



ANNUAL REPORT 2017 - 2018



Table of Contents

Vision, Mission, Values	3
Chairman’s Report	4
GM Report	6
Financials	8
Programs	9
Funding Partners	22



Our Vision

A STRONG, *vibrant*, COMPASSIONATE COMMUNITY.

Our Mission

Assisting people through:

Providing homes

Strengthening families

Supportive pathways for young people

Our Values

The core values of Roseberry Qld are:

Professionalism

Self Determination

People Centred

Flexibility

Community Connection



From our Chair

Our 2017-2018 year has been themed by renewal and extension. Roseberry Qld completed its first full year under our expanded brand, with fantastic responses from the communities we work in. Our strategy of deepening our services, in Gladstone and Rockhampton, and expanding into new regions, has been a key focus of this past year. The year ahead will challenge us, into new frontiers, where our reputation and service delivery is recognised and desired.

Our new Dignity Hub in Gladstone has surpassed expectations offering our clients basic dignity services and been supported by our ever growing volunteers and donating organisations.



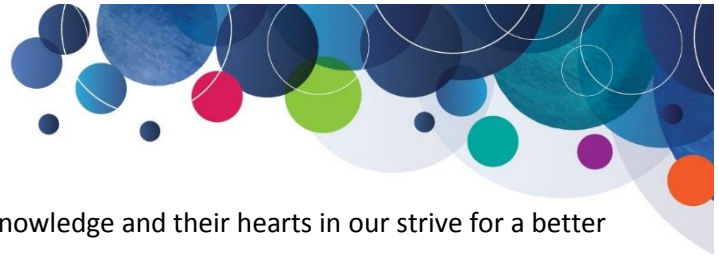
The ParentsNext program delivered invaluable benefits to young parents and will continue through our renewed commitment in the Rockhampton and Gladstone regions and expansion into the Central Highlands area.

Our families and youth will continue to be reconnected through the recommitment of the Reconnect program. The reward of seeing families be reunited cannot be expressed in words; we consider ourselves lucky to do this work.

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

Our suite of housing services and accommodation options continues to expand and gives homes, not just houses, during our clientele's challenges. We have created new innovative Adaptable Living programs that are recognised and supported by Government. 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 filled with the care and courage to make the difference they do. Our General Manager, Colleen and her 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 their hearts in our strive for a better and more fair community. They are each humble, yet such big contributors and I thank them on the community's behalf:

Bill MacDonald; Gerard Melrose; Erin Robertson; Dr Adam Bush; Phillip Webb; Wesley Walker.

The new Roseberry Hub Centre was officially opened during the year. We are so proud of this centre, it gives our staff the environment they are deserving of, provides the functional spaces for our service delivery, and is recognisable by its location to remind the community we are here to serve.

I sincerely thank the Gladstone Foundation for co-investing with us through grant funding. Thank you to Central Queensland University (CQU) for believing in us and assisting with the transition of the premises. This tripartite cooperation would not have happened without the people involved— my personal thanks.

I reflect on the past five years of growth at Roseberry and rest proudly by our efforts. This rest provides the energy to continue our pursuit in such a challenging environment. I commit us 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.

My thoughts and prayers to those who have suffered loss during this period, especially those who could not find a way. Please visit us, let us help.

I encourage Governments, organisations and individuals to join with us, we need your support.

We are going in the right direction, we are making a difference.

Craig Walker

Chairman



From our General Manager

The 2017/18 financial year has been an exciting year of continued progress, and positive brand expansion, for Roseberry Qld. After many months of planning and workmanship, we finally relocated our headquarters, to the newly refurbished building, located at 21 Dawson Road.

The new location further demonstrates our growth within the community of Central Queensland. The building is bright and welcoming. Its presence, with high exposure has been a topic for conversation, within business ranks of Gladstone. We enjoyed a celebratory opening of the building and hosted many industry, sector, political and community representatives.

The building has been used by many other community organisations and groups, so is proving to be a vital asset to our community, as well as a wonderful work site for Roseberry staff and clients. The sculpture at the front of the building is quickly helping the building become a landmark Gladstone site.

Our Roseberry Rockhampton Services also relocated to a more conducive location, offering extra office and group work space. The building is located in the heart of Rockhampton, so enjoys easy access and better exposure.

Our ParentsNext program, Roseberry Rockhampton Services, has expanded to more Central Qld areas, such as: Gladstone, Central Highlands, Woorabinda and Biloela. The client base is steadily increasing. This is as direct result of evidence based outcomes, successfully obtained by our PPO's – ParentsNext Participation Officers. The success of increased rates of employment and traineeships, for clients, is to be commended.

We are very proud to have opened the Roseberry Dignity Hub; and thank staff and volunteers for the service delivered there. The increasing utilisation of this provision is a reflection of our trusted reputation of community care.

A snap shot of our programs, this year -we have delivered services to:

- 159 homeless young people resided at Roseberry House and Jack's House. These young people were helped to finish school, find independent living and reconnect back to their families





- We have housed 139 people in 2017/18 year in our 111 properties – of those we had 23 new long term tenancies.
- Our Transition to Independent Living workers, both Gladstone and Rockhampton, have helped a combined 131 households for the year
- The total occasions of service delivered to youth and families is 4479, through our YFS programs – Reconnect, Family Services and Youth Service -Branchout
- headspace Gladstone has had 3222 occasions of service
- ParentsNext have supported 345 participants through this new program
- Roseberry Dignity Hub have supported 3143 homeless and vulnerable people since opening

Donations from industry and community members has also continued. Roseberry was asked to host collection points, for the Share the Dignity campaign – we have been honoured to do so.

Roseberry has received numerous significant cash donations this year, including those from: Commonwealth Bank, Toyota Material Handling, Gladstone Communities Charity Fund and NRG Gladstone Power Station. We have purchased items such as new computers for our young people who attend the BranchOut program. We have partnered with businesses in Gladstone and Rockhampton for the Back to School Drive for the second year. Families who are struggling were able to collect some school essentials, easing the financial burden of more than 200 families.

As you read through this report, you will understand the wonderful work and many outcomes, yet again, achieved by the dedicated staff of Roseberry. I thank our Board, Management and Staff, who are the key workers in the community and encapsulate our vision.

I commend this report to you.

Colleen Tribe

Roseberry Qld General Manager

From our Treasurer

The 2018 financial year has been a year of consolidation for Roseberry Community Services Limited with the main focus being on the established of the new premises on Dawson Road property. The Gladstone Foundation's contribution to this project, together with the other programs operated by the company, resulted in a surplus of \$504,952, after adding \$50,539 to sinking funds for the future maintenance of the properties under the management of Roseberry. This was further reflected in the improvement in the cash position of the company, and the net assets of the company increasing by \$555,492. The ongoing community support through financial donations and donations of other resources to aid Roseberry in its ongoing service to the community must also be acknowledged.



The past year saw Roseberry achieve a turnover of \$5.54 million, up \$93,600 on the previous year, with operational expenditure of \$4.99 million, an increase of \$385,000 compared to the previous year. It should be noted that the turnover includes \$530,000 of capital funding for the completion of the Dawson road property.

Roseberry Community Services Limited is financially sound at the end of the 2018 financial year and is in a position to take advantage of appropriate opportunities which arise and to meet the ongoing challenges, whilst ensuring Roseberry continues its service to the community.

Summary Statement of Financial Performance	2017/2018 \$	2016/2017 \$
Grants	4,058,630	3,850,366
Rental and Associated Fees	549,119	583,089
Donations and Fundraising	60,932	133,908
Other	875,524	883,183
Total Revenue	5,544,205	5,450,546
Total Expenses	4,988,714	4,604,006
Transfers to Reserves	50,539	52,870
Net Surplus/(Loss)	504,952	793,670
Cash and Cash equivalents	2,064,989	1,705,160
Total Assets	4,998,204	4,282,674
Total Liabilities	904,877	744,839
Total Equity	4,093,327	3,537,835

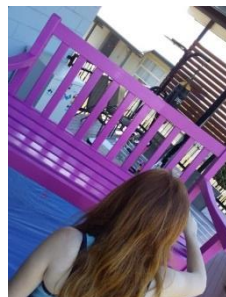
Phillip Webb
Treasurer

Housing Services

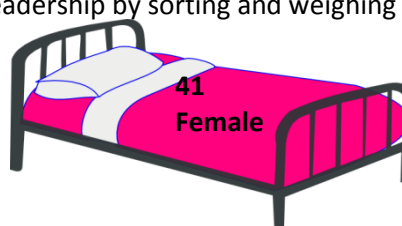
Client outcomes resulting in long term sustainable housing have increased, and these clients have worked hard to skill themselves and learn all aspects of independent living; participating in the Adaptable living program as part of their case management with shelter staff to maintain and sustain their tenancies. These shelter clients are also now working with the TIL mobile support worker. Roseberry House staff and clients have spent a lot of time attending and being part of community events, this includes Botanic to Bridge, Homeless Connect Event, and Mental Health Week. Roseberry House clients and staff are still on the quest to become more self-sufficient and continue to grow their veggies. It has been a huge year for staff with over 96 young people coming through the shelter. All young people volunteer at the hub and appear to take ownership and leadership by sorting and weighing bread.

Roseberry House has provided accommodation for 96 young people

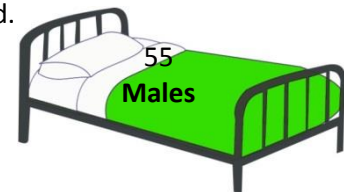
30 young people
Have reconnected
Back with family



41 young people
have gained long term
housing or moved into
share accommodation



11 young people
have relocated, transitioned to
residential care or other



12 young people
have transitioned
to TIL
Mobile support



Roseberry House

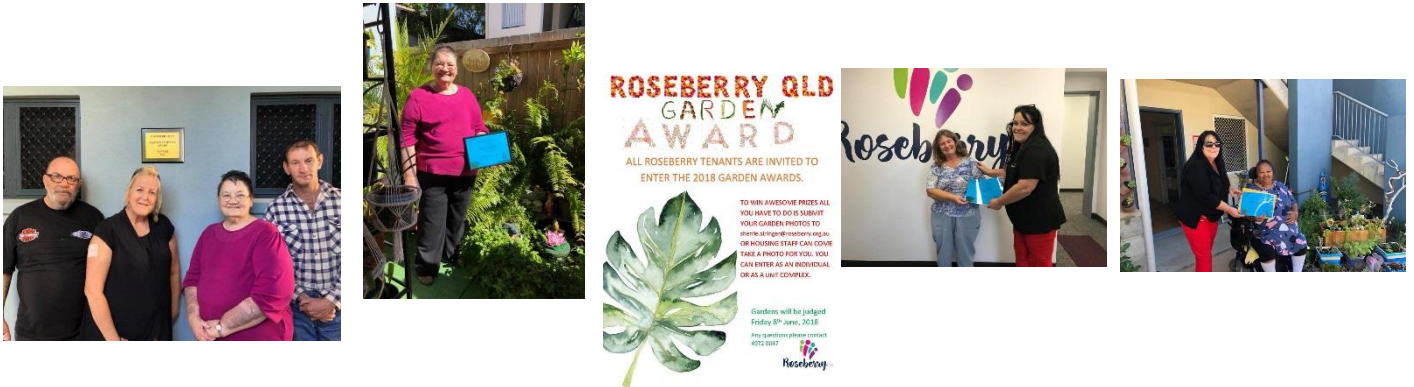
My Shelter Rules 2018-Greek

RH and JH MY SHELTER RULES was recently held at Branchout. The cuisine cooked was Greek, and young people from both Roseberry House and Jacks House did an amazing job....the winner this round is.....**Roseberry House**. A Big thank you to our judges. Some pretty focused fierce competitiveness in the kitchen this time round.



Tenants and Properties

This year the property and tenants' team has worked extremely hard on tenant participation and compliance audits. Roseberry Housing has hosted the first Garden award competition for tenants and for complexes. This competition has encouraged tenants to take ownership of their little gardens. They have taken this very seriously and a few tenants have made great little gardens. We have a tenant who volunteers at the Dignity HUB. Tenants are actively involved in tenant meetings and have contributed some great articles to add into the tenant newsletter. We have received over 120 requests for housing. The boat shed at Emu Park is being utilised by Narcotics Anonymous, Emu Park Playgroup, Keppel Bay community choir, Uniting Care Community Financial Counselling, CQID: Daniel and Parents next. This has been a successful exciting new hub for the area.



Transition to Independent Living (TIL)

TIL mobile support has assisted a lot of families and young mums this year. Mostly and sadly these young people have fled from DV and are trying to start their lives over. TIL successfully has had very positive outcomes for clients around sustaining their tenancies

ASSISTED 58 YOUNG PEOPLE

THIS INCLUDES 5 FAMILIES

AND 9 CHILDREN

Roseberry Young Parents group has again been filling Roseberry House with lots of happy noises. With parents exploring ways to develop their child's motor skills, and problem solving skills without impacting on the budget! This was achieved by building an obstacle course out of typical household items. TIL is currently working with many young parents. It is extremely exciting to say that these young parents have been taking full advantage of the young parents group that is run from Roseberry House every second Thursday. They have been attending the young parents group and learning how to create fun for their children at home without spending any money and learning valuable information about parenting skills as well as meeting new people.



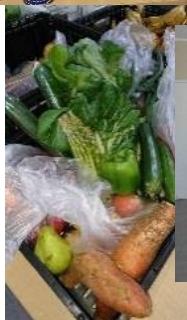
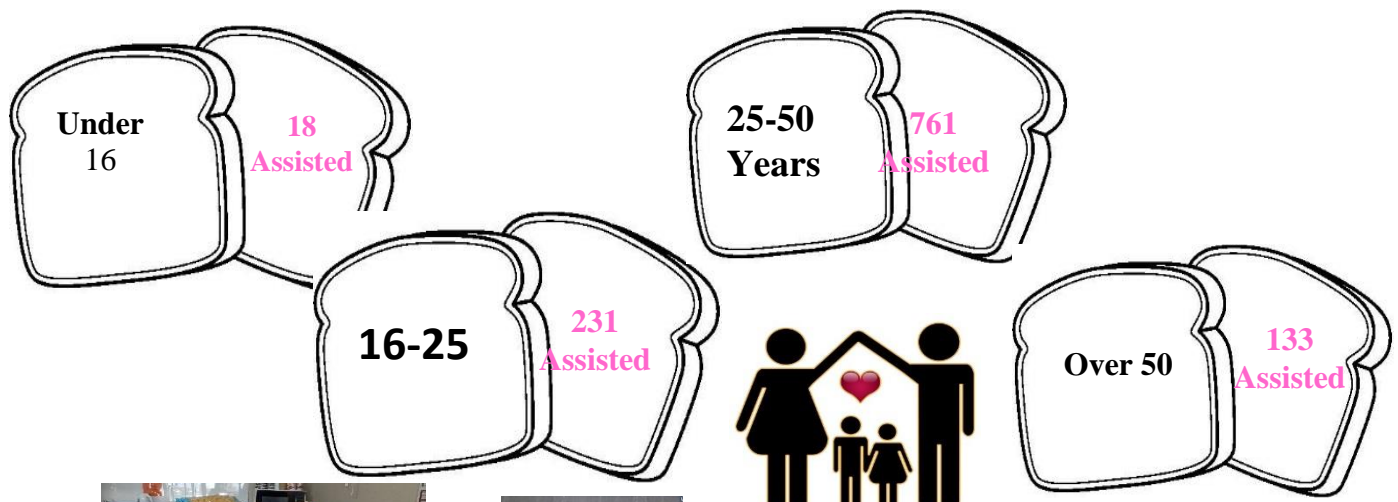
Adaptable Living Program

The Adaptable living program has seen 12 participants successfully graduate. These young people were featured on the news, which boosted their confidence and their want to achieve independence. They should be very proud of themselves.



Roseberry Dignity Hub

Roseberry Dignity Hub has experienced a huge number of presentations. 1143 to date. Most presentations are everyday families who are experiencing difficulty with loss of employment and not earning enough to survive from pay to pay. The hub has had over 20 people present who are sleeping rough, they have arrived in town and are sleeping in their car. The Hub was able to provide showers and food. A lot of these people were fleeing abusive relationships, or experiencing mental health relapses. The amazing thing is, there are several people that actually donate back to the hub on a regular basis.



Youth and Family Service

Goal: Meeting service agreement requirements

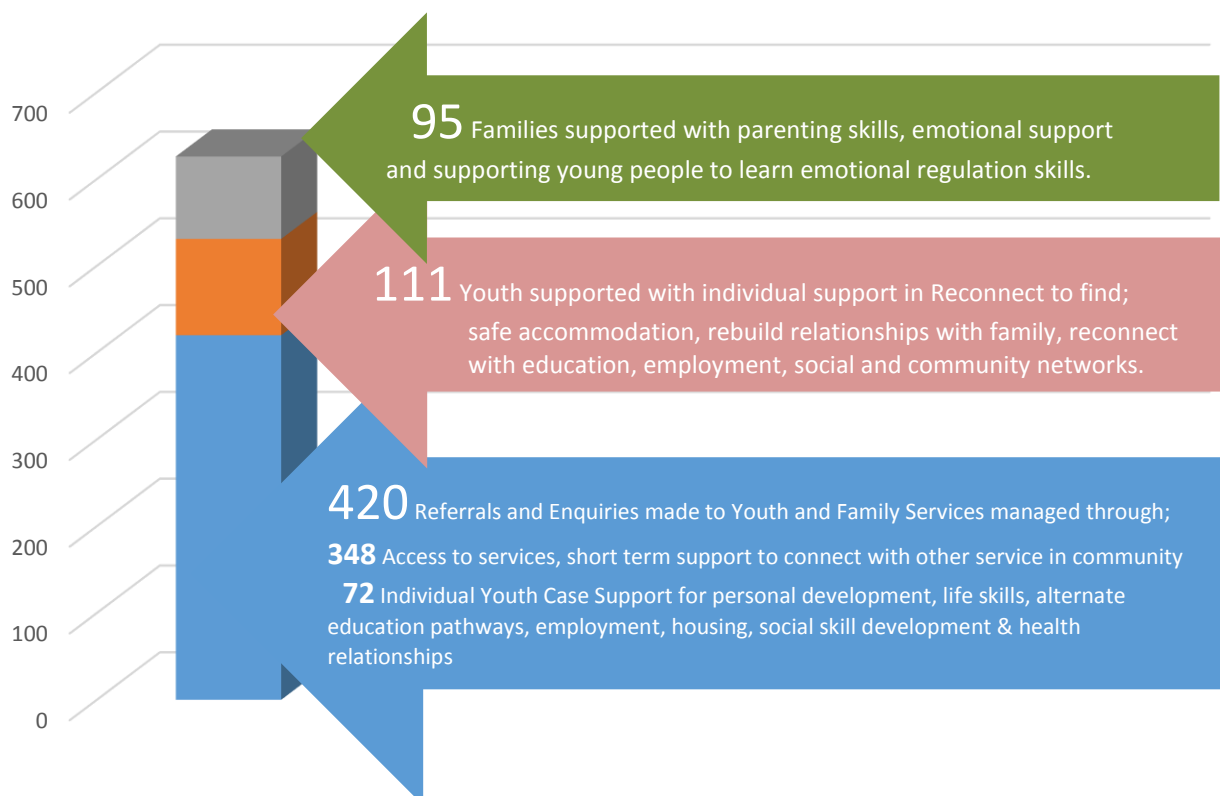
Family support ✓ 1120 Hours support provided of, 1003 required under service agreement

Reconnect ✓ 111 Youth supported cases of requirements under service agreement

Youth Support ✓ 348 Access cases provided, of 128 under service agreement

✓ 72 Support and Integrated cases provided, of 59 under service agreement

✓ 2998 Support hours provided, of 2392 under service agreement



In addition to above **980** 'other service users' have been supported by Youth and Family Services, including parents, caregivers, siblings and program session participants.



Goal: Professional and connected team members through team meetings, training and collaboration

Ensuring the YFS team are working collaboratively, professionally and have ongoing Professional Development opportunities has been a focus for the YFS team throughout the year.

Internal training & development

- ✓ Planned Support to Case Management
- ✓ Childhood attachment/youth needs
- ✓ Industry Self Care / Vicarious Trauma
- ✓ Goal setting
- ✓ SRS Documentation and reporting
- ✓ Child Protection Principles
- ✓ Creating spaces & Incidental teaching

External/Online Development

- ✓ Safe Food Handling (all team)
- ✓ Fire safety training (all team)
- ✓ Holistic support - QCOSS (all team)
- ✓ RAGE facilitator training (2 x team)
- ✓ LOVEBITES facilitator training (4 x team)
- ✓ Child trauma conference x (1 x team)



Goal: Sustainability and growth through community capacity building, contribution and growth.

Youth and Family support had a focus on delivering a presence and professional capacity within community, providing information, engagement in networking events and targeting one on one engagement to foster relationships within community and promote services.

- ✓ Families Week Expo - *promotional stall*
- ✓ Communities for Children Networking Event – *participation and representation*
- ✓ Bushkids opening event – *invited guests*
- ✓ Equip & CQU Careers Expo – *promotional stand*
- ✓ Gladstone State High School Orientation supports Evening – *promotional stand*
- ✓ Youth Week - *events participation*
- ✓ Homeless Connect Event – *promotional stand*
- ✓ Channel High School Leavers Information event – *invited speakers*
- ✓ Mental Health Stakeholder Group Meetings – *invited sector contribution*
- ✓ PHN Annual Dinner – *presenters*
- ✓ Youth Suicide Sector Advisory Meeting – *invited participants*
- ✓ Gladstone Youth Hub – *promotion and representation*
- ✓ Toolooa State High School – Lovebites *program presentations and representation*
- ✓ Tannum Sands State High School – Lovebites *program presentations and representation*
- ✓ Channel State School – Lovebites *program presentation and representation*
- ✓ Gladstone State High School – Lovebites *program presentation and representation*
- ✓ CCRDFV (Coordinated Response to Domestic and Family Violence) – *active members and RQ representation*
- ✓ CYMH – *collaborative weekly stakeholder engagement*
- ✓ Gladstone State High School – *weekly 'Welfare discussion' invited participants*
- ✓ Mount Larcom State School – *Emotional Regulation sessions*
- ✓ headspace – *emotional regulation, self awareness, anger management program sessions*
- ✓ RAGE presentation – *Youth Justice and Branchout*
- ✓ FERP presentation – *Family Support*



Responsive to community needs Targeted Funding Applications

- ✓ QGC/Shell – Grant Funding Application for “Flex Out” program supporting needs identified by community.

OUTCOMES:

Encouraging Community and Team Involvement for our Youth.



Clean Up Australia Day

Weekly involvement with
Conservation Volunteers Aust.



Gladstone Regional Council Event “**LUMINOUS**”
young people from Youth Support Program
volunteered at the event and went on to nominate
for Youth Council position.



Gladstone Harbour Festival Raft Race

- Team building construction and team building fun day
- Cross program participation with Roseberry House and Jack's House
- Community Event participation and promotion of Roseberry Qld.

Encouraging Education and Learning Life Skills through group and individual supports.

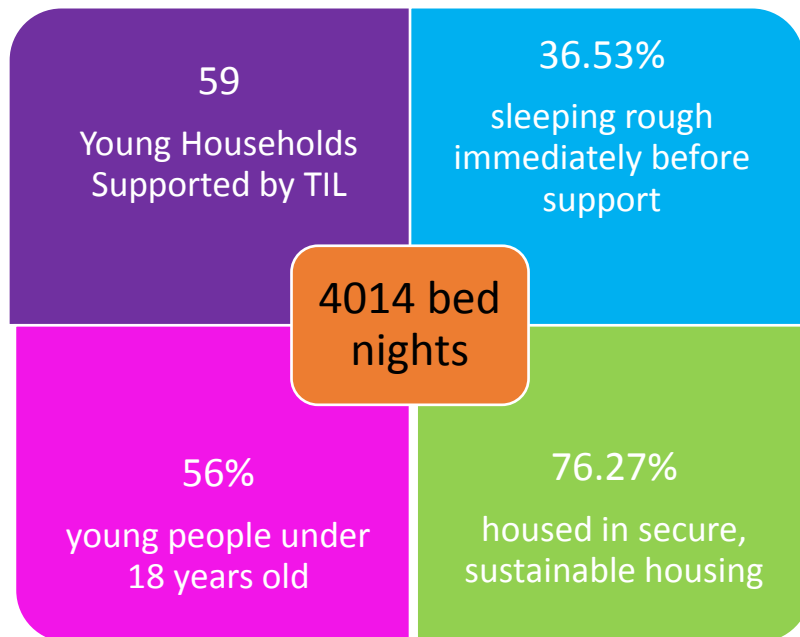


Approx 20 young people in full or part-time employment

Approx 50 young people returned to mainstream education or engaged in alternate education



Rockhampton Services

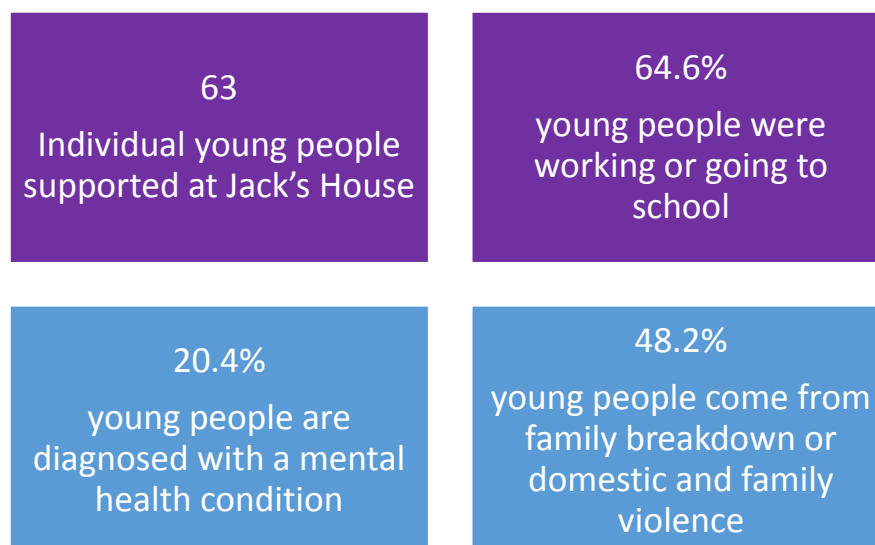


My Shelter Rules – a cooking competition between Jack's House & Roseberry House



The Jack's House team get some expert training on setting and waiting on tables, in preparation for the competition

Jack's House & TIL Service



Dannielle helps Bailey get in some cooking practice! We didn't win, but, there is always next time!

ParentsNext

The ParentsNext Team work with parents to help them identify their education and employment goals, develop a pathway to achieve their goals and link them to activities and services in the local community. The team now provide services to Emerald, Gladstone, Biloela, Emu Park and Woorabinda communities. The team try their best to ensure parents have some fun along the way.

345 Participants

14 Volunteer
Participants

49.9%
working or
studying

We provide healthy snacks for parents and children.

We talk about the importance of reading with your children, with the help of the Rocky Library.

We provide opportunities to learn directly from employers!

We show the value of education and training (here at CQU).

And try and make those special times of the year, a happy time of the year for all Participants.



Activities at Jack's House

- Enjoying the Rockhampton Zoo...a firm favourite.
- Trying out lawn bowls in Gladstone...great fun!
- Helping to build the Roseberry Raft with the Gladstone crew
- Having fun while washing the cars



And...while the fun stuff is important, there are some other things to learn while at Jack's House...

Everyone needs to know about sexual health...

- And understand the value of community.
- 10th anniversary of the apology.



Thank you...

Katie, Fabian, Dani, Theresa and Kat.

Thank you so much for the past 3 months. You all have been so caring towards me. I will miss every single one of you. What you all do here is amazing, you all should be so proud of yourselves. The difference you have made on me and other clients is amazing. The support you all provide to us clients, the skills we achieve and the tools we learn in order to live by ourselves, all young people should know before moving out.

Thank-you so much. ♡
I hope you all won't miss my cooking too much.

Love,
Bella.



Headspace Gladstone

headspace Gladstone provides early intervention services for 12-25 year olds across four core streams:

Mental Health	Physical Health	
<ul style="list-style-type: none"> ○ Brief and early intervention for young people within the target age range experiencing mild to moderate levels of mental illness or psychosocial stressors. ○ Stepped care approach. ○ Interventions may include individual counselling and/or clinical groups, brief intervention stream, or engagement with a Private Psychologist under a GP Mental Health Treatment Plan (MHTP). ○ GP review for preparation of MHTP, medication review and/or referral to tertiary mental health services or psychiatrist review via Telehealth at the centre. 	<ul style="list-style-type: none"> ○ Co-located GP for physical health stream ○ Co-located Dietician available at times for individual consultations ○ Sexual Health Clinic ○ headspace Hungry Games (Crossfit Coach and Dietician) 	
	<th data-bbox="798 660 1520 698">Alcohol and Other Drugs</th>	Alcohol and Other Drugs
	<ul style="list-style-type: none"> ○ Co-located Alcohol and Other Drug counsellor as part of Consortium contribution 	
	<th data-bbox="798 813 1520 851">Vocational</th>	Vocational
	<ul style="list-style-type: none"> ○ Access to Digital Work and Study Service: <ul style="list-style-type: none"> ▪ Digital Work and Study motivates and supports young people with career planning, preparing a resume, job searching, exploring study options as well as navigating Centrelink. 	

Youth participation is an integral part of the **headspace** model. The **headspace** Gladstone YRG is made up of volunteer young people within the target **headspace** age range, of varying backgrounds including **headspace** priority groups, some with lived experience of mental ill health. The YRG participate in meetings, providing feedback on the look and feel of the centre, planning and leading events, and ensuring a youth-friendly service is maintained.

Community engagement is another core component of the **headspace** model, which aims to increase the mental health literacy and reduce stigma while encouraging early help-seeking, while building strong relationships with young people, their family and friends, other local services and the broader community. School and community presentations continued this year, reaching 2668-5710 young people. Additionally, some of the main community engagement activities of the last financial year included:

- Participating in the 2017 Homeless Connect Event
- R U Ok Day 2017 Community video – reaching 12,700 community members
- 2017 NAIDOC Week Indigenous Careers expo and Deadly Choices Sports Day
- “Pee and Flee” drop in sexual health clinic
- Youth week movie night
- **headspace** being involved in the local NRL charity round, with players and referees wearing green socks and raising money for **headspace** Gladstone

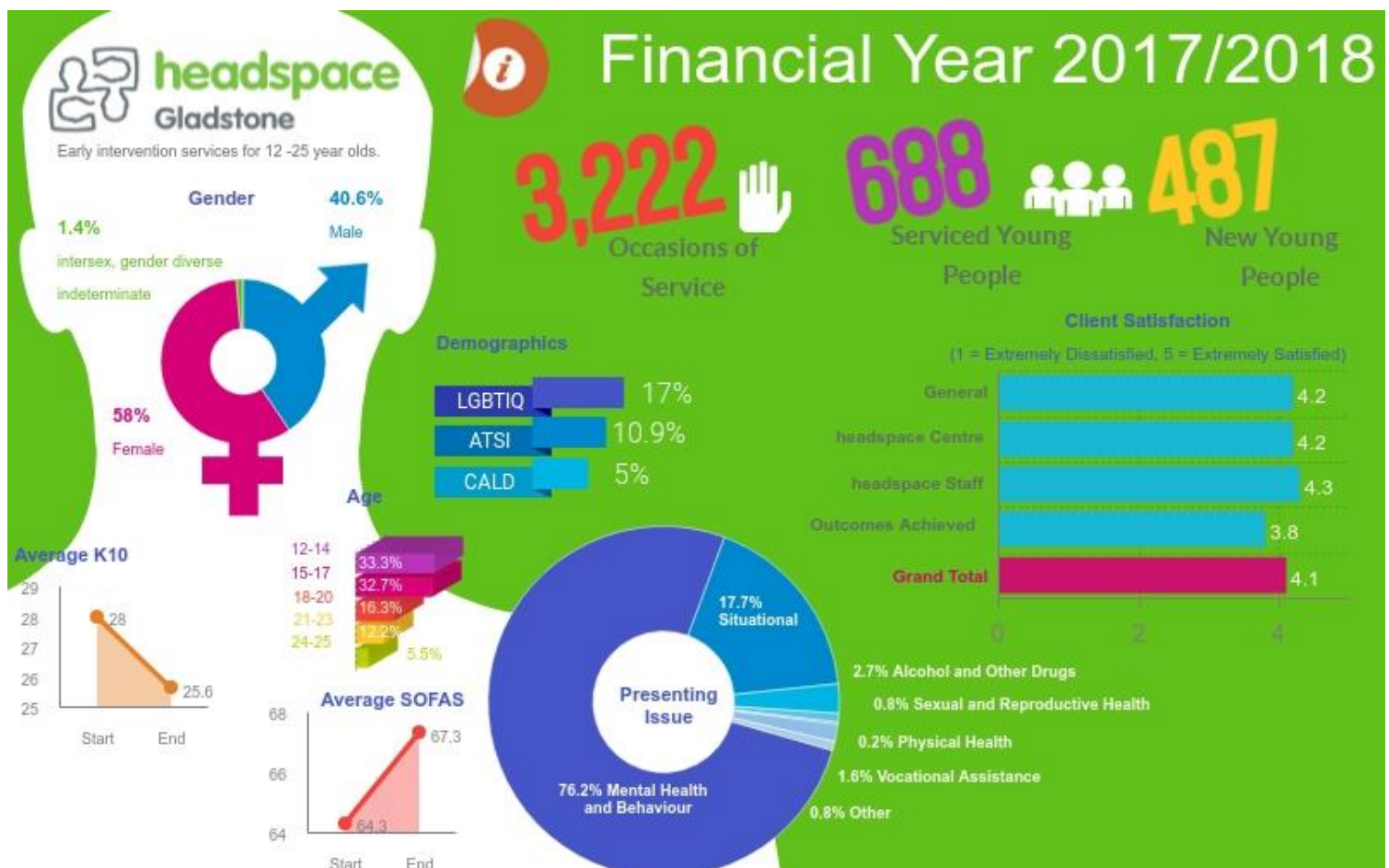
Additionally, more recently the following community engagement activities included:

- 2018 NAIDOC Family Fun Day
- Participating in the 2018 Homeless Connect Event
- Attending the 2018 Central Queensland Health Forum

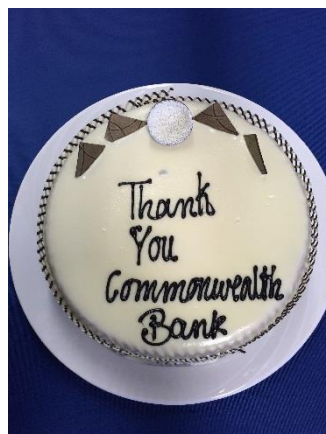
- Organising and facilitating the 2018 Wear it Purple Day morning tea for LGBTIQ youth
- Presentations in workplaces and in the mall for R U OK Day 2018
- Launching an Instagram profile

- **headspace** Day breakfast and school activities across all 3 local state high schools and 1 private school, promoting tips for a healthy headspace and 'adding a little colour to your day'
- Participating in Mental Health Week 'Picnic in the Park'.





Thankyou to our supporters





Our Funding Partners



QUEENSLAND
GOVERNMENT

Department of Housing
and Public Works

Department of Communities, Disability and Seniors

Department of Child Safety, Youth and Women



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