelessness Services to respond to the growing needs of young people

who are experiencing homelessness or are at risk.

A 20% uplift was achieved for all specialist homelessness services which was a fantastic outcome. So too was the uplift and expansion for 24/7 Immediate Supported Accommodations Services to bring equity across the sector and afford Specialist Youth Homelessness Services the capacity to respond to the diverse needs of young people.





# Queensland Media Club

QYHC attended a Queensland Media Club luncheon featuring our Housing Minister, Hon Meaghan Scanlon speaking on Queensland's response to the housing crisis. A succinct update of an action packed 12 months since the Housing Summit. So much has happened. Still so much to do as we navigate a national housing crisis and the complexities of building homes as fast as the population and need grows.

Minister Scanlon spoke to her desire to "put people back at the heart of the housing system." We needed 77 thousand additional dwellings just to accommodate the increasing population. Increasing costs for remote areas are significant with builds in remote areas costing up to 1 million dollars. She will continue to advocate for Queensland's fair share of the national budget regardless of what government is in power.

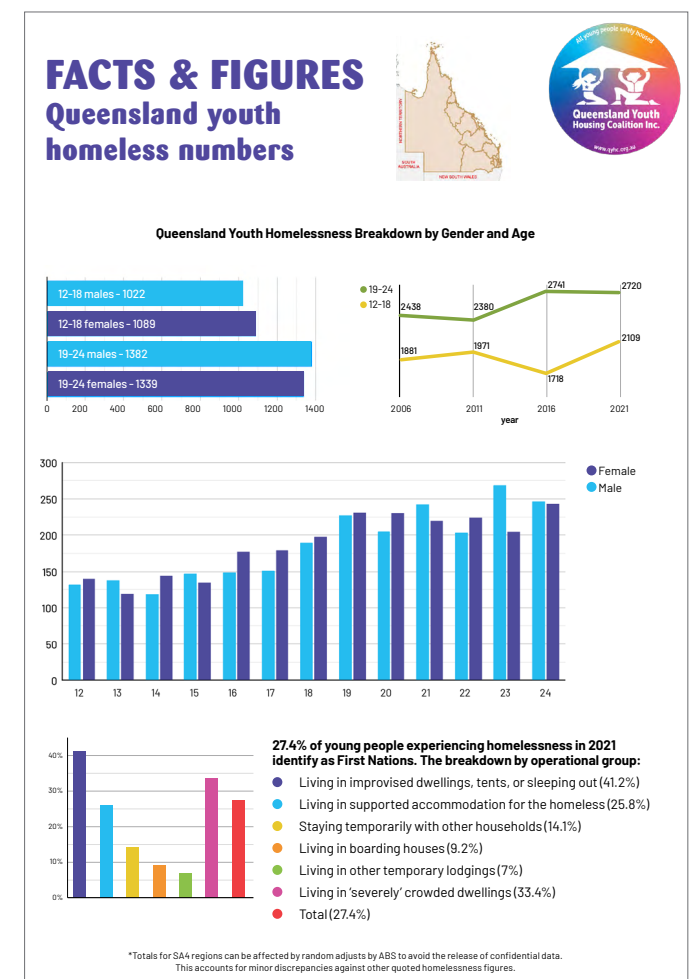
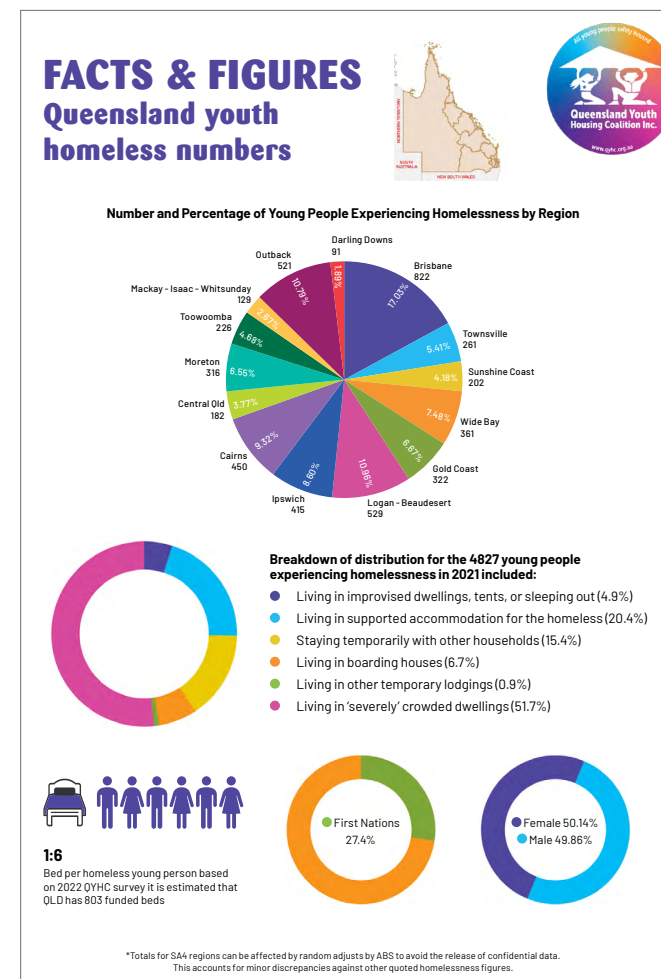
We're building 10 new homes a week and have been doing so for the past 3 years. Several innovative options have been rolled out including our own factory-made builds that allow for construction in a matter of weeks.

"Everyone deserves the safety, security and dignity of a place to call home" said Minister Scanlon. "We're giving more latitude to have granny flats on properties, rental packages and there will be 14,00 new homes by 2027." She also acknowledges that some need extra wrap around support alongside housing. Certainly, the case for many young people. The possibility of a code of conduct for Real Estate agents and the commitment to continue to buy up NRAS homes were also topics of conversation. A big thank you Services Union for your hospitality!

## 2021 ABS Homelessness DATA

The much-anticipated 2021 Homelessness Data from the Australian Bureau of Statistics stemming from Census night 2021 went live in April 2023 and several instalments followed over the next couple of months. From June to August we prepared our statewide fact sheets circulated to Specialist Youth Homelessness

Services (SYHS) and key stakeholders and made them available for all on our website. With these statistics now available we were then able to complete the data in our Queensland Moving Forward – All Young People Safely Housed Report.



You can find all our region by region fact sheets on our website:  
[QYHC Fact Sheets - Queensland Youth Housing Coalition](#)

# Queensland Moving Forward All Young People Safely Housed Report

The Queensland Moving Forward – All Young People Safely Housed Report (QMF Report), the result of the Mapping and Modelling Project, was slowly simmering away in the background for much of the year whilst we crunched the 2021 ABS data, the final addition to the research. This project of Queensland Youth Housing Coalition (QYHC) in collaboration with the Specialist Youth Homelessness Services (SYHS) aimed to identify what's in place for homeless and at-risk young people in Queensland and ensure contemporary responses to their needs. This includes housing and support options that address the myriad of needs young people encounter. This involved mapping what is in place, identifying improvements and recommending further housing and support options. Periodic meetings were conducted in 5 regions across Queensland as well as individual service interviews with every Specialist Youth Housing service to gather the relevant data.

QYHC conducted a literature review. Articles and publications were reviewed, and key topic searches included understanding the current and historical policy context of homelessness in Australia and internationally; recognising key drivers of youth homelessness; identification of strategic approaches undertaken to address homelessness; determining developmental considerations and barriers for homeless young people; case studies of innovative housing models and understanding young people's participation. Particular attention focused on the Australian context and to research published within the last 5 years.

QYHC analysed all the data that was captured from the interviews with the Specialist Youth Homelessness Services across Queensland. Data was examined to gain an understanding



of organisations/services perceptions and motivations. Young people were consulted to ascertain their experiences and thoughts about what is needed for young people moving forward.

This research has continued to be updated whilst informing government on the needs of young people who are experiencing homelessness or are at risk. This research has led to significant investment in the youth housing and homelessness sector through Towards Ending Homelessness for Young Queenslanders and initiatives for young people in Homes For Queenslanders, and the development or expansion of many programs of service delivery.

## Homes for Queenslanders

We were delighted to attend the announcement for HfQ in February at 3rd Space where Premier Miles, Deputy Premier Dick and Minister Scanlon announced an historic \$3.1billion investment into Queensland's housing system. Premier Miles noted that Homes for Queenslanders includes various measures that aim to support:

- Housing Affordability
- Rental Market
- Home Ownership
- Social Housing
- Homelessness
- Legislation and Reform



housing and support for young people who are studying or working. The first additional youth foyer will be delivered in Cairns (more below), followed by two more in Moreton Bay and Hervey Bay with further work to be done to identify five more sites across the state.

- Youth Support Centre (Brisbane)
- Eight new supported accommodation services for young people experiencing homelessness
- Extra workers at night for identified temporary supported accommodation sites
- New mobile services to help young people both in their homes and public places to find and keep housing.



Minister Scanlon refocused the Housing Roundtable to an implementation taskforce of key stakeholders to achieve improvements in the housing system. QYHC was pleased to remain a part of this important task-force. HfQ benefitted young people through:

- 20 per cent funding boost for frontline homelessness services
- Youth Subsidy - making it financially possible for community housing providers to house more young people
- Eight new youth foyers providing stable

General housing supports of benefit to young people:

- \$160 million Renters Relief Package
- Portable bond scheme
- 53,500 new social homes by 2046
- Expanding critical housing response funding to individuals and couples
- More temporary supported accommodation in the regions.





# Youth Homelessness Matters Day (YHMD)

Wednesday 17th April was [Youth Homelessness Matters Day](#), a day to celebrate the resilience and capacity of our young people who experience homelessness and to recognise that we've come quite a way in Queensland in responding to youth homelessness recently. In Queensland we worked with the sector and young people to develop our annual YHMD Poster, presented to Minister Scanlon who spent significant time in Parliament House having an in-depth conversation with QYHC's youth representative, Julia.


QYHC joined with Yfoundations and many other colleagues around Australia who form the National YHMD committee. This group works on the development of campaign messages, materials and resources. Last year the focus was the campaign to ensure a national strategy to end child and youth homelessness to ensure the needs of children and young people are prioritised. The petition gathered over 10,000 signatures.



A member of YHMD Committee penned a really important piece in The Guardian

[Yes, we see you. Why a national plan for homelessness must make thousands of children on their own a priority \(theconversation.com\)](#)






**Queensland Youth Housing Coalition Inc.**  
 with Specialist Youth Homelessness Services

**YOUTH HOMELESSNESS MATTERS DAY**

# YOUNG PEOPLE

*Experiencing Homelessness*

# MATTER



YOUNG PEOPLE NEED CONNECTION

## ALL YOUNG PEOPLE SAFELY HOUSED

*we can end youth homelessness*

National Child and Youth Housing Plan **SIGN THE PETITION**

# PLATFORM 1225


2024 CONFERENCE AND WORKSHOP

MAY 15TH & 16TH

# RYDGES

SOUTH BANK

SCAN TO REGISTER





# Platform 1225, 2024 Reflections

Platform 1225, May 15th, was an action-packed day with brilliant presentations and an abundance of expertise shared throughout panels and express podiums. The usual good will and spirit of generosity returned with the youth sector this year. A round up of presenters sharing expertise - academic, lived and practice based ensured no one could hear a pin drop.

The truly respectful scene was set in large by Aunty Brenda Matthews who shared her story and inspired all in the room with messages of recovery, personal responsibility, role modelling, leading and sharing. Her story is that of the nation's - one of trauma and a journey to recovery, one that begins with truth, telling the truth and working through the pain of the truth to understanding and a reflection of the core.



Each year, we set the platform as an introduction to the conference - this year we were keen to remind everyone of the importance of young people's voices, and the importance of all of us using our voices especially when we have expertise to share, and important stances to take. We've talked lately about how often, even in workplaces focused on young people, our voices can be silenced, especially young people's and young professionals.

If we are going to genuinely be advocates, sometimes we'll ruffle feathers even when being respectful. The saying 'speak even when your voice is shaking' can also include -

'speak - even when no one is applauding. Quite the contrary, they may be booing' - but it's still important to speak what's true and stand up for those who aren't yet ready to do so themselves.

We're also keen to keep in mind always the importance of checking our own biases and assumptions and calling out the stigma that still exists about young people across so many of our systems - from Out of Home Care to Mental Health to Homelessness experiences - young people talk constantly about how hard it is to be judged and stigmatised because of circumstances beyond their control. If we scratch the surface of that, it's madness making. It's nonsense and it needs to be called out. Finding a way to advocate for young people and build a relationship with them is core to the feedback from young people.

The feedback we hear most often from young people - and we can't say this often enough - it's a point we all need to celebrate and continue - is the value of workers. Workers matter. How workers treat young people matters most. When workers role model gentle guidance and kindness they can make a huge impact. QYHC is inundated by positive feedback from young people about workers no matter where in Queensland we go. It's inspiring and it's something we need to ensure we continue to grow - a strong workforce of competent and compassionate workers like many of those in our sector today.

Assistant Housing Minister, Ali King, spoke generously of QYHC and Specialist Youth homelessness services as crucial elements of the Miles government, particularly under commitments of the Towards Ending Homelessness for Young Queenslanders and Homes for Queenslanders. She spoke of the need to bring young people's lived expertise along with us - nothing about us without us. Person centred - untied funding is important.

She congratulated young people and the sector for being at Platform 1225 and said that in some cases we're speaking truth to power: *"It's hard to speak up when systems haven't always served you well"*.

She spoke of her pride in Homes for Queenslanders and the significant pressures on the housing market by various factors, most notably intra state migration. She spoke of the inspiration from young people who use our services and offered an overview of recent enhancements to the sector.

Aunty Brenda Matthews told her story of loss, disconnection and abandonment as a young Aboriginal Child stolen from her family in February of 1973. A family finally able to demonstrate after years of advocacy and fighting to have their children returned, that they were not negligent - upon removal all 7 children passed their health checks and Brenda's parents had no idea what they did wrong.

Brenda's story is also one of hope, reconciliation, and healing. After being removed one day in February when her father went to work and her Mum heard a knock at the door, opening it changed their lives forever. It's the heartbreaking story of the stolen generation we've heard many times before but continue to manage to keep a distance from. For all the heartbreak, this is a stark reminder of the way we do business - sometimes it's simply not OK!

Torn between 2 worlds, returning home was as traumatising as leaving - remembering another family and feeling a stranger with her family of origin, the road ahead was peppered with challenges, trauma and unending questions of

identity, mostly dual identity. The answer for Aunty Brenda was to find the truth, tell the truth, own her anger and hurt and work through it. She was determined that her family's hurt end with her. She never wanted her children to see the haunted look she saw on her Mum's face and began to recognise on her own. She didn't want hurt and pain to be her reflection. In her search for understanding she came to realise you can change when you understand your story.



*"No-one wanted to take responsibility for us being taken away, I had to reflect on myself. Often we're afraid to go back because the truth hurts us but the truth will also set you free. It has to be a heart condition, when you change your own heart. Once we understand we can start sharing. Lived experience helps us all - we all have one!"*

*Reciprocal relationship humanises and humbles us instead of politicising. It's an empowering experience to make the decision to change your own internal narrative."*

In a sea of emotions feeling lost and untethered her healing came from connecting to country and recognising the resilience of Elders who've walked before. She sees her whole story as a reflection of this country. **"My history has become my victory".**







Professor Cameron Parsell thanked Auty Brenda for her profoundly powerful presentation.



Professor Parsell is a voice of reason in a complex homelessness conversation, that probably need not be so complex! His offerings on the status quo and solutions are very much needed. Professor Cameron Parsell argued that ending homelessness requires societal transformation.

He noted that the 2008 white paper used the language of ending homelessness, now the Commonwealth government uses language of addressing homelessness – it's different and far less ambitious. OECD says that homelessness can accelerate death by 35 years. That's a sobering statistic.

*"Homelessness makes your life dangerous; those who experience it normalise constant threat. They're often victims of crime and sometimes need to perpetrate violence to create safety. It's profoundly bad for relationships, most notably it severs relationships between parents and children."*

There are human consequences of homelessness:

- Relationships are at the core of what's important.
- Identified as homeless people – important in terms of stigma and putting 'other' on them – with low expectations.
- Forcing people into dependent relationships which is highly problematic when the aim is interdependence.

- It makes it hard to engage as expected as members of society.

The most poignant reality of all that needs to matter to all – homelessness is a societal failure that produces human suffering. We can end homelessness though housing first. Safe with a closed door and kettle to boil is a sense of control to organise the predictability of life and feel safe. Then they can make choices about supports and engagement with services – once they feel safe and their days are more predictable.

He couldn't stress the importance of permanency enough – 75% of people provided with permanence in housing left at some point. Permanency and security is the stability to create opportunities and readiness to work on what's next.

Professor Sike Meyer overviewed one of the most perplexing issues for youth services – the many facets of domestic and family violence and its specific and unique impact on young people. Placing young people front and centre in domestic and family violence prevention and healing she noted the importance of recognising children and young people as victim/survivors in their own right. This includes children recognised as victims even where DFV is not 'directed' at them; recognising that 'Witnessing' DFV has significant effects on social, emotional & physical development; 'Witnessing' does not require being in the same room and that Children's involvement in DFV beyond 'witnessing' (e.g. coercive control).



Professor Meyer spoke to additional vulnerabilities across various cohort of young people including those with disability and LGBTIQ+ young people.

Young people stated their needs as – somewhere to go, someone safe to talk to. The importance of safe school cultures was highlighted also.

We're not yet responding in a way that is young people centric or even young people friendly. We minimise the impact of dating violence on young people and neglect to intervene and offer appropriate supports to those who've experienced DFV at home, a key reason for young people becoming homeless.



QNADA's Rebecca Lang spoke to Reducing harms associated with drugs – opportunities for improved system responses to young people. She reminded us of the importance of language: *"drugs are used, they can't be abused – because they don't have feelings."*

The Services Union's Jennifer Thomas echoed young people in talking to the importance of the workforce, in particular ensuring that workers are well skilled, safe and supported. She spoke to the youth sector workforce campaigns with QYHC and YANQ and the collective commitment to ensure a well-resourced, robust and capable workforce.

Across all presentations at Platform 1225 this year, central themes emerged – serendipitously uniting the sector in what's next. These themes

and the key messages of the day were impactful for our SYHS workshop on day 2. Personal and collective responsibility. We need to be individuals prepared to do what we need to be holistically well, organisations need to be committed to the same, as do governments. We can look to government to resource us but we as communities have the solutions – place by place, for us with us. We all have a story and we all have lived experience, it's our responsibility to understand our own story, learn and reflect. We all experience and carry trauma, hurt and pain. Aunty Brenda asked: *"How do you navigate yourself and your own hurt and pain and lived experiences? When we navigate that space, we can lead by example and support others."*

Reciprocal relationship and connection are the way forward across all our communities. Relational and reflective practice were key priorities – yet again! As did place based responses.

Young people spoke to the importance of workers, those who go the extra distance, listen and understand. They also highlighted that all young people need support and guidance, regardless of trauma-based behaviours. Those committing crimes are often the most hurt and marginalised young people who have fallen through the cracks. They need guidance and hanging in there with them the most. The earlier we meet their needs, the better for all. Engaging with young people is so important – in whatever capacity we work - we need to engage, relate,

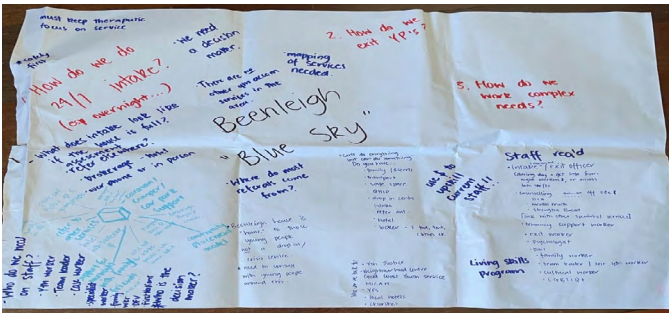






Platform 1225 SYHS Workshop

Hot on the heels of our Platform 1225 Conference, we welcomed the specialist youth homelessness sector back to Rydges Southbank the following day to engage our brains trust in workshops focused on the needs of young people. SYHS staff from around Queensland as well as some representatives from youth services in New South Wales dove into the topics of key messaging, election asks, under 16s, meeting the varied needs of young people and workforce development. Supported by the QYHC team, each table discussed and answered key questions whilst reflecting on presentations from Platform 1225.



Young people being front and centre in decisions about them was a central theme. So too was the importance of place-based planning with wrap around support. There was a strong call from workshop participants for all services to have brokerage funds. The need for early intervention and prevention programs with a focus on family support and domestic and family violence were highlighted once again.

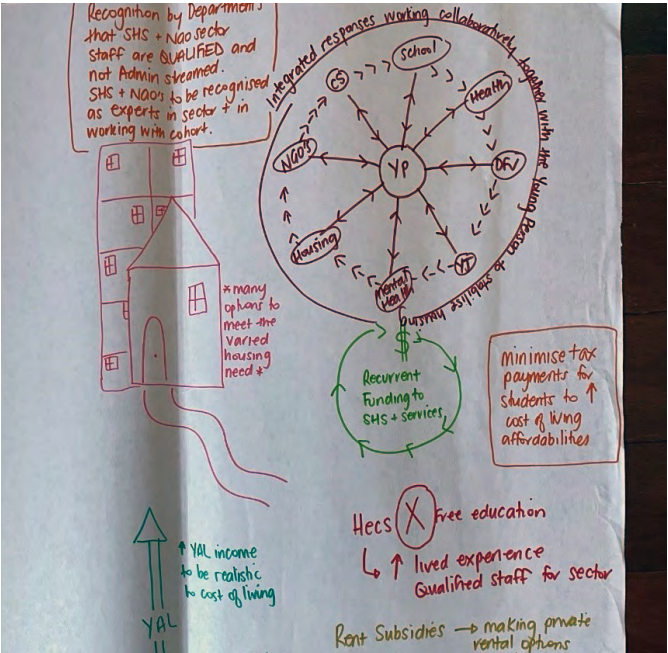
We presented a suggested model of support for the under 16s cohort which generated great discussion and debate. Services that focus on the age group of 12 to 15 year olds are a major gap. Guardianship and legal concerns were discussed. The most

impactful response is early intervention. Services need to be working with families, in particular young families and providing parenting support.

The workshop gave QYHC the opportunity to introduce the Immediate Supported Accommodation Expansion (ISA) Program to the wider sector. Workshop participants provided QYHC and the ISA Expansion 5 sites with insights into developing the model and best providing support to young people with multiple and complex needs.

After a morning of discussion, the afternoon provided workshop participants with the opportunity to be creative and design materials that could be used in QYHC's ending homelessness for young people campaign. We have a multi-talented workforce who came up with fantastic logos, memes and campaign material. We used these materials in our mail out to all the local candidates for each electorate in the state election.

We look forward to bringing the sector together again in 2025. There is always an energising vibe in the room, and we love having the opportunity to be together.



Platform 1225 SYHS Workshop



More Platform 12 25 photos





# Immediate Supported Accommodation (ISA) Expansion

DHLGPPW funded five existing Immediate Supported Accommodation (ISA) services delivering 24/7 onsite support to young people to expand their programs to meet the unique needs of their regions. This allows organisations to ensure that there are two workers onsite during identified peak periods of service delivery as well as provide 24/7 intake. It also increases the capacity of organisations to accommodate young people with varying support needs.

The ISA providers are in the priority regions of Cairns, Logan, Mount Isa, Moreton Bay and Rockhampton. The ISA Program Expansion funding meets commitment HP5 and HS6 of Towards Ending Homelessness for Young Queenslanders 2022-2027. These commitments are:

- Work with young people and Specialist Homelessness Services (SHS) that deliver Immediate Supported Accommodation to better respond to the diverse and complex needs of young people, be trauma-informed, accessible, and culturally responsive.
- Invest in additional SHS to support more young people over four years in their home, temporary living situations, community settings or public spaces, with services funded specifically to support young First Nations peoples.

To inform the development of the ISA Program Expansions, QYHC facilitated a range of place-based engagements with the identified ISA service providers for each location; young people with a lived experience of homelessness and those residing within the ISAs; local sector representatives and government and non-government organisation stakeholders.

The ISA expansion model will enhance services with two workers on shift, 24/7 intake, and a range of support roles to address the complex and varied needs of young people. The exception is Cairns, where two ISAs are involved—each site will have only one overnight worker and no out-of-hours intake and assessment.

ISAs will continue to accept referrals from various community sources. Each site will have an onsite coordinator/team leader. A senior practitioner will be responsible for case coordination and decision-making on each shift. A youth support worker focused on case work will also be scheduled. The focus will be on responding to the individual needs of each young person. The development of living skills, education/work readiness, and tenancy readiness will benefit all young people. An intake and assessment worker will be available at the ISA. This worker may also coordinate follow-up with young people waiting to enter the ISA and those who have exited.

Other support role options include:

- Domestic and Family Violence Worker
- Family Support Worker
- Specialist staff in cultural support and LGBTIQ+
- Off-site counsellor specializing in AOD and mental health
- Off-site counsellor providing therapeutic/generalist counselling

Additional elements of the ISA expansion model include providing outreach/mobile support to young people waiting to enter the ISA or other accommodation options and offering brokerage to support young people with immediate needs such as food and toiletries. IHR funding will play a crucial role in the ISA expansion model, particularly the 24/7 intake component. Two ISA services also have IHR funding. For the others, partnership agreements and clear protocols are being established.

The ISA Program Expansion provides resources and opportunities for the sector to address the more challenging presentations of young people. While its implementation has been rapid, we acknowledge that change management requires time. Therefore, ongoing support for each organisation is necessary as they navigate, document, and actualize changes in governance, management, and frontline practice. Some challenges will be common across all sites, while others will be region-specific. QYHC will continue to support the ISA expansion services throughout the implementation process, serving as the initial point of contact for any questions or points of clarification.

QYHC has established a Community of Practice for managers, team leaders, and practice leads of the ISA services. Once the ISA expansion model is embedded in each region, it is expected that frontline staff, such as case managers, will also participate. Initially, these sessions will focus on sharing developmental and establishment processes and will likely evolve to address practice-based considerations, such as presenting and discussing case studies. These sessions will be held monthly.





# Putting Queensland Kids First

QYHC was pleased to attend the Queensland Leaders Forum, May 30, on delivering better social outcomes and early years intervention. Hosted by Premier Miles, it was a great presentation of the early intervention and prevention initiatives prioritised in the budget's \$502M plan. There was significant input from First Nation partners in the presentation and program and some really heartening ventures in early intervention for Indigenous and mainstream communities.

For young people this means housing and support options and the capacity to access the plethora of other offerings too.

Young parents experiencing homelessness are a growing cohort. QYHC, with our sector and departmental colleagues have long raised our concerns for young parents. It's great to see their inclusion in these investments!

Investments include:

- \$65.5M for sustained health home visiting and antenatal support
- \$18.4M to support healthier pregnancies, including health risk screening during antenatal care
- \$11.1M to connect parents with essentials for thriving babies
- \$9M for housing and holistic support for pregnant and parenting mothers
- \$4.1M to expand weekly text messages to support child development and parental wellbeing

Investments in supporting families and communities include:

- \$29.9M to embed Early Childhood Coordinators with existing child, family and community services
- \$20M for family and early years school-based hubs in Aurukun and Kowanyama

- \$11.6M to support tenancies for young parents with wraparound support including parenting education
- \$10.4M to enhance mental health support for parents, partners and families
- \$5.4M to support Neighbourhood Centres to combat the effects of isolation and loneliness

Responsive support for healthy development and positive life courses:

- \$71.4M for enhanced child health development checks in priority locations in the first 5 years of life
- \$56.6M for Enhanced Child Development Services in priority locations to improve the health and wellbeing of children with developmental concerns
- \$9.9M for improved children's hearing screening and diagnostic services in priority locations
- \$3.6M for housing and support link services for young mothers, babies and families
- \$2M to strengthen family connections through an early intervention program for families experiencing complex challenges.

Life and learning steps investment:

- \$67.3M for Behaviour Specialists in priority primary schools to support engagement in learning
- \$42.7M for Family Support coordinators in primary schools to support organisations from early childhood for a confident start to learning at school
- \$26.2M to extend free kindy up to 30 hours per week for four-year-olds in discrete communities
- \$10.7M for health practitioners in 20 priority primary schools







Budget day June 11th had plenty of good news for young people.

Most of the youth housing and homelessness news for our sector had already been delivered so no great surprises but acknowledgement of the support for renters, first home buyers and many initiatives to speed up building for the big build of \$3.1B.

Some wins for young people in terms of 50c fares, education initiatives, especially for young people needing social supports in school. The various cost of living relief announcements will impact young people positively too. In particular, \$15 Million for the school and community food relief fund.



30,000 new Free TAFE places are being provided in 2024 through to 2026 by the Australian and Queensland governments. This gives more

Queenslanders the opportunity to skill-up for future jobs in areas where they are most needed. Certificate III in Electrotechnology Electrician has been the state's most popular course at TAFE with over 5,000 students commencing their apprenticeship in 2023.

## Contracts Reform

For our sector the significant new and exciting announcements were contract and workforce related, another aspect we've worked on with government and the Services Union.

1. Contracts have a default 5-year initial term
2. 6 months' notice in writing for contracts that are to cease, not be renewed or substantially reduced
3. For contract renewal contracts will be offered within 3 months before the previous end date
4. Permanent employment of workers shall be priorities, along with entitlements
5. Workers will be appropriately classified and receive training, within safe working models
6. Contracts will support community service organisations to develop and implement local approaches
7. Multiple contracts will be streamlined and work towards possible management by a lead agency
8. Contracts will be indexed in accordance with indexation policy.
9. The NGO indexation rate in 2024-2025 was noted as 3.94%



## SYHS and QYHC meetings

QYHC meets monthly (or as needed) with SYHS around Queensland. Attendance is consistently representative of a majority of SYHS which allows for robust conversations and genuinely representative perspectives to be shared. We really appreciate the engagement of our colleagues and their willingness to continue to take time out of hectic schedules with multiple competing demands to ensure we're up to date with happenings and specific needs of regions across the state as well as statewide.

## QYHC's Under 16s workgroup

Through QYHC's work with SYHS, research, conversations with key stakeholders and many youth organisations, young people under 16 are consistently noted as the most vulnerable cohort in the service system and the group of young people most underserved. These are the young people for whom we have neither the answers nor the responses to meet their needs. A response across housing and child safety to support young people under 16 who cannot live at home and are not formally in the care of the state is necessary and urgent across all Queensland regions. Ideas put forward so far to assist with this cohort of young people are: assertive outreach/collaborative approach/ high level case coordination for young people/ youth justice prevention and early intervention/ child safety policy on under 16s. Ultimately the issue lands with – who is responsible? If SYHS

are going to be involved, additional responses are required including income support for young people who can't access Centrelink and ongoing advocacy. QYHC's Under 16s Working Group is a group of experts who are passionate about finding an answer for this vulnerable cohort of young people. The group meets on a 6-weekly basis to discuss key issues such as guardianship, delegation of authority, insurance and liability. The goal of the group is to make recommendations and propose a model of housing for this cohort.

## HfQ Implementation Taskforce

Following the announcement of Homes for Queensland (HfQ) in February, the Premier's Roundtable was replaced with the Minister's HfQ Implementation Taskforce, a group of key advocates and stakeholders supporting government in the implementation of HfQ. QYHC is pleased to be part of this taskforce to meet with Minister Scanlon, her Director General and Deputy Director Generals, senior staff and Queensland peak and industry experts across various fields from construction to homelessness – all working together to resolve the housing crisis, ensure more homes for Queenslanders and to work to respond holistically and effectively to Queenslanders most impacted by the housing crisis and experiencing homelessness. Young people as a particularly vulnerable group were highlighted through both the previous Premier's roundtable and the HfQ Implementation Taskforce.



## Youth Justice Reference Group

QYHC is a member of the Youth Justice Strategy Reference group. The reference group provides advice in relation to Youth Justice which identifies whole-of-government and community actions required to reduce youth offending, re-offending and remand in custody. We meet regularly with Minister Farmer, Director General, Bob Gee and senior staff. This has been a particularly complex space this year with a myriad of changes and many difficult terrains to navigate, including but not limited to community sentiment.

Due to the volume of work to undertake, several working groups were formed. QYHC became members of 3 Youth Justice work Groups – Approaches for 10–13-year-olds in the youth justice system, therapeutic programs and interventions, support for families and victims working group. It was fantastic to see such a diverse group of invested stakeholders

offer expertise, debate solutions, focus on evidence-based programs of intervention and advocate for the human rights of young people. Recognising the trauma, disability and complex environments young people have experienced prior to offending was important to provide context. The willingness of government and stakeholders to be open to feedback and critique was in the spirit of improved outcomes for young people and communities. This is a significant investment but an important one. It is heartening to see the data show improvements in this space. These will continue to grow as early intervention and prevention programs bear fruit.

We're looking forward to further robust conversations and balanced discussions in various domains about young people and the layers of disadvantage that impact behaviours.

## A QYHC Chat Newsletter



Our monthly newsletter is our regular correspondence to over two thousand subscribers in our sector and communities across Queensland. 2023 - 2024 editions:

- [Time for a QYHC chat July](#)
- [Time for a QYHC chat August](#)
- [Time for a QYHC chat September](#)
- [Time for a QYHC chat October](#)
- [Time for a QYHC chat November](#)
- [Time for a QYHC chat December](#)
- [Time for a QYHC chat January](#)
- [Time for a QYHC chat February](#)
- [Time for a QYHC chat March/April](#)
- [Time for a QYHC chat YHMD edition](#)
- [Time for a QYHC chat May](#)
- [Time for a QYHC chat June](#)

Find all past and future editions here:  
[Media and Publications - Queensland Youth Housing Coalition \(qyhc.org.au\)](#)





# Networking

A significant amount of time is spent meeting with organisations and networking with non-government and government agencies. Below is a snapshot of our regular meetings over the past year:

## Queensland Peaks Network (QPN)

This network is facilitated by Queensland Council of Social Services (QCOSS) and brings together Queensland peak organisations to discuss issues and work together on matters that impact the community sector. This important network provides the opportunity for all the peak organisations to share thoughts and problem solve, focusing on key issues that impact our organisations working with Queensland's most vulnerable.

## Cairns Youth Housing and Homelessness Network

Youth Homelessness Working Group. This working group brings together services and support agencies working with young people experiencing homelessness in Cairns. QYHC has stayed connected with regional challenges and developments in part through this network whilst being able to keep members up to speed with our statewide work. QYHC provided support to this network in the initial stages of the youth foyer as well as other proposals for housing and support for young people.

## Mt Isa Housing Network Meeting

This network brings together representatives from non-government community agencies and all levels of government with a vested interest in improving housing provisions and preventing homelessness across Mount Isa through a cohesive and coordinated approach. QYHC has remained informed on the region's challenges and developments through this network, also

being able to ensure its members are up to date with QYHC's statewide work. QYHC has assisted the network with connecting and collaborating to support young people with multiple and complex needs.

## Logan Housing and Homelessness Network

QYHC is given the opportunity to present updates at each of the Logan Housing and Homelessness Networks. We've maintained an ongoing connection to this network of Housing and Homelessness services and associated organisations. We are fortunate to have many engaged colleagues in this region and network. There's significant need in this rapid growth region.

## CHQ Sponsored Collaborative – Supporting Advocacy for Youth (SAY)

The Children's Hospital Queensland (CHQ) Sponsored Collaborative – Supporting Advocacy for Youth aims to foster cross-sector and interagency cooperation to enhance care pathways. Facilitated by Queensland Health, it seeks to consolidate expertise and promote initiatives that reduce inequities and improve health and wellbeing outcomes for young people aged 12-25 facing disadvantage. It is focused on identifying support needs across various sectors. QYHC's involvement in this collaborative has allowed us to support innovation, collaboration, and practice improvement for a socially complex adolescent cohort.



## Ipswich Housing and Homelessness Network and Youth Interagency

Connecting in with the Ipswich Housing and Homelessness Network and Youth Interagency meetings has provided QYHC an opportunity to keep a grassroots focus, and offers insight into the unique community collaborations that are making a difference in housing and support outcomes for young people and the broader community. These gatherings also provide QYHC an opportunity to note emerging trends, build relationships, support and promote housing and homelessness initiatives, contribute research, and to relay information to the relevant stakeholders.

## Inner Urban Youth Interagency

QYHC has engaged with the Inner Urban Youth Interagency, organised by the Brisbane City Council. These gatherings unite youth and community sector organisations to coordinate services and address the needs of young people. Each meeting features a guest speaker and offers a platform for attendees to share information and discuss emerging trends. Given the centrality of housing issues for young people QYHC is welcomed by youth services working with young people encountering housing issues with their clients.

## Brisbane South Youth Interagency

Facilitated by the Brisbane City Council, the Brisbane South Youth Interagency unites youth and community sector organisations to coordinate services and address the needs of young people. Each meeting includes a guest speaker and provides a forum for attendees to share updates on their services and discuss emerging trends. Our participation was especially valued as many services were experiencing housing issues with their clients.

## Brisbane LLA - Responses for Families – Education (School Disengagement)

The Brisbane Local Level Alliance (LLA) – Education (School Disengagement) brings together a variety of services addressing issues that affect children, young people, and families. Its member organisations are dedicated to working collaboratively to improve outcomes for families, particularly those facing disadvantage. The alliance includes government, community, and for-profit agencies from sectors such as education, health, justice, and social services. Its goal is to unite services to find the most effective, timely, and appropriate responses for families with complex needs. Additionally, it aims to enhance collaboration and information sharing between services with the goal of improving families understanding of the options available when school disengagement barriers are present.

## Queensland Foyer Invest Working Group

QYHC is a member of this partnership initiated by the Foyer Foundation, bringing together youth services, community housing providers, philanthropists, and impact investors. The collective aim is to offer more young Queenslanders the opportunity of safe, supported housing combined with integrated education, training, employment, and life skills support. This is an ongoing collaboration of stakeholders committed to Youth Foyers and allows for current and emerging providers to share learnings and expertise.



# Campaigns

## Make Renting Fair in Queensland (MRFQ)

QYHC is a member of a diverse coalition of peaks and community organisations that launched the Make Renting Fair in Queensland campaign to advocate for progressive tenancy law reforms. In May 2024, the Residential Tenancies and Rooming Accommodation and Other Legislation Amendment Bill 2024 was enacted, a significant advancement with notable improvements for Queensland renters. However, the reforms did not address three crucial issues needed to enhance stability and affordability for renters across the state. MRFQ remains committed to campaigning for:

- Limiting the amount that rents can rise
- Truly ending without grounds notices to leave (by prohibiting the use of 'end of a fixed term')
- Energy efficiency minimum standards

QYHC attends fortnightly meetings and consistently shares and advocates for MRFQ's asks in our newsletters and on social media. QYHC strongly believes in ensuring a rental market fair and accessible to all Queenslanders, recognising that young people are a particularly vulnerable group in this competitive market.

## Raise the Rate For Good

ACOSS's Raise the Rate for Good campaign is crucial for addressing poverty and inequality in Australia. This campaign aims to increase the social security safety net to help alleviate poverty. Currently, many individuals are struggling below the poverty line due to insufficient income support payments. For instance, the JobSeeker Payment is only \$50 a day, and Youth Allowance is even lower. The cost of living impacts young people who experience homelessness in a very real way. Addressing poverty goes some way in establishing a fair start for our young people.

QYHC consistently emphasises to government

and stakeholders that poverty is a major precursor to homelessness. Providing adequate income support for young people to keep them above the poverty line is vital. QYHC strongly supports the Raise the Rate for Good campaign, as it is essential for reducing poverty and inequality in Australia.

## HomeTime

HomeTime is a nationwide initiative aimed at addressing the housing crisis faced by nearly 40,000 children and young people in Australia who have no place to call home. It is a coalition of community services, peak bodies, researchers and young people. The campaign advocates for various housing models, including Youth Foyers, Housing First programs, and other specialised youth housing solutions provided by dedicated organisations. The Home Time Action Plan urges federal, state, and territory governments to:

- Establish and maintain a national reserve of 15,000 dedicated youth tenancies.
- Offer integrated support services to help young people achieve their goals and transition to independent living.
- Close the rental gap to ensure sustainability for housing providers and landlords who offer tenancies to formerly homeless youth.

QYHC endorses the HomeTime campaign, because all young people need to be safely housed and supported to stabilise their lives and achieve independence. QYHC continuously advocates to government for more housing models for young people.

## Everybody's Home Campaign

Everybody's Home is a nationwide initiative aimed at tackling the housing crisis. It advocates for a collaborative effort to urge the Australian government to restore balance in the housing system, ensuring that everyone has a place to call home. Key actions include increasing the availability of social and affordable housing and

providing immediate support for Australians facing severe rental stress. The Everybody's Home policy platform includes:

- Ensuring access to safe, decent, and affordable housing through the expansion of social housing
- Guaranteeing improved security for renters by establishing a consistent set of basic rights in Australian rental laws
- Offering immediate relief to those in housing stress by boosting and broadening Rent Assistance
- Committing to end homelessness within a decade by addressing systemic causes

QYHC consistently emphasises the importance of safe and affordable housing for all young people and proudly supports this campaign. QYHC advocates for the private rental system being made more accessible to young people.

## End Child Poverty

Inspired by Anti-Poverty Week, the Valuing Children Initiative has launched a national campaign to end child poverty. This campaign is calling on the federal government to:

- Legislate an end to child poverty
- Include children as a priority in the Measuring What Matters national wellbeing framework

Poverty affects far too many Australian children and families. As one of the wealthiest countries in the world, it is not acceptable that 1 in 6 of our children grow up in poverty. Childhood poverty is strongly connected to homelessness in later life and if we work to prevent this, we can change the course of a person's life. QYHC is strongly committed to the goals of this campaign.

## Raise the Age

Children flourish with support, care, and love. However, in Australia, children as young as 10 can face arrest, charges, and imprisonment.

The #RaiseTheAge campaign seeks to change this. QYHC recognises that criminal behaviour and homelessness are symptoms of deeper issues such as poverty and social disadvantage, with 1 in 6 children in Australia living in poverty (ACOSS, 2023). We believe it's crucial for society to listen to young people and address their developmental needs effectively.

QYHC supports the call for the federal, state and territory governments to change the laws to raise the age, and keep children aged 10 to 13 years out of prison. Children belong in classrooms and playgrounds, not in handcuffs, courtrooms or prison cells. QYHC joins the call to #RaiseTheAge of criminal responsibility from 10 to at least 14 years old.

## Campaign for a National Child and Youth Homelessness Strategy

Nearly 40% of people experiencing homelessness on any given night are children and young people, with almost 16% of those seeking specialist homelessness services doing so alone. Their needs and experiences require tailored services and support. A national plan focused on children and young people is crucial to address their specific developmental needs effectively. Yfoundations is leading this campaign.

Ending child and youth homelessness can only become a reality if a clear, targeted, and developmentally appropriate standalone Child and Youth Homelessness and Housing Strategy is developed. QYHC consistently advocates for investment in children and young people as this is an investment in early intervention and prevention. We join with YFoundations in the belief that it is time for a national plan to address child and youth homelessness and ensure a national platform and benchmarks.



## From the Treasurer

Queensland Youth Housing Coalition Inc. (QYHC) engages with our Specialist Youth Homelessness Services, the Queensland government, our members and various state and national partners and stakeholders. We have worked closely throughout the past financial year with our colleagues at Department of Housing, Local Government Planning and Public Works (DHLGPPW), and were present at the announcement of unprecedented investment into Queensland housing including significant funding for homelessness services and Specialist Youth Homelessness Services (SYHS). These investments have led to rapid responses for young people and the increased capacity of organisations to respond to our most at need young people. Investment included the 20% uplift which increased traditionally stagnant funding for frontline services by 20% across the homelessness sector. Many other investments pertinent to young people are particularised in the main report.

It has been a really important year for capacity building in the youth homelessness sector. QYHC is proud to have played such an integral role in these advancements.

Our funding income for the year \$319,718, which was a drop from our 2023 funding of \$45,267.47.

Other revenue included:

- Unexpended funds carried forward of \$3,437
  - Interest \$1,876
  - Membership Fees \$6,215
  - Other income \$22,408

Resulting in a total income of \$350,212.47. Which was still lower than 2023. Despite this we ended the financial year with a surplus of \$18,402

### Audited Financial Statement

Our Audited Financial Statement has been prepared by Haywards Chartered Accountants who have declared that Queensland Youth Housing Coalition Inc. is in a viable financial position.

### Appointment of Auditor

I propose that Hayward Chartered Accounts be appointed as the auditors for the 2024 – 2025 financial year.

I'd like to thank our Accountant June for her ongoing support and expertise. June undertakes this crucial role in a very small amount of time. I would like to again thank and recognise the enormous amount of work our CEO and an even smaller staffing group have been able to achieve over the last year. The achievements of QYHC are testament to their commitment, dedication and sheer grit. Being on the Management Committee is very much a privilege for myself and fellow committee members as we strive to improve housing and thus overall outcomes for younger people. I would like to thank the rest of the MC and our CEO and staff for their ongoing commitment and hard work.

*Dr Fotini Hardy*  
**Treasurer**

## From the Chairperson

It has been my honour to once again walk with the Queensland Youth Housing Coalition in 2023/24 towards our vision of All Young People Safely Housed. This report is a representation of the incredible work of QYHC and the Youth Homelessness sector throughout the past year. I applaud the ongoing commitment of all who walk alongside of us.

2023/24 saw a new Premier for Queensland, a commitment to youth homelessness through the Queensland Housing Plan and the announcement of a 20% funding increase to the sector to meet the demands for frontline and specialised homelessness services. We also applauded an independent review across the whole homelessness service system.

QYHC delivered yet another stellar Platform 1225 featuring insightful and thought-provoking presentations and conversations, focused on solutions to the issues young people encounter. We continued to bring Specialist Youth Homelessness sector together for shared wisdom and work, and QYHC continued its commitment to Youth Homeless Matters Day. All this, while delivering a robust policy and advocacy platform across the sector and government. I have to remind myself that the work of QYHC is carried out by a tiny team of hard-working humans.

It is with gratitude that I thank Executive Director Lorraine Dupree for her unwavering commitment and leadership. Lorraine alongside fellow advocates John Williams and Rachael Morgenbesser showcase what it takes to hold young people at the centre of all they do.

Thank you to Hon Meaghan Scanlon, the Minister for Housing, Local Government and Planning and Minister for Public Works, and to your department for valuing and ensuring that youth homelessness does not get lost in the broader housing conversation.

Thank you to my committee colleagues, who contributed their expertise, wisdom and experience to guiding QYHCs work in 2023/24. My gratitude to Fotina Hardy, Kirsten Firman, Jordanah Chan, Carmel Riethmuller and Tanya Mitchell.

I extend thanks to Aunty Sandy Angus who formally moved on from the Management Committee in 2023/24. Aunty Sandy continues to work with the Committee for cultural support and advice. We highly value Aunty Sandy's contributions to the QYHC Committee and are grateful for her ongoing guidance.

Finally, I thank QYHC members, a deeply engaged and committed group of organisations and people, who continue to inform and improve our work each year.

In QYHC's 40th year of service to the Queensland community, I thank all who have been part of our story. Despite the shifting landscape, the winds of change continue to blow us in the same direction: towards a world where all our young people are safely housed. Here's to 40 more years.

*Megan Hall*  
**Chair**





# From the Executive Director



Another year, another blink and it was all over. This is such a dynamic space that time just dissipates. Another fabulous year with our sector, our government colleagues and of course our team.

We're a small team, that for a short part of each week operates as a terrific trio and for the latter part, a dynamic duo! We work through a significant number of projects whilst always looking to what else is needed; and responding to emerging needs of the sector and young people. We are also intent on standing with our organisations and young people in each region to advocate for what they need.

Rachael and John are fabulous to work with and as a team we complement each other really well, hence we can achieve what we do. They're hard working and totally focused on the wellbeing of young people and the sector that supports them. I'm very grateful to have them on my team and QYHC is very fortunate to have such highly skilled professionals. Although we appear to be a super small team and we are, we're not alone. We're in the company of giants – our accountant June is brilliant and gives so much to our organisation, much of it pro bono. Julyan, our graphic designer and socials guru, Caitlin our events manager have very specific roles for periods of time throughout the year but their contribution is second to none. We're very grateful for their time too. Then of course the most significant of our pro bono contributions is our Management Committee who individually and collectively bring a wealth of knowledge and expertise to the table. Thank you to Megan, Fotina, Kirsten, Jordy, Carmel and Tanya. A huge thank you also to Aunty Sandy who supports us

as our Cultural Advisor. We really appreciate your commitment to our organisation, services and young people.

We've also had a great year with our colleagues in government and several departments, especially Department of Housing (DHLGPPW). Their commitment to advocacy and the work of QYHC has been heartening – the willingness to work with us in partnership and their recognition of our advocacy is important to note. We're appreciative of this status quo and recognise the generosity of our colleagues in Department of Housing and other departments we work alongside, such as Youth Justice. Such openness and willingness makes our work so much more fruitful. Thank you all!

Relationships are at the heart of all we do – both here at QYHC and in the wider sector. They also take significant time and energy. Those we invest in are part of the work we value. We often must make tricky choices about where to invest our energy, but we've found that by ensuring that all decisions are young people and sector focused we don't stray too far away from our core reason for being. Whilst there is always more, we'd like to be doing, we manage a significant reach for our size. Our capacity is far greater than appearances would denote. Which is great because there has been so much to do and many good news projects that we know are expanding the capacity of the sector and therefore the response to young people who need our organisations the most. Young people consistently tell us two central messages. That workers matter and quality workers are central to young people's positive experiences in the sector. They also are emphatic that we all need

to have higher aspirations for young people experiencing homelessness. Their messages inform the focus of our work and drive.

We enjoy many positive relationships across government organisations, with sector colleagues such as Homelessness Queensland (HQ) and other organisations working towards the goal to end homelessness such as Property Industry Foundation (PIF) an organisation with many committed volunteers from the building and design sector 100% focused on giving back and they've chosen young people as their focus, which is fabulous. We've worked alongside them over the past year, in an advisory capacity. Their partnership has led to housing for young people including additional housing in our Specialist Youth Homelessness Services. A huge thank you to PIF!

We've also celebrated another Foyer entering the housing mix for young people in the Townsville region and the planning for many more across the state. We've had a long-standing relationship with the Townsville team who made this all happen. A huge congratulations to Townsville. It's been a long journey and one that reminds us of the importance of place and working with all involved in the local community which you did with a fantastic outcome of beautiful units for young people.

Speaking of place, we're committed to continue working in place, in partnerships with our SYHS, government and business partners to continue to build on the momentum for youth housing and homelessness services and the support for young people until All Young People in Queensland are safely housed and have the support they need for meaningful lives.

*Lorraine Dupree*  
**Executive Director**







**Queensland Youth  
Housing Coalition Inc.**

[www.qyhco.org.au](http://www.qyhco.org.au)

