

# snapshots

# of hope

teen challenge  
QUEENSLAND 

made possible by 



**ANNUAL REVIEW 2022/23**

**God + best practice = SUCCESS!**

**Together we can do so much!**

This year we have seen...

- women and men finding recovery, **transformation**, and hope because of their time at the New Life Centres (NLCs) residential rehabilitation centres
- the **completion** of the Transition House at the NLC's - this house has been a dream 12 years in the making
- over 500 people **attended** the Hope Gala - the annual signature fundraising event
- 500 people **attended** the Rumble for Rehab - an event that draws the community together
- **strengthening** of the Social Enterprise initiatives (working towards sustainability)
- hundreds of young men being **supported** through the New Hope House (NHH) crisis accommodation service
- families **finding** hope, encouragement, and support through the Family Support Service (FSS).
- the successful **running** of the Arrowsmith program (based on neuroplasticity and available to the NLC students)
- a NHH transition house pilot program **launched**



**snapshots**  
*of wholeness*

**WE EXIST TO:**

- ✓ **End** addiction's grip in people's lives
- ✓ **See** lives transformed
- ✓ **Provide** a holistic approach to recovery
- ✓ **Help** deal with the underlying issues that drive addiction



**Why do we exist?**

**TO END ADDICTION!**



What impact has your experience in rehabilitation had on you?



“

I believe my future looks bright!

As I reflect on the events of this year, I am filled with gratitude for the remarkable compassion and unwavering faithfulness of our donors. Your support and boundless generosity have had a profound and lasting impact, playing a pivotal role in the transformative journey of the men and women who have walked through the doors of our rehabilitation centres.

The demand for Teen Challenge QLD (TCQ) programs has never been greater. Our commitment to provide compassionate, comprehensive care extends far beyond mere sobriety for individuals; it encompasses mental, emotional, and spiritual healing. Our unique holistic approach to addiction recovery remains central to the remarkable success stories that emerge from the program.

Throughout this year we have faced challenges, witnessing the relentless grip of addiction, the setbacks, the relapses and the strain on resources. But these difficulties only fuel our determination to push forward, improve our services, expand our reach, and create a brighter future where addiction's hold is broken.

God bless,

Joanne Hobbs  
CEO, Teen Challenge QLD



**Teen Challenge is based on a Christian framework and believes that a wholistic approach to recovery is essential.**



# Real stories, real lives, Real transformation

Addiction is no respecter of people.  
It can affect people from all walks of life.

**TCQ exists to end addiction's grip and works to do this through 3 key services:**

- Residential Rehabilitation programs (New Life Men's and Women's Centres)
- Crisis Accommodation for young men (New Hope House)
- Family Support Services

**A part of the work we do is to reduce the stigma around addiction.**

- We believe that addiction can be overcome with the right support and help, plus a lot of prayer.
- We believe this because we continue to see transformation in so many young people.



**Jack and Zoe**  
TEEN CHALLENGE  
SUPPORTERS

"We support Teen Challenge QLD because we have seen the *positive impact* that rehab has with the people completing the program."



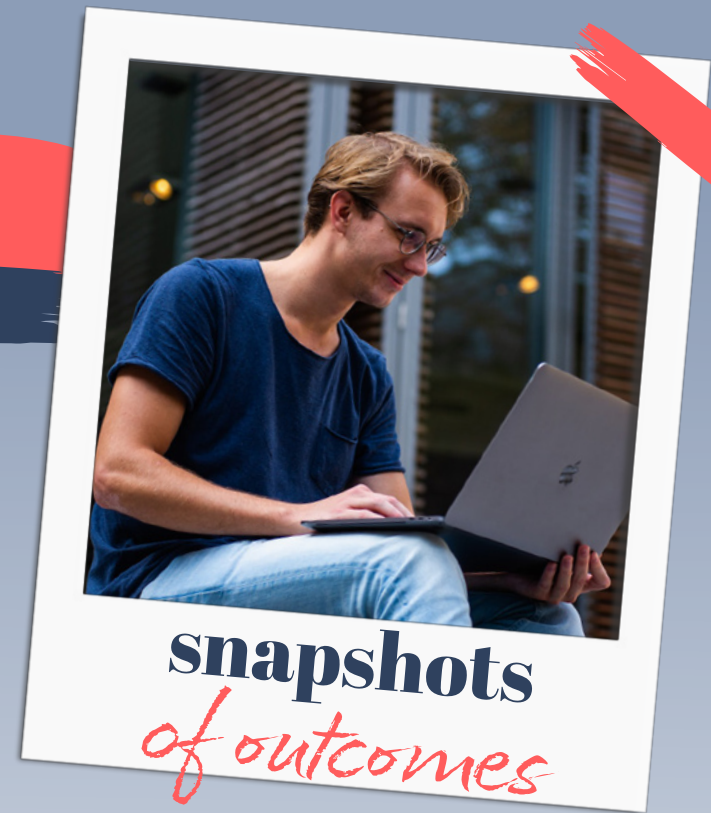




# The numbers

## Add up

“It’s not just a program.  
It’s a place that gives life back.  
It gave back mine.  
*Lauren*”



snapshots  
of outcomes

400

6974

400

6974

400

# 1095

## INQUIRIES

includes **family, professional,**  
**and client calls,** including from  
those in prison

# 724

## FAMILY SUPPORT SERVICE

**349** *In person*  
**68** *Community consultations*  
**15** *Families engaged in Teen Triple P*  
*(parenting support intervention)*

# 502

## AFTERCARE

*and Transition Support*  
*Interactions*

# 102

## PEOPLE

*impacted through the*  
*residential programs*  
*(NLC & NHH)*

# RESTORING HOPE

## through Celebration!

### HOPE GALA 2023

The Bentham Foundation and Well Life Services were the Platinum Partners of TCO's 9th Annual HOPE GALA at Brisbane City Hall on June 3.

Your support is transforming lives. On the evening, Lauren, a past resident of the NLC, shared, ***"It's not just a program. It's a place that gives life back. It gave back mine."***

With 525 guests, the largest turnout ever, the night was extraordinary and inspiring. The charity auction featured a record number of items, resulting in the highest amount raised at any HOPE GALA. Hosted by Duncan Armstrong (Olympic Gold Medallist and Corporate Speaker) and Steff Willis (96 five Radio Presenter), with entertainment by Cory Hargreaves and Lure Band, the event celebrated stories of hope and restoration.

Thanks to your generosity, together, we surpassed the \$250,000 goal (contributing to 41 people in the Recover Phase of the residential rehab program). Raising an additional \$130,000 has meant that even more people will be able to complete this phase of the program.

**GOAL - \$250,000**

**RAISED \$380,000**

**GOAL EXCEEDED BY  
\$130,000!**

snapshots  
of fundraisers



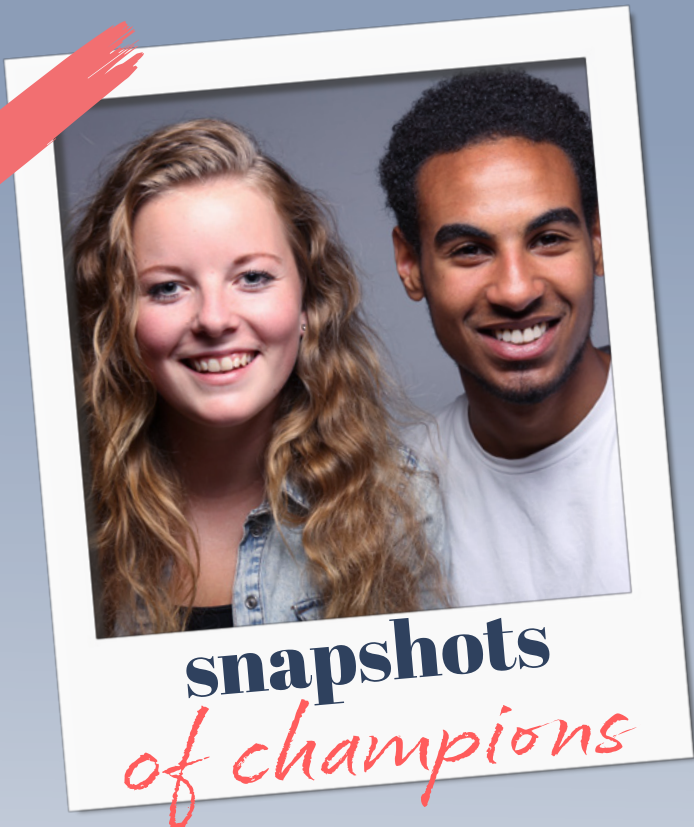


**JEWELS FOR GENEROSITY**  
In partnership with  
**teen challenge**  
QUEENSLAND 

## JEWELS FOR GENEROSITY

This year TCO have developed a partnership with Jewels for Generosity. They provide no risk jewellery packages to not-for-profit organisations for fundraising. TCO were able to include a number of high end jewellery pieces in the HOPE GALA charity auction which achieved outstanding results.





# YOUR support creates TRANSFORMATION

Over 120 dedicated supporters gathered at Rangeville Community Church in Toowoomba on Saturday, October 29, for the **'Champion's Celebration.'** This special tribute honoured the incredible men and women who completed the Teen Challenge QLD rehabilitation and crisis accommodation programs. **Twelve young people** were celebrated on the day. The event was made possible through the generous partnership of **Kitchen Gallery**, who sponsored the celebration. Our heartfelt appreciation goes to **Alan and Glenys Watter**, the company's dedicated

directors and founders, and **Juanita and Greg Watter**, Managing Directors, for their unwavering commitment to TCQ.

As people arrived, they were greeted with entertainment from Tim and Michelle Gray from **Timmelle Music** and catering was provided by local business favourite, **Monkey Business**. This event showcased the enduring spirit of compassion and community, and would not be possible without TCQ's supporters.

“  
*It takes a village  
to raise a child,  
and it takes  
a community to  
work alongside  
young people  
to help free them  
from their  
addictions.*

-Greg & Juanita



Past student, of the NLC, Sam Liddle gave an inspiring address and shared how Teen Challenge rehab had turned his life around.



A tribute to Dr Hume Rendle-Short was given by staff member Rob McCubben. Dr Hume served the students at the NLC for over 20 years and was instrumental in setting up the NLC residential rehabilitation. Dr Hume will be greatly missed.



ALI



"Before I came to TC I used addiction to mask pain but I was out of strategies and my emotions started coming up when I was in the program. I had to face my issues. I had lost my family and thought I would never get them back

but the staff kept encouraging me to hold onto hope. I moved from being selfish and self-centred to being vulnerable and reaching out for help. My faith came alive. Now fast forward and my family is back together, I have learnt to surrender.



SAGE

I came from a loving family, but was bullied at a young age, and at 14 I experienced some significant trauma. I didn't tell anyone what I was struggling with and tried to deal with it on my own. I ended up taking drugs and alcohol to numb my pain. My life got very complicated, and addiction took hold.

but then I went to Teen Challenge and everything changed. I now see a really bright future for myself.

In addition to Encouragement Awards for our current students, Service Awards were given for

LONG SERVING STAFF, VOLUNTEERS & BUSINESS PARTNERS



Four Business Partners were presented with awards for their 10 years of partnership with TCQ. We could not do the work we do without the support of community partners like these.

# Transformation

## @ New Hope House

New Hope house is a critical service of TCO. It offers support and accommodation to young men aged 16-25 who are homeless or at risk of homelessness, those on the wait list for the NLC's or transitioning to or from rehab.

"When young men come to live at New Hope House, our team works to identify barriers and establish realistic goals tailored to the direction each individual wants to take in their life. These goals include finding stable housing, financial management, employment or education pursuits, and physical and mental health. Our holistic program promotes good sleep hygiene, emphasises the importance of nutritious eating, and imparts essential household maintenance skills.

Our team provides unwavering support throughout this journey, guiding these young men at every step. A profound sense of accomplishment and heightened self-esteem accompany them in achieving their goals. They feel great about themselves and so they should, given the difficult circumstances many of these men come from."

Ben O'Brien  
Team Leader NHH

"I never felt the love of my mum and that hurt goes deep, I was in and out of NHH. I did well for weeks and then would relapse. But the guys running NHH believed in me. They kept encouraging me. They could see stuff in me that I couldn't see in myself. I want to get my own place, work and live a life of meaning."

- Jonny\*

FAITH  
HOPE  
LOVE

I feel a sense of wellbeing about the direction my life is moving in.



snapshots

of New Hope House







“I spent a lot of my life in foster care and had so much anger and hurt. I drank to numb the pain. My last foster placement broke down and since coming to NHH I have found the support I need to get sober. I have found work and been able to move into the NHH Transition accommodation. I have had a couple of lapses but because I am near NHH and the team, I am able to get the encouragement I need to get back on track.”

- Dan\*

**NHH** provides emergency accommodation for up to 3 months for young men. In many instances, this time period is not enough for the men to establish new patterns, life, and work skills.

The NHH Transition House (*Pilot Program*) has been launched to meet this need and can house up to 3 young men.

Currently, the program is not funded, but the goal is to secure funding and expand this important initiative so more men can receive the support needed to live a successful life.





# It's all about TRANSFORMATION & RELATIONSHIPS @

# New Life

CENTRE

Residential Rehabilitation



snapshots  
of New Life Centres

The New Life Residential Rehabilitation Centres are located in a tranquil rural setting in Toowoomba, QLD. They are staffed by 14 people and led by Operations Manager Craig Watson. The NLC's receive no government funding and are grateful for, and rely on the financial support of its donors.

There are two separate facilities for both men (18-45 years) and women (18-39 years).

We couldn't do what we do without the support of the community including our valued volunteers, who give their time and energy to encourage the residents in the program.

**The Work Integration** program partners with a number of businesses who support students in the residential program to work in their businesses. This gives the students confidence and work skills and leads to future employment opportunities.

What impact has your experience in rehabilitation had on you?



“ I feel like my friendships are getting deeper and stronger.”



The Transition house is now fully operational. This house is on the same property as the NLC's and can house 6 people. The Transition house is being used to support the final stage of the rehabilitation program and students who reside here are supported to transition into the community.



“We know the difference that the NLC rehab makes in peoples lives. We have seen it first hand. It was our joy to volunteer our time and support to help the NLC finish the Transition House.”

-Ray & Simone



Overdose is the second leading cause of death for Australians aged 30-39 behind suicide\*\*

# Transforming Young Lives through Relationship

## FAMILY SUPPORT SERVICES

The Family Support Service (FSS) exists to support families and children who are at risk because of substance or alcohol misuse and to facilitate the restoration of relationships.

The Family Support Practitioner takes time to listen, provides constructive feedback and creates a space for family members to heal and recover.

For young people under 18 years who are too young to enter the rehabilitation programs, the FSS provides support to parents as they navigate the difficult behaviour that comes with substance misuse. The Teen Triple P program is offered to families who wish to participate. TCO collaborates with other service agencies and refers clients as needed through community consultation.



“When a person is in recovery, their family members are often exhausted and can feel ill equipped to help and this is where TCO can step in.”

Lisa Johnson  
Family Support Practitioner



**snapshots**  
*of Family Support Services*

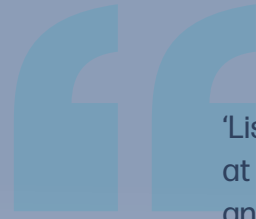
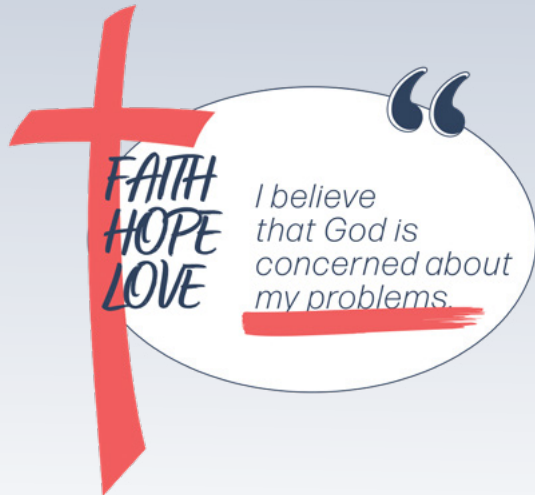




What impact has your experience in rehabilitation had on you?



“ I am beginning to understand my unique skills and abilities.



‘Lisa has been a wonderful support to me as a father with my son at Teen Challenge. Lisa has responded promptly to my questions and concerns. No question is too basic, and her compassion and empathy are very strong... she has a wealth of knowledge about families during times of crisis.

I am thankful for Lisa’s invaluable role as family support worker and certainly will encourage others considering Teen Challenge that she assists to make the path as smooth as possible.’

-Dave\*





# Equipping TCQ students for the **FUTURE**

Teen Challenge QLD's social enterprises are going strong!

“  
An important part of the program is to equip students with life and work skills. The sustainability programs do this.  
  
So many students gain confidence and employability through participating in these initiatives.  
Rob McCubben  
Team Leader New Life Men's Centre



**TCQ's**  
Social Enterprises

**\$33,615**

**TC Care**  
- landscape, garden & mowing service -

**\$18,000**

**Wagyu Beef**  
- ethical cattle breeding -

**\$15,672**

**Containers for Change**  
- recycling initiative -



# Empowering Lives

For 3 years, TCO has partnered with the Arrowsmith Program and pioneered a transformational journey changing lives. At TCO, we're not just another rehabilitation centre; we are the only drug and alcohol residential service to offer this groundbreaking program to people in rehabilitation.

Addiction doesn't discriminate; it impacts the very essence of our decision-making, planning, memory, and self-control. When a person is in rehab they need to prepare for life back in the community and work force.

Empowering Lives runs the Arrowsmith Program within the residential rehabilitation centres. The program provides cognitive programming to transform and strengthen brains and to overcome learning difficulties. The Arrowsmith Program grants our students unprecedented access to improved life skills, increased confidence, and the tools needed for workplace success. TCO is the first (and only) rehabilitation in Australia using this program.

Together, we're not just breaking free from the chains of addiction but crafting a future brimming with possibilities.

"I am able to read books faster, retain information and understand what I am reading. I am currently more present while reading and genuinely enjoy reading."

Katelyn

"I have noticed a significant improvement in my concentration levels and in my ability to focus on tasks for longer periods of time, and I attribute a lot of that to the Arrowsmith program."

Liam

400

6974

400

6974

400

**\$9,500**

**Schnauzer Initiative**  
- ethical puppy breeding -

**38**

**Empowering Lives Program**  
- neuroplasticity program participants -

**TCQ**

**Rebuilding Lives, Restoring Hope**  
- through sustainability programs -



# What does success look like? through the Sober Peer Program

TCQ is able to measure the improvement in a person's life as they participate in the rehab programs. This is a game changer that assists Caseworkers to **tailor** their response to each student. It also demonstrates the impact of the donations received from valued supporters.

**Sober Peer** has been operational for a year. It is an AI-powered platform that assists in accurately **measuring a student's journey** of recovery and growth.

Students participate in regular surveys. These surveys fall under 13 separate categories:

- mental health*
- physical health;*
- spiritual wellbeing*
- alcohol & other drug concerns/addictions*
- identity*
- legal*
- hope for success*
- relationships*
- authority*
- abuse, crisis, loss*
- work*
- independent living*
- community*

The **Behavioural Rating** metric, which provides case workers with specific insights into the student's current behaviour, is calculated from the data collected from the different survey types (Likert scales & multiple-choice questionnaires). The **Faith metric** is a measure of the client's ongoing sense of spirituality.

This AI program does not take away from the valuable work that the case workers do but rather **assists caseworkers** in compiling case notes, evaluating student behaviour, and measuring different milestones over many months.



We are thrilled that we can measure accurately the improvement in a person's life as they participate in the rehabilitation programs.





What impact has your experience in rehabilitation had on you?



“ I’m committed to working through my negative emotions.”



“ We can **change**; we can **turn our lives around**. ”  
-Jess\*

**FAITH  
HOPE  
LOVE**

“ My relationship with God contributes to my sense of wellbeing.”





**snapshots**  
*What a year!*



**Installing a  
firepit @ WNLC**

**snapshots**  
*of transformation*



**Staff  
@ NHH**



**Beach volleyball  
@ NLC**



**Thank you  
to all volunteers**

**snapshots**  
*of hope*



**Duncan Armstrong  
(TCQ Board Member)  
Community Engagement**



**Craig Watson  
radio interview**



**Corporate Office  
celebrating  
HOPE GALA**

**snapshots**  
*of wholeness*



*snapshots  
of gratitude*



**The team @  
NLC's**



**NLC  
fundraising walk**



**Installation of air con  
@ NHH**

**Community lends  
their support**



*snapshots  
of faith*



**Craig & Anna  
NLC staff that work together  
stay together**



**Helen, Michelle & Kate  
Events & Fundraising Team**



**HOPE GALA  
fun**

*snapshots  
of celebration*



**Filming the NLC  
promotional video**



**Farewell  
Greg & Janne**

# What does success look like?

DONATIONS > SUPPORT > IMPACT > CHANGED LIVES > OUTCOMES



snapshots  
of impact

Measuring success in the journey from addiction to sobriety is a complex challenge. While statistics offer quantifiable data, the true markers of success lie in the individual stories of transformation, resilience, and determination. It's not just about days of sobriety or relapse rates; it's about the individual rediscovering themselves, forging a new path, and embracing a future once thought unattainable.

Success is found in the courage to confront their inner struggles, the strength to rebuild their lives, and the hope that keeps them moving forward. Change happens through perseverance, determination and a trust in God to heal and restore our lives.

ALL THIS IS MADE POSSIBLE BECAUSE OF THE SUPPORT THAT TCQ RECEIVES FROM THE COMMUNITY.



*We partner with Teen Challenge QLD because our values and theirs align. We believe that every individual is worthy of dignity and respect.... no matter what... and so does TC.*

- Desire and Echè  
**anchored care**  
supporting you all the way



Teen Challenge QLD is a market leader with a high success rate for those who complete the program.



What impact has your experience in rehabilitation had on you?



“I’m developing tools to help me manage the pain from my trauma.”

# YOUR IMPACT

**\$5000**  
contributes to supporting 1 student in the Recover Phase (entry) Rebuild Phase (equip) or Restore Phase (transition) of the Rehabilitation program

**\$25**  
contributes to physical fitness sessions

**\$50**  
contributes to running costs of vehicles for Social Enterprise initiatives

**\$100**  
provides 1 student with a Welcome pack and study materials

**\$300**  
contributes to monthly social outings for students

**\$500**  
contributes to leadership development: mentoring, life skills, work experience and further education

**\$1200**  
covers food expenses for men & women’s rehab centres [1 week]

**\$2500**  
contributes to supporting 5 students in the Induction Phase of the rehab program [2 weeks]

**\$3000**  
supports 1 student in the Intern Program including a Certificate IV & Mentoring [12 months]

# Transforming Young Lives through fundraising

## Rumble For Rehab

An important part of TCO's fundraising initiatives, is fundraising done by third parties. Through TCO's relationship with the Apocalypse Fight Club (AFC), the New Life Centre in Toowoomba opened its doors for the AFC to host the second annual Rumble for Rehab Two (RFR2) on Saturday 18 March.

This event is a community building, family fun day that saw 62 fighters from across SEQ take part in the RFR2 show which included MMA, grappling, Muay Thai and K1 (kickboxing). The registered fighters joined this event to raise much needed funds for young people who are grappling with addiction in our residential rehabs.

This event introduced over 500 people to the work of TCO, had 18 business sponsors including Platinum Sponsor Well Life Services and \$17,168.75 was raised.

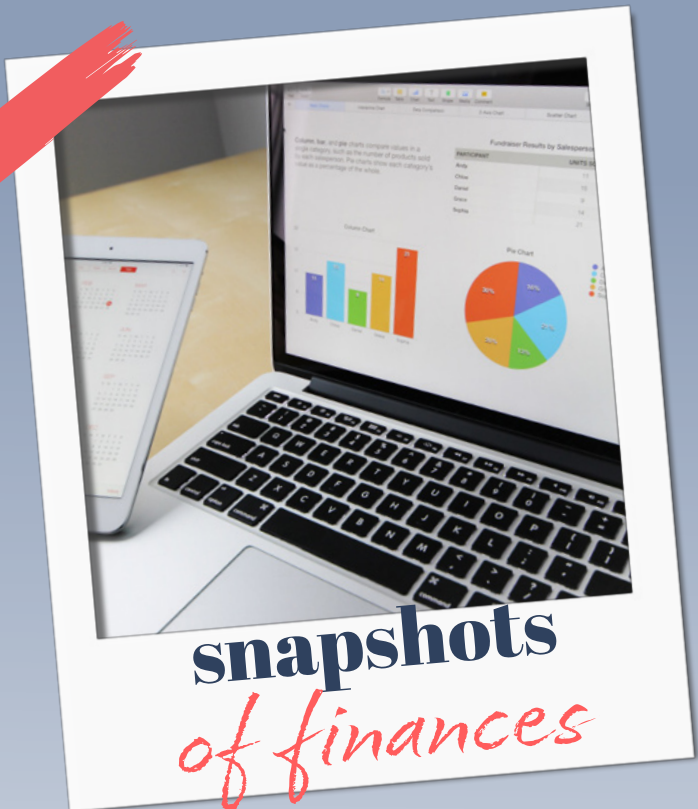
We are grateful for the many community and business organisations that support TCO through third party initiatives including the Apocalypse Fight Club owners Paul and Donna Hart.



snapshots  
of third party  
fundraising







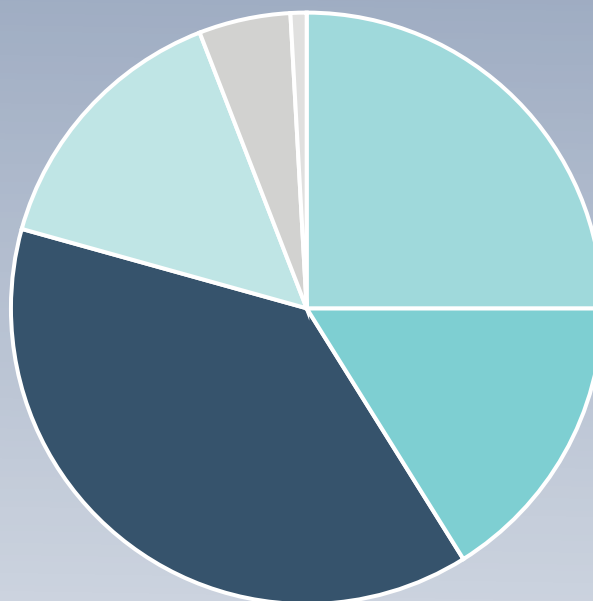
# TOGETHER

we have achieved so much!

Thank you to everyone who gave and continues to give generously to help end addiction, bring hope and restore lives.

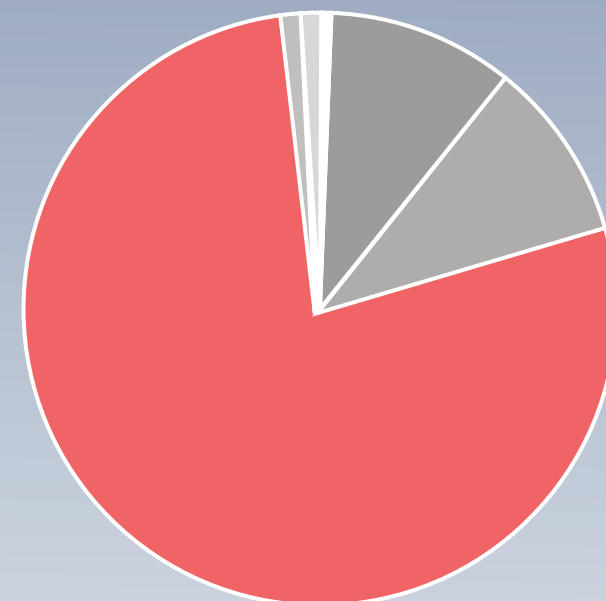
The results for the year are set out in the Annual Financial Report. To access a copy of the Annual Financial Report 2022/23 please email [accounts@teenchallenge.org.au](mailto:accounts@teenchallenge.org.au)

**The income and expenditure are summarised adjacent:**



Income: **\$2,565,304**

- 37% Grants & Government Funding
- 22% Fundraising Projects/Events
- 21% Bequests, Donations & Sponsorships
- 15% Operational Income
- 3% Sustainability Projects
- 2% Other Income



Expenditure: **\$2,746,881**

- 78% Operational Costs
- 13% Fundraising/Events Costs
- 8% Governance & Administration
- 1% Sustainability Projects Costs
- 0% Sundry Expenses

# VISION & GRATITUDE

## Thank You.

As we look to the future, our vision is one of continued growth and transformation. We aspire to expand our reach, provide even more comprehensive care, and be a beacon of hope for individuals seeking recovery.

With your ongoing support, we envision a world where addiction's hold is weakened, where lives are restored, and where hope thrives. Together, we can create a brighter, healthier future for those in need, and we are excited to have you

by our side as we continue this important journey. Thank you for your incredible commitment and generosity.

I am continually reminded of the unique plan and destiny that God has for each one of us and how He loves and heals the broken-hearted.

God bless,  
Joanne Hobbs  
CEO



***Through our union with Christ we too have been claimed by God as His own inheritance. Before we were even born, He gave us our destiny; that we would fulfil the plan of God who always accomplishes every purpose and plan in His heart.***

(Ephesians 1:11) TPT



Executive Directors (L-R)

Matthew Williams, Miranda Reid, Outgoing Chairman Matthew Parker\*, Laz Herrera, Grahame Thompson (Chairman), Duncan Armstrong

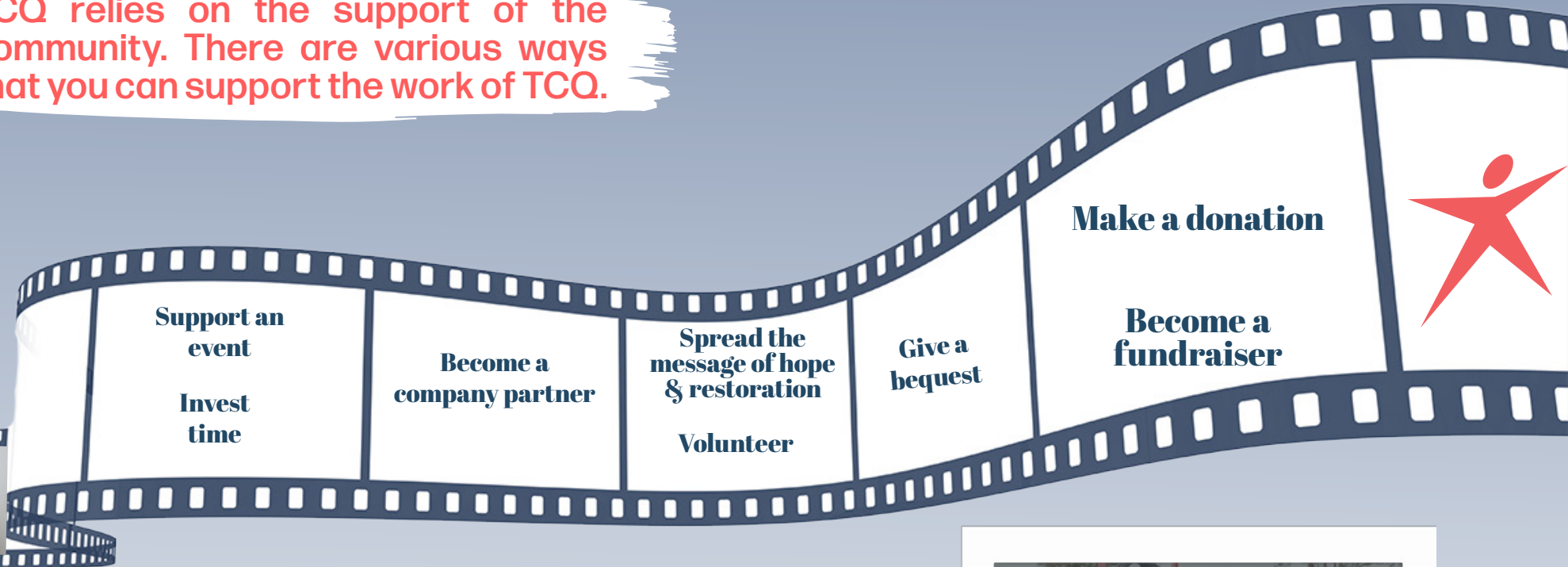
(Absent from photo: Jessica Oostenbroek, Damien Torti, Joanne Hobbs)

\* Matthew Parker served on the Teen Challenge OLD Board from 2008. Matthew was in the role of Chairman from 2015. We are grateful to each board member and for Matthew for his years of dedicated service to TCQ.



# How can you help end addiction?

**TCQ relies on the support of the community. There are various ways that you can support the work of TCQ.**



“When I was at Teen Challenge, I had time to get rid of all the nasty habits, and I developed and built new ones. I appreciate the patience the staff and volunteers had for me when I was in the program. When I was a young apprentice, I used to look at tradies and think “I could never do that!”. That’s kind of what it’s been like for my recovery. There are so many things I thought I could never do. But now, because of TCQ, I’m doing them.”

- Mick





**With your help  
we will continue to**

**RESTORE HOPE,  
REBUILD LIVES**

**and End Addiction**



Get in touch  
PO Box 2097, Brookside Centre, QLD, 4053  
P 07 3422 1500 E [tcqld@teenchallenge.org.au](mailto:tcqld@teenchallenge.org.au)  
[www.teenchallengeqld.org.au](http://www.teenchallengeqld.org.au)

\* Some names and images changed for privacy reasons.

\*\* References:

- Did you know? One Australian dies every five hours from a drug overdose<sup>^</sup>  
<https://www.penington.org.au/overdose/overdose-projects-campaigns/australias-annual-overdose-report/>
- The social cost of alcohol use in Australia is \$66.8 billion\*\*  
<https://www.aihw.gov.au/reports/alcohol/alcohol-tobacco-other-drugs-australia/contents/impacts/economic-impacts>
- Overdose is the second-leading cause of death for Australians aged 30-39<sup>^</sup> behind suicide. Australian Institute of Health and Welfare