

# ANNUAL REPORT

## 2020—2021



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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 2020-2021 year has been one of adaptation and preparedness for the future. Reaching clients in new ways with needs different than ever before has been a challenge that our staff accepted, adapting their own delivery means. Our newfound ways will continue to evolve, and we are very proud of the way in which our staff continue to innovate and deliver services in an environment that has promoted distancing and working remotely.

Roseberry Qld's reputation continues to grow as a significant community service provider beyond the Gladstone region with new areas opening up in 2021. The entry in affordable housing in Maryborough and management of the Headspace service in Rockhampton have extended Roseberry's recognised expertise from our existing services. Enhancing our services and reaffirming our roots has been and will continue to underpin our future growth.

We have some very exciting plans forging into new frontiers, the work done this past year will be revealed in the coming year.

Our Reconciliation Action Plan has evolved into a maturity of innovation and we look forward to continuing our work with traditional owners and family groups in the regions we operate.

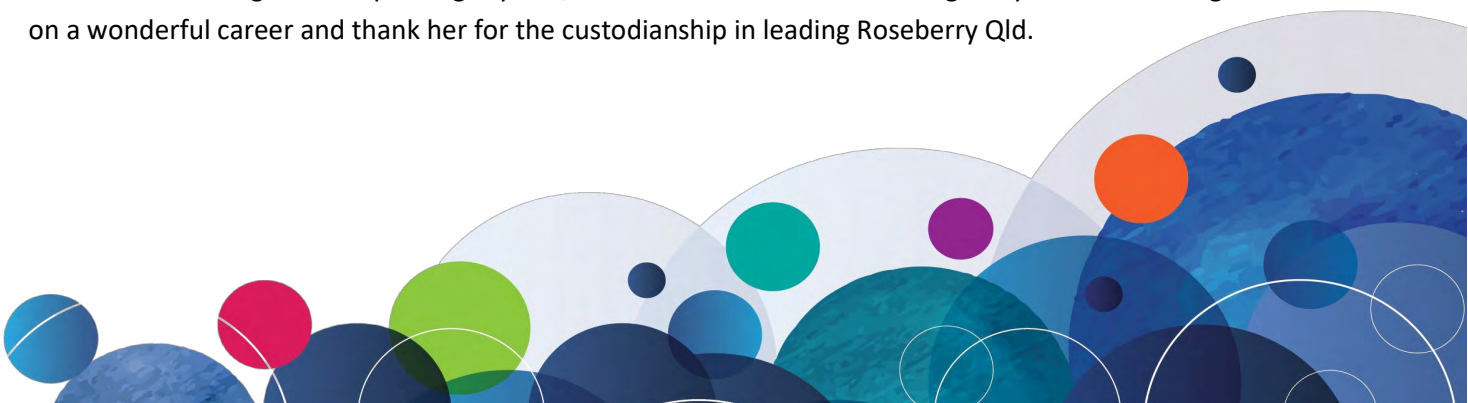
The Dignity Hub in Gladstone has surpassed expectations offering our clients basic dignity services during a pandemic environment, supported by our ever-growing volunteers and donating organisations. We seek support to this valuable service and urge Corporates and Governments to assist us in keeping this alive.

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 focused 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 and now Rockhampton, 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.

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. On behalf of the community I thank our staff sincerely.

Our General Manager of the past eight years, Mrs Colleen Tribe retired during the year and we congratulate her on a wonderful career and thank her for the custodianship in leading Roseberry Qld.



# Chair's Report

## Craig Walker

We welcomed Mrs Michelle Coats as our new General Manager and have already witnessed her energy, passion, care and professionalism that will take Roseberry to new heights. We very much look forward to Michelle leading our wonderful organisation and offer her every support. Michelle has extensive experience in the sector and has already developed a deep and genuine relationship with Roseberry.

Our Board and the community thank you all for your continued fortitude, humility, care and discretionary efforts.

My fellow Directors at Roseberry, volunteer their time, knowledge and spirit in a 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

Mr Peter Masters

Ms Renee Ballinger

Mr Wesley Walker

Mrs Erin Robertson

I sincerely thank the people in Gladstone, Rockhampton, Livingstone and Maryborough 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.

I urge our local Community, Government, Corporates, 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 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.

# Treasurer's Report

Renee Ballinger

We are pleased to report that despite ongoing challenges stemming from the COVID-19 pandemic, Roseberry Qld has achieved total revenue of \$7.1m in 2021, an increase of 30% from the prior year. This was accomplished through securing new programs, including the Individual Placement Support Program, Youth Enhanced Support Services and the refurbishment and operation of headspace Rockhampton from January 2021. Service provision expenses for the year increased in line with the higher level of income generated, resulting in an overall surplus of \$66,184 for the year ended 30 June 2021.

Roseberry Qld continues to invest in property, plant and equipment required to support operations and work towards the strategic goals of the organisation. As well as growing the services provided to the Central Queensland community, Roseberry Qld is proud to be expanding its reach to provide housing services in the Maryborough region from the 2021/22 financial year.

The financial position of Roseberry Qld remains strong and ensures that we are well positioned to be able to continue to deliver essential programs and services to assist our clients into the future. Thank you to the Directors, management team, staff, volunteers and local community for your continued support of Roseberry Qld.



*Renee Ballinger*





# Financials

<b><i>Key Financial Data</i></b>	<b>2020/21</b>	<b>2019/20</b>
<i>Total Revenue</i>	\$7,108,000	\$5,480,000
<i>Total Expenses</i>	(\$7,025,000)	(\$5,351,000)
<i>Current Year Surplus</i>	\$83,000	\$129,000
<i>Transfer (To)/From Reserves</i>	(\$17,000)	\$1,000
<i>Net Surplus</i>	\$66,000	\$130,000
<i>Cash and Cash Equivalents</i>	\$2,913,000	\$2,400,000
<i>Total Assets</i>	\$9,541,000	\$8,324,000
<i>Total Liabilities</i>	\$4,997,000	\$3,863,000
<i>Total Equity</i>	\$4,544,000	\$4,461,000

# GM's Report

## Michelle Coats

Well, I have to say, 2021 has been a rollercoaster of a ride for me! Having only commenced the role of General Manager in January 2021, I feel like I have taken on some significant challenges, but these have well and truly been counted by the daily joy of working with an incredibly committed and talented group of people and seeing the impact that Roseberry Qld has on the lives of so many people in our community.

I have had the opportunity of working with the Board and our Management Team to reinvigorate our strategic plan and refocus our efforts on achieving the change we want to see in our community. The social impact goals that we have set for our organisation reflect on our vision for a strong, vibrant, and compassionate community and set our sights on expanding our reach to other regional areas of Queensland.

We have embarked on several projects aimed at supporting and growing our most important asset – our staff. Over the past 12 months we have seen a 30% increase in our workforce highlighting the need for an upgrade in our human resources system, which we have been able to do. I am passionate about ensuring that our workforce can build their expertise and knowledge, access personal and professional development opportunities, develop strong self-care strategies and feel happy and safe in their working environment. We have rolled out a new online training and HR platform that will assist us to manage our workforce development strategy and provide the resources and tools to our staff that will ensure that we provide the best environment for staff to succeed and thrive.

2021 has certainly been a year of growth for Roseberry. We have experienced an increase of 27% in grant revenue reflecting some new additions to our service offerings. The PHN Stream 2 funded Youth Enhanced Support Services (YESS) was launched in late 2020 and has been fully subscribed for most of the year. We are currently exploring options for offering Stream 1 and Stream 3 mental health services to meet escalating demand for counselling services in our communities.

We have also embarked in a new direction in the vocational services field. Building on our ParentNext Program, which supports parents to access employment and training opportunities, we have rolled-out the Individual Placement & Support program that supports young people engaged with headspace to access the job market. Our Impact Goal of enabling people to break out of the cycle of disadvantage and poverty sets a clear directive to invest in vocational services that empower individuals with choice and opportunity.

The launch of our Shelteristic Stage 2 Project in August 2021 reinvigorates our determination that people have a safe and sustainable place to live and grow (another Impact Goal). Shelteristic aims to design and build affordable homes and provide tenancy and wrap-around supports to people who are at risk of homelessness due to escalating rental prices and a shortage of housing stock. Shelteristic is an ambitious project for Roseberry, but we are excited about the level of community interest in partnering with us on this journey.

We have successfully refurbished both our headspace Rockhampton and headspace Gladstone offices, and these are wonderfully welcoming places for young people to access early intervention mental health supports and therapies. Our headspace Gladstone team now have a space within the Gladstone Mindcare complex with the hope that sharing a space with our consortium partners will help smooth the pathway for young people seeking holistic supports to improve their health and wellbeing.

I am excited about what the next 12 months will hold for Roseberry Qld. With a proactive and forward-thinking Board and supported by a fantastic management team, I believe Roseberry Qld will continue to grow from strength to strength and continue to make a difference in the lives of the people we work with.



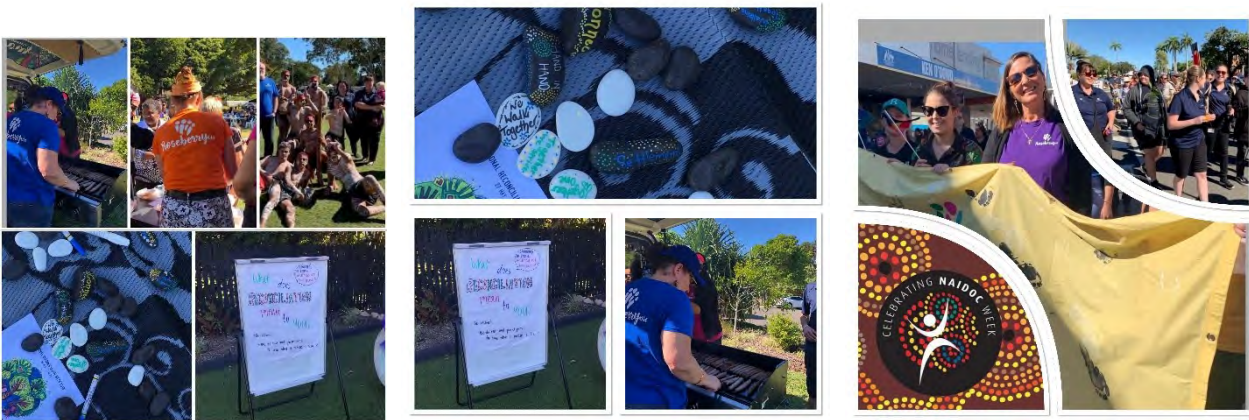
*Michelle Coats*

# RQ Diversity and Inclusion

RQ has stepped up its commitment to diversity and inclusion with a number of new developments to encourage, support and drive diversity and inclusion across the organisation. Some of these include:

- The development of a Diversity and Inclusion Action Strategy,
- A new Diversity Policy,
- Revamping the existing Reconciliation Action Plan (RAP) Committee to a Reconciliation, Diversity and Inclusion Committee (RDIAC) to drive all facets of diversity and inclusion across all areas of RQ,
- A review of RQ policies is underway to determine where diversity and inclusion can be incorporated or where policies need to be updated to ensure the organisation embeds diversity and inclusion in everything we do.
- Undertaking training for all staff on diversity and inclusion as well as dedicated discussions at our all staff days.

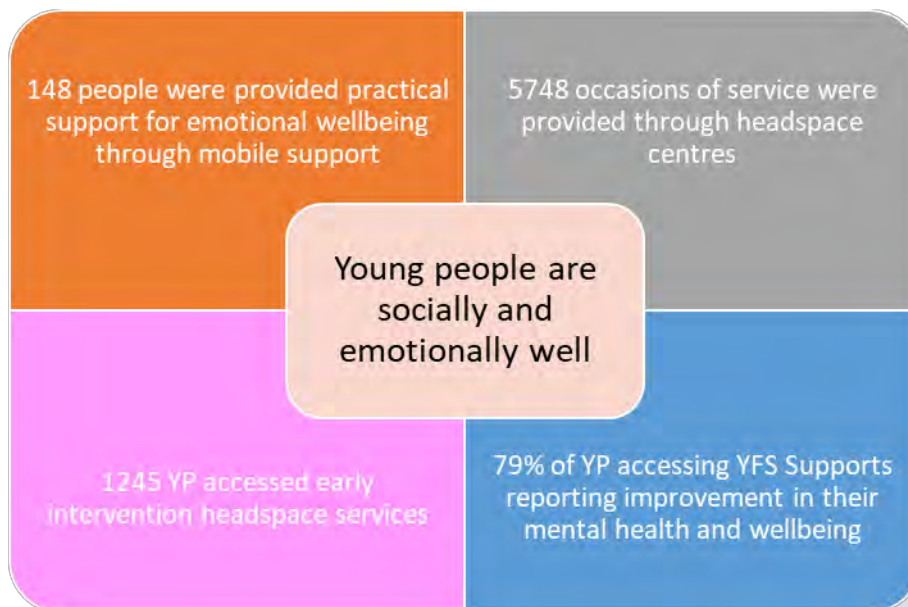
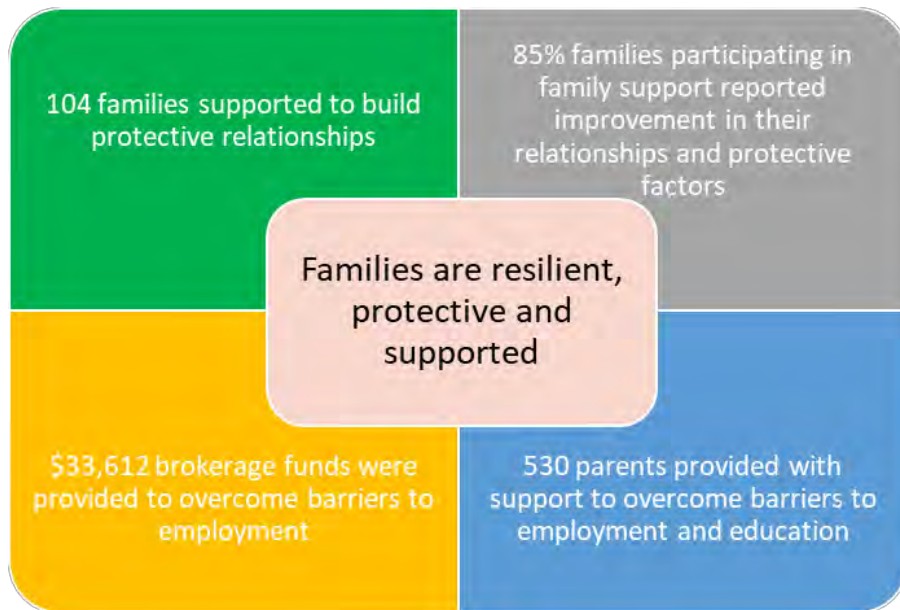
The above noted developments build upon our existing suite of materials that support diversity and inclusion at RQ including our Aboriginal and Torres Strait Islander Recruitment and Retention Strategy, Aboriginal and Torres Strait Islander Engagement Strategy and our Cultural Learning Strategy.



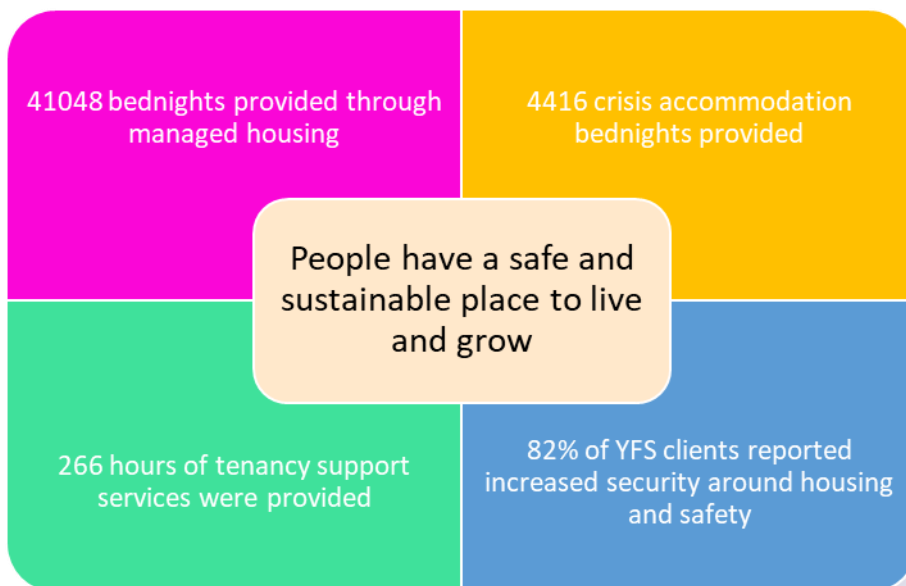
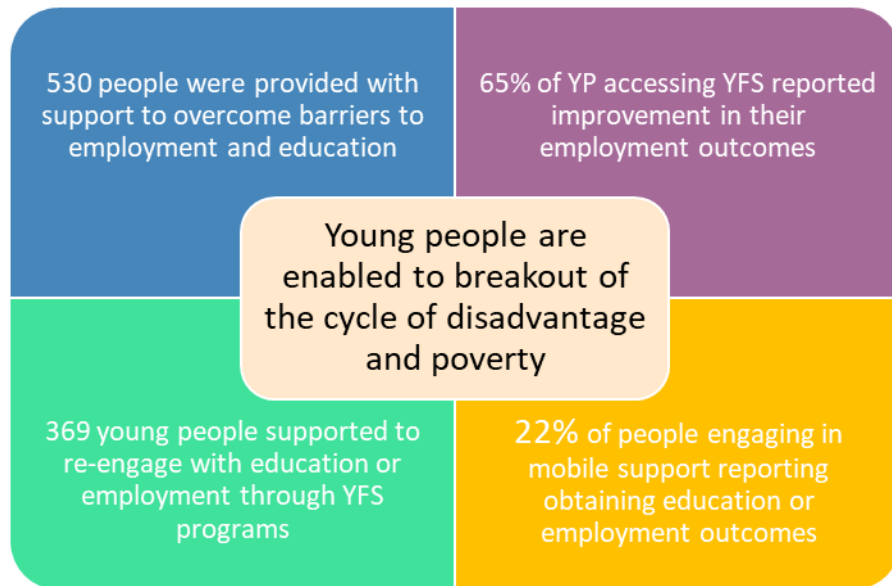
## COMMITMENT TO DIVERSITY STATEMENT

Roseberry Qld believes that everyone has a part to play in our organisation and our communities. We believe that diversity makes us stronger, more relatable to our clients and a better organisation. Roseberry Qld believes that our motto "A strong, vibrant, compassionate community" can only be achieved by embracing diversity and inclusion to the fullest extent. Roseberry Qld will strive for equality, freedom and fairness and for the elimination

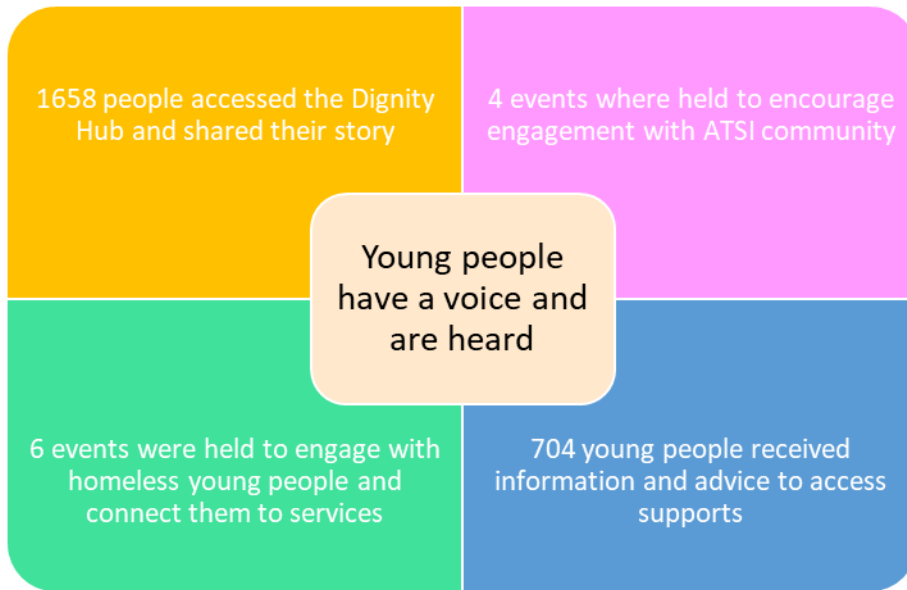
# Social Impact Goals



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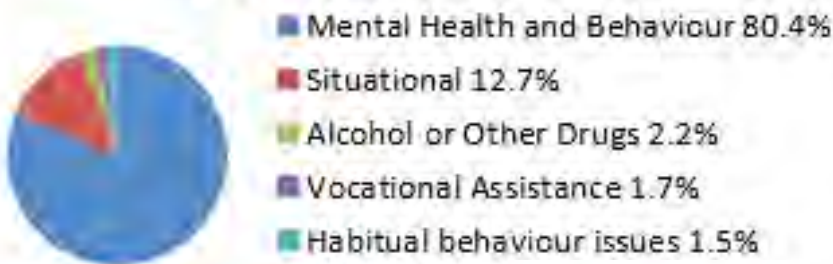


Roseberry's headspace program, is an early intervention service, for 12 to 25 year olds, across four core streams: mental health; physical and sexual health; alcohol or other drug support; and vocational support. headspace is designed, to make it as easy as possible, for a young person and their family,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



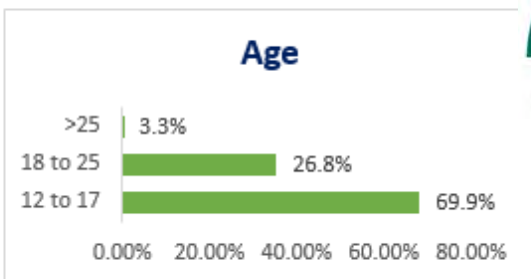
### Presentating Issues



### Population Groups



### Age



**62.66%** Female  
**35.44%** Male  
**3.53%** Other

# ParentsNext

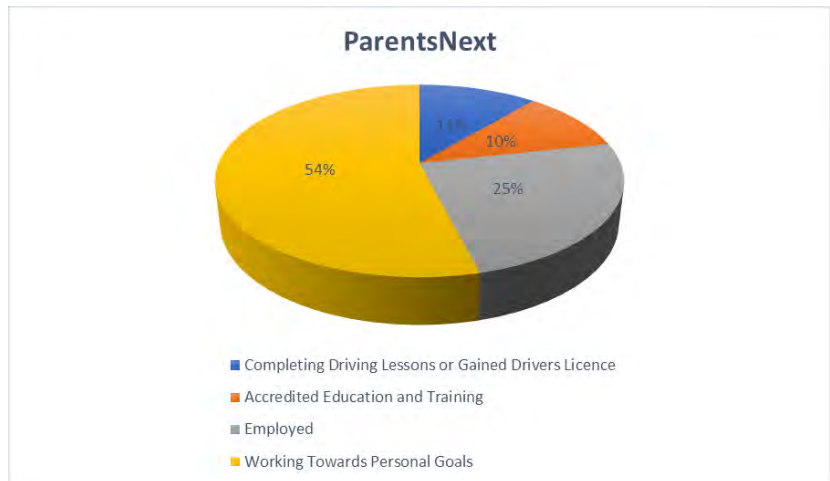
The ParentsNext program is designed to assist and support parents in receipt of parenting payment, with a youngest child under the age of six, to overcome challenges and barriers to build their individual pathway to education and employment goals.

The program offers support to participants experiencing barriers such as homelessness, mental health issues, substance misuse, lack of support networks, parenting skills, access to counselling services, information provision, education, mentoring and advocacy.



## \$33, 612

The total amount of the participation fund that has been used to support participants from January 2021 through to October 2021



## 530

Participants/Parents supported to overcome barriers and challenges to build a manageable pathway to their education and employment goals

This year has seen ParentsNext roll over into a new 3 year contract beginning on July 1 2021 through to June 30 2024. Due to the renewal of the funding contract and change in eligibility requirements that came into effect mid year, the case load stood at 475 participants from January 1, with the flow of referrals into the program ceased on April 1. A significant number of participants did not meet the new eligibility criteria and the roll over into the new contract saw a drop in the case load from 388 to 223 participants.

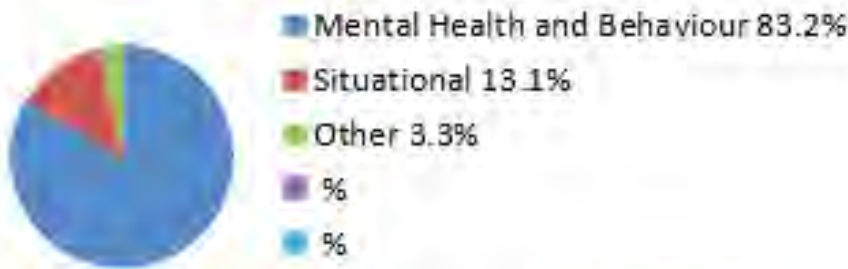


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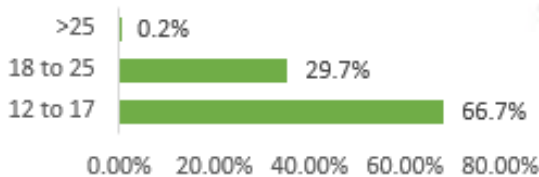
### Presentating Issues



### Population Groups



### Age



**60.2%** Female  
**36.4%** Male  
**3.4%** Other

# Youth and Family Services Programs

Our Youth and Family Services programs are made up of 5 state and federally funded programs. **Youth Support**, and **Family Support** funded by Department of Child Safety, Youth and Women; **Reconnect** funded by Federal Govt.; **Youth Sexual Violence Connector** funded by Department; and **3 Mental Health Stepped Care** services funded by Primary Health Network.

## 2020/2021 Year



**704**

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



**104**

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



**369**

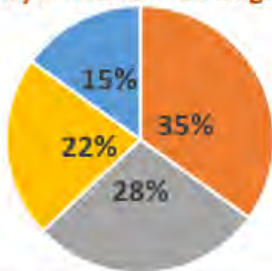
Individual young people aged 12 to 21 years supported to re-engage in education or employment, find stable housing, manage emotional challenges, build links with community.



**105**

Young people 12 to 25 years experiencing severe/complex mental health concerns, supported through therapeutic interventions and recovery support coordination to reduce risk of suicide and improve their mental health wellbeing.

### Primary Reason for seeking supports



- Disconnection family and community
- Disconnection Education/work
- Mental Health, Suicide/Selfharm, AODS
- Homelessness or at a risk of homelessness



**16%** of the families and young people supported by YFS identified as Aboriginal and Torres Strait Island  
**5%** identified as Culturally and linguistically diverse

*"I have broken my family ways and now I'm being a role model for my younger siblings."*

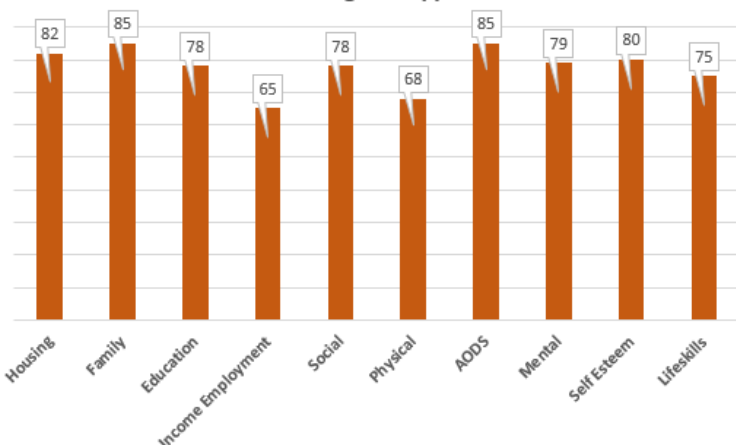
In 2018 a young 15 year old girl was referred to our service from a local high school after experiencing suicidal thoughts and chronic panic attacks, she had experienced sexual and domestic abuse, and drug and alcohol use which significantly impacted her attendance and engagement at school and her functioning in society. Our Reconnect program worked with the young girl to develop coping strategies, identify key challenging areas in her life, develop mentoring relationships, define motivation and goals for life, and develop a plan for achieving successes and allowing herself to DREAM BIG for her future.

The young girl recently contacted us to advise that she has completed year 12, has early entry acceptance to University, and has drivers licence and long term employment with a large organisation, with a vision to move into management roles overseas in the future.

*"Thank you for showing me I had a life to live for despite all the child hood challenges I had and for believing in me. I just wanted to let you know that I did it, I completed that crazy drawing of my future we did in the car that day."*

## Our Impact

% of participants reported significant improvement in situation following YFS supports



# HOUSING & HOMELESSNESS SERVICES

Roseberry House (16-25) & Jacks House (16-19) provides short term supported accommodation for young people who are homeless and in crisis. Clients are supported to achieve their education and employment goals as well as embedded with independent living skills to ensure they can successfully live independently.

- 1658 Seeking Brokerage Assistance
- 359 Seeking Immediate Supported Accommodation
- 86 Seeking Homelessness Support
- 65 Seeking Transitional Support

## Where did Clients exit to?



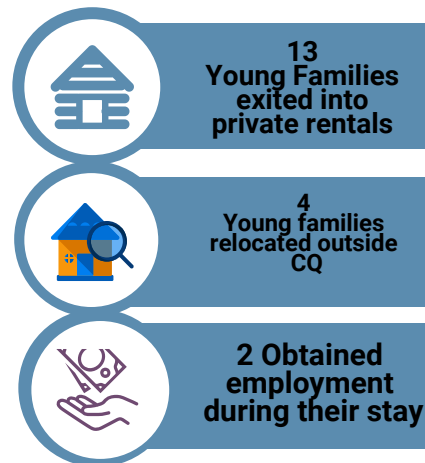
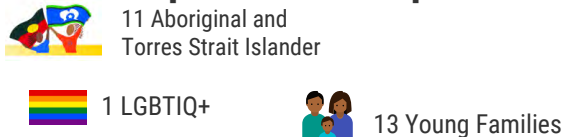
### Population Groups



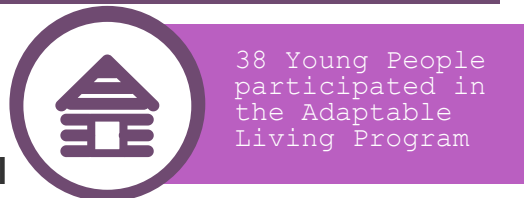
Crisis Accommodation Program is to provide safe and affordable housing, while allowing clients time to work with their support worker to resolve any issues, progress towards identified goals and independent living.



### Population Groups



Mobile Support provides support to young people 16-25 who are living independently. The program aims to provide practical support for the emotional well-being of the young person.



### Population Groups



# Tenants

- 1 Eviction
- 2 Tenants exited social housing and entered private rentals
- 12 Complaints received
- 9 Tenants participated in RQ Garden Competition
- 0% Vacancy rate for 6 months



**266.5**  
Hours of tenant  
case work



**25** Tenant surveys  
completed and  
returned



**31** Singles and **8**  
Families were gifted  
with Adopt-a-Family



# ROSEBERRY DIGNITY HUB

The Roseberry Dignity Hub provides community members and families experiencing homelessness or at risk of homelessness, access to free: laundry facilities, bathroom facilities, kitchenette, access to non-perishable food items, information and referral to other services.

**1658**

of Community Members  
accessed the Dignity Hub

## Housing situation at time of presentation

1318 Long Term Housing  
176 Homeless  
82 Couch Surfing  
68 Temp Accommodation

## Presenting reasons

90% Brokerage Assistance  
8% Shower and Laundry facilities  
2% External Referrals



**19** presented for  
Community Cuts



## Population Groups



**47.2%**

Aboriginal & Torres Strait  
Islander



**5.5%**

CALD



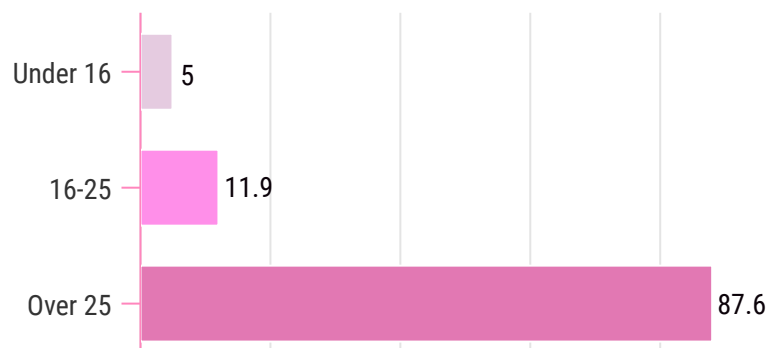
**4%**  
LGBTIQ+



**307**

Families accessed for  
brokerage assistance

## Age of Presentations



# 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