

Annual Report 2021



About Us



Our Mission

Empowering young people towards independence

Our Vision

To be a dynamic community organisation that provides innovative youth accommodation, programs and services that support young people to become independent and inspire social change in the community.

Our Values

Individuality

We believe in the individuality and dignity of young people and their families by working with our clients individual needs and requirements

Growth

We appreciate the knowledge and expertise of our staff and management committee and offer opportunities for growth through professional development and training.

Communication

We believe in the importance of communication amongst our teams, clients, management committee, other organisations, and the broader community.

Independence & Empowerment

We foster the independence and empowerment of our young people and their families through motivation, education, and choice.

Cooperation

We believe in the building of strong cooperative partnerships within the wider community resulting in great outcomes for young people and their families.

Equity & Respect

We believe in equity and recognise that all people have the right to be treated fairly, respectfully, and justly. This belief underpins all our endeavours.

Our Team

Management Committee



CLARE COCHRANE
Chair



JEFFREY PRINGLE
Treasurer



CHERIE MCLAUGHLIN
Secretary



RAY KENT
Member

Staff



AMANDA
Manager



SHARON
Team Leader



CORINNE
Youth Worker



DONNA
Youth Worker



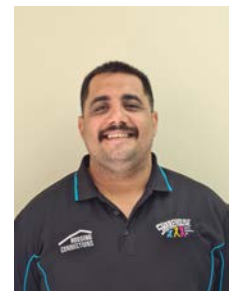
JACKIRRA
Youth Worker



JAYME
Youth Worker



JOHN
Youth Worker



MATTHEW
Youth Worker



CAROL LEA
Property Manager



GEORGIA
Property & Admin
Assistant

Chair's Report



The end of another year has come to pass. I cannot believe what a whirlwind this year has been for all. During this past year, Sharehouse has gone through many positive changes, from relocating into new brighter and bigger premises, taking on new board members as well as staff restructuring.

Covid has challenged us as a business, but we have come through the other side stronger and more adaptable, and we could not have done it without our team. Our KPI's have improved and our number of beds filled has increased.

We are also in the process of looking at other ways of growing the organisation through head leasing and by offering different training classes for the benefit of our clients. We will also be looking at moving forward into the social housing sector.

Amanda, our organisation manager, thank you for another year of great work. Thank you for your time and dedication to the organization. I would like to welcome Sharon, who is managing our Youth Workers and ensuring our staff are well supported in their roles in assisting young people in these trying times. Thank you for your contribution to the organization so far.

Lastly, but not least, I would like to recognise the passion to help those in need shown by our staff members; I know it has not been an easy year with the many changes in the work place, but thank you for your support, dedication, and hard work during the year. It has not gone unnoticed. We are proud of the work you do and the way you represent the organisation.

I would like to welcome Ray Kent and Cherie McLaughlin to our management committee. Cherie brings a wealth of knowledge in the legal, management and governance sector. Ray in the financial and community sector. Both have a passion for to assist those in the community. Lastly thank you, Jeff for offering up your time, accounting skills and dedication to the organization.

Thank you to our members and stakeholders in the community and the government who have enabled us to help more of the youths in the community. Hoping to educate them to become more independent in our society.

Clare Cochrane
Chairperson



Managers Report



2021 has been a big year for the Sharehouse Team with a new home, some staffing changes and a major housing crisis having devastating effects on the region, particularly young people.

Housing Crisis

This year, Social and Community housing wait lists have increased to over 27, 933 applications in Queensland as of June 2021 (50, 301 people) and Townsville's private rental market vacancy rate hasn't exceeded 0.8% for the financial year. Young people are finding it almost impossible to enter the private rental market with many submitting dozens of applications each week without success.

This housing scarcity is putting additional pressure on services like ours with the team hearing heartbreaking stories of desperation on a daily basis. The number of young people that are sleeping rough, in overcrowded situations or in vehicles is rising as are the number of clients presenting with significant barriers or challenges such as instances of self-harm, mental health, domestic and family violence.

Unfortunately our crisis and transitional accommodation is consistently full with very few vacancies becoming available to assist those in need. Clients are staying in our accommodation longer than ever before with 11 clients and 4 dependents in our accommodation for over 12 months with two clients (brothers) now reaching 596 days.

Regardless of the challenges, the team has been working tirelessly to support our young people with both big and little wins. Many of the young people in our accommodation are either earning or learning and we have had young people move into private share houses, relocate for roles in Mining and return to living with family. Very few have been able to obtain a sole tenancy in either private or social housing.

Office Relocation

In February, we said goodbye to our office at 296 Ross River Road and relocated one block away to 258-260 Ross River Road. Though this move saw the end of the Housing Connections Consortium, originally founded in 2016, each service is still located in Aitkenvale and have found new ways of working together.

Sharehouse's new office at 258-260 Ross River Road was designed by the building owner in consultation with us. The new office is spacious with a full new fit out. It has been designed with our current and future services in mind. The new office comes complete with intake rooms, open plan workspaces and separate offices as well as a large multipurpose client space which has made way for a new program to start in 2022. All client areas and main entrances have new CCTV cameras that can be viewed near reception and all staff areas are secure with fob access.

New and Old Connections

Over the past year, we have found new ways of working with previous connections through working groups like the Townsville Homelessness Integrated Response Group (THIRG), the Vulnerable Young People Working Group and regular Mobile Support group meetings while establishing new connections with social enterprises, real estates and various support agencies.

We now receive regular deliveries and support from both Oz Harvest, a food rescue organisation and The Good Box who provide essentials for homeless people.

Thank you to Staff and the Management Committee

This year, we have experienced significant change in our organisations structure and our staffing levels. For those of you who have committed to staying during this time, John, Donna, Corinne, Matt and Jackirra, I really appreciate your dedication and I hope you realise the value I place in having you as part of the team.

I would also like to acknowledge the passion, commitment and expertise of those staff who have left the organisation, Tracey, Paul, Lisa and Gemma have been missed. However, I believe our new team members Sharon, Jayme, Georgia and Carol Lea are assets to our team that will be instrumental as the organisation continues to evolve and grow. I look forward to continue to work with you.

To the Management Committee, the last twelve months has certainly presented some challenges and I couldn't have made it through the year without your support and professionalism. Without you, the organisation wouldn't be in the in position it is today as we verge on expansion and explore moves into new areas.

The next year

As an organisation, we have started to expand our programs and partnerships with other organisations. As of March 2022, we will commence our first Skilling Queenslanders For Work funded program, Step into Success, which will focus on helping young people enter the work force. We have also partnered with Queensland Youth Services (QYS) to provide more additional crisis accommodation through head leasing with real estate partners and the Community Information Centre to assist them with career development opportunities for workers looking to join the sector.

As we move to the future I am excited about the opportunities we will have to supporting young people as they move towards independence and secure, sustainable long-term accommodation.

Amanda Skinner
Manager

Our Year

182

CLIENTS



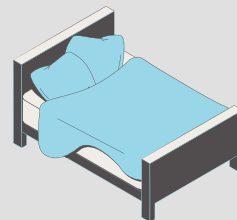
1 in 5 under 18 years

FEMALE

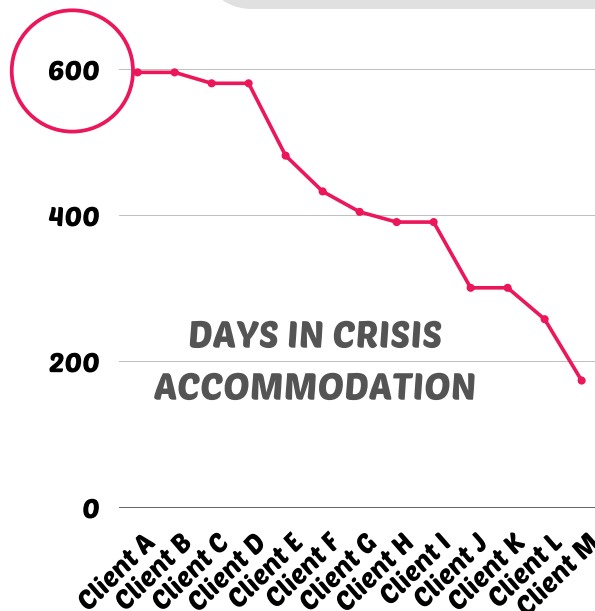
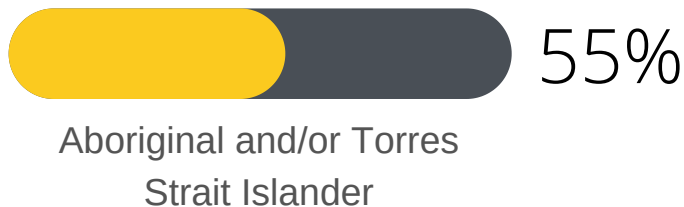
MALE

NON-BINARY

11, 126
bed nights



210 young people
without a bed



62%

OF CLIENTS ARE IN A
FAMILY GROUP.
(INCLUDING COUPLES)

68%

OF FAMILIES OR
COUPLES ARE
INDIGENOUS

58

DEPENDENTS
UNDER 10
YEARS OF
AGE

15

PARENTS
UNDER
18 YEARS
OF AGE

"Don't let anyone tell
you that you can't
because your
homeless."

Female, 18

New Connections



OzHarvest rescue's food from local supermarkets and redistributes them to those in need through various charity partners. This year we have teamed with OzHarvest to provide much need groceries and supermarket items to our clients.



The Good Box is a Social Enterprise that brings together Corporate and Community Partners to provide high quality gift boxes for people experiencing Homelessness. These boxes, including a personal note, are given to our clients when they need them the most.

Our Clients

"I got kicked out of home then kicked out of my sister's place. I couch surfed for weeks and even lived in the school church for a couple of days."

"Homelessness is one of the hardest things you will ever experience."

"Not knowing where you are going to sleep at night or who it's going to be with, if you'll have food or anything to drink. "
Seek help, it will get better.

Male, 18



"I have never had anywhere stable to stay. When I was pregnant, me and my partner moved from house to house and even had to live in a tent for a few weeks when I was 30 weeks pregnant as we had nowhere else to stay."

"We are now staying at Grandad's but so is everyone else."

Female 21, Male 22, Female 1



"I had to move to Townsville suddenly, I came with almost nothing. I tried to find work and my own place; I wasn't hearing back from anyone. "

**"I applied for over 100 jobs and 30 houses. "
"I had to find help."**

Female 20, male 3.





a **YEAR** ago
EVERY THING **WAS** DIFFERENT