




# 2024 ANNUAL REPORT







Sharehouse Youth Programs acknowledges the Traditional Owners of the land on which we operate, the **Wulgurukaba** and **Bindal** peoples. We pay our respects to Elders past and present, and recognise their continuing connection to land, waters, and community. We honour their rich cultures and enduring ties to this land, which always was and always will be, Aboriginal land.



# TABLE OF CONTENTS

**4** MESSAGE FROM  
OUR CHAIRPERSON

**6** ABOUT US

**8** MANAGEMENT  
COMMITTEE

**9** OUR PEOPLE

**10** CEO'S REPORT

**12** GOOD NEWS STORY

**13** WHO WE SUPPORT

**15** GOOD NEWS STORY

**16** STEP INTO SUCCESS

**19** CIVIL GEOTECHNICAL  
CONSULTANTS (CGC)

**20** OUR SUPPORTERS

**21** STAKEHOLDER SURVEY

**22** TREASURER'S  
REPORT

**23** OFFICE UPDATES

**25** COMMUNITY  
CONNECTIONS



# MESSAGE FROM OUR CHAIRPERSON

As the housing crisis continues to cause interruptions and delays for many young people who are eager to build their resources and thrive, Sharehouse continues to support young people on their journey towards independence including learning housing, employment and life skills.

Sharehouse now looks beyond the provision of housing and we are growing into other areas which will assist young people holistically. Programs like **Step into Success** all the way through to the washing machine in the new bathroom for young people to use, are all aimed at growing strength, independence and confidence.

Within our Strategic Plan, we have committed to a range of goals and activities including using feedback from young people to improve and expand the services we provide. We had discussed a youth steering committee or similar at our last AGM, but this has not yet been attainable, and until it is we'll continue to seek feedback in other ways.

One of the methods we've used is facilitating focus groups which appear to have been a great format for getting the voices of young people familiar with our programs to express their views about what we do, how we do it and what could we do better. We've also encouraged a culture of not just listening to what young people want and need, but hearing it, and sharing it with the Sharehouse team to continue to build on and improve our services and delivery.

Capturing data and statistics are an important and measurable tool to help identify unmet needs and issues that may cause vulnerable situations for young people. Ensuring the systems and procedures are in place to capture and collect that data can take time, and Sharehouse has committed to putting in that time as we move into our next phase of growth.

I want to take this opportunity to thank my fellow MC members for all their dedication, time and continued contributions to the governance of Sharehouse. Many of our MC members have been with Sharehouse for a while now so we have some consistency which supports the stability that a small community organisation like ours needs.



## MESSAGE FROM OUR CHAIRPERSON CONT.

I also want to thank the staff who bring so much of themselves to their roles and continue to grow and develop for the benefit of the young people that we work with.

I specifically want to acknowledge Georgia Hill who completed her traineeship and qualifications, Laetitia Muthu who moved from Youth Worker to Property Manager, Julie Smith for stepping up into the Operations Manager role and Lisa Hammond who is now our CEO as we continue to diversify our funding and provide more complementary services to our main housing programs. Sharehouse has been developing a culture of professional development within our organisation and these are more examples of what can happen when we let people explore their potential.

Finally, we thank the funders for their continued commitment, **Department of Housing and Public Works** and the **Department of Employment, Small Business and Training**.

We recently received a one-off grant to purchase a bus from the **Department of Justice and Attorney-General** and further one-off grants from the **Townsville City Council** and the **National Indigenous Australians Agency** for our NAIDOC event.

We have also continued to use donations to support the day-to-day needs of young people including donations received from **OzHarvest, Civil Geotechnical Consultants** and **The Good Box**.

At Sharehouse, we look forward to continuing our journey with our passionate team who share our vision of young people growing strength, inspiration and independence to confidently embark on their future life adventures.

*J King*  
**JENNY KING**





# ABOUT US

For over four decades, Sharehouse Youth Programs Inc, a non-profit organisation based in Townsville, has been a crucial support system for at-risk youth. Since 1979, we have committed to providing essential resources and support to 16-25-year-olds facing or at risk of homelessness.

Through both our **Step Into Housing** and **Safe Start** programs, Sharehouse provides safe accommodation for young people, along with a wide range of services designed to foster independence and build confidence.

**Street Reach**, our mobile outreach program, continues to expand our reach beyond accommodation, providing assistance with Centrelink, housing applications, and teaching essential life skills.

Since 2022, our **Step Into Success** program has provided a free, in-house course designed to equip young people with the skills they need to pursue employment and further their studies.

At our core, we maintain a deep and unwavering commitment to guiding young people toward independence in various aspects of their lives, including housing, employment, and essential life skills.







## STRATEGIC PRIORITIES

GROWTH

PROGRAMS

OUR PEOPLE

ACCOMMODATION

## OUR VISION

YOUNG PEOPLE GROW  
STRENGTH, INSPIRATION,  
AND INDEPENDENCE TO  
CONFIDENTLY EMBARK ON  
THEIR FUTURE LIFE  
ADVENTURES.

## OUR MISSION

WE SUPPORT YOUNG  
PEOPLE ON THEIR  
JOURNEY TOWARDS  
INDEPENDENCE INCLUDING  
HOUSING, EMPLOYMENT  
AND LIFE SKILLS.

## OUR VALUES

INDEPENDENCE &  
EMPOWERMENT  
INDIVIDUALITY &  
CELEBRATION  
OF DIVERSITY  
ACCOUNTABILITY  
GROWTH



# MANAGEMENT COMMITTEE

Sharehouse Youth Programs is governed by a volunteer Management Committee, who share their time, talents, and expertise to help the Sharehouse team to improve the lives of young people in Townsville.



**JENNY KING**  
CHAIRPERSON



**LUKE O'HARE**  
VICE CHAIRPERSON



**DR ANNE-FRANCES  
WATSON**  
SECRETARY



**SHANE  
WELLINGTON**  
TREASURER



**CHERIE  
MCLAUGHLIN**  
COMMITTEE MEMBER



**LETITIA MURGHA**  
COMMITTEE MEMBER



# OUR PEOPLE

The team at Sharehouse are passionate about helping local at-risk youth. With decades of experience between us, we have the skills and knowledge to work with young people to help them live their best lives.

**CHIEF EXECUTIVE OFFICER**  
**OPERATIONS MANAGER**  
**TEAM LEADER**  
**PROPERTY ADMIN OFFICER**  
**YOUTH EMPLOYMENT COACH**  
**YOUTH SUPPORT WORKER**  
**YOUTH SUPPORT WORKER**  
**YOUTH SUPPORT WORKER**  
**YOUTH SUPPORT WORKER**  
**MOBILE SUPPORT WORKER**  
**MOBILE SUPPORT WORKER**  
**PROPERTY ADMIN SUPPORT**

**LISA HAMMOND**  
**JULIE SMITH**  
**MATTHEW JARDEN**  
**LAETITA MUTHU**  
**JORDAN LANE**  
**LUCILLE MARTIN**  
**KATHLEEN MELVILLE**  
**AALIYHA D'AGUIAR**  
**TOBIAS MARHIN**  
**LUCAS MCCLELLAND**  
**DAVID DUNCAN**  
**GEORGIA HILL**



# CHIEF EXECUTIVE OFFICER'S REPORT

I'm pleased to present the CEO's report summarising the key achievements, challenges, operational performance, the progress of the past 12 months, and the outlook for the year ahead. Sharehouse has continued to demonstrate resilience, adaptability, and innovation within a rapidly changing environment.

The knowledge, attitudes and passion of our team, continues to be the essential component for the success of our organisation. The way this team not only follows our organisational values, but lives and embodies those values, contributes to Sharehouse continuing to move from strength to strength, further improving our service delivery and offerings to young people in Townsville.



## KEY ACHIEVEMENTS

Our hard work over the past year has shown through in some of the amazing achievements and outcomes we've had. Some of our biggest achievements this year have included:

- Successfully advocating for and launching a new onsite bathroom and laundry facility.
- Redeveloping our internal management structure including creating an Operations Manager and CEO position.
- Acquiring additional (much needed) office space for our staff adjoining the existing tenancy.
- Increasing our brand awareness and community reach through improved website, social media channels and a newsletter.
- Improving our community connection events by hosting focus groups, open days, and small group sessions.
- Creating strong community networks, leading to us receiving donations to create 100 hygiene packs, 30 shower packs and 10 parent packs.
- Reviewed and updated all Sharehouse policies and procedures.
- Created an employee benefits wellness policy.



## CHIEF EXECUTIVE OFFICER'S REPORT CONT.

### CHALLENGES AND RESPONSE

The past year was not without its challenges. At the forefront of those challenges is a rental market that prices young people completely out of the market, which, coupled with the ever-rising cost of living, has had significant impacts.

Limited immediate and long-term affordable housing options are an ongoing issue. While we have no control over the cost of the living, one saving grace has been our long-standing relationship with OzHarvest which allows us to provide young people in need with fresh food and household goods.



### LOOKING AHEAD

As we move into the next year, Sharehouse is focused on expanding our services by increasing our housing stock and extending our office to create more space for programs and activities to allow us to support more young people within a range of different ways. We are confident that our strategic direction, along with the dedication and passion of our team, will set us up for continued success in the year ahead.

I would like to recognise the hard work and dedication of our staff and volunteers at Sharehouse who show up every day with the collective purpose of doing what's best for the young people we work with.

I would also like to express our thanks to our funding bodies, partner organisations, and sponsors who enable us to continue to provide this much needed service. The success of this organisation is made possible by the collaboration of all these fabulous people, partners and organisations.

As Sharehouse grows, I am excited for the year ahead, and the chance to enhance our services and maintain a safe, supportive environment enabling young people to gain independence and receive the support they deserve.

*L Hammond*  
**LISA HAMMOND**

# GOOD NEWS STORY

This year, we're thrilled to celebrate 18-year-old Kai, who has moved on from one of our **Step Into Housing** properties to become one of the **first tenants** of **Townsville's new youth foyer** in Pimlico. Five years ago, he faced significant challenges, including stepping into a parental role for his three younger brothers.

Over the past year, Sharehouse has supported Kai with stable housing while he worked alongside Youth Workers to build his independent living skills. Through our **Step Into Success** program, Kai earned certifications in **Responsible Service of Alcohol, Responsible Service of Gambling and a white card, required for construction**. After finishing Step Into Success, he then completed a **Certificate III in Hospitality** with the Dream, Believe, Achieve program

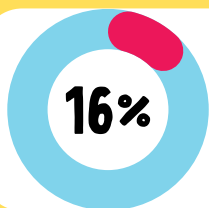
Kai landed a job working as a labourer with a building company renovating our office. Kai expressed his gratitude, saying, **"If Sharehouse hadn't helped me, I wouldn't be in this position that I'm in now."** As a recognition for his hard work completing the Step Into Success course, Sharehouse presented Kai with an iPad, donated by **Civil Geotechnical Consultants**. This iPad has been instrumental in his job search and training. **"It made training for RSA and RSG easier compared to using a phone,"** he mentioned.

Kai's journey embodies our mission at Sharehouse to empower young people. **He recommends our programs for their role in job assistance and motivation.** We are proud to witness Kai starting a new chapter in his life, showing others that with support and determination, it's possible to overcome adversity.





# SPECIALISED HOMELESSNESS SERVICE



**16% UNDER  
18 YEARS OF AGE**

**52% ABORIGINAL & TORRES STRAIT ISLANDER**



**CULTURALLY AND  
LINGUISTICALLY DIVERSE**

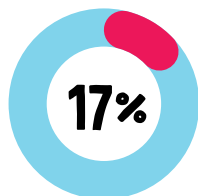


**3.5%**

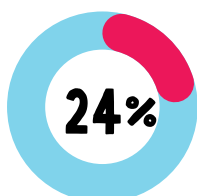


**89 FAMILIES,  
INCLUDING COUPLES**

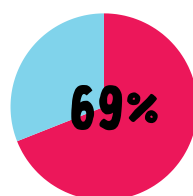
## PRIOR TO ACCESSING SHAREHOUSE - OUR CLIENTS WERE:



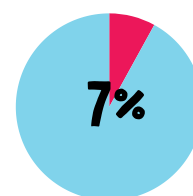
**DIAGNOSED WITH A  
MENTAL HEALTH  
CONDITION**



**SLEEPING  
ROUGH**



**UNEMPLOYED**



**EXPERIENCING  
DOMESTIC &  
FAMILY VIOLENCE**

## AT A GLANCE



**289**  
CLIENTS



**5251**  
OCCASIONS  
OF SUPPORT



**7537**  
CASE MANAGEMENT  
HOURS WORKED



**9809**  
BEDNIGHTS



**253**  
NIGHTS (DURATION OF  
AVERAGE STAY)

## SPECIALISED HOMELESSNESS SERVICE CONT.



**JULIE SMITH**  
OPERATIONS MANAGER

The **Step into Housing** program at Sharehouse offers **fully furnished accommodations** complemented by **daily on-site support**. Our dedicated team assists individuals in maintaining their tenancy, developing essential independent living skills, and securing long-term housing solutions.

The **Safe Start** program provides a variety of **fully furnished transitional units** allocated based on individual needs as young people work towards obtaining stable, long-term housing. Over the past year, Sharehouse has **supported 132 young people** through our accommodation initiatives. We're honoured to be a part of their journey to independence.



**MATTHEW JARDEN**  
TEAM LEADER

Our **Street Reach Mobile Support** team empowers young people on their housing journey outside of our accommodation programs. With 24% of young people sleeping rough before entering Sharehouse and 69% unemployed, our team works tirelessly to address challenges.

The **Street Reach Youth Support Worker** advocates with housing providers, assists with housing applications, and secures short-term stays. In the past year, the Youth Support team has dedicated **2,554 hours to supporting young people** and connecting them to essential services, including mental health support, wellbeing resources, training, and employment opportunities. Thank you to our incredible Youth Support Workers for making a lasting impact on the lives of young people.



# GOOD NEWS STORY

When Paytent came to Sharehouse, she was navigating a high-risk pregnancy while couch-surfing with friends and family across Townsville. Desperate for stability, she sought help. **"I knew about Sharehouse, but I didn't get the courage to come in and look for help until I was really desperate,"** Paytent said. **"Then I just came in and was looking for any type of help or support."**

Sharehouse was able to provide Paytent with a place to call her own. She moved into one of our medium support units, where tenants receive daily, on-site support. This gave Paytent the stability and support she needed to focus on her health and prepare for her daughter's arrival. **"Someone from Sharehouse would come and see me every day."**

After building her independence, Paytent eventually transitioned into a low-support property, also managed by Sharehouse. **"I still have close contact with my support worker, and I'm not sure where I'd be without Sharehouse - especially when it comes to my little girl,"**

A key achievement in her journey was earning her driver's license, a step toward independence. Sharehouse initially paid for her driving lessons, and Paytent later took over, eventually getting her license. **"If you need groceries, a job, or just someone to talk to, they're very helpful. When you're struggling, you feel alone - but they were there,"** Paytent said.

Now, Paytent is confidently looking forward to an even brighter future **"I've got big plans. I don't want to be renting - I'm going to own my own house,"**



# STEP INTO SUCCESS

MARCH 2023 - 2024 (2ND YEAR)



**JORDAN LANE**  
YOUTH EMPLOYMENT COACH

Our ready for work program, **Step Into Success** has had another fantastic year, assisting **96 participants**. Of these young people, 58 secured employment, pursued further education and training, or returned to school, resulting in a **61% success rate for participants achieving positive outcomes post-program**.

Sharehouse has continued to support participants by providing transport to and from sessions, in addition to breakfast and lunch through our partnership with OzHarvest.

Additionally, the Step Into Success training room underwent renovations, featuring new flooring and furniture, creating an even more comfortable and inviting space for young people.

96



PARTICIPANTS

35



FOUND  
EMPLOYMENT

19



COMPLETED  
FUTHER TRAINING

4



RETURNED TO  
SCHOOL

60



ENGAGED IN WORK  
OR TRAINING





# STEP INTO SUCCESS

MARCH 2023 - 2024

The Step Into Success Program has been instrumental in empowering young people to overcome obstacles and pursue career and learning pathways. We hope to secure continued funding in the future to further grow and expand this program, ensuring even more youth can benefit from its impact.

”

**STEP INTO SUCCESS WASN'T  
WHAT I EXPECTED.**

**I HIGHLY RECOMMEND THIS  
COURSE: YOU HAVE NOTHING  
TO LOSE AND EVERYTHING TO  
GAIN.**

”

**STEP INTO SUCCESS HAS GIVEN  
YOUNG PEOPLE A SPACE TO BE  
CREATIVE AND GAIN NEW  
SKILLS WHILE ALSO MEETING  
NEW PEOPLE.**

”

**I LOVED AND ENJOYED EVERY  
SECOND OF THIS PROGRAM.**

**IT WAS SUPER FLEXIBLE AND  
THE STAFF ARE AMAZING.**

”

**I AM NOW MORE MOTIVATED TO  
WORK AND THE CONNECTIONS  
I HAVE MADE ARE INVALUABLE.  
I WOULD LOVE TO THANK ALL  
THE STAFF AS WITHOUT THEIR  
WORK, NONE OF THIS WOULD  
BE POSSIBLE.**

”

**I WAS SO LOST ON WHAT I  
SHOULD DO IN MY LIFE. I WAS  
CONFUSED AND I DIDN'T HAVE  
ANY SUPPORT.  
THIS CLASS MADE ME FEEL  
HEARD. I BELIEVE I NOW HAVE  
THE SKILLS TO GET AND KEEP  
A JOB**

”

**I AM NOW ABLE TO  
INDEPENDENTLY FIND A JOB  
AND APPLY FOR IT.  
I NOW KNOW HOW TO UPDATE MY  
RESUME AND COVER LETTER.  
THANK YOU TO ALL THE  
SHAREHOUSE TEAM FOR THE  
SUPPORT.**

”

**THE FIRST STEP TO SUCCESS IS  
STEP INTO SUCCESS.**

**I GAINED A LOT OF  
KNOWLEDGE FROM THIS  
COURSE, WE REALLY GET THE  
HELP WE NEED.**

”

**THIS PROGRAM HAS MADE ME  
MORE CONFIDENT AND  
MOTIVATED TO WORK.**

**IT MADE ME FEEL CONNECTED.  
I MADE NEW FRIENDS AND FELT  
SUPPORTED AND LISTENED TO.**

# STEP INTO SUCCESS GOOD NEWS STORY

With a strong motivation to secure a job in disability or individual support, Scholar entered Step Into Success eager to forge a new career path.

Before joining Step Into Success, Scholar says she was navigating the job market independently but felt uncertain about which roles to pursue. However, her excitement grew when she discovered the program, knowing it would provide the guidance she needed.

Throughout her time in Step Into Success, Scholar not only demonstrated an impressive work ethic but also became a beacon of support for her peers. She actively engaged with other participants, sharing her insights and helping them complete tasks. Scholar collaborated closely with Sharehouse staff to obtain her necessary ID and yellow card, and she dedicated considerable time to job applications in her desired field.

Scholar's journey didn't end with the program. She maintained strong connections with the Sharehouse team, participating in focus groups aimed at enhancing support for future participants. Her feedback and involvement highlight her commitment to giving back to the community.

Scholar recently landed a job with Selectability. Her determination and the skills she acquired during Step Into Success have set her on a promising career path. **"The class made me more confident and motivated me to find a job. The team is very supportive and patient. They know how to help everyone in their own [individual] ways."**

As she embarks on this new chapter, we are confident that Scholar will excel and thrive in her role.





# OUR PARTNERS

## CIVIL GEOTECHNICAL CONSULTANTS (CGC)

Last year, Sharehouse was thrilled to announce our partnership with CGC. Their generous donation enabled us to purchase, assemble, and distribute **hygiene packs for young people and purchase and provide iPads to participants who completed in our Step Into Success Program.**

The iPads served as **valuable tools for educational and career development**, and as an incentive for young people to attend and finish the program. Feedback from participants was **overwhelmingly positive and grateful for CGC's donation.**

After gathering further participant feedback, we recognised that a choice of laptops, smartphones, and tablets would better meet their needs for job seeking and studying. With CGC's ongoing support, we transitioned to providing these more versatile options, **empowering participants to select the device which most catered to their needs**, ensuring they have as many tools as possible for success.

As we look is meaningful collaboration with CGC.



I WILL BE ABLE TO USE THIS IPAD AS A TOOL FOR IMPROVING MY ARTISTIC SKILLS AND BUILDING A PORTFOLIO. IT WILL ALSO BE USEFUL AS A NOTE TAKING DEVICE FOR STUDING AND WORK.



FOR MY FUTURE CAREER IN BEAUTY, THIS DEVICE WILL HELP ME. THE DEVICE I CHOSE IS A LOT EASIER FOR ME TO WORK WITH AND MAKES WORKING ON STUFF ENJOYABLE.



MY DEVICE WILL HELP ME WITH MY STUDY NOTES! I HAVE A READING DISABILITY, AND THE IPAD HELPS BECAUSE OF THE ZOOM FEATURE.



THIS DEVICE WILL HELP ME DO ONLINE COURSES. THE CONTRIBUTION FROM CGC HAS REALLY MOTIVATED ME TO FINISH THE PROGRAM, THANK YOU FOR THE LAPTOP IT WILL HELP ME A LOT.



# OUR SUPPORTERS

We are deeply grateful to our supporters, businesses and individuals who have generously contributed donations, supplies, and resources. Your kindness helps us provide vital support to young people in need, making a lasting impact in their lives and our community.

## OZ HARVEST



Ozharvest delivers surplus food from different businesses to Sharehouse to distribute to young people in need.

## COMMUNITY DONOR



A generous local donor, who wishes to remain anonymous, funded the creation and distribution of bathroom, hygiene, and parent packs.

## GOOD BOX



The Good Box provides donation boxes filled with essential items for those experiencing homelessness.

## SELECTABILITY



This year, Selectability donated household essentials like dining tables and kitchen items to support clients' independence.

## SHARE THE DIGNITY



Share the Dignity donated bags filled with essential items, including period products and necessities for young people.

## GOOD 360



Good360 connects charities with businesses. This year Sharehouse distributed a large donation from Big W during Youth Week.

# OUR FUNDING BODIES

Sharehouse Youth Programs is currently funded under the Queensland Government's **Department of Housing, Local Government, Planning and Public Works** to provide Mobile Support, Immediate Supported Accommodation and Transitional Supported Accommodation .

Our Step Into Success program is currently funded under the Queensland Government's **Department of Employment, Small Business and Training** to provide a Ready for Work program.



# STAKEHOLDER SURVEY

This year, Sharehouse conducted a stakeholder survey, reaching out to 71 key contacts who regularly collaborate with us and utilise our service. The feedback was overwhelmingly positive and will help us continue to enhance our offerings and relationships.

”

Approachable and supportive

”

engaging, collaborative, supportive

”

It is a fantastic service that is providing opportunities for young people to enhance their skills and in some cases gain skills that they did not previously have. Staff's ability to look at young people individually and where possible provide further wrap around support and assistance on a needs basis has been amazing. This has resulted in some young people identifying personal barriers for them whilst completing Step Into Success, such as unsafe or unsustainable living arrangements being supported to apply for alternative housing through Sharehouse.

”

Sharehouse really is an amazing and extremely needed service in the Townsville region. I have seen firsthand how programs such as Step Into Success have greatly improved the confidence of young people that I support. Your service and people are amazing!!

”

Doing amazing work during a very difficult time including a housing crisis and skilled worker shortages.

# TREASURERS REPORT

The financial affairs of Sharehouse are monitored by the management committee monthly throughout the year. As is supported by the Audit Report, Sharehouse continues to maintain a healthy position.

It has been a great year of progression with various new donation sources and additional funding for sharehouse which has allowed the expansion of our office and services such as bathroom and laundry facilities. We're excited to have received a \$56,000 Gambling Community Benefit Fund grant for a new bus in the 2025 Financial Year.

## **Audit Report Summary**

The Audit Report for the financial year ended 30 June 2024 was again prepared by Jessups and it is agreed they will continue in this role.

The Profit and Loss shows a profit for the year of \$195,510. This is due to the additional grant funds from department of housing including a 20% uplift. This surplus was expected and has been discussed.

The Balance Sheet continues to show Sharehouse with a strong position. Sharehouse currently has Net Assets of \$982,263, which includes bank balances totaling \$914,848. Sharehouse currently has sufficient assets to cover all liabilities expected to arise during the 2024 Financial Year.

## **In the opinion of the management committee:**

The accompanying accounts are properly drawn up so as to present fairly the financial position of the Association at 30 June 2024 and its results and cash flows for the year ended in accordance with the applicable Australian Accounting Standards and the provisions of the Corporations Law.

The report indicates that Sharehouse is in a strong financial position and has necessary funds to repay its debts as and when they fall due.

*S. Wellington*  
**SHANE WELLINGTON**  
**TREASURER**



# OFFICE UPDATES

This year, the Sharehouse office underwent a significant transformation. These upgrades have not only improved the physical space but also enhanced the services we provide, ensuring a more supportive environment for those who walk through our doors.

## RECEPTION



One of our first updates was having amazing local artists, Art By Lavinia and Bidju Designs, design and paint murals in our reception area; infusing it with vibrant colours. This transformation created a welcoming atmosphere, featuring representations of our diverse community. To further enhance this sense of belonging, artists invited staff and young people to put their handprints on the wall, making the space truly reflective of everyone involved.

## WELLNESS ROOM

Our new wellness room offers young people & staff a dedicated space to unwind and recharge after challenging situations, contributing to their emotional well-being. The upgrades at Sharehouse are designed with the needs and comfort of young people in mind, ensuring a more holistic support system.



## OFFICE UPDATES CONT.

### EXPANSION



Recognising the growing demand for our services, we expanded our office to accommodate additional storage for essential items and a larger workspace for staff. This not only enhances our ability to provide support to young people in need but also creates a more comfortable and productive work environment.

### BATHROOM

A highlight of our office upgrades is the new bathroom and laundry facility, available for young people to book during business hours. This safe, private space allows them to freshen up and clean their clothes, a crucial service for those who may not have access to these basic necessities.

Sharehouse also provide shower packs that include towels, toothbrushes, deodorant, hairbrushes, toothpaste, and lip balm, generously donated by local community members, ensuring that everyone has what they need to feel comfortable and cared for.



This year's upgrades at Sharehouse have significantly improved our ability to support young people. With a more welcoming environment, expanded resources, and better facilities, we're now better equipped to meet their young people's needs.



# COMMUNITY CONNECTIONS

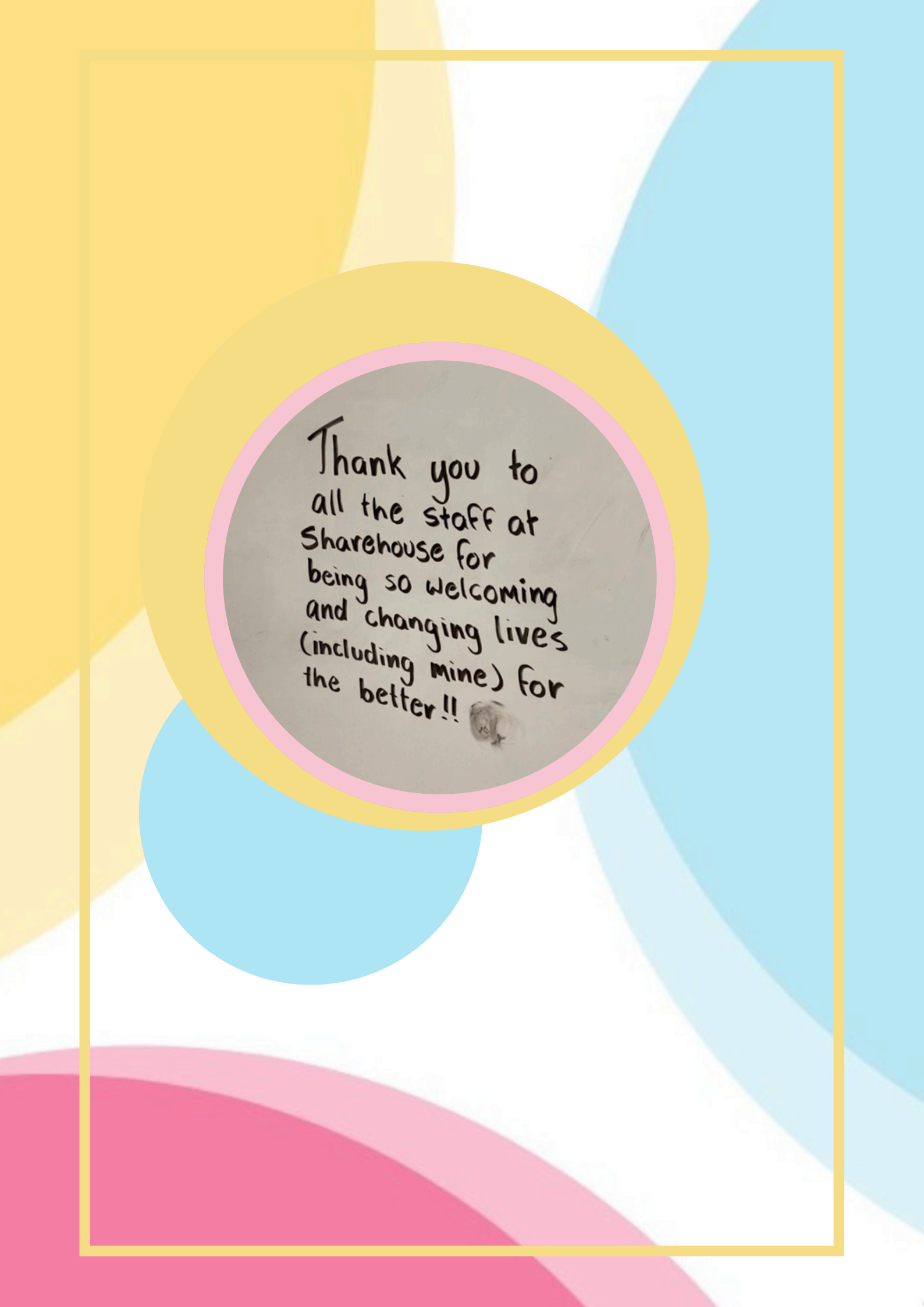




# COMMUNITY CONNECTIONS







Thank you to  
all the staff at  
Sharehouse for  
being so welcoming  
and changing lives  
(including mine) for  
the better!!