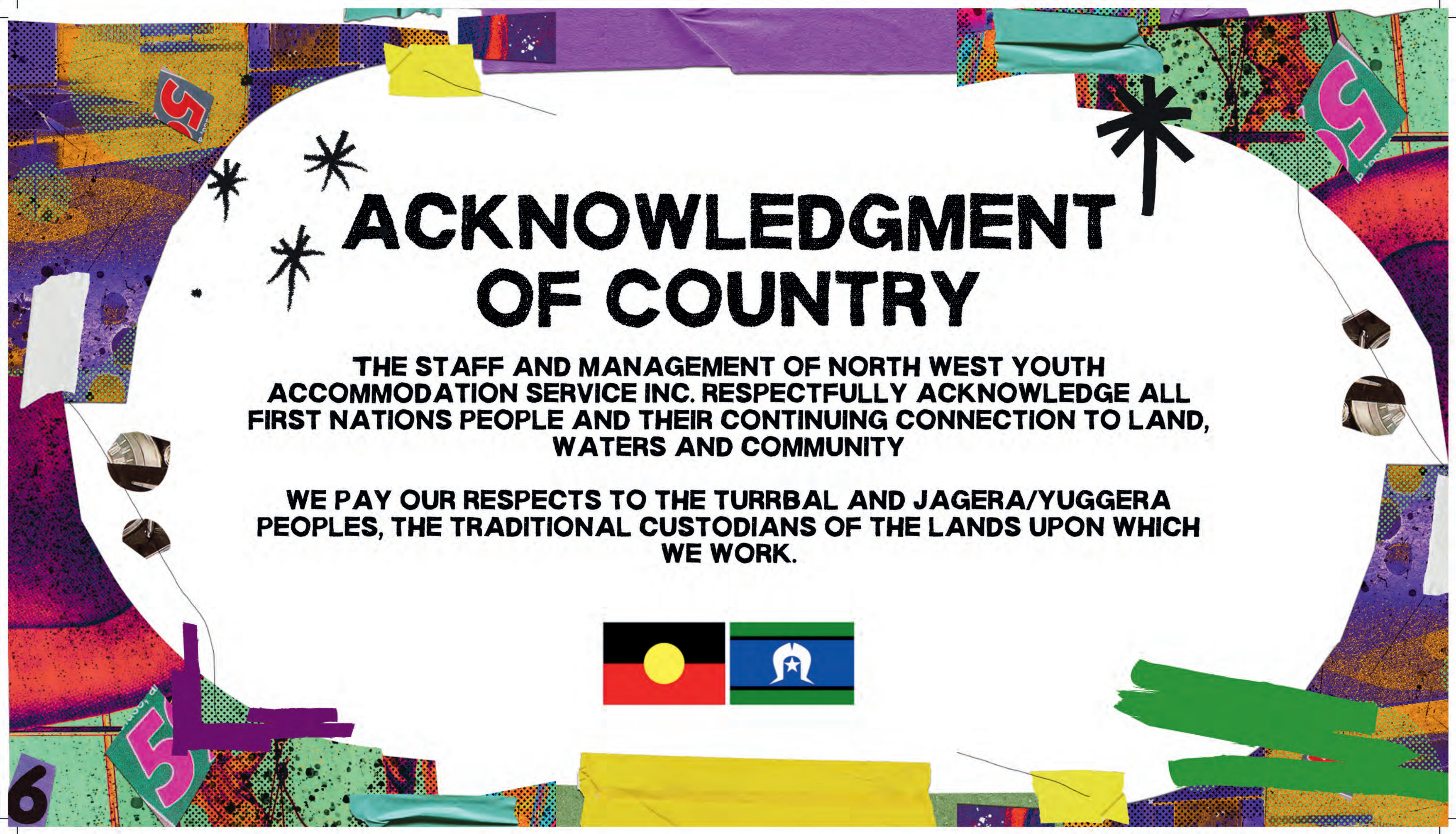




North West Youth
Accommodation Service

NWYAS AGM REPORT 2023-2024





ACKNOWLEDGMENT OF COUNTRY

**THE STAFF AND MANAGEMENT OF NORTH WEST YOUTH
ACCOMMODATION SERVICE INC. RESPECTFULLY ACKNOWLEDGE ALL
FIRST NATIONS PEOPLE AND THEIR CONTINUING CONNECTION TO LAND,
WATERS AND COMMUNITY**

**WE PAY OUR RESPECTS TO THE TURRBAL AND JAGERA/YUGGERA
PEOPLES, THE TRADITIONAL CUSTODIANS OF THE LANDS UPON WHICH
WE WORK.**



TABLE

Page

- 4 Our Philosophy
- 5 Who Are We
- 6 Service Delivery
- 7 2023-2024 Board Members
- 8 President's Report
- 9 Treasurer's Report
- 10 Manager's Report
- 11 Achievements
- 13 Youth Housing Statistics
- 14 NWYAS Key Figures 2023-2024
- 16 Networking Partnerships & Outcomes
- 17 Case Study
- 18 Funding & Supports
- 19 Client Feedback

FOFO

CONTENTS



OUR PHILOSOPHY

VISION:

Safe to grow. Empowered to change. Opportunities to thrive.

MISSION STATEMENT:

To support young people on their journey from homelessness to independence

VALUES:

Partnerships - we partner with the community and young people.

Independence - we build independence through resilience, leadership and responsibility.

Empowerment - we empower through knowledge, self-determination, rights and positive change.

Optimism - we believe in change and hope.

Commitment - we are committed to quality, effectiveness and consistency.





WHO ARE WE

North West Youth Accommodation Service Inc. (NWYAS) is a small organisation which has supported young people who are homeless or at risk of homelessness for over 38 years.

The organisation was formed in 1985 as a community response to the local need for support and services for homeless and at-risk young people. Father Wally Dethlefs formed a group of local residents that included a bank manager, engineer, student, quantity surveyor, and together they formed the Enoggera Boarding Group.

The organisation received its Certificate of Incorporation of an Association on the 17th January 1986 under the name North-West Boarding Inc. and facilitated the placement of young people experiencing homelessness with approved community members for three-month placements.

In 1997, NWYAS began to receive SAAP funding from the Queensland Government and continues to build strength on strength to maintain a quality community service. We currently receive funding from the Department of Communities, Housing and Digital Economy (DCHDE) to deliver a real and effective response to youth homelessness within our community.

STAFF POSITIONS

Manager

Senior Team Leader (NEW)

Intake/Mobile Support Worker

Case Worker x 2

Tenancy Manager

Administration Support

SERVICE DELIVERY

Intake & Mobile Support Program

Dual intake and outreach, our intake and mobile support role specialises in offering information, referral and assessment for young people seeking initial help with housing. Mobile support offers outreach support to young people wanting short-term assistance with finding securing accommodation. With only one case worker, numbers are limited to capacity and young person's willingness to actively engage in forming and implementing goals.

Supported Accommodation Program

Provided as part of our tenancy program, case workers work closely with young people housed in our accommodation to overcome barriers and work towards long-term housing options. Case work is partnership based where both the case worker and the young person are active in identifying and achieving goals. While the final goal is always long-term stable housing, we sensitively acknowledge that housing forms an essential, but not only part of the young person's story.

Tenancy Management

Tenancy management works under RTA guidelines and provides our young people with the experience of a real rental lease, including payment of bond and rent in advance. Following an initial 13 week probationary period leases are renewed for 3 month periods, dependant on the tenant's proven suitability and participation in our tenancy program. Property inspections and tenancy reviews are conducted every 3 months and feedback is provided to the tenants to help them learn how to maintain a tenancy.

Aftercare for Exited SHS Tenants

Case workers will continue to meet with NWWAS tenants after they have exited our properties for up to three months. This program design ensures the young person has the appropriate support to settle into their new tenancy while adjusting to their new living environment. Aftercare also ensures the important working relationship between the case worker and the young person is honoured with proper closure.



BOARD MEMBERS 2023 - 2024



Hans Geffert - Chair (Appointed on 15/11/2023)

- Vice Chair (Resigned on 15/11/2023)

Sue Thomson - Chair (Resigned on 15/11/2023)

Heath Goldfinch - Treasurer

Elise Barton - Secretary

General Members:

Cathy Huang - (Appointed on 15/11/2023)

Rosemary O'Hagan - (Appointed on 15/11/2023)

Yolanda Mui-Normand - (Resigned on 09/10/2024)

Corey Kai - (Resigned on 20/02/2023)

Jake Araullo - Board Member (Resigned on 15/11/2023)

Ella Craig - Board Member (Resigned on 15/11/2023)

PRESIDENT'S REPORT

It has been a privilege to be elected as the President of North West Youth Accommodation Service (NWyAS) this year and continue to play a part in such a cornerstone community organisation with a longstanding track record and reputation supporting vulnerable, at-risk young people at a pivotal time in their lives.

Young people in our community continue to face immense challenges in an increasingly complex social and economic climate. Cost of living pressures and an increasingly difficult housing market is contributing to housing uncertainty and placing additional strains on households in our community. In some cases, this can lead to household tensions, relationship breakdowns and even family and domestic violence. These circumstances only add to the personal challenges that some young people in our community already face, increasing their vulnerability and risk of homelessness. These factors also combine to create an increasingly complex service delivery environment that necessitates our continued focus on how we are positioned as an organisation to respond to these challenges, and how we approach the delivery of our services. This includes how we adapt our internal capabilities to engage with young people in our service to best meet their individual needs and working collaboratively, and at times innovatively with our sector partners to support our clients in their journey to more stable accommodation and better life outcomes.

In the context of these challenges, I have been continually heartened by the dedication of our staff who go to great lengths to work side-by-side with our young people to support them through difficult times and to advocate for their access to essential services and more stable, longer-term accommodation. This is why our staff are our most important asset and the key to our success as an organisation. As we go forward, we will continue to prioritise the development of our staff, ensuring we have the right mix of professional skills and capabilities to respond to the increasingly complex needs of our clients. I also pay my thanks to Sam Wallwork, for her continued management of the day-to-day operations of the organisation and working with the Board and our external stakeholders to keep the business of NWyAS on track.

This year we welcomed a number of new members onto our Board, injecting a new level of energy and enthusiasm with the skills and experiences to drive strong governance and to work collaboratively with the management and staff of NWyAS to progress the delivery of our forward-looking strategy. I express my thanks to all members who have volunteered their time generously this year to fulfil the governance responsibilities of the Board and leaning into an ambitious forward agenda for NWyAS.

I also acknowledge and give special thanks to our out-going Board members Jake Araullo and Ella Craig and previous Chair, Sue Thomson, for their longstanding service on the Board, which has contributed to the important foundations for our organisation today.

Of course, none of the services that we provide to our young people would be possible without the continued commitment of our funding providers.

On behalf of a grateful Board, I pay special thanks to the Queensland Government for its continued commitment to addressing housing and homelessness issues in our community and supporting NWyAS through the renewal of our service agreement and the additional funding provided under the Queensland Government's Homes for Queenslanders plan.

I also thank the officers from the Department of Housing, Local Government, Planning and Works for their time working with us on our Service Review, which has been timely and worked in seamlessly with our broader focus this year to ensure our governance and compliance processes remain robust and contribute to quality service delivery.

I also pay special thanks to our other community grant providers and donors for their generous contributions to our organisation. These grants and donations go a long way to supporting our young people, including to help meet essential cost of living expenses, employment and education opportunities, and setting our young people up with capabilities, like a drivers' skills that can improve their independence and longer-term social and employment prospects.

I also thank all of our corporate members and partner organisations in the social sector for their continued support and readiness to work with our staff in the best interests of our young people.

As we continue into a new financial year, NWyAS remains well positioned to work with the Queensland Government, our partners, and the broader social sector to help tackle youth homelessness in our community, and to work with our young people to help them through the challenges they face on their pathway to exciting and brighter futures.

HANS GEFFERT

TREASURER'S REPORT

For the financial year ending 30 June 2024, North West Youth Accommodation Service Inc. (NWyAS) demonstrated robust financial performance, marked by strong revenue growth, improved asset base, and diligent financial management.

Total revenue from continuing operations increased to \$908k in 2024, up from \$785k in 2023, driven primarily by:

- Grant income under enforceable agreements, totalling \$790k, a 17% increase over the previous year.
- Rent revenue increased to \$100k, supporting our operational funding.

We also recorded non-enforceable income of \$18k, including \$9k from an insurance claim and \$8.5k from donations and other sources. This added diversity to our income stream and underscored the value of community support. Additionally, interest income rose to \$12k, reflecting improved returns on our cash holdings and other income from the net gain on disposal of assets contributed \$16k to our result.

While we invested in our operations and service delivery, expenses were carefully managed. Employee benefits, a critical expense, increased to \$568k as we strengthened our team. Other key expenses included consulting and professional fees (\$15k) and insurance (\$30k), supporting compliance and organisational resilience.

NWyAS's cash flow from operations was positive at \$92k, up from \$32k last year, owing to our solid revenue base and prudent cost management. After investing in new property and equipment, we ended the year with cash holdings of \$655k, ensuring financial stability for future needs.

Our asset base grew by 15% to \$729k, reflecting investments in motor vehicles, office equipment, and leasehold improvements. Total liabilities increased to \$359k, largely due to grant monies received in advance, which will support operations going forward. Net assets rose to \$370k, with all earnings retained to support future growth.

In summary, NWyAS is in a strong financial position, with a diversified income base, controlled expenses, and healthy reserves. These results position us well for continued service delivery and development in the coming year. We extend our thanks to our funders, donors, and partners for their ongoing support.

HEATH GOLDFINCH

MANAGER'S REPORT

As we reflect for this year's Annual General Meeting, I am honoured to present a summary of our achievements and challenges in addressing youth homelessness over the past year. Our focus remains steadfast on providing support and solutions to vulnerable yet resilient young individuals in our community.

Key Achievements:

- **Long term housing acquired:** This year, 98% of tenants left our accommodation for long term affordable housing.
- **Solar Panels for Specialist Housing:** We successfully obtained a Stronger Communities Grant, with the support of Federal Member Elizabeth Watson Brown. This initiative paid for the installation of solar panels on one of our crisis accommodation properties, providing cleaner and cheaper electricity for the tens of young families living in the complex. This project remains one of the few examples of solar panels on youth housing in the state, and perhaps the nation.
- **Support Services Collaboration:** Our integrated approach expanded mental health and crisis support, with higher-than-average long-term engagement in mental health recovery programs, clinical treatment and access to acute services.
- **Community Engagement:** Increased community awareness and engagement efforts resulted in strengthening of relationships within the community. Special mention goes to Bunya Lions and Bridge Care who have provided material support via furniture and clothing. Lady Bowen Trust provided ongoing support for our new tenancy packs and essential support with a grant of \$11 000. Special thanks extend to Street Smart for donations and those special individual community members who give what they can, when they can in cash donation. Every little bit helps.
- **Advocacy and Policy Influence:** We intensified our advocacy efforts, successfully influencing local policy discussions on youth homelessness, resulting in increased focus and awareness on youth homelessness, domestic violence as a youth homelessness issue and the intensification of barriers such as access to mental health treatment, general healthcare and the effects of increased wealth inequality.

Challenges - This year brought significant challenges, including:

- **Housing Crisis:** Lack of affordable housing options remains top of list particularly for young people who face real challenges in a narrow and competitive rental market
- **Resource Constraints:** Affordable office space by which to accommodate increases to paid, interning and volunteer staff. Cost of living and rent prices impacting the mental health and wellbeing of outreach clients and putting pressure on already limited brokerage funds.
- **Mental Health Needs:** The increasing complexity of mental health issues among the youth we serve presents ongoing challenges, necessitating continuous staff training and resource allocation.

Looking Ahead - As we plan for the upcoming year, our priorities will focus on:

- **Sustainable Funding Models:** Exploring new funding sources and partnerships to ensure the sustainability of our programs and services.
- **Enhanced Training Programs:** Investing in staff and volunteer training to better address the diverse needs of our youth.
- **Program Evaluation and Improvement:** Strengthening our monitoring and evaluation frameworks to assess program impact and adapt to changing needs effectively.

In conclusion, I want to express my heartfelt gratitude to our dedicated staff, board members, and supporters. Your collective efforts have made significant strides in the fight against youth homelessness, and together, we will continue to make a difference in the lives of the young individuals we serve.

Thank you for your commitment and support.

SAMANTHA WALLWORK

ACHIEVEMENTS

SOLAR PANELS



NWYAS IS PROUD TO BE A LEADER IN RENEWABLE ENERGY FOR SPECIALIST HOUSING SERVICES ACCOMMODATION. BY NOW, WE ARE ALL FAMILIAR WITH THE BENEFITS OF SOLAR PANELS AND RENEWABLE ENERGY, HOWEVER, ACCESS TO SUCH INFRASTRUCTURE HAS BY-AND-LARGE REMAINED THE PRIVILEGE OF HOMEOWNERS. WHILE GOVERNMENTS HAVE MADE SOME EFFORTS TO INCLUDE SOCIAL HOUSING IN THE BROAD ROLL- OUT OF SUBSIDISED SOLAR PANELS ACROSS THE STATE, RENEWABLE ENERGY FOR SOCIAL HOUSING STOCK REMAINS A WORK IN PROGRESS. IT WAS WITH THIS IN MIND, NWYAS APPLIED TO THE STRONGER COMMUNITIES FEDERAL GRANT FOR THE FULL GRANT AMOUNT TO INSTALL SOLAR PANELS ON A MULTI-DWELLING UNIT MANAGED UNDER OUR CRISIS ACCOMMODATION PROGRAM. WITH THE SUPPORT OF FEDERAL MEMBER THE HON. ELIZABETH WATSON, NWYAS WAS GRANTED \$20 000 TOWARDS THIS PROJECT. RENEWABLE ENERGY FOR ALL RESIDENTS IS A SIGNIFICANT PIECE OF THE CLIMATE CHANGE PUZZLE. A WIN-WIN AS RESIDENTS - OUR YOUNG FAMILIES STRUGGLING IN A COST-OF-LIVING CRISIS, BENEFIT FROM MORE AFFORDABLE ELECTRICITY BILLS WHILE THE PROJECT INFRASTRUCTURE CONTRIBUTES TO OUR COLLECTIVE GRID AND PLAYS ITS PART IN REDUCING RELIANCE ON FOSSIL FUELS. THANK YOU TO THE HON. ELIZABETH WATSON BROWN, OUR BOARD AND THE DEPARTMENT OF HOUSING ETC. FOR BELIEVING IN AND SUPPORTING THIS INITIATIVE.



ACHIEVEMENTS

WELCOME PACKS

LADY BOWEN AND NWEAS HAVE HELD A LONG RUNNING GRANTS-BASED PARTNERSHIP TO FUND AND SUPPLY THE ESSENTIALS FOR OUR NEW AND EXITING TENANTS VIA THE LADY BOWEN TRUST ANNUAL GRANTS. THIS PROGRAM NOT ONLY PROVIDES THE MATERIAL NEEDS OF KITCHEN, CLEANING, BEDDING, LINEN AND BASIC FURNITURE TO OUR YOUNG PEOPLE, IT ALLOWS US TO CO-CREATE A HOME-LIKE SETTING WHICH GIVES A SENSE OF DIGNITY AND HOPE. WE BELIEVE THAT BY PROVIDING ACCOMMODATION EQUIPPED WITH ALL THE ESSENTIALS MOST OF US TAKE FOR GRANTED, YOUNG PEOPLE CAN MOVE IN WITHOUT ADDITIONAL FINANCIAL AND EMOTIONAL STRESS AND BEGIN THE WORK OF RECOVERY AND REBUILDING THE PARTS OF THEIR LIVES PREVIOUSLY LOST TO THE TRAUMA OF HOMELESSNESS. NWEAS EXTENDS OUR SINCERE THANKS TO LADY BOWEN TRUST TO THEIR ONGOING FINANCIAL SUPPORT OF THIS ESSENTIAL ASPECT TO OUR ACCOMMODATION PROGRAM.



**Lady Bowen
Trust** HOPE
AND HOME



YOUTH HOUSING STATISTICS

ACROSS AUSTRALIA THERE ARE
ZERO AFFORDABLE RENTAL
PROPERTIES FOR SOMEONE ON
YOUTH ALLOWENCE

35% OF YOUNG PEOPLE IN STATE
CARE END UP HOMELESS AFTER
THEY TURN 18

12 - 24 YEAR OLDS MAKE UP **24%** OF THE
HOMELESS POPULATION, BUT ONLY 16% OF
THE GENERAL POPULATION

OVER **1/3** OF YOUNG PEOPLE
PRESENTING ALONE TO HOMELESSNESS
SERVICES REPORTED EXPERIENCING
DOMESTIC & FAMILY VIOLENCE

48% OF YOUNG PEOPLE SEEKING
HOMELESSNESS SUPPORT IN 21-22
WERE EXPERIENCING A **MENTAL
HEALTH ISSUE**



NWYAS KEY FIGURES

MOBILE SUPPORT PROVIDED:

**BROKERAGE
ADVOCACY
REFERRALS TO DOMESTIC VIOLENCE SERVICES,
COMMUNITY HOUSING PROVIDERS, SPECIALIST
HOMELESSNESS SERVICES, ALCOHOL AND DRUG
SERVICES, COMMUNITY HEALTH SERVICES,
COMMUNITY LEGAL SERVICES, COMMUNITY YOUTH
SERVICES
LIAISING WITH THE DEPARTMENT OF HOUSING,
SCHOOLS, BRISBANE YOUTH SERVICE, COMMUNITY
CONNECTIONS, PICABEEN, ZILLMERE YOUNG PEOPLE
SUPPORT SERVICE,
NORTH WEST COMMUNITY GROUP, ATSIHCS.
TENANCY SUPPORT
CASE MANAGEMENT
HOUSING ADVICE
HOLISTIC SUPPORT WITH ALL THEIR IDENTIFIED GOALS
SUPPORT TO CRISIS ACCOMMODATION THROUGH THE
QUEENSLAND HOMELESSNESS INFORMATION
PLATFORM
EMERGENCY RELIEF - FOOD, SHOWER, SANITARY ITEMS
TRANSPORT- WORK CAR OR PUBLIC TRANSPORT**

MOBILE SUPPORT

**NUMBER OF
MOBILE SUPPORT
CLIENTS:**

53

END OF SUPPORT HOUSING:

**RENTER- PRIVATE HOUSING- 16 PEOPLE 27.1%
RENTER- COMMUNITY HOUSING- 9 PEOPLE 15.3%
RENTER - EMERGENCY ACCOMMODATION/NIGHT
SHELTER/WOMEN'S REFUGE/YOUTH SHELTER WHERE
RENT IS CHARGED- 8 PEOPLE 13.6%
NO TENURE- 9 PEOPLE 15.3%
RENT FREE - COMMUNITY HOUSING- 7 PEOPLE 11.9%
RENTER - TRANSITIONAL HOUSING- 4 PEOPLE 6.8%
RENTER - PUBLIC HOUSING- 1 PERSON 1.7%
RENTER - BOARDING/ROOMING HOUSE- 1 PERSON
1.7%
RENT FREE - PRIVATE HOUSING- 1 PERSON 1.7%
RENT FREE - EMERGENCY ACCOMMODATION/NIGHT
SHELTER/WOMEN'S REFUGE/YOUTH SHELTER WHERE
RENT IS NOT CHARGED- 1 PERSON 1.7%
OTHER RENT FREE- 1 PERSON 1.7%
DON'T KNOW- 1 PERSON 1.7%**

NWYAS KEY FIGURES

SUPPORTED ACCOMMODATION

SUCCESSFUL EXITS:

**11 UNITS
15 TENANTS & 5
CHILDREN**

EXITED TO:

**FAMILY: 4
COMMUNITY RENT
SCHEME: 4
PRIVATE RENTAL: 3**

**24% OF YOUNG
PEOPLE SUPPORTED
ARE FIRST NATIONS**

**30% SINGLE YOUNG
PARENT WITH
ACCOMPANYING
CHILD/REN**

**52% STATED LACK
OF OPTIONS AS
REASON FOR
SEEKING HOUSING
SUPPORT**

**21% STATED THEY
WERE SLEEPING
ROUGH
AVERAGE AGE 20
YEARS OLD**

NETWORKS AND PARTNERSHIPS

DEPARTMENT OF HOUSING, LOCAL
GOVERNMENT, PLANNING AND PUBLIC WORKS
INCH HOUSING
CHURCHES OF CHRIST HOUSING
COAST TOR BAY HOUSING GROUP
BRIC HOUSING
HOME IN PLACE COMMUNITY HOUSING
YOUTH HOUSING PROJECT
BRISBANE YOUTH SERVICE HOUSING AND
SUPPORT SERVICES
SANDGATE HOUSE
WINDSOR HOUSE
PHOENIX HOUSE
NEW HOPE HOUSE
BAHLOO WOMEN'S SHELTER
CARINITY/ ORANA YOUTH SHELTER
YOUTH CARE PINE RIVERS
IFYS HOUSING AND ACCOMMODATION
CHAMELEON YOUTH HOUSING
NEXUS CARE
VINNIES AND SALVO'S EMERGENCY RELIEF
SERVICE
FERNY GROVE TAVERN FOOD PANTRY
ASPLEY CARE
RBWH LAVENDER HOUSE
STEP-UP STEP-DOWN SERVICE
HART4000
STRIDE
LIVES LIVED WELL
CLARENCE STREET MATER
ANGLICARE AMEND PROGRAM
QBUILD
REAL ESTATE AGENTS

KURBINGUI
UNITING CARE DV OUTREACH
RAINBOW INCLUSIONS
SISTERS INSIDE
WOMEN'S HEALTH AND EQUALITY QLD
NUNDAH PARISH COMPUTER PROJECT
COMMUNITY CONNECTIONS
JOB NETWORK PROVIDERS
UNIVERSITIES AND TAFE
DAY CARE CENTRES
LIFE WITHOUT BARRIERS
HEAD TO HEALTH
GALLANG PLACE
QYCH
YHARS
QSHELTER
QLD HEALTH - MULTIPLE SERVICES
BEYOND DV
ACT FOR KIDS
FAMILY AND CHILD CONNECT
WESLEY MISSION- FAMILY INTENSIVE
SUPPORT WORKER
HEADSPACE
DV CONNECT
MICAH PROJECT
PICABEEN
BRIDGECARE
YFS

ATSICHS DEPARTMENT OF COMMUNITIES, CHILD
SAFETY AND DISABILITY SERVICES
NEXT STEP PLUS
ZILLMERE YOUNG PEOPLE'S SUPPORT
ZILLMERE COMMUNITY CENTRE
PINE RIVERS COMMUNITY LEGAL SERVICE
YOUTH ADVOCACY CENTRE
BUSY SCHOOLS
ARETHUSA COLLEGE
JABIRU COMMUNITY COLLEGE
SALVATION ARMY FAMILIES PROGRAM
BUNYA LIONS
PCYC- BREAKING THE CYCLE
SALVATION ARMY- DRIVE FOR LIFE
LEGAL AID QLD
ENCIRCLE - PINE RIVER NEIGHBOURHOOD
CENTRE
THE LODGE YOUTH SUPPORT SERVICE
ZILLMERE FAMILY ACCOMMODATION PROGRAM
SALVATION ARMY FAMILIES' ACCOMMODATION
THE LODGE YOUTH SUPPORT SERVICE
CHYMS
MENTAL HEALTH ACUTE CARE TEAMS
MENTAL HEALTH PRINCE CHARLES HOSPITAL
MENTAL HEALTH ROYAL AND WOMEN'S
HOSPITAL
EDQ (EATING DISORDERS QLD)
COMMUNIFY QLD
YOUNG PARENTS PROGRAM
BIOC (BIRTHING IN OUR COMMUNITIES)
BDVS (BRISBANE DOMESTIC VIOLENCE SERVICE)
DEPARTMENT OF TRANSPORT AND MAIN ROADS



CASE STUDY

BEFORE NWYAS

MATT IS A 21-YEAR-OLD SINGLE YOUNG MAN, WHO HAS A DIAGNOSIS OF SCHIZO-AFFECTIVE DISORDER, ANXIETY AND DEPRESSION. WHEN MATT FIRST ENGAGED WITH NWYAS IN MARCH 2023 HE HAD BEEN EXPERIENCING HOMELESSNESS FOR AN EXTENDED PERIOD OF TIME AND WAS COUCH SURFING AND SLEEPING ROUGH IN A TENT WITH HIS DAD IN THE BACK OF A CHURCH IN KEPERRA. MATT HAD BEEN TRANSIENT SINCE HE WAS AGED 17, WHERE HE MOVED BETWEEN FAMILY, FRIENDS, AND SPENT TIME IN A YOUTH CRISIS ACCOMMODATION IN SANDGATE FOR FOUR WEEKS.

MOBILE SUPPORT PERIOD

MATT ENGAGED WITH THE NWYAS INTAKE WORKER IN MARCH 2023 FOR SUPPORT AROUND FINDING SAFE AND STABLE HOUSING. WHEN MATT ENGAGED, HE WAS COUCH SURFING IN MANGO HILL AND SLEEPING ROUGH IN A TENT WITH HIS DAD IN KEPERRA. HE WAS SEEKING IMMEDIATE ACCOMMODATION. INTAKE WORKER SUPPORTED MATT WITH:

- QHIP MANAGEMENT AND REFERRALS – RESULTING IN 4 MONTHS STAY AT NEW HOPE HOUSE (CRISIS ACCOMMODATION IN KELVIN GROVE)
- SUPPORT AROUND SHARE ACCOMMODATION AND RENTAL APPLICATIONS
- SUPPORT/TRANSPORT TO ACCESS EMERGENCY RELIEF, MENTAL HEALTH SERVICES AND HOUSING SERVICES
- FINANCIAL ASSISTANCE – EXAMPLE: RECHARGING PHONE CREDIT, SUPPORT AROUND DEBT.
- LIASING AND ADVOCACY WITH DEPARTMENT OF HOUSING AND COMMUNITY HOUSING SERVICES
- SUPPORT TO ACCESS MEDICAL SERVICES

DURING HIS TIME WORKING WITH INTAKE WORKER, HE HAD ENROLLED IN A TAFE COURSE, MANAGED HIS MENTAL HEALTH CONCERNS, WAS APPROVED FOR SOCIAL HOUSING, AND PUT ON THE WAITLIST FOR COMMUNITY HOUSING WITH HOMEINPLACE, BRISBANE HOUSING COMPANY, AND INCH HOUSING. MATT ENGAGED TO A HIGH DEGREE WITH MOBILE SUPPORT PROGRAM, AND WAS OFFERED AN INTERVIEW TO BE CONSIDERED FOR NWYAS SUPPORTED ACCOMMODATION IN NOVEMBER 2023.

SUPPORTED ACCOMMODATION PERIOD

MATT WAS OFFERED NWYAS SUPPORTED ACCOMMODATION AND MOVED IN ON THE 8TH OF DECEMBER 2023 TO A ONE-BEDROOM UNIT AT NORTHGATE. MATT ENGAGED WELL WITH HIS CASE WORKER, AND RECEIVED THE FOLLOWING SUPPORTS DURING HIS TENANCY WITH NWYAS:

- SUPPORT AT BEGINNING OF TENANCY AROUND SETTING UP ELECTRICITY, COMPLETING ENTRY CONDITION REPORT, FINANCIAL ADVICE AND INFORMATION. SUPPORT AROUND ACCESSING HYGIENE PRODUCTS, BROKERAGE, EMERGENCY RELIEF.
- SUPPORT TO BE APPROVED FOR DISABILITY SUPPORT PENSION, WHICH WAS GRANTED TO MATT DURING HIS TENANCY WITH NWYAS.
- SUPPORT WITH MENTAL HEALTH: ACCESSING SERVICES INCLUDING 'THE WAY BACK' AFTER ATTENDING HOSPITAL, ACUTE CARE TEAM AT THE PRINCE CHARLES, BRISBANE YOUTH SERVICE DUAL DIAGNOSIS SERVICE AND MEDICAL SERVICES. SUPPORT TO MANAGE MEDICATION, ORGANISING APPOINTMENTS, ACCESSING BULK-BILLED PSYCHOLOGIST AND GETTING MHCP.
- SUPPORT TO MANAGE TENANCY AND FOLLOW ANNEXURE RULES, SUPPORT TO REMEDY BREACH.
- PROVIDING INFORMATION AND SUPPORT AROUND TAFE AND FURTHER EDUCATION AND EMPLOYMENT GOALS
- REFERRAL TO PCYC BRAKING THE CYCLE FOR DRIVING LESSONS
- ALCOHOL AND OTHER DRUG SUPPORT: PROVIDED SUPPORT TO LINK IN WITH BYS DUAL DIAGNOSIS WORKER, PSYCHIATRIST AND OUTREACH WORKER.
- SAFETY PLANNING AROUND MENTAL HEALTH – CRISIS SUPPORT, LIASON WITH ACUTE CARE TEAM.
- SUPPORT TO BUILD NETWORKS THROUGH COMMUNITY AND RELATIONSHIP SUPPORT.
- REFERRALS AND LIAISON WITH INCH, BRISBANE HOUSING COMPANY, DEPARTMENT OF HOUSING.

TRANSITION OUT

IN MAY 2024, MATT WAS OFFERED LONG-TERM HOUSING THROUGH A COMMUNITY HOUSING PROVIDER BRISBANE HOUSING COMPANY (BHC), WHICH HE ACCEPTED AND MOVED TO FROM HIS NWYAS 1-BEDROOM UNIT SHORT-TERM ACCOMMODATION. MATT MOVED INTO A BOARDING HOUSE, WHERE HE HAD HIS OWN ROOM WITH AN ENSUITE, SHARING A KITCHEN, LIVING ROOM AND BALCONY WITH 5 OTHER MEN. NWYAS CASE WORKER SUPPORTED MATT TO ACCESS HIS SIGN UP AND INTAKE WITH BHC, PROVIDED SUPPORT TO APPLY FOR ESSENTIAL FURNITURE THROUGH YOUTH HOUSING ESSENTIALS FUNDING, AS WELL AS APPLY FOR A BOND LOAN AND RENTAL GRANT THROUGH DEPARTMENT OF HOUSING. NWYAS CASE WORKER ALSO SUPPORTED MATT TO MOVE INTO HIS NEW ACCOMMODATION, THROUGH PROVIDING TRANSPORT, MOVING HIS BELONGINGS, AND PROVIDING SUPPORT TO BOND CLEAN HIS UNIT.

MATT STATED HE WAS INCREDIBLY GRATEFUL TO HAVE THE OPPORTUNITY TO BE SUPPORTED AND ACCOMMODATED BY NWYAS, AS THIS CREATED FURTHER HOUSING OPPORTUNITIES FOR HIM AND GAVE HIM THE ABILITY TO IMPROVE HIS INDEPENDENT LIVING SKILLS, TENANCY SKILLS AND GAINING FURTHER MENTAL HEALTH SUPPORT.

DE-IDENTIFIED NAME



FUNDING/SUPPORT



SHARE THE DIGNITY BAGS



BASKET BRIGADE CHRISTMAS HAMPER



THE PARISH COMPUTER PROJECT - NUNDAH



CLIENT FEEDBACK

HOW WOULD YOU DESCRIBE NWWYAS IN ONE WORD...

INCLUSIVE

SUPPORTIVE

HELPFUL

WELCOMING

FREEDOM

RELIEF

HOME

ACCOMMODATING

LIKE FAMILY

LIFE CHANGING

SECURITY

STABILITY

SAFE

MY OWN SPACE



NORTHWEST YOUTH ACCOMMODATION

