



# ANNUAL REPORT

## 2022-2023





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# CHAIR'S REPORT

## ERIN ROBERTSON

On behalf of the Board of Roseberry Qld, I am pleased to present the Roseberry Qld annual report for 2022-2023.

Firstly, I would like to thank out-going Chair, Mr Craig Walker, for all that he has done for Roseberry Qld during his tenure. Craig led our team of volunteer Directors to foster growth and stability and readied Roseberry Qld for a successful future.

Roseberry Qld remains focused on our strategic promises. Our promises include ensuring young people -

- have a voice and are heard,
- are empowered to break the cycle of disadvantage, and
- are socially and emotionally well.

We also work to ensure families are resilient, protected and supported.

This year there has been a great deal of perseverance and endurance from our team especially our General Manager, Michelle Coats. The team has been sowing the seeds of new partnerships, new developments and new projects.

Highlights from 2022-2023 include -

- Beginning construction on our Housing and Homelessness Hub at 19 Dawson Road (completion expected in the first quarter of 2024),
- The partnership with The Shelter Collective in Rockhampton for new social housing accommodation and Dignity on Wheels,
- Our first youth arts awards in Rockhampton,
- Continuing the “Homeless Connect”, “Back to School” and “Adopt a Family” programs which have all seen strong partnerships with other like-minded community organisations,
- Beneficiary of the GPC Port to Park FunD Run

It was reassuring to see the government’s renewed funding for headspace Gladstone and Rockhampton. The numbers through the headspace doors continue to grow. Thanks to our teams running these programs for all they do every day.

Roseberry Qld could not continue to provide its youth and family services without the fierce support of the Gladstone and Rockhampton communities. This year the support was not only through donations but also saw the start of support from volunteers for our new “EmpowerUp” program that we launched in early 2023.



On behalf of the Board, I would like to thank our key stakeholders including both State and Federal Government bodies for their continued support.

The Board strives to maintain a culture that is honest, trustworthy and professional. We share the values of fairness, integrity and excellence. Some of the Board participated in a conference in 2023, which has assisted in strengthening our knowledge and skills with best practice governance duties. I am proud to be a member of the Roseberry Qld team during my six years on the Board and even more so since I became Chair in January.

Our General Manager, Michelle Coats has steered the Gladstone and Rockhampton teams for another successful year. A huge amount of work goes into ensuring our organisation achieves its goals and is fully accredited to the highest standards. Thank you to all.

Thank you to my fellow Directors who all volunteered their time, skills and passion. Thanks to our outgoing Director, Liz Norris for your service on the Board. Thank you also to Vice Chair, Ged Melrose and Bill McDonald. Bill has dedicated 11 years, many as Secretary, and Ged 13 years, many on the Executive Committee. Both are stepping down from the Board at this AGM. Your service is very much appreciated. Thank you too to Carly Quinn for being our Secretary.

We also welcomed new Directors, Kayleen Bishop, Dave Grenfell and Treasurer, Carissa Gordon this year, thank you for joining the team!

It takes a village to raise children, and the Roseberry Qld team is to be commended on being part of the village and for the work that they have put in. I'm proud of all that's been achieved, and I am excited for what we can do in the future.

Sincerely,

*Erin Robertson*

Erin Robertson  
Chair







# TREASURER'S REPORT

**CARISSA GORDON**

The 2022/23 financial year has seen Roseberry Qld (RQ) introduce two new programs, Empower Up (volunteer program) and Steps to Stability (parenting program). These programs showcase our collaboration and partnerships, with Empower Up funded through support from Rio Tinto and Steps to Stability funded by The Smith Family. The 2022/23 financial year also saw the end of the SQW Workskills Traineeship program.

This program was a great success overall. Funding received at the end of the 2021/22 year for the Housing and Homelessness Hub has been put to good use, with work commencing at 19 Dawson Road with anticipated completion date in March 2024.

RQ's revenue increased to \$8.3m in 2022/23 compared to \$7.8m last year, which allowed RQ to continue to provide important services throughout the region, furthering our mission of empowering the community by providing homes, supportive pathways and strengthening families.

RQ is reporting an overall deficit for the 2022/23 year of \$80,330, due mostly to the rising costs of insurance and rates, as well as unanticipated maintenance and repair services required, and additional costs involved in the Rockhampton office refurbishment. However, RQ continues to maintain a strong cash flow with overall net assets of \$4,448,550 for the 2022/23 year compared to \$4,522,518 last year. 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 thank the Roseberry Qld Directors and team members for the warm welcome and inclusive nature since taking on the role of Treasurer in February 2023. I would also like to acknowledge and thank the amazing and hard-working General Manager, the management team, all of the staff and volunteers, as well as the Directors, donors, supporters and partners – with your support, commitment and generosity, Roseberry Qld is well positioned to continue to provide valuable services to our community.

Key Financial Data	2022/23	2021/22
Total Revenue	8,316,895	7,844,755
Total Expenses	-8,390,864	-7,866,521
Current Year Surplus/(Deficit)	-73,969	-21,766
Transfer (To)/From Reserves	-6,361	9,883
Net Surplus/(Deficit)	-80,330	-11,883
Cash and Cash Equivalents	2,092,680	2,725,213
Total Assets	10,099,449	9,838,937
Total Liabilities	5,650,899	5,316,419
Total Equity	4,448,550	4,522,518



*Carissa Gordon*

**Treasurer**  
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# GENERAL MANAGER'S REPORT

## MICHELLE COATS

The past year has had its challenges and not least the changing social and economic landscape of our regional communities.

The demand for our services is continuously growing with much of this increase in demand coming from people struggling with the cost of living, financial and housing stress and a significant increase in people reporting that they are at risk of becoming homeless. There isn't a day that goes by that we don't receive a call or drop-in from someone who has reached desperation point and has nowhere else to go. It's a tough gig for our staff to have so little to offer but we believe a listening ear and a kind word goes a long way.

Working at Roseberry provides a constant reminder of why we are here – working towards our vision of creating a strong, vibrant, compassionate community, one kind deed at a time. I am so proud of how our staff handle these tough times with compassion, resilience, and a constant drive to find solutions for the many vulnerable people we work with every day.

We have recognized for quite a long time that we have needed to expand our ability to be able to provide a safe space for people to drop in and get help and support as needed. The demands for our Dignity Hub services at Rollo St have tripled and we hope that our new (currently being built) Homeless Hub next to our head office will help us to be able to grow and expand these services. In the past year, we have focused heavily on growing our volunteer base and have implemented an online volunteer management system called EmpowerUp that will hopefully allow us to attract and onboard quality volunteers to help us continue to provide these frontline services.

We have been focused on the wellbeing of our staff and have put in place a few initiatives that will hopefully ensure we have a safe working environment where staff feel empowered, supported, and can learn and grow. We have recently launched our new Wellbeing Leave which is a product of feedback from our teams that we need to embed and support good self-care practices, underpinned by additional leave options to support staff to access external supports and activities when they need them.

Our Annual Report allows us to showcase how much we are doing and how many people we interact with, but it's difficult to share all of the amazing stories that we receive throughout the year that demonstrate that we really do make a difference in people's lives. We are committed to our vision that every time we provide a service or support, we hope that they have been given an opportunity to lift themselves out of disadvantage and to create safe, vital, and resilient lives.











General Manager



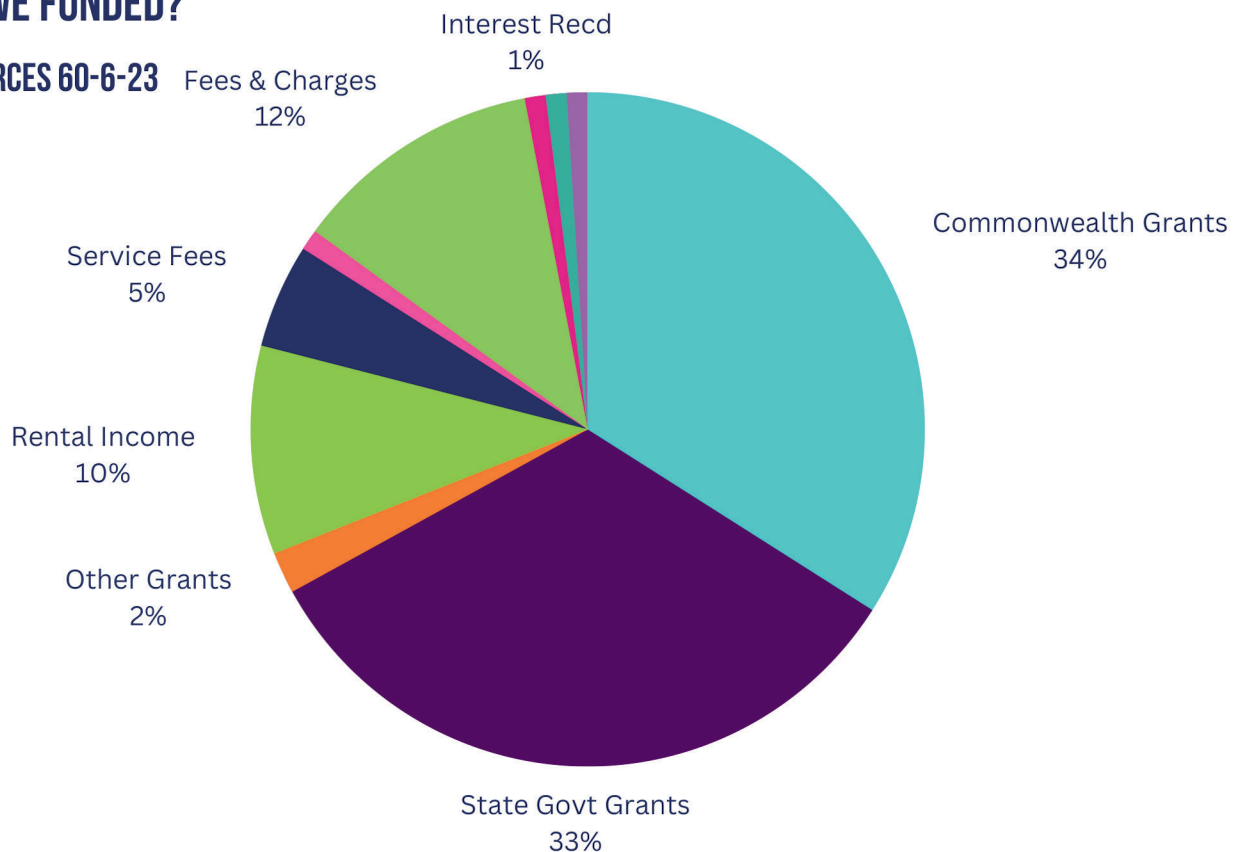
# 2022-23 SNAPSHOT

Throughout the last 12 months, Roseberry Qld has assisted almost 8000 individuals to access supports and services. These include:

-  **80** families supported in relationship building
-  **288** parents to access study and employment
-  **310** at risk young people to get advice and referral into suitable services
-  **2394** homeless people provided with food, amenities, advice and referrals
-  **1267** young people accessed mental health services
-  **4416** bed nights provided at our shelters - Jack's House and Roseberry House
-  **4148** bed nights provided at our crisis accommodation
-  **2123** toiletry packs given out to homeless persons

## HOW ARE WE FUNDED?

### REVENUE SOURCES 60-6-23





## OUR IMPACT STORIES



Gianna\*\* identified study as a goal and within 3 months had managed to overcome some financial concerns, linked with mental health supports and obtained license. Gianna identified course suited to needs, arranged distance education support with training provider and enrolled.

Gianna also has goal to commence self-employment once course completed. ParentsNext provided support with course payment, laptop and link to small business mentoring and No interest small business loans.

Gianna continues to progress towards her self-employment goal.

Colleen is very down to earth and has helped me in more ways than just the "Steps to Stability" course. She cares about us as individuals and doesn't treat us like a number.

I completed all my goals and my worker was amazing.

"Shelter staff have helped me to get stuff on track. I came here with almost nothing and now I have a job. The staff here are a bit painful sometimes always asking questions, but they do a good job and have done heaps for me. I am looking forward to getting my own place and think that being here has got me a long way towards being ready for that. I have achieved heaps in the time I've been here which definitely wouldn't have happened without the support of the staff here." T.C

I have learned to love myself; I am able to come up with solutions that don't lead to self-harm, I understand my feelings more. I've noticed I'm a lot happier since we have started our sessions and I've opened up more to my family and friends. Thank you so much for being there and staying, it really means a lot to me. It was absolutely amazing to meet you.

I feel less angry and frustrated, it has been a good couple of months here.

The ability these people have to help you thrive and succeed when you thought you couldn't, is undeniable, a truly well-oiled team. I will truly miss the guidance and support when it ends.

headspace has been and continues to be a valuable resource to my children and myself during times when we have had mental health, school, or family challenges. The caring and inclusive staff provide excellent confidential one on one counselling. Resources and advice are relevant and practical. Online services are user-friendly and safe. Headspace Gladstone is, in my opinion, a great asset to the local community, a wonderful service provided free and easy to access whenever needed.

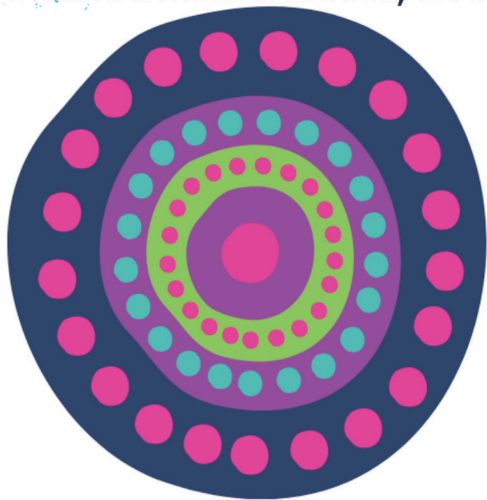




# RECONCILIATION, DIVERSITY AND INCLUSION ACTION COMMITTEE

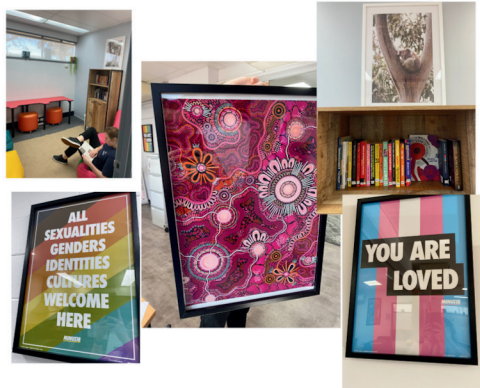
## OUTCOMES

Throughout 2022/23 RQ worked towards actions of our Reconciliation, Diversity and Inclusion Action Strategy. We organised multiple activities for Reconciliation Week including the Reconciliation Walk in Rockhampton and have consistently strived to embed Reconciliation Diversity and Inclusion across the organisation. RQ completed our annual Reconciliation, Diversity and Inclusion staff survey which surveyed our workforce's attitudes towards inclusion and diversity. We also completed Diversity and Inclusion Site audits of all RQ sites and program areas to ensure our spaces are culturally appropriate and safe for all users.



## NOTABLE EVENTS

- RQ were successful in an application to the Investing in Queensland Women Grants to run a series of workshops on healthy eating and body image.
- RQ signed up as an organisation supporter of the Voice to Parliament for the ultimately unsuccessful Referendum.
- We organised the first Walk for Reconciliation event in Rockhampton with great turnout and feedback.
- Invested in our sites to ensure they were culturally safe, welcoming and accepting to all.
- Our headspace team organised Rockhampton's first Pride Prom with great success.



## DATES OF SIGNIFICANCE

Throughout the year RQ celebrated, recognised and utilised a number of significant dates to educate, explore and disseminate information in order to help foster diversity and inclusion within the organisation and our communities. Some of these dates included Reconciliation Week, NAIDOC Week, Pride Month, International Women's Day and Harmony Day.





## 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 and Abuse, and Youth Enhanced Support Service.

310



Calls and enquiries received for information, advice and referral options for at risk young people and families.

159



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

116



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

80



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

20%



Of the families and young people supported by YFS identified as Aboriginal and/or Torres Strait Islander and culturally or linguistically diverse.







## LIFE READINESS PROGRAMS

Work readiness services include 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, and IPS (Intensive Placement Support).

### PARENTSNEXT

**288**   
Participants across Biloela, Rockhampton, Yeppoon, Gladstone and Woorabinda

**91%**   
Improvement in at least one domain.

**54%**   
Increase in Job Skills and Experience, and Motivation and Aspiration

### INDIVIDUAL PLACEMENT SUPPORT

**45**   
Participants engaged IPS

**75%**   
gained employment or was able to retain employment.

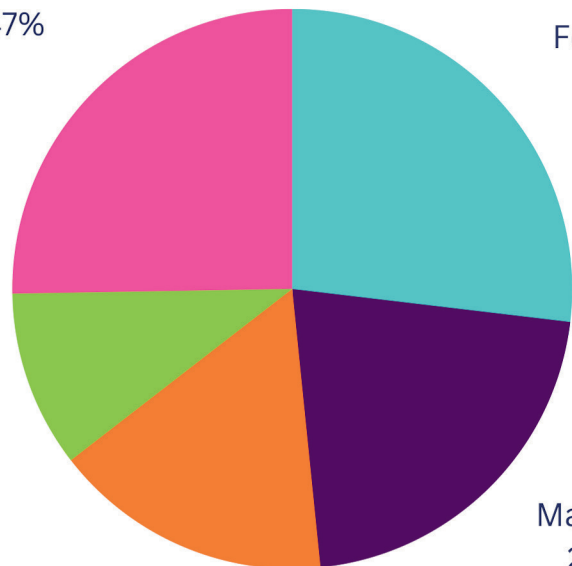
15-17 years 47%  
25.3%

Female 50%  
26.9%

Aboriginal and/or Torres Strait Islander 19%  
10.2%

LGBTIQA+ 30%  
16.1%

Male 40%  
21.5%












### STEPS TO STABILITY

**100%** Participants at completion identified feeling very confident in sourcing information or support in the future.

**100%** Participants felt satisfied with the support and information received during the program.

# YOUTH HOMELESSNESS SERVICES

Roseberry House and Jack's House 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.







-  11 obtain long term housing
-  7 transitioned into CAP
-  6 returned back to family or friends
-  19 referred to Mobile Support at time of exit
-  6 young people gained employment during their stay
-  5 relocated outside CQ to reconnect with family or employment options
-  19 actively re-engaged or continued with their education while staying
-  82% of case plans / goals were achieved at time of exit
-  17 exit surveys completed after (3) months of exit

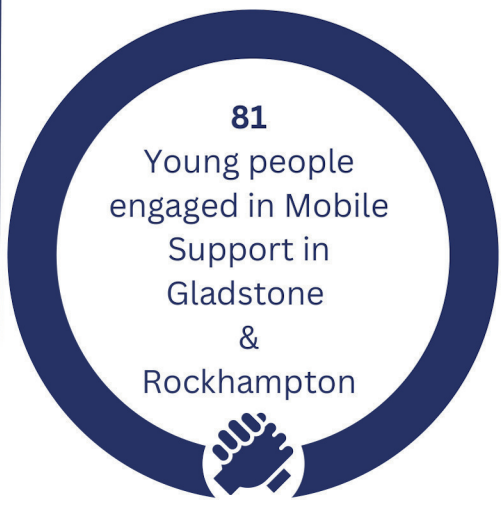


Crisis Accommodation Program is to provide safe and affordable housing, while allowing clients time to work with their support worker to resolve any issues, progress towards goals and independent living.

-  6 young people transitioned from our shelters
-  16 young people gained employment / re-engaged into education
-  2 relocated outside CQ to reconnect with family or employment options
-  4 young families / or individuals exited into private rentals
-  88.5% of case plans/goals were achieved at time of exit
-  10 referred to Mobile Support to assist with maintaining & sustaining long term tenancy

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

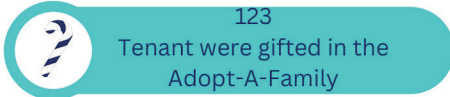
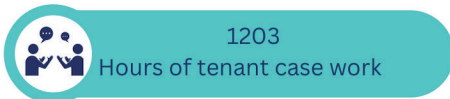
-  21 Families were provided support
-  12 young people participated in the Adaptable Living Program
-  32 young people were external phone appointments due to homelessness
-  33% maintained and sustained their current tenancy through support
-  81% of case plans/goals were achieved at time of exit or disengaged
-  8 young people and/or families exited back into homelessness due to rental increase





# HOUSING & SERVICES

## TENANTS



- 1 Eviction
- 13 Tenants exited social housing and entered private rentals
- 1.1% Vacancy rate for 6 months
- 12 Tenants participated in RQ Garden Competition
- 14 Resolved complaints
- 16 Complaints resolved

## 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 pathways to other services.



## HOUSING SITUATION AT TIME OF PRESENTATION

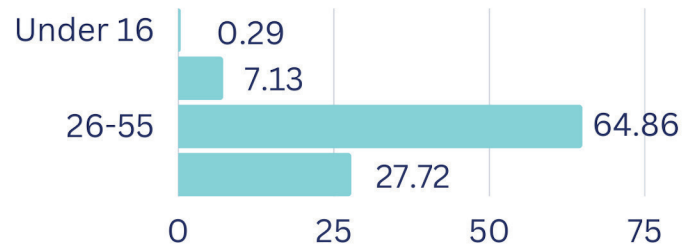
**1700** presentations had access to Long Term Housing

**279** presented experiencing Primary Homelessness - people without conventional accommodation (e.g. sleeping rough or in improvised dwellings)

**177** Presented experiencing Secondary Homelessness - people who frequently move from one temporary shelter to another (e.g. emergency accommodation, youth refuges, "couch surfing")

**238** Presented experiencing Tertiary Homelessness - staying in accommodation that falls below minimum community standards (e.g. Boarding House, Caravan Parks, Motel, Hostel).

Age of Presentations



## PRESENTING REASONS



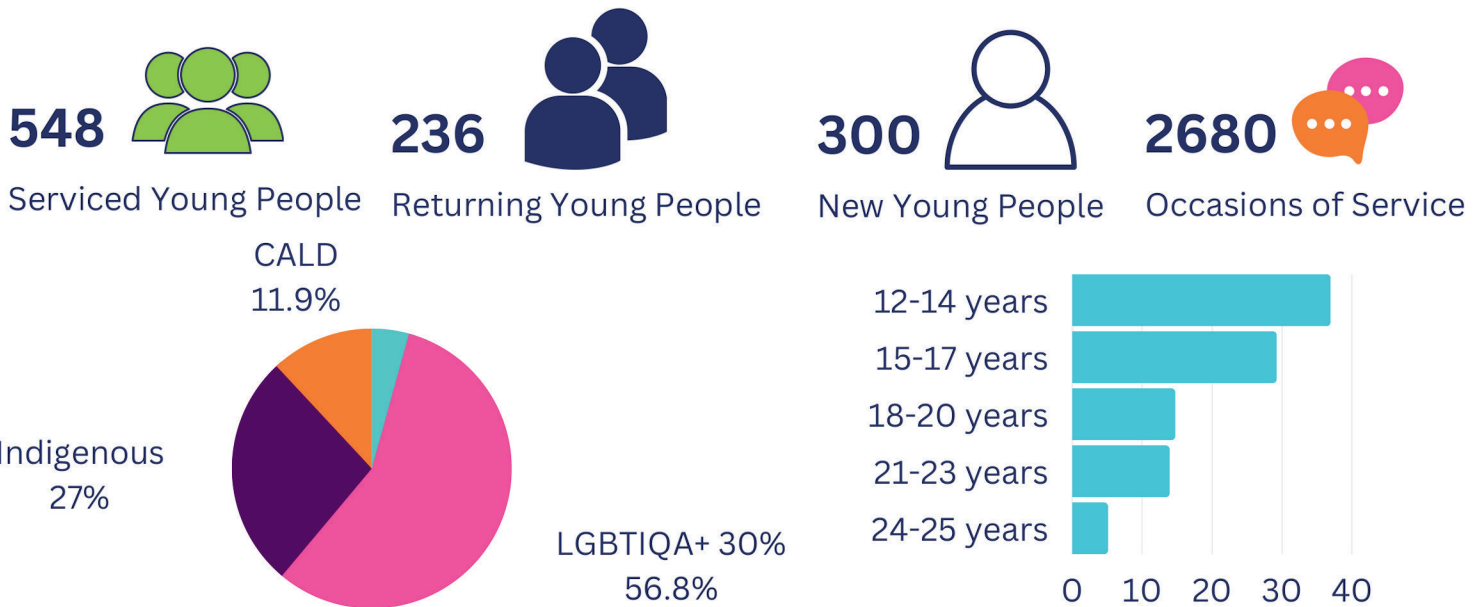


headspace is an early intervention service for 12 - 25 year olds across four core streams: mental health; physical and sexual health; alcohol or other drug support; and vocational support. headspace is designed to make it as easy as possible for a young person and their family to get the help they need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

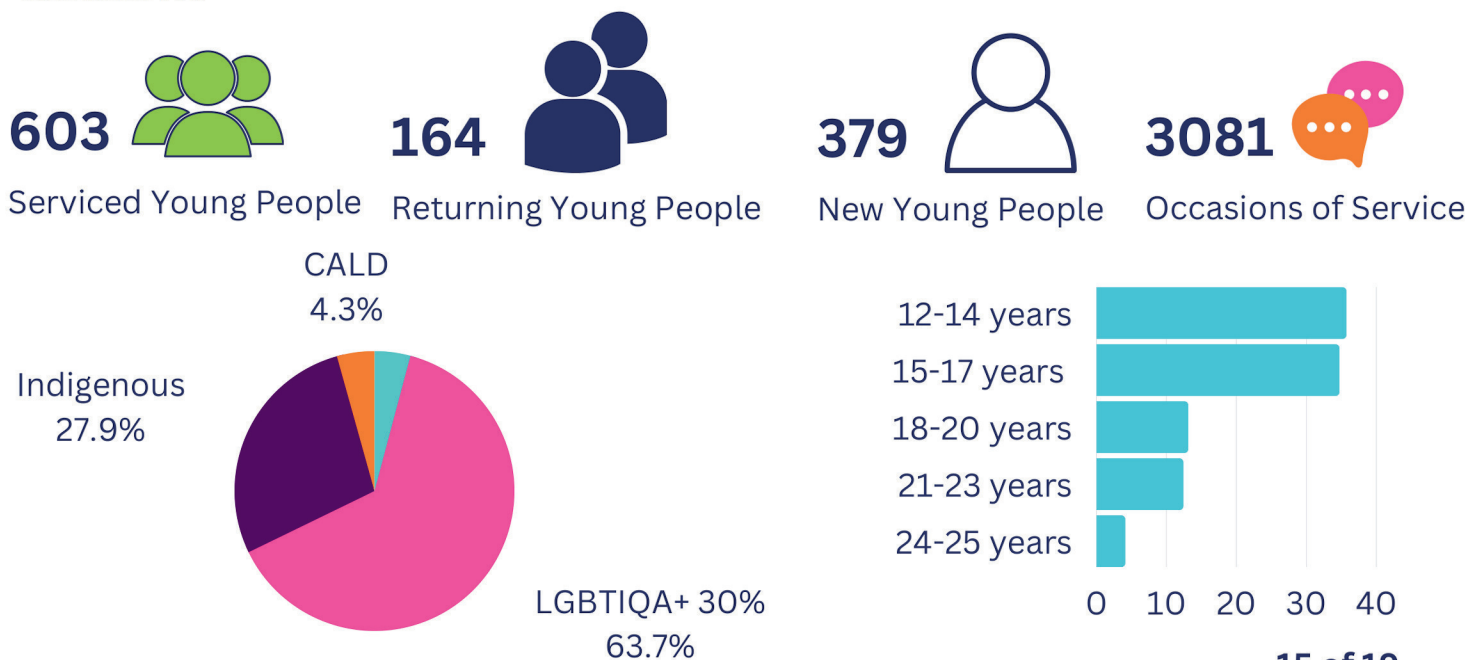
Research shows that 75 per cent of mental health disorders emerge before the age of 25. By treating these issues early and providing a holistic model of support, the risk of them developing into more serious problems, including suicide, is greatly decreased.

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

### GLADSTONE



### ROCKHAMPTON



# OUR BOARD



Erin Robertson - Chair  
BA/BB (Marketing & Psychology), GAICD

As the current Chair of Roseberry Qld, 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.

Gerard Melrose - Vice Chair  
BA (Business Management), PGC (Risk Management)



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.

Carly Quinn - Secretary  
Grad Dip (Strategic Leadership), Ad Dip (Government)



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 been so impressed by the caliber 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.



Carissa Gordon - Treasurer Casual Appointee.  
BA (Accounting), CPA



Carissa has been working as an accountant and small business adviser in Gladstone for almost 20 years, with experience in a diverse range of roles including motel management, not-for-profit organisations and public accounting. Carissa and her family were all born in Gladstone and love spending their weekends together fishing & camping in the Gladstone Region.

William Macdonald  
BA (Arts/LLB)



I have enjoyed immensely being a director of the Roseberry Qld board for many 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.

Kayleen Bishop

BA (Learning Management), Cert Autism Studies, Member QELLI

A resident of Gladstone for 28 years after moving from NSW. I have four children and 2 grandchildren who are an absolute delight. My occupation in the Education system works closely with vulnerability groups where understanding and compassion is a must when dealing with improving student learning outcomes. I pride myself on positive family and community connections when working with vulnerable students and families. My passion for helping and understanding others is shown through these links. I am lucky enough to have a partner that has the same passion and encourages support for the community. I am excited to learn how I can make an impact on the Roseberry Gladstone Board.





## Dave Grenfell OAM



David has over 40 years of experience in the building and construction industry with a particular focus in the power, chemical and process plant sectors, and delivery of major infrastructure projects across Australia. Experience in Senior Management, Business Operations, and delivery of multiple major projects simultaneously. Dave has a passion for community, organisational and regional development, providing skill shortage solutions, training and upskilling, leadership development, and collaborative leadership, bringing people, business, and industry together to help solve community issues working together.



## CONTACT US

### ROSEBERRY QLD GLADSTONE

21 Dawson Road, Gladstone  
QLD 4680  
Ph: 07 4972 0047 Fax: 07 4972 0917  
Email: [admin@roseberry.org.au](mailto:admin@roseberry.org.au)

### HEADSPACE GLADSTONE

Level 1, 147 Goondoon Street, Gladstone  
QLD 4680  
Ph: 07 4903 1921 Fax: 07 4803 9100  
Email: [info@headspacegladstone.com.au](mailto:info@headspacegladstone.com.au)

### ROSEBERRY HOUSE YOUTH SHELTER (16-25 YEARS)

20 Rollo Street, Gladstone  
QLD 4680  
Ph: 07 4972 5383 Fax: 07 4972 0850

### ROSEBERRY QLD ROCKHAMPTON

30 William Street, Rockhampton  
QLD 4700  
Ph: 07 4923 7700

### HEADSPACE ROCKHAMPTON

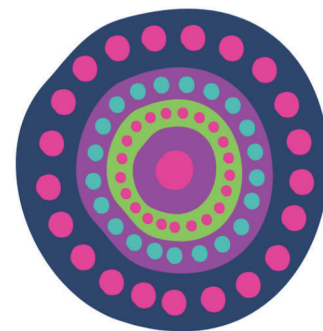
155 Alma Street, Rockhampton  
QLD 4700  
Ph: 07 4911 6040 Fax: 07 4911 6049  
Email: [headspacerocky@roseberry.org.au](mailto:headspacerocky@roseberry.org.au)

### JACK'S HOUSE YOUTH SHELTER (16-25 YEARS)

122 Kent Street, Rockhampton  
QLD 4700  
Ph: 07 4922 2453 Fax: 07 4922 2054



Roseberry Qld acknowledge the Traditional Custodians of the land on which we work. We pay our respect to Elders past and present and to emerging community leaders. Our commitment is underpinned by our Reconciliation Action Plan. 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 for the elimination of discrimination.



**Support our work to build a strong, vibrant, compassionate community.**

If you are interested in sponsoring one of the programs we run, you can learn more by scanning the QR code.

If you are interested in learning more about our Social Investment Strategy please contact us directly at our Roseberry Gladstone office.