

ANNUAL REPORT

2018 - 2019



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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 2018-2019 year has been one of consolidation and preparedness for the future. Roseberry Qld is now well recognised beyond the Gladstone region, under our expanded brand. Consolidating our services and reaffirming our roots has been important to ensure what has led to our success, will underpin our future growth areas. We have recently reset our strategy and accepted that to forge into new frontiers, will require some adjustment in our risk appetite, risk and governance management processes. Roseberry has in recent years, constructed a robust governance framework that positions the organisation well for future opportunity.

The Dignity Hub in Gladstone has surpassed expectations offering our clients basic services, to ensure dignity is maintained, and is supported by our ever growing volunteers and donating organisations. This service has gone mobile during the year with the commissioning of our Dignity on Wheels, enabling a broader reach to clients.

The ParentsNext program has continued to deliver opportunity to parents of young children, and will continue through our renewed commitment in the Rockhampton region, and has included a push into further west communities.

Youth and Family Services has been finding new and innovative ways to reconnect and help families and youth, being one the mainstays of our service offering. The reward of seeing young people having purpose, and connected to their families cannot be expressed in words; as every year goes by we consider ourselves lucky to do this work.

Our headspace program, has been recommitted beyond this year, cementing a growing and trusted relationship for the people in our region. The Pride March was such a great success, and I'm sure will grow each year. We are so very proud of the courage and joy visible that day.

Our suite of housing services and accommodation options continues to expand, with a number of properties in the Emu Park community, transferring to Roseberry. We have created a new innovative, Adaptable Living program, that are recognised and working through new thinking and sheer determination.

I am extremely proud that we have made diversity our norm – we no longer need to set targets, as we are integrated and boundary less.



To deliver these results, we have a super team of dedicated, supremely professional, and most importantly, people characterised by the care and courage to make the difference they do – to our General Manager, Colleen and the team at Roseberry, our Board and the community thank you for your continued fortitude, humility, care and discretionary efforts.

My fellow Directors at Roseberry, volunteer their time, knowledge and spirit, to strive for a better and more fair community. I thank them for their contribution and humility on the community's behalf:- Mr Bill MacDonald; Mr Gerard Melrose; Mrs Erin Robertson; Ms Renee Ballinger, Mr Peter Masters; Dr Adam Bush, Mr Philip Webb; and Mr Wesley Walker.

We reflect on the recent years of growth at Roseberry, and rest proudly by our efforts. This rest provides the energy to continue our pursuit in such a challenging climate. Our board remains committed to having the courage, fortitude and care, to continue to make the Gladstone, Central Queensland and our State, a place that confronts challenge, delivers solutions, improves lives, and genuinely makes a very positive difference.

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.

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

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

We are absolute and resolved to continue to make a difference and I cannot be more proud 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.

We would like to take this opportunity to thank retiring Directors Phillip Webb and Dr Adam Bush for their service to Roseberry Qld.



Treasurer's Report

Renee Ballinger

For the 2018/19 financial year, Roseberry Qld is reporting revenue of \$5,378,938 including revenue from grants, rental income, donations and investment income. Grants received in 2018/19 decreased from the prior year amount, however, this decrease can be attributed to additional capital funding received in 2017/18 relating to the Dawson Road property.

A key financial highlight for the 2018/19 financial year was securing funding of \$92,300 for the Dignity on Wheels project, which provides a mobile outreach service in the Central Queensland region to assist those experiencing homelessness.

The current year surplus is \$238,398, however, after taking into account \$191,839 set aside for the future maintenance of properties, Roseberry Qld has achieved a net surplus of \$46,559 for 2018/19. While this is lower than the prior year surplus, it is still a positive result. Property maintenance reserves continue to be provided for, and total \$912,074 at the end of the financial year.

The transfer of properties from Emu Park Housing Collective Ltd has contributed to the total assets of the organisation, increasing during 2018/19 to reach a total of \$8,446,721 at 30 June 2019. This property acquisition however, has also increased the total liabilities of Roseberry Qld, which amount to \$4,114,996 at year end. Net assets have shown a growth of 5.8% for 2018/19.

I would like to take this opportunity to thank the local community for their continued support of Roseberry Qld throughout the last 12 months. This support, along with the ongoing contributions to the organisation, by the Directors, General Manager, Business Manager, Program Managers, Staff and Volunteers, will ensure that Roseberry Qld, is well positioned, to be able to continue to assist our clients, and the community, into the future.



Renee Ballinger

Financials

Summary of Financial Performance	2018/19	2017/18
Total Revenue	\$5,378,938	\$5,544,206
Total Expenses	(\$5,140,540)	(\$4,988,714)
Current Year Surplus	\$238,398	\$555,492
Transfers to Reserves	(\$191,839)	(\$50,539)
Net Surplus	\$46,559	\$504,953
Cash and Cash Equivalents	\$2,545,557	\$2,064,989
Total Assets	\$8,446,721	\$4,998,204
Total Liabilities	\$4,114,996	\$904,877
Total Equity	\$4,331,725	\$4,093,327

GM's Report

Colleen Tribe

Once again, this year has seen Roseberry Qld programs being utilised by many varied community members. With increased presentations of mental health, homelessness and poverty, the community needs our support even more. In turn Roseberry is grateful for the reciprocated support of the community, community sector, government and many other stakeholders.

With the support of our Board, Roseberry has continued to heavily invest in our organisation culture, and ensuring the notion of Leadership at Every Level is pivotal in all work we do. We have developed and aligned our Key Signature Behaviours to our vision and mission:

We strengthen people's lives

We build effective relationships

We work and learn together

My decisions support Roseberry's future

With this in mind the business of serving the community continues at full strength, with the seamless transition of properties from a smaller housing provider, in Emu Park. Our intent was to guarantee that tenants would feel safe and secure in the knowledge that our great tenancy management work would continue.

The development of the Shelteristic 2025 project, has established a great partnership with CQUniversity and QYHC. The objective of the project is to design a floor plan to strengthen the existing youth shelter service, along with aspects to warrant that dignity is maintained. Staff from our Housing, Roseberry House and Jack's House programs, have been working in collaboration with other youth shelter providers, from across the state. We are excited to continue this project and later present to funding agent.

It was an absolute privilege to hold the first ever LGBTIQ+ Pride March in Gladstone. To see first-hand the significance of the event, to the targeted group, was really memorable. Congratulations to our headspace Gladstone program for bringing this initiative to fruition.

Our Youth and Family Service program has developed new and very innovative ways in which to attract and engage our young people – our new FlexOut program compliments the existing BranchOut program. Check out our garden, out the front and back of our main building, to see some of the work young people have been involved in. Therapy and learning are all part of this program.



It has been a huge 12 months for Roseberry. I'd like to thank our board, staff, members and other stakeholders we have had the privilege to work with. I applaud them all for their commitment and contribution throughout the year – words do not do justice to the appreciation we have.

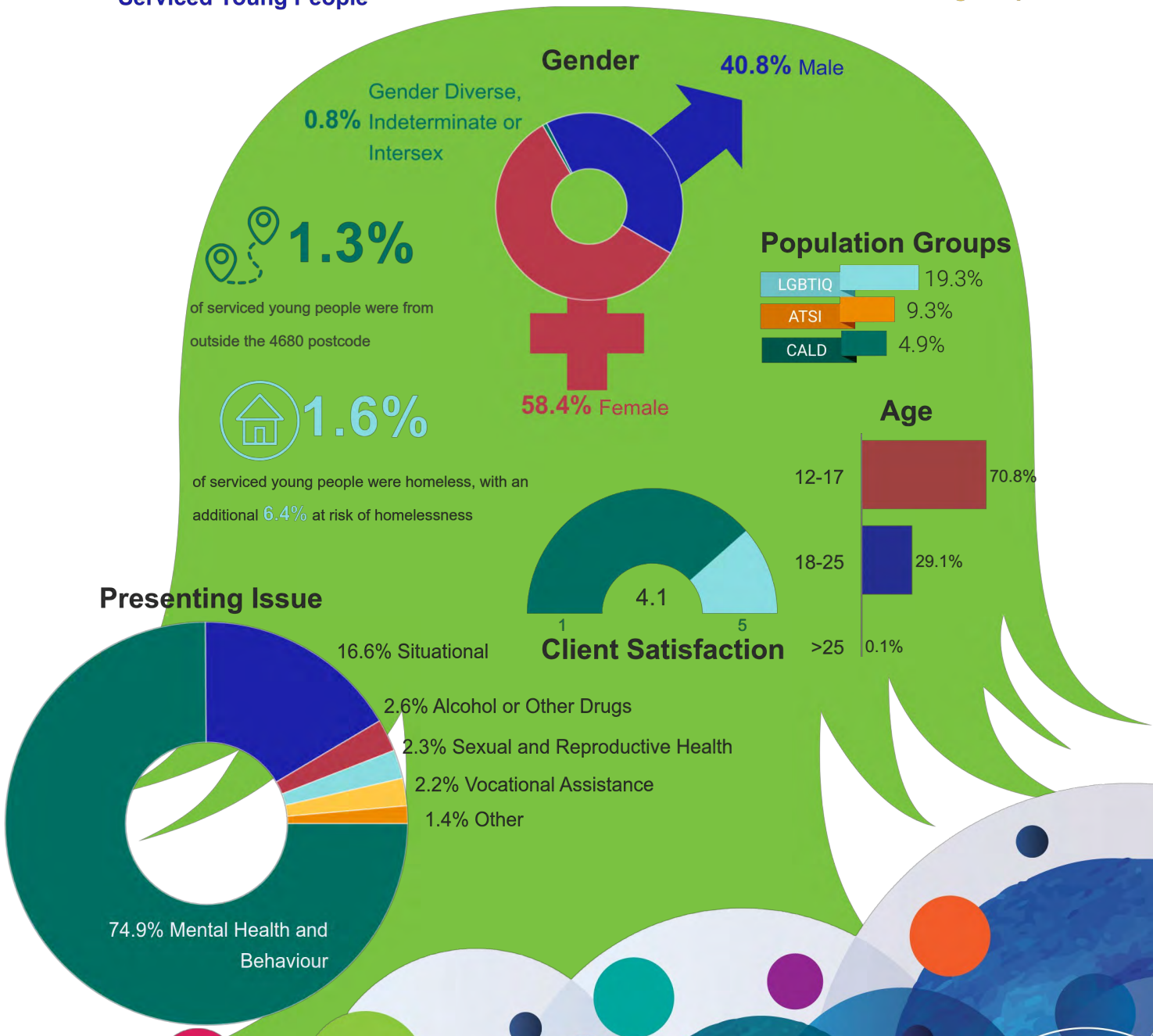
I commend this report to you - it touches on some highlights and achievements; and is really only the tip of the iceberg of the great work Roseberry has delivered.

Colleen Tribe

Roseberry's headspace program, is an early intervention service, for 12 to 25 year olds, 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.

2018/2019 financial year



Youth and Family Services

Roseberry's Youth and Family Services provides a holistic approach to supporting young people aged up to 21 years, and their families.

Support is provided through a suite of complimentary group and individual programs, that are designed specifically for vulnerable youth and their families. Core holistic outcomes of young people and families accessing Youth and Family Services, include the following key areas;

- to improve their feelings of safety and security in housing,
- improve their connections to education/employment opportunities,
- improve their peer and family relationships, improve connections to community and access pathways to specialised health, education and support services.

2018/2019 Financial Year



685

Calls and enquiries received for Information, Advice and Referral options.



145

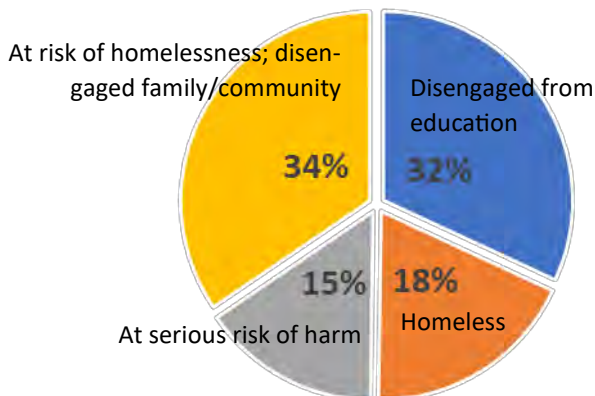
Individual Families with children under 18 years supported to build stronger family relationships and manage life's challenges.



432

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

Priority support need on initial engagement



Investing in our people, to enhance support to our most vulnerable community members.

Investing in our teams professional growth and skill set is instrumental in supporting those in need in our community. Throughout the 18/19 year the Youth and Family Services team have gained enhanced skills in

- Supporting suicidal young people
- Trauma informed care
- Childhood trauma conference
- Drug and Alcohol supports
- Domestic Violence awareness and support
- Parenting programs for challenging behaviours
- Challenging conversations in Child Protection
- Sexual Assault and Complex trauma support
- Learning Emotions through rhythm and music
- Managing Anger and Guilty emotions
- Indigenous Brief Intervention supports

75% of young people and families, left the service reporting that they were happy to leave support having reached most, if not all, of their goals set during support. **25%** of young people and families, exited service having lost contact or relocated to another area, before completing support goals.



Helping young people and families find their path in life

A 16 year old girl was referred to YFS from a local high school, having been identified as being at high risk after disengagement from school. The young girl was couch surfing after family disengagement, and had found herself residing in an emotionally and physically abusive relationship, in an overcrowded house. The environment that she was residing in was fraught with drug use, illegal activities and volatile relationships.

The young girl was experiencing depression and anxiety, suicidal thoughts, hopelessness and disconnection from any positive relationships she had in her life. YFS worked with her to connect with immediate medical supports, develop safety plans, and build her personal strength and skills to identify unhealthy relationships, and finally assist her to flee from her unhelpful environment and reconnect with her family. YFS worked closely with the young girl and her family to strengthen bonds and supports throughout this period, reconnected her with studies, and supported her emotionally to remain strong and not return to the old relationship.

YFS worked intensively with the young girl for a period of 9 months, transitioning her support to a long term community network of support and personal resources over the next 6 months, and the young girl exited from support feeling she had all the resources she needed to thrive.

In recent contact from the young girl, whom is now 18, she reported she is living independently and engaged in University studies and very aware of finding healthy positive relationships in her life.

Thank you so much for everything, honestly I question myself sometimes, What if you didn't get me out of that house? Where would I even be today. I don't think I would be alive to see these great things in front of me. I can't thank you enough." 18 year old, YFS individual outreach support

"I had smashed on so many doors trying to get help for my family and my son, and Roseberry were the only people who listened, and you have been the only person who has been able to give us anything that was useful and helpful to save our family" Mother of 8 year old son diagnosed ADHD, ODD and conduct disorder. - YFS Family Support program.

"This has been the best experience I have ever had in education, ever" 16yr old boy long term disengagement from education, working in the YFS Alternate Learning Program "BranchOut". Achieving literacy and numeracy, social and emotional goals.

"You picked me up when I felt like the world gave up on me, the people who are suppose to care and protect me didn't. Thank you for everything, you gave me a chance and didn't judge me." 18 year old male, disengaged education/employment, hopeless sense of future, history of family trauma. Through YFS outreach support, now working in a traineeship, building stronger mental health, creating a bright picture of his future.

"I can see that the program has made my life and my sons life so much better. Great team and I support it 100%" Mother of 16 year old in our YFS Alternate Learning program "BranchOut..

"You have helped me just by listening to me and letting me know I am not going crazy. Thank you for being honest with me and saying that you will help me find the right service to help." Mother of 9 year old girl – supported through YFS Information/Advice Referral pathway to link with specialised Psychologist".

Rockhampton Services

6859

Individual contacts with young people were made to support them toward their goals.

519 Parents supported to achieve their study and training goals



3958 Nights of accommodation provided to young people



40.5% ParentsNext Participants are currently studying or working



3952 Phone appointments with Parents throughout the year



81.9%

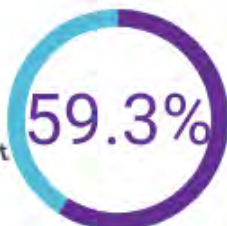


of young people were housed in safe, secure, sustainable, independent accommodation



Young people diagnosed with a mental health condition

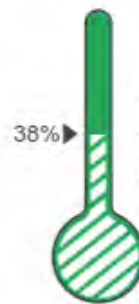
Young people were under 18 when accessing RQ for support



- Jack's House Youth Shelter
- Transition to Independent Living (TIL)
- ParentsNext

RQ Youth Workers have provided shelter and support to 196 young people throughout the year.

The ParentsNext team help parents with children under 6, to plan and prepare for future study or employment. The team are committed to assisting parents develop plans tailored to suit individual circumstances.



38% Young people were sleeping rough immediately before accessing Roseberry Qld for support.



The Careers Pathway Exhibition gave Parents an opportunity to talk with local employers and training providers to assist planning their future employment and training goals.

Toolbox Talks allows attendees to hear from a variety of speakers on topics important to preparing for employment.



Social inclusion assists to develop young people's connection with their community. NAIDOC week is one of the events that young people are encouraged to participate in.

Housing Services


1154


Occasions of Service for Housing and Dignity Hub


Our Shelter clients have participated in numerous local community events throughout the year. Staff and Clients worked with CQUni for the Shelteristic2025 project, ensuring clients ideas and thoughts were valued towards making a change in shelters. Roseberry House held its first BBQ pit masters against Jacks House. Clients worked together to cook for the select judging panel.

Our Adaptable Living Program has assisted 72 young people, to maintain and sustain tenancy. The Program has been run 8 times over the year, with 93% client attendance.

The Gladstone Homeless Connect event this year was held at Anzac Park, This year 11 Services joined and provided assistance on the day, to 112 people.

271 People were provided service across 4 events utilising Dignity On Wheels 

607 People were assisted with brokerage 

276 People presented seeking immediate supported accommodation 



72 Young People were provided with emergency accommodation at the shelter



Exited into Long Term
Returned to Family
Relocated outside 4680

59%

33%

14%



Hair Aid have provided hair cuts to 111 people over 11 dates throughout the year.



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