



ANNUAL REPORT
2021—2022





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Chair's Report

Craig Walker

With great pride, I report our 2021-22 year has been one of consolidation and readying Roseberry Qld for the future.

At the outset, can I acknowledge and commend the efforts of all our Roseberry staff who are so capably led by General Manager Michelle Coats. The continued strive to serve and find new ways and frontiers to improve the community services is astounding. Having met the challenges of a pandemic, a global economic and political uncertainty, health and housing shortcomings, the Roseberry team has shown a resilience and spirit that has continued to improve situations and the lives of thousands in the regions we operate.

Roseberry Qld's reputation continues to grow as a significant community service provider beyond the Gladstone region with new areas opening up in 2021-2022. Enhancing our services and reaffirming our roots has been and will continue to underpin our future growth. Roseberry has invested in a new homelessness hub adjacent to our Dawson Road centre in Gladstone which is due to be completed and opened in 2023. Our services have expanded in Rockhampton, and we opened a new premise in the CBD area in William Street. We have some very exciting plans forging into new frontiers within the housing sector through foundation work done this past year which will be revealed in the coming year. We call on local, state, and federal Government to support us and partner with us in what we know will provide our communities much needed homes. We have been continuing to increase our advocacy to government and community to increase supply of affordable homes for families and individual experiencing homelessness in our region where there is currently approximately 2,500 individuals on the social housing waiting list for Central Queensland.

Our Reconciliation, diversity and inclusion strategic plan is a statement to our efforts to take action to improve diversity in our workplace, inclusive practice and demonstratable action toward true reconciliation. Together, we are exploring opportunities to create social enterprise and business activity that contribute towards our strategic vision of sustainability and growth.

The Dignity Hub in Gladstone has surpassed expectations offering our clients basic dignity services during a challenging 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 service operational.

Roseberry has continued 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 and it is our privilege to do this work.

headspace Gladstone and Rockhampton, such an invaluable service 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 we are seeking to expand next year.



*Chair's Report
Craig Walker (continued)*

Our commitment to delivering strong governance and quality practice reflected in our auditing practices and ongoing certification from Human Services Quality Framework and Management Integrity Framework.

To deliver these results, we have a super team of dedicated, supremely professional, and most importantly, people characterized by the care, humility and courage to make the difference they do. On behalf of the community, I thank our staff sincerely.

I thank Michelle Coats as our new General Manager as we all witness her energy, passion, care, and professionalism that will take Roseberry to new heights. We very much look forward to Michelle and the team leading our wonderful organisation and offer her every support.

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 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 Bellinger; Ms Carly Quinn; Ms Elizabeth Norris.

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.

I urge our local Community, Government, Corporates, 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 prouder in continuation of the work we do.

On a personal note, I have advised the board of my intention to step down as Chair and from the board of Roseberry Qld this coming AGM. It has been my pleasure and privilege to serve the community and Roseberry in this way for the past 10 years however, it is time to pass the baton. I cannot express how grateful for the support I have received and the people I have had the honour to work alongside. I wish the organisation and all those who serve and are served, all the kindness, strength, and successes.

Many thanks.

*Craig Walker
Chair*



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 nine years for which I am grateful and my hope is to 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.



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.



William Macdonald

I have enjoyed immensely being a director of the Roseberry Qld board for the last nine 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

Our Board



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.



Elizabeth Norris

Following a long standing professional association with Roseberry Qld for more than 10 years, I was keen to be involved as Board Director to support their mission and efforts to transform lives. Roseberry is a vibrant and compassionate organisation, which has created a significant positive footprint for those facing adversity and homelessness in our community. As a health professional and organisational psychologist it is my endeavour to offer unique professional insights and guidance in clinical governance and organisational culture, to support the continued reach and success of Roseberry Qld.



Carly Quinn

I consider it a privilege to be selected to represent our members, our people and our clients as a Board Member of Roseberry Qld. I have just completed my first 12 months on the board and have been so impressed by the calibre and passion of our team members. They are talented and motivated specialists in their field, all dedicated to improving the lives of those in our various communities. Unfortunately the need for our services is continuing to increase, and even during the toughest times such as Covid, the passion of our people has remained steadfast. I look forward to supporting our General Manager to provide them with a safe and sustainable environment so they can continue doing what they do best – serve our Communities when they are most at need.

Treasurer's Report

Renee Ballinger

During the financial year ended 30 June 2022 Roseberry Qld (RQ) has seen various new programs introduced, including Skilling Queenslanders for Work – Workskills Traineeships, and also headspace National Early Career Programs for both Gladstone and Rockhampton. Additionally, property adjacent to the RQ head office has been acquired and works have commenced towards establishing a Housing and Homelessness Hub here in Gladstone.

Revenue of the organisation increased to \$7.8m in 2022 compared to \$7.1m last year, which allowed RQ to continue to provide important services throughout the region, furthering our mission of providing homes, supportive pathways for young people and strengthening families.

RQ is reporting an overall deficit for the 2021/22 year of \$11,883, however maintains a strong cash and net asset position which ensures that the organisation can continue its focus on strategic goals – protect, optimise and grow. Investment in assets and resources that contribute towards the growth and development of RQ is a key strategic focus, to ensure that our organisation is equipped to meet the future needs of the community and our clients.

I would like to acknowledge and thank the Roseberry Qld Directors, management team, staff, volunteers, donors and supporters – with your support, commitment and generosity RQ is well positioned to continue to provide valuable services in our community.

Key Financial Data	2021/22	2020/21
<i>Total Revenue</i>	\$7,844,755	\$7,108,829
<i>Total Expenses</i>	(\$7,866,521)	(\$7,025,353)
<i>Current Year Surplus/ (Deficit)</i>	(\$21,766)	\$83,476
<i>Transfer (To)/From Re- serves</i>	\$9,883	(\$17,292)
<i>Net Surplus/(Deficit)</i>	(\$11,883)	\$66,184
<i>Cash and Cash Equivalents</i>	\$2,725,213	\$2,913,627
<i>Total Assets</i>	\$9,838,937	\$9,541,315
<i>Total Liabilities</i>	\$5,316,419	\$4,997,031
<i>Total Equity</i>	\$4,522,518	\$4,544,284



Renee Ballinger

General Manager's Report

Michelle Coats

The past year has been a time of embedding our vision of creating a strong, vibrant and compassionate community. We have asked ourselves – how do we create the impact that we want to make? It's easy to get lost in the day-to-day busyness and lose sight of our foundational purpose which is to make a positive difference in the lives of everyone we work with.

We have tried hard to align our operational activities with our strategic impact goals which are:

- Young people have a voice and are heard
- Young people are enabled to break out of the cycle of disadvantage
- Youth people are socially and emotionally well
- Families are resilient, protective, and supported
- People have a safe and sustainable place to live and grow

Our teams, programs and services have actions that contribute towards progress toward our impact goals. This has meant a focus on reviewing and improving our internal practice, process, and policy to ensure they provide the governance and guidance that we need organisationally to achieve our goals. It has also meant actively looking outwards – trying to develop new ways of listening to the voice of young people and re-position ourselves as an organisation that is responsive, adaptable, and genuinely 'community led'.

I am constantly reminded that none of our aspirations around positive impact and strategic vision can be achieved without the wonderful staff that turn up every day and make that positive difference in people's lives. I am personally committed to continuous improvement around staff well-being, personal and professional development – believing that a happy, challenged, and passionate workforce means quality outcomes and positive impact in the communities in which we work.

Our strategic impact goals are forcing us to grow our services and programs to best meet the needs of our community. This means investment in new areas of growth such as affordable housing development, social enterprise, and specialised vocational programs. Identifying areas of need and growth is another motivating factor to increase our ability to get community feedback so we stay informed of the real issues impacting our community and are able to be adaptable and responsive to community expectation.

It's been a challenging, roller-coaster of a year for me and I am so proud of the work accomplished. This annual report is a fantastic way for us to highlight our achievements, and most importantly, the stories of the young people positively impacted through the work that we do.

A big shout out to the RQ Board members, my fabulous management team and all the wonderful staff – None of this could have happened without you!!



Michelle

Reconciliation, Diversity and Inclusion Action Committee (RDIAC)



This year was very busy for the new RDIAC Committee and so many awesome actions have been achieved that put RQ well on its path to meet our Reconciliation and Inclusion Commitment.

RQ 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. RQ believes that our vision “A strong, vibrant, compassionate community” can only be achieved by embracing diversity and inclusion to the fullest extent. We will strive for equality, freedom and fairness and for the elimination of discrimination.

The highlight for everyone at RQ was Reconciliation Australia formally endorsing RQ’s Reconciliation Action Plan (RAP). This had been a concerted effort over a number of years to put this document together and have it endorsed. The Committee continues to be guided by our RAP and actioning the deliverables contained therein. RQ’s RAP is available on the Roseberry Qld website.



For 2022, RQ expanded the scope of the previous RAP Committee to cover diversity and inclusion efforts and embed diversity and inclusion into the foundations of the organisation.



Another milestone of the year was the drafting and adoption of the new Diversity and Inclusion Policy. This policy codifies RQ’s commitment to diversity and inclusion and prompts the organisation to continue to improve its efforts wherever possible.

RQ continued to celebrate Reconciliation Week with activities being organised in Gladstone and Rockhampton which embodied the spirit of reconciliation and demonstrated that everyone has a role to play in the reconciliation journey.

RQ adopted new indigenous themed shirts, designed by our own Lionel Smith, a proud Barada Barna man. We think the design is amazing and tells a wonderful story of Roseberry and our connections to our communities.



Throughout the year, RQ celebrated a number of days of significance, including International Women’s Day, NAIDOC Week, Pride Month, Harmony Day and many others.

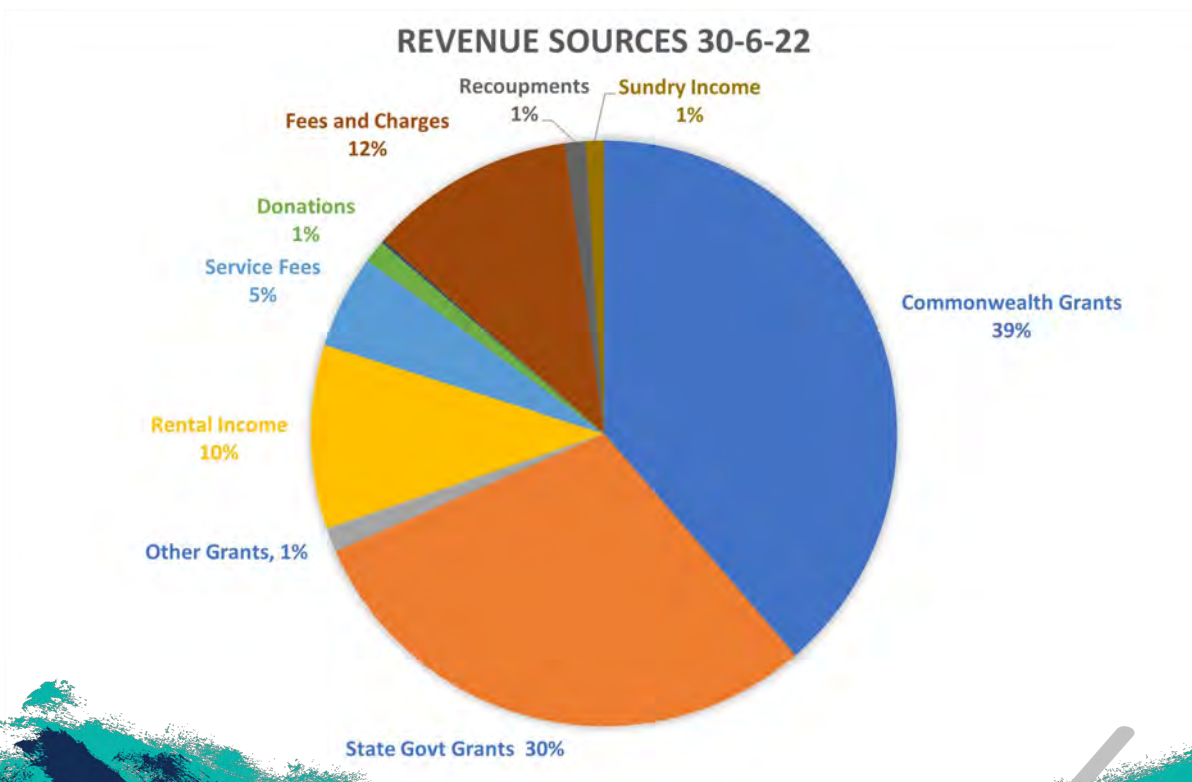
While it has been a very busy year, we know there is much work still to be done and we look forward to the following twelve months.

2021-22 Snapshot

Throughout the last 12 months, Roseberry Qld has assisted 6,302 individuals to access supports and services. These include:

- ⇒ **63** Families supported in relationship building
- ⇒ **422** Parents to access study and employment
- ⇒ **670** at risk young people to get advice and referral into suitable services
- ⇒ **1,644** homeless people provide with food, amenities, advice, and referrals
- ⇒ **1,076** young people accessed early intervention mental health services
- ⇒ **28** disadvantaged young people gained work experience and employment
- ⇒ **4,416** bed nights provided at our shelters – Jack’s House and Roseberry House
- ⇒ **4,418** bed nights provided at our crisis accommodation
- ⇒ **1,358** toiletry packs given out to homeless persons

How are we funded?



Our Impact Stories

Branchout: "I am so bloody proud of myself, and I wouldn't be alive if it wasn't for you, and others at Roseberry who believed in me and accepted me and pushed me to be a better person"

Headspace: "The help they gave was amazing. Just listening and talking would have been enough but they helped give me strength to: see a doctor: try to find work: make friend and create a network of people as well as countless other things. Let alone the small twinkle of happiness for the future which has blossomed"

CAP Tenant: "Before being helped by Roseberry, I was living in my car and had nowhere safe to stay. Roseberry helped me to get onto Centrelink payments, see a counsellor and get my own safe accommodation. If I didn't have help from Roseberry I do not know where I would be"

Jack's House Client: "I was an 18 year old, homeless living in a tent. Since living here, they have helped me link with services, get my drivers licence, access a program. I have completed a hospitality course and a course in community services, a ready for work course and I have an approved Dept of Housing application"



Mobile Support (Rockhampton) Client: "My Roseberry mobile support worker has helped me and supported me thru the darkness and now I've become a better version of myself and have accomplished more than expected"

Mobile Support (Gladstone) Client: "I feel like I'm progressing since moving into my own place after exiting the shelter and accessing Roseberry's mobile support. I like seeing Chloe on a weekly basis as she helps me identify goals and working towards getting employment"

ParentsNext: "My long-term goal is to embark on a study pathway to one day become a paramedic. With support, my goal was broken down into manageable steps. I was able to successfully complete studies, to gain ongoing employment."

Youth & Family Services

Our Youth and Family Services programs are made up of 5 state and federally funded programs. Youth Support, Family Support, Reconnect, Youth Sexual Violence Connector and Youth Enhanced Support Service.



670

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



63

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



253

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.



130

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.



68%

27%

2%



14% of the families and young people supported by YFS identified as Aboriginal and Torres Strait Island



4% identified as Culturally and linguistically diverse

"Thank you for providing an open and honest space for me during my support period".

YESS Client

YESS Client: A young male was referred to our service from a local organisation with mental health concerns. He had poor family relationships, limited motivation to attend school and ongoing struggles with anxiety that impacted his ability for healthy social connections. Our YESS program worked alongside this young male to develop coping strategies and skills for his anxiety, he had successfully started employment further increasing his confidence with his decision making and social networking. This young male had developed positive goals moving forward in his future outside of the YESS support and had increased hope and motivation to reach them.

Vocational Services

Vocational services includes programs that are directly connected with helping disadvantaged people access study and employment opportunities with the aim of empowering people to lift themselves out of disadvantage. Our programs include ParentsNext, IPS (Intensive Placement Support) and SQW (Skilling Queenslanders for Work)

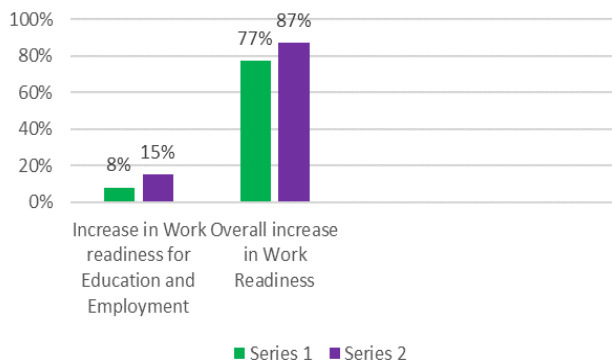


422



Current participants in the program across 5 sites

Improvement Work Readiness for Participants Required to undertake Work Readiness Assessments (100 Participants)



3000



appointments booked with 90% attendance rate

"If you told me at the beginning of this story that I would one day own my own home I probably would have laughed, and now I am making my families dreams a reality. I can honestly say that without the help of the Parents Next program I wouldn't be where I am now, I wouldn't have the qualifications I have, and my family wouldn't be doing as well as we are."

PN Participant

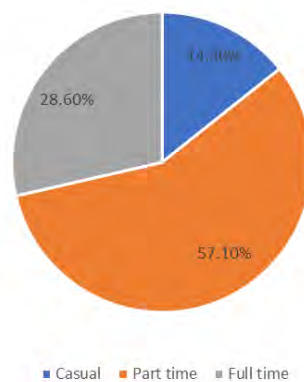
Skilling Queenslanders for Work

Roseberry Qld hosted two Skilling Queenslanders for Work – Work Skill Traineeship projects during the year. These projects have seen us hire 30 disadvantaged young people into a 6-month Traineeship where they completed a Certificate I in Construction, we then worked with our young people to assist them into ongoing sustainable employment, housing and counselling/legal assistance.

50% employment outcomes for completed

Intensive Placement Support

Job Placement Outcomes



66.6%

Study or employment outcomes for

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.

- 1249 Seeking Brokerage Assistance
- 366 Seeking Immediate Supported Accommodation
- 117 Seeking Homelessness Support
- 44 Seeking Transitional Support



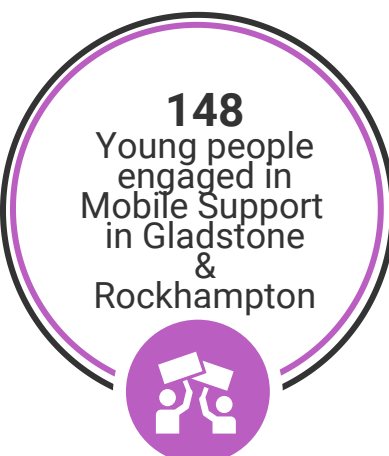
- 10** Obtain Long Term Housing
- 4** transitioned into CAP
- 6** Returned back to family or friends
- 11** were referred to Mobile Support at time of Exit
- 8** Young people gained employment during their stay
- 4** relocated outside CQ to reconnect with Family or employment options

- 21** Young People actively re-engaged or continued their education during their stay
- 91%** of case plans/ goals were achieved at time of exit
- 12** exit surveys completed after (3) months of exit



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.

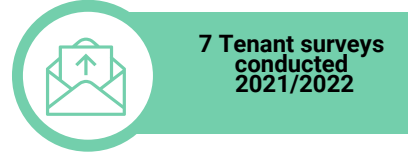
- 9** young people transitioned from either Roseberry House or Jacks House
- 4** Young Families / or individuals exited into private rentals
- 14** were referred to Mobile Support to assist with maintaining and sustaining long term tenancy upon exit
- 4** Individuals relocated outside CQ to either return family or for work purposes
- 87%** of case plans/goals were achieved at time of exit
- 14** gained employment/or re-engaged into education during their stay



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.

- 92%** Maintained and sustained their current tenancy through support.
- 12** Young People participated in the Adaptable Living Program
- 6%** of supports had never accessed a service in the past
- 25** young people were external phone appointments due to homelessness
- 14** Families were provided support
- 75%** of case plans/goals were achieved at time of exit or disengaged

Tenants



- 1 Eviction
- 4 Tenants exited social housing and entered private rentals
- 16 Complaints received
- 9 Tenants participated in RQ Garden Competition
- 1.1% Vacancy rate for 6 months



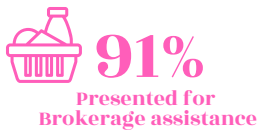
"Roseberry House has helped me a great amount. I have never been good with change but being here has helped me learn that change doesn't have to be a bad thing. I moved to Gladstone not knowing what to expect, I have never really been anywhere but my hometown. Getting in contact with Roseberry was the best decision I've ever made, they helped me grow as a person, help me realise my true self, helped me in ways of getting comfortable talking to new people, gaining the confidence I need to chase after the things I want. Roseberry has helped me get into my own place until I find more long-term accommodation." Roseberry House client

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.

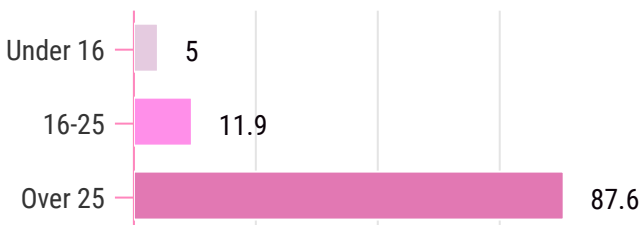
1644
of Community Members accessed the Dignity Hub

Presenting Reasons



Housing situation at time of presentation

Age of Presentations



1318 Long Term Housing

176 -PRIMARY HOMELESSNESS is experienced by people without conventional accommodation (e.g. sleeping rough or in improvised dwellings)

82-SECONDARY HOMELESSNESS is experienced by people who frequently move from one temporary shelter to another (e.g. emergency accommodation, youth refuges, "couch surfing")

68-TERTIARY HOMELESSNESS is experienced by people staying in accommodation that falls below minimum community standards (e.g Boarding House, Caravan Parks, Motel, Hostel)

headspace Gladstone



headspace 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 per cent 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.

The services and direction of each headspace centre continue to be shaped by regular input from young people, their families



581

Serviced Young People



242

Returning Young People



339

New Young People



2286

Occasions of Service



1.21%

of serviced young people were from outside the 4680 postcode

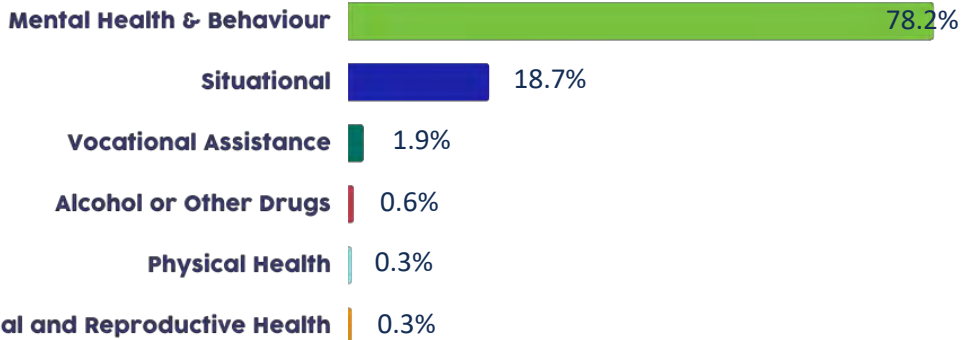


0.7%

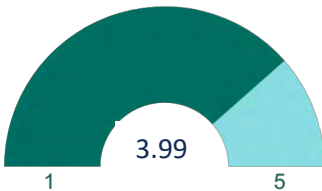
of serviced young people were homeless,

with an additional 4.4% at-risk-of homelessness

Primary Presenting Issue



Client Satisfaction



Population Groups



11.23%
Aboriginal and/or
Torres Strait Islander



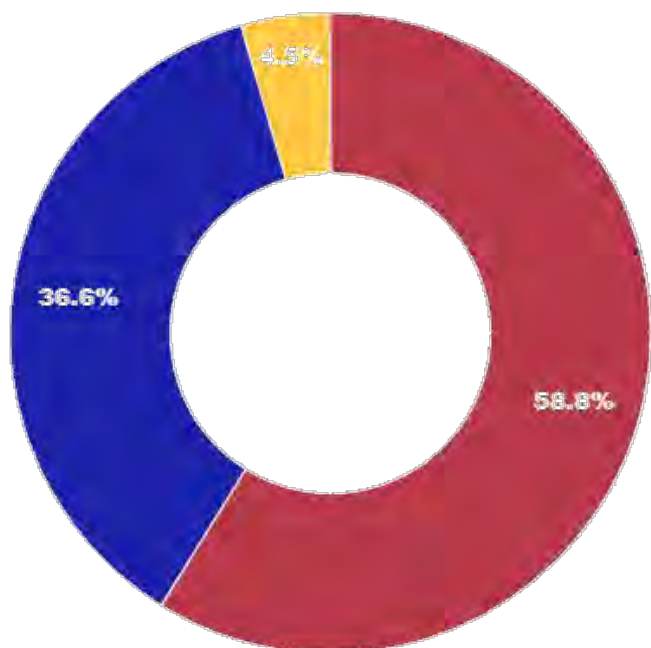
27.02%
LGBTIQA+



5.07%
CALD

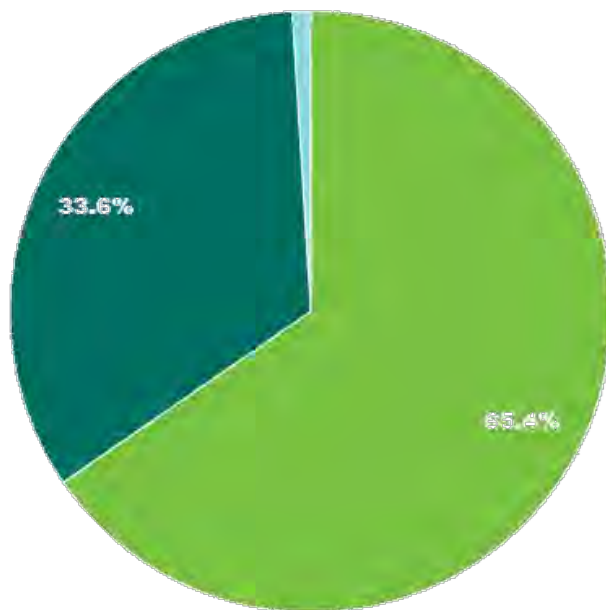
Gender

● Female ● Male ● Other



Age

0.17%



● 12-17 ● 18-25 ● >25

headspace Rockhampton



495

Serviced Young People



164

Returning Young People



286

New Young People



2348

Occasions of Service

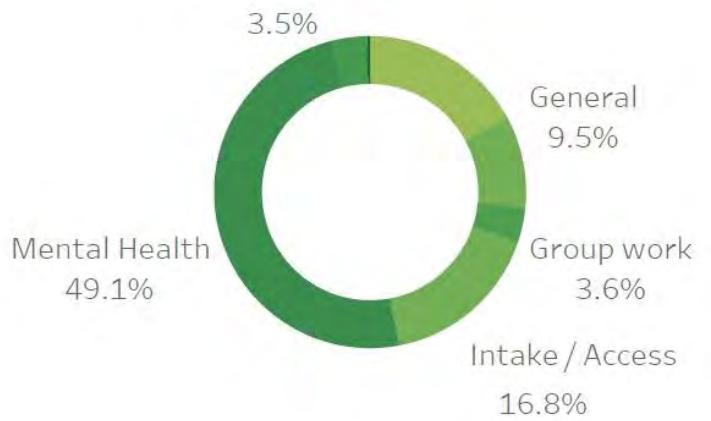
2,348

Services provided to young people



Types of services provided

Mental health - Low Intensity Intervention



Good News: 17 year old transgender male was referred to headspace Rockhampton by Child and Youth Mental Health in July 2022. The young person had survived a suicide attempt and was struggling with self-harm and depression. They were supported with 10 therapy sessions and were encouraged to attend our True Colours LGBTQIA+ social group. Over the past year, they have truly blossomed.

They have finished therapy, continue to attend the True Colours Group and are a warm, vibrant, and treasured member of our Youth Crew.

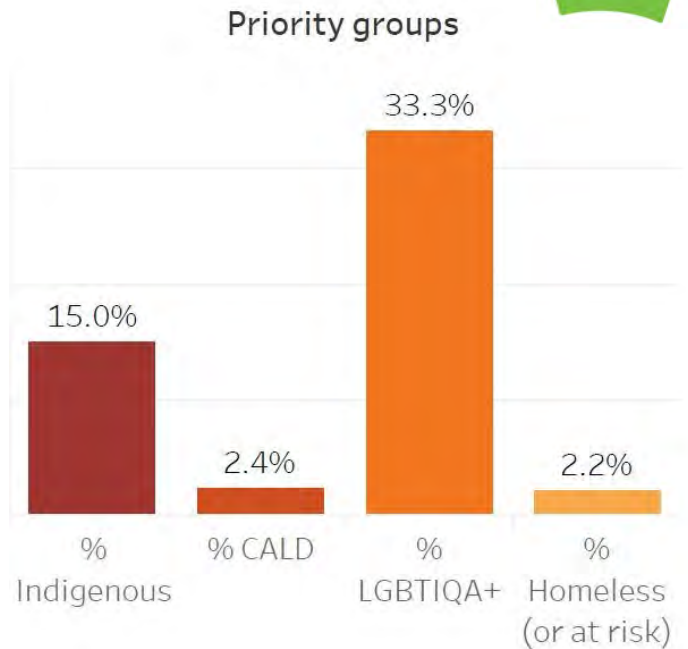
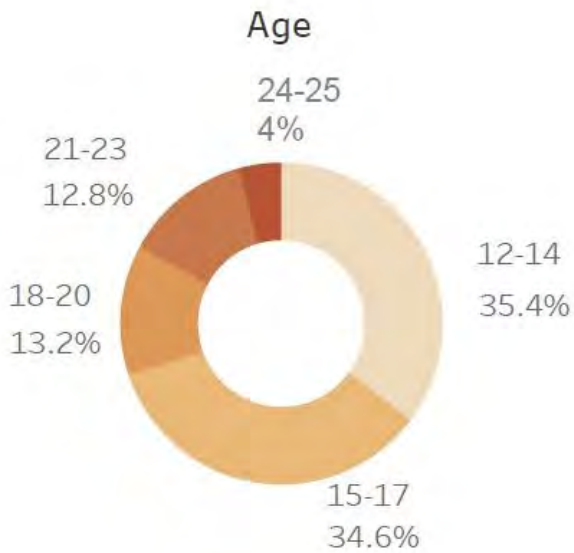
They attend all headspace events, all weekly meetings, and recently raised \$1 535 for headspace through fundraising at their school. Bravely, when we collected the cheque at assembly, this young person got on stage and shared some of their story and how much headspace has helped them.

The positive change has been noticed by their family and guidance officer.

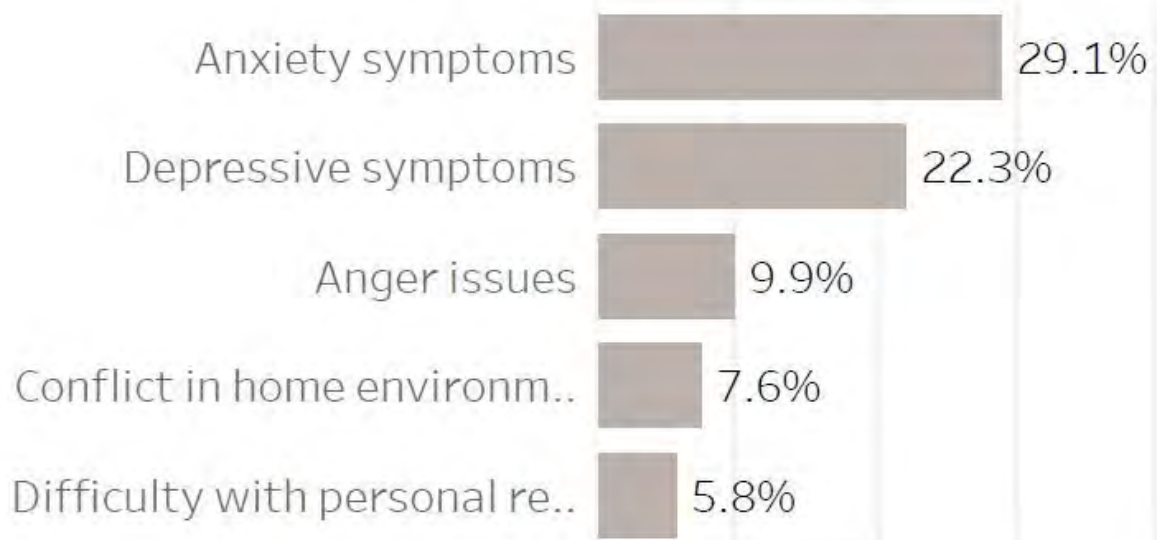
They are just completing year 12, are engaged in part time work, and have really found themselves in a local sport.

We are so privileged to have shared this journey with this young person.





Top 5 Presenting Issues



Our Funding Partners



Australian Government

