



ANNUAL REVIEW 2021/22



snapshots of hope

made possible by The word 'You' is written in a bold, white, sans-serif font, enclosed within a red, stylized circular graphic that resembles a speech bubble or a drop.

IMPACT THROUGH

purpose

End addiction

This year has had many challenges but just as many highlights, all made possible because of the generous support of those giving to Teen Challenge QLD (TCQ).

I am thrilled to announce that we now have a state-of-the-art way to do this through an AI assisted platform (Sober Peer). Each student in the New Life Centre (NLC) residential rehab program can now measure their success (their steps to recovery), through a regular survey-based program. Global Teen Challenge in conjunction with a technology company in the USA, developed the Sober Peer platform, and TCQ is the first Teen Challenge Centre in Australia to use this technology! We have been able to embrace this innovative initiative because of you! This is going to help in so many ways, including being able to clearly communicate to government, other services, and you the **IMPACT** of the TCQ rehab program.

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**

Some of you give your money, others your time and still others pray with TCQ – as together we work to end addiction's grip in people's lives.

I hope you enjoy reading through this report and seeing the **IMPACT** that is made possible because of you!

It is vital that I can tell you about the **IMPACT** of each donation you give.

God + best practice = SUCCESS!

Some further highlights that you will read about are:

- Hundreds of young people that have been supported at **New Hope House** (NHH) (crisis accommodation service for young men)
- Numerous families finding hope through the **Family Support Service** (FSS)
- Men and women whose lives have been transformed because of their time at the **New Life Centre** (NLC) residential rehabs
- Hundreds of people celebrating and giving at the key fundraising event, the **Hope Gala**, as well as **Rumble for Rehab**

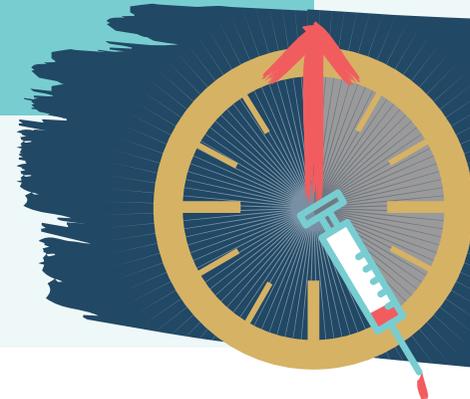
- Expanding **Social Enterprise** initiatives (so that TCQ can achieve sustainability)
- The **Hope Collection** online shop (shopping for a purpose!)
- The **Arrowsmith** program (based on neuroplasticity and available to the residential rehab students)
- Renovations to the house on the **New Life Centre** property (It is nearly finished!). This house has been sitting vacant for 12 years. It has been a long-term dream to use this house for the Interns and students in the transition phase of the residential rehab program and so much more!

Your generosity and commitment are helping to end addiction!

Every time one person becomes free of addiction's grip, multiple lives are changed, and whole families can be restored to health and vitality. The stories you will read in this report are your stories too, because none of them would be possible without people like you. You are making our world a better place and giving people a second chance at life!

Thank you.

– **Joanne Hobbs**
CEO, Teen Challenge QLD



Did you know?
One Australian dies every four hours from a **drug overdose***

IMPACT THROUGH

changed lives

Real stories, real lives, real hope

There are no stereotypical drug users, each person who mis-uses drugs or alcohol or has a gambling addiction, is somebody's sister, brother, mother, father or friend.

TCQ provides a tailored and individual response to each person that comes into its programs. Because of the support of donors like you we can deliver a personalised recovery program.

Stories of impact

"Addiction has touched my wider family and I have seen the devastation it can bring firsthand. I give to TCQ because I believe in the program. It works."

Julie - Donor



"Coming to Teen Challenge has been a life changer for me. Before Teen Challenge I was hurting and lost, very lonely, confused and hard-hearted. Drugs and alcohol addiction had taken hold in my life. But now I have the biggest heart. I am kind, loving and teachable. It's the best thing I could have ever done for myself and my family."

- Sophia*, New Life Centre graduate



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

outcomes

The numbers add up

Because of people like you TCQ has been able to see hope realised in hundreds of lives.

The **key services** of TCQ are the:

- **Residential rehab program** (at the New Life Centre Toowoomba)
- New Hope House **emergency accommodation**
- **Family Support Service**

Stories of impact

“At the age of 12, I had my first cigarette, and then it was marijuana and alcohol. My life spiralled out of control for the next 7 years. I wanted to end my life. I felt so empty and dry and couldn’t feel anything; a friend told me about Teen Challenge. My journey doing rehab was tough, especially at first, but I found hope and healing there. I got to deal with my deeper issues. I am now in full-time work and giving back to the community.”

**Michael - New Life Centre Graduate*



975

Inquiries

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

552

Family Support Service Counselling

288 In person

209 Via phone

55 Community consultations

12 Families engaged in Teen Triple P (parenting support intervention)

442

Aftercare

& Transition Support
Interactions

106

People

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

IMPACT THROUGH

outcomes

It's about relationships

New Life Centre

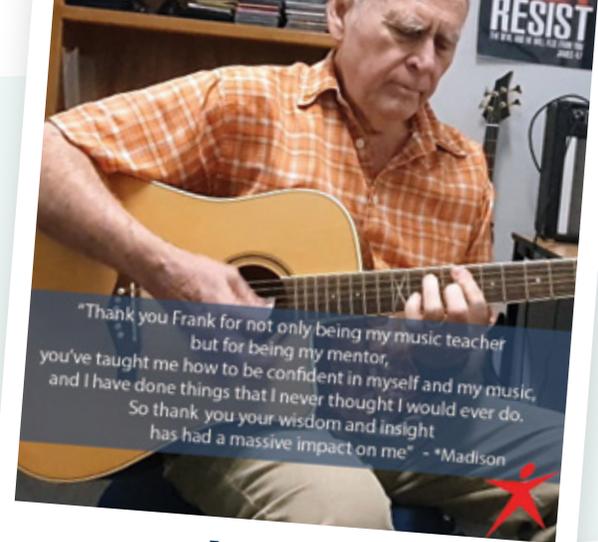
The New Life Centres are TCQ's residential rehabilitation centres based in a peaceful rural setting in Toowoomba, QLD. There are two separate facilities for both men and women – catering for men aged 18-45 years and women aged 18-39 years.

We couldn't do it without you! A number of volunteers give their time, energy and resources to TCQ providing encouragement to residents and helping keep costs down, thank you.

Stories of impact

"The Transition House was a one-story home that was moved onto the property in Toowoomba 12 years ago. It has always been the dream to refurbish it and use it for volunteers, interns and students transitioning out of the rehab program. We have been able to renovate because of grants and generous donations from our supporters. Two of those supporters are Travis and Elspeth who own a successful business, Well Life Services. Travis went through the NLC program a number of years ago and decided then, if he ever was in a position to help get the house ready for use, he would. Here is a 'before' picture of the transition house! Stay tuned because in next year's Annual report you will see the final product."

Craig Watson – Operations Manager, NLC



Frank, Volunteer



Transition House

"I suffered sexual abuse as a young child, which affected me deeply; I also developed serious health concerns that left me struggling as a teenager. I turned to substances to cope. I entered the rehab program not confident that it was for me, but I did 15 months in it and then left and within months had relapsed. The staff welcomed me back into the program and tailor-made a program so that I could work at the same time. Coming to TCQ (twice) has changed everything! It's not just about what you know, but about putting it into practice. For anybody thinking about coming to TCQ, I would say do it! It is the best decision you could ever make."

Zoe* – New Life Centre graduate

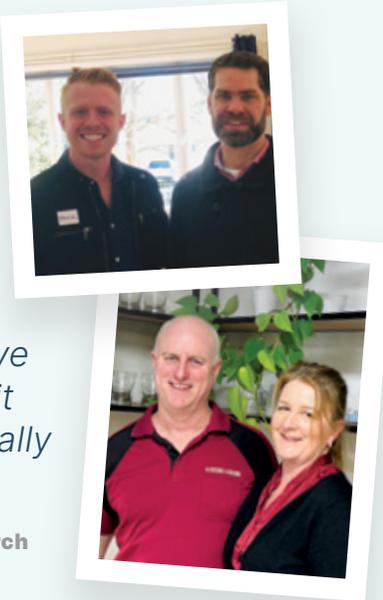
outcomes

Hope helps, donations count

Stories of impact

“Our church exists for the glory of God, and we believe strong community involvement is part of that. As an outward focused church, we have seen firsthand the devastation that addiction brings into people’s lives. We love and trust the work of TCQ, and it was our pleasure to give financially to them to further their work.”

Pastor Van Echten – Christian Reformation Church
 pictured above with Dan (NHH Youth Worker)



“The drug problem in Australia is affecting thousands of families. It makes sense to get behind TCQ as it is one of the most successful programs available. We can’t do the frontline work of supporting people in rehabilitation, but TCQ can. We want to see young people living happy and healthy lives.”

Partners & Donors
 – Greg & Juanita Watter, Kitchen Gallery

HIGH
 SUCCESS
 RATE

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



\$50

provides running costs of **vehicles for Social Enterprise initiatives**



\$100

provides 1 student with a **Welcome Pack**



\$500

provides 1 student **10 weeks support** while transitioning into the community



\$1000

provides **leadership training, work experience** and **further education**



\$3000

supports 1 student through the **Intern Program** including a **Certificate IV & Mentoring**
 [12 months]



\$5000

contributes to supporting 1 student in the **Recover (Entry phase)** or **Rebuild (Consolidation phase)** of the rehab program

IMPACT THROUGH

sustainability

TCQ continues to strengthen its Social Enterprises

Social enterprises that contribute to sustainability

\$12,954.70

Containers for Change
– recycling initiative

\$33,800.00

Schnauzer Initiative
– ethical puppy breeding

\$24,641.95

TC Care
– landscape, garden & mowing service

\$23,203.50

Wagyu Beef
– ethical cattle breeding

31 Neuroplasticity program participants

Empowering Lives Program

These innovative initiatives provide income, work experience and a funding stream, that contributes to TCQ's financial stability.

Empowering Lives

Addiction directly affects the brain's frontal cortex which regulates cognitive activities such as decision-making, response inhibition, planning and memory.

Empowering Lives assists in running the **Arrowsmith Program (AP)** for students in the New Life Centre.

The AP is a brain cognition program based on neuroplasticity and helps students to strengthen neural pathways, giving them access to education, workplace success and increasing their life skills and confidence.

"The things that have very noticeably improved have been my memory, my ability to focus for a greater length of time and my problem-solving ability. I am very grateful to have been in the program."

Emma* – Arrowsmith Program participant

Contributing to TCQ's financial capability through retail therapy

IMPACT THROUGH

sustainability



TCQ's online shop

Proceeds of every sale go directly into the rehabilitation programs.

The collection sources locally made products and has an emphasis on unique, high-quality products that are natural and eco-friendly. By supporting **Hope Collection**, together we are restoring hope 'one purchase at a time'. Whilst sales have been slow, the focus over the last 12 months has been to build the brand and increase exposure through utilising the TCQ database, social media and a small shop space at Vend Marketplace in Virginia in north Brisbane. The biggest seller is the Australian made, chemical free cleaning products from Euclove.

Social enterprises that contribute to sustainability

\$19,623.92

Hope Collection
- shop for a purpose



\$66.8B

The cost to Australian society attributed to alcohol and drug misuse**

References: **Australian Institute of Health and Welfare.

IMPACT THROUGH

outcomes

Crisis and addiction knows no socio-economic boundaries

New Hope House

NHH is a critical service of TCQ. 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 NLC, or transitioning to or from rehab.

Stories of impact

"We are proud partners of Teen Challenge QLD. I (Travis) have experienced the program. It changed my life. The work is vital."

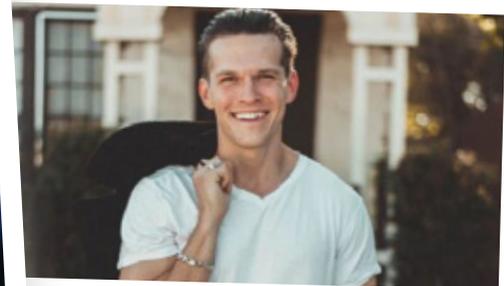
Travis & Elspeth
- Well Life Services

"I had a loving family but as a teen I made a lot of bad decisions, got involved in drugs and alcohol and very soon was couch surfing and then homeless. NHH gave me a fresh start - I was able to continue working full time and now help out as a mentor helping the other guys in the house."

Lucas* - NHH graduate

"My family broke down and I found myself living in my car, my mental health had deteriorated, NHH was there for me. The staff were there for me. I am now back at school and my life is on track."

- Jacob*, NHH graduate



Mental health and addiction issues in young people affects the whole family

IMPACT THROUGH

outcomes

Family Support Services

A balanced blend of encouragement, empowerment, boundaries, and passionate staff and volunteers makes TCQ a leader in the Alcohol and Drug sector.

The Family Support Service exists to help families and children that are at risk, often as a result of substance or alcohol misuse. Its goal is to facilitate restoration of relationships and provide assistance to vulnerable families.

Stories of impact

“There is a significant gap in service delivery for at risk and vulnerable young people in our community. Early intervention is needed and without it these young people could be on a trajectory towards serious offending behaviours. TCQ provides a unique and specialised in home service targeting adolescent alcohol and drug misuse that is much needed in the community sector.”

**Rachel Grills,
Regional Manager
– Early Intervention
Programs**

“Our youngest and much-loved son went from a carefree child to a depressed and anxious 15-year-old. He became destructive to himself and those around him. The referral to the TC Family support worker and doing the PPP Teenagers program helped us focus on what we could change and was very beneficial in adjusting our approach to our son. We also began to understand that we were far from alone. We feel

more confident and united as a family with Lisa’s support and counsel.”

Brad – Parent



IMPACT THROUGH

events

Events are a fun way to raise funds & awareness of TCQ



The Bentham Foundation was the proud Platinum partner of TCQ's HOPE GALA, which was held at Brisbane City Hall on Saturday 4th June, 2022.

There was an overwhelming response from partners and guests regarding the high quality of the event. With 421 guests in attendance and a team of 12 volunteers, the night was hosted brilliantly by Duncan Armstrong and Kendall Gilding, with entertainment provided by Zeek Power and Lure Band.

There were stories of hope and restoration from Ben and Dom (father and son) – as Ben shared, “through TCQ I reclaimed hope, found my purpose and discovered joy.” Jo Hobbs shared the powerful story of Cheryl* who relapsed several times but with commitment and continual support from TCQ's staff found freedom from addiction.

The fundraising goal of \$220,000 was exceeded by \$26,000!



Gathering the community together for a good cause!

fundraising & community involvement

Rumble for Rehab

Community minded Paul and Donna Hart from Apocalypse Fight Club raised much needed funds for TCQ by hosting a successful event, 'Rumble for Rehab'. This event had QPS officers, United Firefighters Union QLD members and others from South East QLD joining in rounds of various disciplines such as Muay Thai, boxing, grappling and MMA – all raising money for the NLC. What was different about this unique Fight event was that it was family friendly and alcohol free. 350 people attended and this event is going to become an annual fundraiser for TCQ.



End Addiction Challenge

The NLC receives no government funding. We are so grateful to each of you that donate, time, money, ideas, resources, and pray for TCQ. The **End Addiction Challenge** has been an easy way for supporters to get behind the work. The Challenge invites supporters to reach out to friends and colleagues asking them to donate funds as they (the fundraisers) choose an activity that is challenging for them, set a goal and go for it!

Trevor walked 100 kilometres for TCQ for the End Addiction Challenge.

"I decided to walk 100km over 3 days to raise funds for TC. I did it because I have seen up close how powerful the program can be. I believe in hope, and I want more people to find freedom from addiction. I have seen firsthand the fruit of the rehab program, my son-in-law was in addiction's hold for many years, but because of the determination, love and sacrifice of the team at Teen Challenge his life is now flourishing. He is a leader within Teen Challenge, helping others to overcome their addictions. With Teen Challenge all things are possible!"

- Trevor, End Addiction Challenge Participant



IMPACT CELEBRATING

milestones

Significant celebrations pay homage to our cause

We continually acknowledge our past to help us focus on the impact we can make in the future.

Teen Challenge QLD was founded on New York's streets in 1958 by Pastor David Wilkerson. 50 years ago, Charles and Rita Ringma and a band of passionate and visionary men and women saw a need and decided to meet it by bringing the Teen Challenge program to Australia.

Teen Challenge QLD was born in the early 70's and was always designed as an organisation that was fuelled by love and the desire to help people with dependency issues to find hope and restoration.

Teen Challenge QLD - Our history



Founding of Teen Challenge in QLD (TCQ) by **Charles and Rita Ringma**. TCQ opened His Place, a coffee shop focused on community outreach. A support service The Way was also established as well as a 24hr hotline and counselling service.



TCQ was one of the first Alcohol and Other Drug (AOD) support organisations in QLD and was considered a **leading expert** in this sector.



Hebron House (now known as New Hope House) and Primmer Lodge were established, catering for at risk youth.



A National Teen Challenge **Diploma Training Course** was developed and **Charles Ringma** served as the National Director.



Koïnonia a 12 bed residential rehabilitation facility was open in Graceville.



Charles Ringma stepped down from the Executive Director's role and **Jean Claude Boulenez** became the new Executive Director.



CareLine, a youth telephone counselling service was established.



Alec Spencer became the Executive Director of TCQ.



Alan Le May was appointed as Executive Director. Charters Towers residential rehabilitation centre opened and Nick Burns was appointed as the manager.

Where it all began...

1971

1973

1978

1980

1981

1984

1985

1993

1997

Remembering our past helps to continue our vision

Two significant celebrations were held. The first was to celebrate 20 years of residential rehabilitation in Toowoomba and was held at Rangeville Community Church and the second, held at Nexus Church, Everton Park, to celebrate the last 50 years of TCQ as an organisation.

As a part of these celebrations the history project was born. Thanks to Dr Neville Buch, esteemed Queensland Historian we were able to contact a number of people who had been involved with TCQ over the years as well as document significant historical milestones.

"It was the summer of 1967. It was the time I decided to head for the "Big Smoke" – Sydney- from Brisbane. I was 21. I arrived by train, with bouffant hairdo, red mini dress, black net stockings, and a whole heap of youthful expectancy. My story is long and complicated, but I met people (through Teen Challenge) and my life was changed. Now 50 years later as I look back, I have suffered much loss, made some great friends, had amazing experiences and made a few disastrous decisions. God has never given up on me. I know I am loved. Rita (Ringma) once said "Never forget to return to first base, to Jesus": and I always have.

- Judy's story of finding hope and love through TC's in the early 70's was a beautiful story of God's sustaining love



2001 Charters Towers rehab was closed and moved to the **New Life Centre in Toowoomba**. The Toowoomba facility was situated on a 60 acre block that was secured by the generosity of Clive Berghofer.

2005 **Tour De Freedom Bike Ride** was launched.

2006 Launch of the **Live Free** magazine. The New Life Centre underwent renovations increasing the capacity to 24.

2011 **Joanne Hobbs** was appointed as the Executive Director. The New Life Women's Centre was opened in November.

2017 After winning two tenders, **The Life Recovery Day Program** was launched.

2018 **Empowering Lives** (Arrowsmith Program), a cognitive enhancement program commenced under the umbrella of TCQ.

2019 **Containers for Change** social enterprise was launched and to date has raised over \$45k.

2020 Saw the launching of another social enterprise, **Hope Collection** an online shop. Empowering Lives was rolled out in both the Men's and Women's centres.

2021 **20th anniversary** of the New Life Centre in Toowoomba and **50th anniversary** of Teen Challenge in Queensland. **Looking towards the future with hope, sustainability and thousands more transformed lives.**

IMPACT THROUGH

measuring

Using data to tell the story!

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

When a young person first comes into the program they are often out of options, dry on hope and confused, but over the months their options open, hope is rekindled, and their confusion is traded for clarity. Each person's story can now be captured through **Sober Peer**.

Developed in the USA in conjunction with Global Teen Challenge, **Sober Peer** has now been implemented by TCQ and is the first rehab in Australia to use this AI assisted program.

Students at the NLC participate in regular online surveys that capture valuable data that is used to measure Addiction Severity, Behavioural Issues, Mental Health, and Relationships. **Sober Peer** also measures the role that faith plays in their recovery.

We are now using **Sober Peer** in both the men's and women's centres in Toowoomba. **Sober Peer** will ensure that the **IMPACT** of the Teen Challenge QLD program can be captured and communicated as well as increasing client care. It will lift the profile of TCQ, ensuring that many people who are looking for rehab that works find us!



How can you help end addiction?

There are a number of ways you can join with TCQ as we change lives for good.



Stories of impact

"TC saved my life. The staff never gave up on me and I continue to have regular contact from staff who encourage and cheer me on. I am now living a sober lifestyle. I run my own business, and best of all, I get to see my son."

- Aaron*, Past NLC student

IMPACT THROUGH

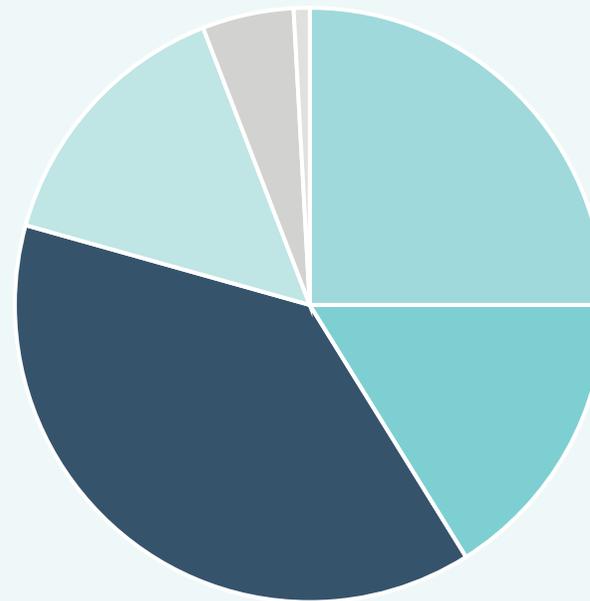
finances

Together we have achieved so much

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

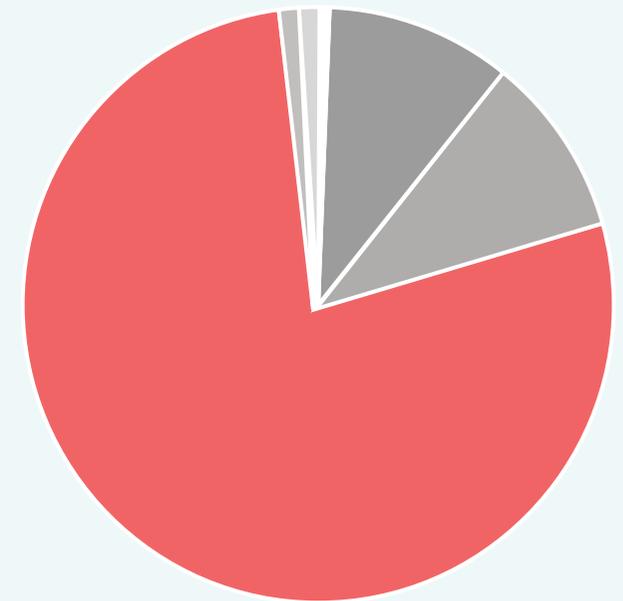
The results for the year are set out in the Annual Financial Report. To access a copy of the Annual Financial Report 2021/22 please email accounts@teenchallenge.org.au

The income and expenditure are summarised adjacent:



Income: \$2,247,777

- 38%** Grants & Government Funding
- 25%** Bequests, Donations & Sponsorships
- 16%** Fundraising Projects/Events
- 15%** Operational Income
- 5%** Sustainability Projects
- 2%** Other Income



Expenditure: \$2,501,287

- 78%** Operational Costs
- 11%** Fundraising/Events Costs
- 9%** Governance & Administration
- 1%** Sustainability Projects Costs
- 1%** Sundry Expenses
- 0%** Advertising & Promotions

gratitude

Together we can do so much!

Thank you for the part you have played in changing lives.

We are so grateful to every supporter that has prayed, volunteered, given finances and shared ideas. Your generosity has meant that hundreds of individual lives have been impacted for good. You are so valued. We are grateful to God who is the foundation of all we do.

The need is great but with your ongoing support together we can work to **End Addiction** in people's lives.

God bless,



Joanne Hobbs (CEO)
and TCQ Board Members

"Now may God, the fountain of hope, fill you to overflowing with uncontainable joy and perfect peace as you trust in Him. And may the power of the Holy Spirit continually surround your life with his super-abundance until you radiate with hope!"

Romans 15:13 (TPT)



Teen Challenge QLD Board Members at the New Life Centre: (L-R) Matthew Williams, Miranda Reid, Laz Herrera, Duncan Armstrong, Matthew Parker (Chairman), Grahame Thompson (Treasurer), Kelley Noonan, Joanne Hobbs

 **Future**

 **Transformation**

 **Faith**

 **Gratitude**

 **Wholeness**

 **Celebration**

Restoring hope Rebuilding lives

With your help we will
continue to **Restore Hope,**
Rebuild Lives and
End Addiction



Get in touch

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www.teenchallengeqld.org.au

* Names and images changed for privacy reasons.

References:

- Did you know? One Australian dies every four hours from a drug overdose^
<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>
- More than 1 in 5 Australians have been a victim of an alcohol-related incident and over 1 in 10 of an illicit drug-related incident**
- Tragically, 4 Australians die from alcohol-induced deaths a day**
- Overdose is the second-leading cause of death for Australians aged 30-39^ behind suicide.

**Australian Institute of Health and Welfare

*Penington <https://www.penington.org.au/overdose/>