

# ANNUAL REPORT

## 2019—2020



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# Roseberry Qld

## Our Values

- ◆ Professionalism
- ◆ Self Determination
- ◆ Community Connection
- ◆ People Centred
- ◆ Flexibility

## Our Vision

A strong, vibrant, compassionate community.

## Our Mission

Assisting people through:  
Providing homes  
Strengthening families  
Supportive pathways for young people

# Chair's Report

Craig Walker

With great pride I report our 2019-2020 year has been one of adaptation and preparedness for the future. Reaching clients in new ways with different needs than ever before has been a challenge that our staff accepted while adapting their own delivery means. Our newfound ways will continue to evolve, and we are very proud of the way in which our people are meeting the challenges and looking out for each other in addition to our clients' new needs

Roseberry Qld is now well recognised beyond the Gladstone region under our expanded brand. Enhancing our services and reaffirming our roots has been instrumental to underpin our future growth areas. We have some very exciting plans forging into new frontiers, the work done this past year will be revealed in the coming months.

Our Reconciliation Action Plan has evolved into a maturity of innovation and we look forward to continuing our support of traditional owners with the Always was, Always will be message through our actions.

The Dignity Hub in Gladstone has surpassed expectations offering our clients basic dignity services during a pandemic environment, supported by our ever-growing volunteers and donating organisations.

The Parents next program has continued to deliver opportunity to young parents and will continue through our renewed commitment in the Rockhampton region, of which we will soon announce Roseberry's newest venture in Rockhampton.

Roseberry has taken the lead with the Homeless Connect program giving opportunity to assist clients in their time of need to reconnect themselves with some necessities. The partnership with Central Queensland University (CQU) has seen Roseberry lead this program focussed on Shelteristic 2025. The reward of seeing young people having purpose and connected to shelter and families cannot be expressed as our privilege to do this work.

Headspace Gladstone, such an invaluable addition for us in recent years, has been recommitted beyond this year, cementing a growing and trusted relationship for the people in our region. Our role with headspace will expand next year.



Our suite of housing services and accommodation options continues to expand with several properties in the Central Queensland community transferring to Roseberry Qld. We have continued to create new innovative, adaptable living programs that are recognised and working, through new thinking and sheer determination.

I am extremely proud that we have made diversity our norm – we are integrated and boundaryless. To deliver these results, we have a super dedicated team, supremely professional and most importantly, people characterised by care and courage, making a difference in our communities. Our General Manager, Colleen Tribe and the team at Roseberry – Our Board and the community salute and thank you for your continued fortitude, humility, care and discretionary effort. In such a different year, you all have shown the way by looking out for each other and giving our communities the best possible outcomes in these circumstances.

My fellow Directors at Roseberry volunteer their time, knowledge and spirit, in a strive for a better and more fair community. We welcomed Mr Peter Masters to the board. I thank directors for their contribution and humility on the community's behalf: - Ms Renee Ballinger; Mr Bill MacDonald; Mr Gerard Melrose; Mrs Erin Robertson; Mr Wesley Walker. Dr Adam Bush departed the board when relocating to Brisbane and Mr Phillip Webb after many years of service. We acknowledge and pay a special thank you to Adam and Phil and wish them our very best.

I sincerely thank the people in Gladstone, Rockhampton and Livingstone communities for believing in us, supporting us and allowing us to provide such valuable services.

We have a band of volunteers that we are humbled by their generosity and along with our clients, we are grateful and acknowledge your contribution.

Our thoughts and prayers reflect those who have suffered loss during this period, especially those who could not find a way to still be with us.

I urge our local community, Government, industry and service partners, to join with us in delivering the necessary services we offer through Roseberry Qld.

We are absolute and resolved to continue to make a difference and I cannot be prouder in continuation of the work we do.



*Craig Walker*





# Our Board



Craig Walker – Chair

I consider the opportunity to serve on the Roseberry Qld board as one of my most rewarding and proud experiences. The many who have served prior, including staff, their selfless efforts and the care they have shown for the people in this region is not only inspirational but also a reminder of what is important. Helping others achieve their goals and often just assisting through a challenging time, is my drive to be a part of the Roseberry team. I have been honoured to Chair the Roseberry board for the past 6 years for which I am grateful and my hope is guide our team in providing this community a more fair and supportive place to live.



Renee Ballinger

As a Director of Roseberry Qld it is my intention to utilise my financial services and accounting background along with my passion for helping the community to pursue and achieve the organisation's strategic goals and objectives. I will be an advocate for Roseberry Qld by raising awareness of the organisation and working in partnership with key stakeholders to assist young people and families experiencing difficulties.



Wesley Walker

After twenty years involvement with Roseberry Qld, I am gratified to be a part of an organisation that has grown to be a significant player in the community sector in Central Queensland. From beginning as a youth shelter catering for homeless and at risk young people in Gladstone, Roseberry has evolved to now providing accommodation at all levels, counselling for youth and families, training for marginalised youth, school liaison, and lead agent for the local headspace. The esteem and regard in which Roseberry is held by both the communities served and Government agencies compels me to continue participation, being a member, and serving my community.



Gerard Melrose

I am proud to be part of an organisation that has continued to evolve over a number of years. Roseberry Qld is constantly driving real outcomes for both their clients and staff. My intent as a Director is to continue to support this journey that Roseberry Qld has been on, and ensure the strengthening of our existing programs and the promotion of our brand. Further I see the growth opportunities that Roseberry Qld can achieve in new program areas, as our team have the passion, experienced and dedication to excel throughout the region.

# Our Board



Peter Masters

I enjoy being a director on the board of Roseberry Queensland as I understand and appreciate the vital role that Roseberry plays in the community and the critical services it delivers for some of the most vulnerable people in the region. It is my desire to ensure that Roseberry staff are provided with the training and support required to enable them to provide these essential services to our clients in a safe and controlled environment.



Erin Robertson

As a Director of Roseberry Qld, whilst working in line with the organisation's values, vision and mission; I see strategic oversight and governance duties as my primary role. I'm passionate about contributing to my community and supporting organisations that provide vital services for those in need in my community. Roseberry Qld aligns with both my own personal and professional values and I aim to be a value-adding Director. My goal is to assist in positively contributing to the growth of the organisation by helping to raise awareness of Roseberry Qld and its programs and seeking connections both with funding and new business opportunities.



William Macdonald

I have enjoyed immensely being a director of the Roseberry Qld board for the last six (6) years. I believe Roseberry Qld is highly regarded by our community not only with its values but also its ongoing actions to ensure its values are fulfilled to meet community expectations. The support received from the community and government in pursuing its goals has been motivating. I seek to continue my contribution in assisting Roseberry Qld to continue with its focus and resolve to ensure suitable solutions for the community.

# Treasurer's Report

Renee Ballinger

With 2020 being an unprecedented year as a result of the global pandemic and COVID-19 having had a significant impact on the Australian economy, we are pleased to report that Roseberry Qld has been able to continue to provide essential support to our clients throughout the 2019/20 year with minimal impact on the financial results.

Roseberry Qld was successful in obtaining funding of \$46,000 to allow the Dignity Hub to remain open and staffed during COVID-19, and although there will be ongoing volatility in the economy, Roseberry will continue to adapt and innovate to provide services that are increasingly important in these uncertain times.

For the 2019/20 financial year total revenue was \$5.48m (compared to \$5.38m last year), which includes revenue from grants, rental income, donations and investment income. Expenses remained relatively constant for the year, which has resulted in the organisation achieving an overall net surplus of \$130,400 for the year ended 30 June 2020. Roseberry ends the year in a strong financial position, with net assets increasing by almost 3% since the beginning of the financial year.

Roseberry Qld has committed to a continued investment in property, plant and equipment to support operations, as well as retaining reserves for the ongoing maintenance required for properties under management, in line with the strategic plan of the organisation.

Looking ahead, Roseberry has been successful in securing funding for new programs which start the new financial year in a positive light, including funding for Youth Enhanced Support Services, Skilling Queenslanders for Work and also taking on the operation of headspace Rockhampton from January 2021.

We must thank the local community for their continued support of the important work done by the organisation and of course the generosity shown in terms of donations over the last 12 months. The ongoing support and contributions from the community, Directors, General Manager, Business Manager, staff and volunteers will ensure that Roseberry Qld is well positioned to be able to continue to assist our clients in these challenging times.



*Renee Ballinger*



# Financials

<b>Key Financial Data</b>	<b>2019/20 ('000)</b>	<b>2018/19 ('000)</b>
<i>Total Revenue</i>	\$5,480	\$5,378
<i>Total Expenses</i>	(\$5,351)	(\$5,140)
<i>Current Year Surplus</i>	\$129	\$238
<i>Transfer (To)/From Reserves</i>	\$1	(\$192)
<i>Net Surplus</i>	\$130	\$46
<i>Cash and Cash Equivalents</i>	\$2,400	\$2,546
<i>Total Assets</i>	\$8,324	\$8,447
<i>Total Liabilities</i>	\$3,863	\$4,115
<i>Total Equity</i>	\$4,461	\$4,332

# GM's Report

## Colleen Tribe

I cannot begin this report, as I have in past years. COVID-19 has been our focus for most of 2020, with the first infection being confirmed in January, our nation – socially and economically has been devastated.

The COVID-19 pandemic is far more than a health crisis: it has affected societies and economies at their core. While the impact of the pandemic will vary from country to country, it will most likely increase poverty and inequalities at a global scale.

At Roseberry, we have seen first-hand, each day, the struggles of our most vulnerable, within our community – with COVID-19, the vulnerability increased significantly. How we have managed to continue our much-needed service delivery, while so much uncertainty has been forced upon us, is testament to the wonderful organisation we are.

I must make mention of the wonderful support, of some of our stakeholders, who have made considerable contributions to our organisation, through COVID-19: QGC, APLNG, Santos, Rio Tinto, Orica, Sun Valley Drakes, Gladstone Hospital, Gladstone Airport Corporation, and StreetSmart Funding; and of course our fantastic ongoing donors, to Roseberry – my heartfelt thanks to each and every one of them.

Gladstone and Rockhampton Regional Councils have both reached out to us, to ensure we had their support with recovery. The state government guaranteed funding to be committed to our Dignity Hub- the Hub became the lifeline for many of our community members.

While we were in lockdown stage, I was well able to devote my time to our business continuity. I knew our clients were being looked after by the marvellous service delivery, of Roseberry staff – staff who had to adapt (rapidly), to a new way of 'doing things'. Working from home was no easy task- staff rising to the challenge, even though some may have had partners who lost employment, and children to home school. It was, and still is, uncertain times, but we have managed well and succeeded. We know COVID -19 is a long way from being history, but we now know our strengths will endure.

Looking to the future -it is as bright as it has ever been, for Roseberry Qld. Our day to day operations will continue their essential work, and we look forward to:

- Achieving much needed outcomes with our new Roseberry Youth Enhanced Support Services or Roseberry YESS
- Welcoming the headspace Rockhampton program to our organisation
- Relocating headspace Gladstone into their new space
- Commencing our new Skilling Queenslanders for Work- Work Ready program

It is very justified to say it has been a huge 12 months for Roseberry, and as my time, as GM of Roseberry, comes to

an end, I'd like to thank our Board, my staff, and our stakeholders, I have had the privilege to work with. Your commitment, support and contribution have made Roseberry the great organisation it has become - words do not do justice to the appreciation I have. I really look forward to what lies ahead for Roseberry – success and growth is determined by the huge effort given.

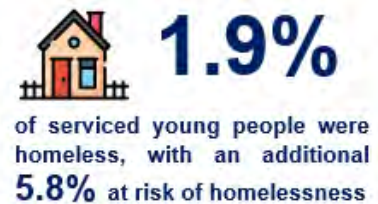
I commend this report to you - it touches on some highlights and achievements, and is really only the tip of the iceberg, of the great work, Roseberry has delivered.



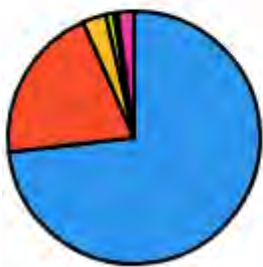
*Colleen Tribe*

Roseberry's headspace program, is an early intervention service, for 12 to 25 year old's, across four core streams: mental health; physical and sexual health; alcohol or other drug support; and vocational support. headspace is designed, to make it as easy as possible, for a young person and their family, to get the help they need, for problems affecting their wellbeing.

Research shows that 75%, of mental health disorders, emerge before the age of 25. By treating these issues early, and providing a holistic model of support, the risk of them developing into more serious problems, including suicide, is greatly decreased.



### Presenting Issue

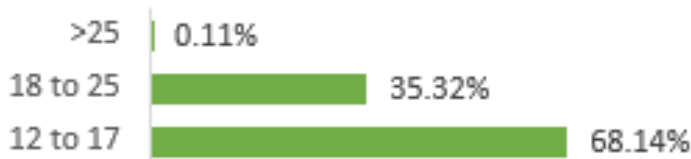


- Mental Health and Behaviour 73.1%
- Situational 20.2%
- Alcohol or Other Drugs 3%
- Sexual and Reproductive Health 1%
- Vocational Assistance 0.5%
- Other 2.1%

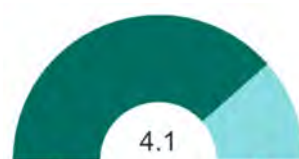
### Population Groups



### Age



**57.6%** Female  
**42.6%** Male  
**1.5%** Other



Client Satisfaction



# Youth and Family Services

Youth and Family Services is the home to 3 primary programs, dedicated to supporting vulnerable and at risk young people and families in the Gladstone region.

Our **Family Support** Program offers parenting support to families with children under the age of 18 years to strengthen family units.

Our **Reconnect** Program offers support to young people 12-18 years, who are homeless or at risk of homelessness or disengagement from community and education networks. Providing emotional and practical supports to reconnect with community, education, stable housing, and protective families.

Our **Youth Support** Program offers support to young people 12-21 years, who are having challenges and are at risk of disengagement from education, engaging in anti-social behaviours, or in need of positive mentoring and guidance.



**588**

Calls and enquiries received for Information, Advice and Referral options for at risk young people and families.



**149**

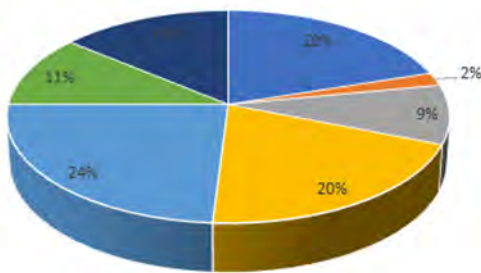
Individual Families with children under 18 years supported to build stronger family relationships and manage life's challenges.



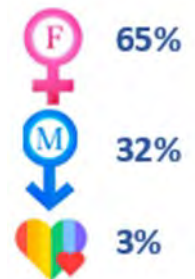
**325**

Individual young people aged 12 to 21 years supported to re-engage in education or employment, find stable housing, manage emotional challenges, build links with community.

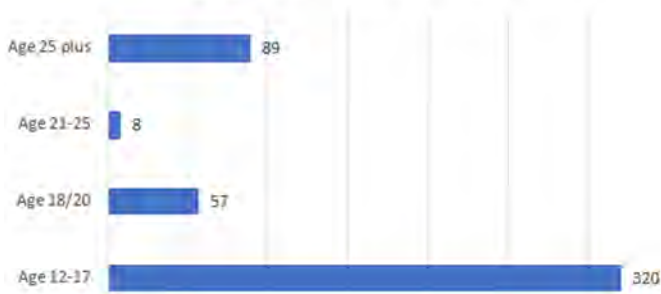
## Primary Reason for seeking support from YFS



- 20% Personal and Family Issues
- 2% Drug and Alcohol primary reason
- 9% Life Skills support primary reason
- 20% Disconnection from family and community
- 24% Disengagement from education primary reason
- 11% Suicide/ Self Harm primary reason for supports
- 14% Homeless or at risk of homeless primary reason



Age group of YFS service users



**66%** of family and young people exited support having completed **all** of their goals.

**20%** of family and young people completed **most** of their goals before declining further supports.

**14%** lost contact or moved from the region.



Aboriginal and Torres Strait Island service users

**10%**



Culturally and Linguistically Diverse service users

**5%**



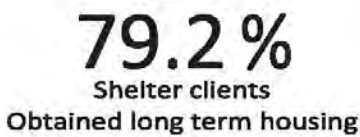
# Housing Services

Roseberry House and Jacks House provides short term supported accommodation for young people who are homeless and in crisis.

Both shelters are staffed 24/7 and 365 days a year. Clients are supported to achieve their education and employment goals, as well as embedded with independent living with ongoing case management. This is inclusive of practical assistance, information provision, referrals to appropriate services, advocacy, transport to appointments and participation in an Adaptable Living Program.

Our TIL service provides practical support for the emotional well-being support to young people, who are living independently.

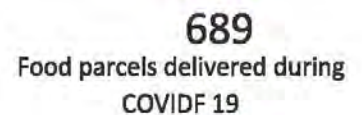
Our Dignity Hub provides community members and families, experiencing homelessness, access to free: laundry and bathroom facilities, kitchenette, perishable food items, information, and referral to other services.



- 1579 Seeking Brokerage Assistance
- 369 Seeking Immediate Accommodation
- 145 Seeking Homelessness Support
- 55 Seeking Transitional Support



- HOUSING**
- 0% Evictions
  - 19 Tenants participated in the RQ Garden Competition
  - 35% Tenant Meeting Participation
  - 5 tenants exited social housing and entered Private rental
  - 3 Complaints received
  - 0% Vacancy rate for 6 months



# Funding Partners



**Australian Government**



headspace Gladstone is funded by the Australian Government Department of Health under the Youth Mental Health Initiative Program through headspace National Youth Mental Health Foundation Ltd