

Board of Governance

Helen Killmier (Chair)

Brett Phillip (Deputy Chair)

David Burlew (Treasurer)

Jose Abalo (Secretary)

Caroline Symington

David MacKenzie

Kelly Rafferty

Rachel Porter

Sue Carlile (CEO) – ex officio

Helen Killmier - Chair



Helen is a community psychologist and a graduate member of the Australian Institute of Company Directors. She is currently employed as Director Strategy and Partnerships at Australian Community Support Organisation (ACSO). In this role she works in partnership development, community capacity building, social policy and strategic planning. Prior to this position she worked in disability services and Local Government in management positions working directly with communities providing services. Her research interests are in sense of community, the built environment, place attachment, community development, community governance, and health and community wellbeing. Helen joined the Board in 2005.

Brett Phillip - Deputy Chair



Brett has been on the Board of FAN since 2011 and is the current Deputy Chair.

Brett is a Licensed Estate Agent and Auctioneer, who has recently taken a giant leap of faith by opening his own office on Whitehorse Road, Surrey Hills with the internationally renowned franchise group Harcourts. In his spare time Brett enjoys volunteering his services with different charities, sporting clubs and local schools to help raise much needed funds. It was through this association that he was introduced to a staff member of FAN who in turn spoke to Brett about a student who FAN was assisting that urgently needed books and other associated items to complete their course of study. Brett was able to assist with a donation and as a result of hearing of the success of the student applied to become a Board member to continue to be of further assistance to FAN.

David Burlew - Treasurer



David joined the Board in 2008: "Having lived and worked in the area for some 15 years I decided it was time to give back' to my community. So I looked for an opportunity to serve. Around that time FAN had advertised for a commercial-type person to serve as Treasurer. After a meeting with Sue and the Board, I was eager to accept the appointment".

David has a commercial background with a 30 year career working with Pacific Dunlop, Ford, Goodyear and Nissan Motor Company. He managed the Mergers and Acquisitions function for a division of Pacific Dunlop and has international management experience across sales and marketing functions. He is currently the Chief Executive Officer for Adeal Pty. Ltd., and holds advisory board positions for various Australian organisations. David holds a diploma in business, a bachelor's degree in commerce and a master's degree in business administration. He is married with two children and in his spare time, he is a part time musician and pilot.

Jose Abalo - Secretary



José—a member of the FAN Board and Executive since 2011—comes to us with a wide range of experience. Originally from Uruguay, José lived and worked in Sydney where he read for a degree in Sociology and Latin American Studies at the University of New South Wales. Following his move to Melbourne, he continued his studies at Swinburne University, reading for a Post Graduate level degree in Urban Sociology and Public Policy.

José then worked for the then Department of Community Services (CSV) in the redevelopment of Kew Cottages before graduating in 1987 from La Trobe University with a Bachelor of Social Work. He also holds a Master of Social Work degree and is currently a Doctoral student at Charles Sturt University, exploring ways to better engage with early school leavers. During the late 1980s, Jose worked in health and child protection settings and in 1989 was appointed as one of the 6 Victorian Commissioners of Ethnic Affairs, providing high-level advice on Multicultural Issues to the then Victorian Premier, the Hon. John Cain.

José has extensive experience in Income Support Policy and Service delivery at the Federal level having worked with the Department of Social Security, Centrelink and more recently the Australian Government Department of Human Services. Whilst working for the Federal government, Jose developed experience in emergency management. Following the Victorian bushfires of February 7th 2009, and together with some 110 of his colleagues, Jose worked closely with the communities affected by this natural disaster to assist them in the recovery process.

Jose has had the privilege of not only being a Board member at FAN but also being able to work closely with a number of its staff on a variety of their programmes.

Caroline Symington



Caroline joined the Board in 2012 and has a background entrenched in the legal and commercial arena with over ten years' experience in property and commercial law and wills and probate. She holds a Bachelor of Arts with a major in Criminology and minor in Psychology; and a Post Graduate Diploma in Business with a major in Property Law and Conveyancing. She is currently completing her Bachelor of Laws.

Caroline has a vast and varied professional history, with experience in sales and acquisitions of residential, commercial and rural property and of subdivisions and consolidations. This experience extends from 'Mum and Dad' home purchases, through to international corporate transactions and from simple 'will makers' through to estate disputes. Working alongside and on behalf of developers, financiers, foreign investors, first home buyers through to multi property investors, Caroline aims to provide a unique understanding of the law, both theoretically and practically.

Caroline has a strong commitment to education and a safe home environment and is thrilled to have the opportunity to support these basic human rights in her local community through the wonderful work of FAN.

David MacKenzie



David MacKenzie joined the Board in 2012 and is an Associate Professor at the Swinburne Institute for Social Research, Swinburne University. He has a record of research and development on youth issues and youth policy and is widely recognised in Australia for his work on homelessness.

In 2005, David established Youth Development Australia (YDA) as a not-for-profit charity to advance the cause of homeless young Australians and as a vehicle for innovation on youth policy and programs. The Youthworx program for homeless and at-risk youth and the social enterprise Youthworx Productions have been developed under YDA.

Over the past 20 years, David has served on a several government advisory committees and taskforces. He is co-author of *Youth Homelessness: Early intervention and prevention* (1998) as well as many reports and papers. In 2007-2008, David was one of the four Commissioners responsible for the National Youth Commission Inquiry into Youth Homelessness report, *Australia's Homeless Youth* (2008) which was influential on the development of the Federal Government White Paper, *The Road Home*. David's *Counting The Homeless* research pioneered a methodology for enumerating homelessness in Australia.

From 2010-2013, David served as Director of the Homeless Research Collaboration, a group of four universities, along with two other universities, that were funded to do research under the Homelessness Research Partnership Agreement. He is a leading exponent of The Geelong Project 'community of schools and youth services' model of early intervention and an advocate for the system reform that this model implies.

Kelly Rafferty



Kelly is an experienced, commercial Human Resources professional with a Bachelor of Arts and a Graduate Diploma in Business (Human Resource Management). She has experience across a variety of industries including Telecommunications, Media/Advertising, Financial Services and Pharmaceuticals. Kelly has recently moved into Corporate Sustainability and is responsible for managing the Employee Giving portfolio at Telstra, guiding the employee philanthropy strategy for 32,000 employees.

Kelly fundamentally believes in equality and fairness that enables all people to realise their potential in society. This core belief and passion shows up in her professional work and also in her extra- curricular interests and responsibilities. Kelly runs her own social enterprise, Big Fat Smile and was appointed to the FAN Board in late 2013. She's enjoying the opportunity to merge her professional experience with her social justice ethic.

Rachel Porter



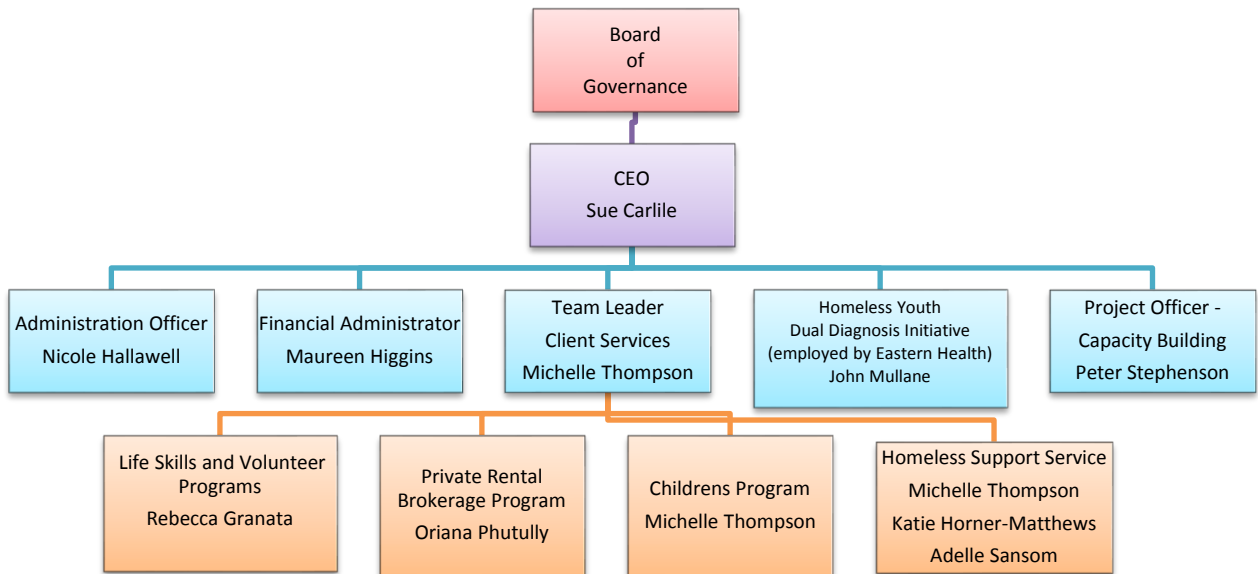
Rachel joined the Board in early 2014 and has worked in not-for-profit community organisations for over 20 years. Currently a Director and founder of a highly respected and successful Public Relations and Media communications agency K.I.S.S Communications, Rachel also founded the Aero Pro-Medical Foundation, a charity established to provide medical specialist's services to rural and remote communities. Rachel has also previously worked with Nelson Mandela for two and a half years on World Reconciliation Day, raising over \$1 million dollars for his children's charity.

Rachel is a much sort after speaker in the area of women's health and pregnancy issues after over 20 years in that sector. She has travelled abroad in her role as a public speaker on women's health issues being interviewed many times on radio, television and appearing in magazines and newspapers.

Residing on the Melbourne Awards judging panel, Rachel is a Justice of the Peace and a member of the National Association of Loss and Grief and is a qualified grief counsellor. In the past Rachel has worked with various correctional centres and their staff members to involve offenders in community activities including designing and building Moomba floats for charity groups and currently works with the Department of Justice with the Office of the Public Advocate helping some of society's most vulnerable and isolated individuals.

Over the years, Rachel's work within the community has been recognised with a number of Awards including the Patch Adams Humanitarian of the Year Award; City of Boroondara's Citizen of the Year and the Tattersall's Community Service Award.

FAN Organisational Chart



Easter celebrations in Life Skills

FAN Staff Team



Sue Carlile
CEO



Peter Stephenson
Project Officer
Capacity Building



Maureen Higgins
Financial
Administrator



Nicole Hallawell
Administration
Officer



Michelle Thompson
Team Leader



**Katie Horner-
Mathews**
Youth Support
Worker



Adelle Sansom
Youth Support
Worker



Oriana Phutully
Private Rental
Brokerage Worker



Rebecca Granata
Community
Development: Life
Skills and Volunteer
Programs



John Mullane
Homeless Youth
Dual Diagnosis
Worker (HYDDI)

CEO Report



At the time of writing this report Family Access Network has achieved 33 years of providing a range of client centred and innovative services for young people, young families and accompanying children experiencing or at risk of homelessness. During the twelve month period to June 2014, a total of 385 young people, young families and accompanying children accessed FAN's services. These services include: case management and homelessness specialist support; same sex attracted transgender intersex (SSATI) programs; private rental brokerage program, housing establishment fund,

homeless dual diagnosis initiative, life skills programs, and volunteer support/mentoring; education and a broad range of financial and material aid interventions. The program reports commencing on page 18 reflect data, trends and highlight the positive outcomes and achievements made by young people; addressing life issues and securing more stable housing and for many; the pursuit of education, employment and community engagement activities enabling their full participation as citizens within the community.

Family Access Network commenced the delivery of a specialist homelessness response in 1985 and it remains the core funded program, around which other services and programs have evolved. The specialist homelessness response is primarily funded through Department of Human Services (DHS), however FAN provides enhanced responses to build young people's capacity, community linkages and ability to engage or re-engage with employment and education pathways. To enable the range of enhanced responses beyond core funded program areas, FAN actively seeks additional funding from a variety of sources. These enhanced responses are based on client needs and data; and are informed by the active work of the staff led portfolio system.

A priority area for FAN is responding to the needs of accompanying children. During 2013-2014, we have supported 122 accompanying children of which more than 90% were aged between 0 and 5 years. We are delighted that the Lord Mayors Charitable Foundation advised us in early July that we were successful in a two year capacity building project specifically around FAN's responses for children. Next year's Annual Report will provide information on the implementation.

Continuous quality improvement (CQI), practice reflection and research have been fundamental to the work of FAN and enable staff and clients to broaden skills and contribute their knowledge and experience. FAN embeds these processes across the organisation through staff led portfolios: SSATI, Staff Wellbeing, Client Participation and Advocacy, Education and Employment Pathways; and Children and Young Families; plus the standing committees including Continuous Quality Improvement (CQI), Leadership Meeting and specific Program Reviews. The past year has been a huge one as we prepare for our Accreditation in November against three standards; Quality Improvement Council, DHS, and Rainbow Tick. CQI work at FAN is consistent and not confined only to the time of accreditation; it reflects the work and dedication of many staff over the years and in particular the guidance and leadership of the CQI Chair Peter Stephenson. Although we are required to undertake the QIC and DHS standards, it was a FAN decision, notably the SSATI Portfolio to undertake the self-assessment against the Rainbow Tick standards.

Building and maintaining positive relationships, participation, community education and advocacy are very important to FAN and demonstrated by the range of representation and active involvement in divisional and statewide consultations, sector reforms, networks, partnerships, steering groups, reference committees and collaborations. In addition, I serve on the board of our peak body, the Council to Homeless Persons. At a regional level FAN has been actively engaged with the sector in the establishment of the Eastern Homelessness Service System Alliance (EHSSA).

Responding to sector initiatives, emerging trends and areas of unmet need, are key drivers in partnerships and alliances; supported by a spirit of collaboration and shared vision and guided through Interagency Agreements, Terms of Reference, Service Models, reporting, data, monitoring, evaluation and regular meetings.

The following represent some of our current collaborations:

- *Creating Connections* – Harrison (Lead Agency), Anchor, EastCare, Wesley and FAN, have all worked collaboratively since 2006 in a range of specific responses for young people. FAN delivers the Private Rental Brokerage Program component; Oriana Phutully achieves outstanding private rental outcomes. The FAN-Anchor initiative of capacity building workshops for workers and resources for workers and young people to support private rental readiness for young people continues to be well attended. The materials developed through this initiative were used as a model for development of resources in the North West Division.
- *Youth Homelessness Action Group* emerged in 2013 as an expansion from *Creating Connections*, with a broader membership base. This group is now one of the key working parties of the Eastern Homelessness Service System Alliance.
- *Jasper Model* –in partnership with EastCare, this is a post care response for young people. The model is supported through by regular practitioner and management meetings, and annual review. Katie Horner-Matthews and Michelle Thompson are actively engaged in the delivery of case management support to the young people linked with this program.
- *Family Violence & Young Women* steering committee – The representatives are: Eastern Domestic Violence Service (EDVOS) Maryclare Machen; Eastern Community Legal Centre (ECLC) Leonie Burnham; Box Hill Police – youth liaison Liz Toffoletti; Michelle Thompson and I represent FAN. A working party from each agency is well established and presented a very successful worker forum in late 2013, aimed at strengthening cross sector collaboration in response to the presenting needs of young women experiencing family violence. Rebecca Granata represents FAN on the working party.
- *Homeless Youth Dual Diagnosis Initiative (HYDDI)* – in partnership with Eastern Health – Eastern Dual Diagnosis Service, John Mullane is based at FAN and delivers a range of client focused and capacity building responses across the region. In the last year John has successfully implemented outreach postings to other services and maintains the Reference Group. The model is aligned with the National Partnership Agreement – Homelessness (NPAH), which was rolled over for another twelve months to 30 June 2015. We are keen to see this important work embedded into a response beyond July 2015.
- *Young Families in Crisis* – a collaboration with *Connections Starting Out*, Eastern Health (Cheryl Ritter convener), Wesley, EastCare, Anchor and representatives from Maroondah and local councils. The model intent is to divert young families from unsuitable and unsafe crisis accommodation, linking case management from the outset. Michelle Thompson represents FAN on the working group and Katie Horner-Matthews attends the practitioners' group.
- *Better Outcomes for Children* working party of the Regional Family Violence Partnership – this group had oversight of the development of resources and training for workers on the impacts of trauma on children, a valuable training resource was developed and in 2014 Safe and Secure training was provided to the sector and the manual launched by Minister Wooldridge at the Regional Family Violence Partnership Forum in June. I represented FAN on this group.

The above projects reflect a range of value added responses, most of them not specifically or additionally resourced. In 2013 we established a profile of supporters acknowledged in each newsletter to demonstrate

client outcomes this support has enabled. The Department of Human Services (DHS) provides the core funding for FAN's homelessness services. Other services and programs developed over a number of years in response to identified client needs have been made possible through the support of local government (most notably City of Whitehorse), service clubs, philanthropic trusts, local community groups and churches, business and individual donors. This support makes possible a number of innovative services, several of which have been written up in best practice models or part of broader research. All supporters and funding bodies are acknowledged in each newsletter and the Annual Report. The difference the support makes to FAN's work is huge—and not least the encouragement and affirmation it provides to each of us.

FAN's support and resources are often sought by other organisations, within and beyond the Eastern Division. Although there was no specific research project in the reporting period, FAN has engaged in numerous research projects over the past decade which continue to inform our practice, are routinely shared with others and available on the FAN website.

In a climate of sector reform and review, change is as they say a constant. It would be easy to get caught up in that at the cost of maintaining core work, FAN consistently reflects on, reports to and monitors all elements of the Strategic Plan; this year achieving the successful completion and implementation of the 2011 – 2014 Strategic Plan. The 2014 – 2016 Strategic Plan is included at page three of this report.

In a small team we rely on everyone to pull their weight, to be a part of the layers that make an organisation flourish. I thank each of the team for the contribution they have made to ensuring young people; young families and children received the best possible services. The last year has been quite stable on the staff team. Michelle Thompson joined FAN in late 2013 and has settled very well into the Team Leader Client Services position; I value sharing the many dimensions of partnerships and service delivery programs with her and appreciate the solid support she provides to the team. Nicole Hallawell produces our colourful and informative newsletters, and oversees the reports to the Board and the Annual Report, thank you. In particular, I would like to acknowledge the work, dedication above and beyond of Maureen Higgins and Peter Stephenson who provide consistent support across the many layers that comprise their roles and the many they extend to above and beyond. At the time of writing this report Adelle Sansom has just commenced in the role of Support Worker.

The FAN Board has the responsibility to ensure the sound governance of FAN; always guided by the best interests of clients, the maintenance of quality and the resilience of FAN. The Executive enact the directions of the Board and at the same time provide oversight and support to the CEO role. I extend my heartfelt thanks to Helen Killmier Chair, Brett Philipp Deputy Chair, David Burlew Treasurer and Jose Abalo Secretary. Caroline Symington, David MacKenzie, Kelly Rafferty and Rachel Porter complete the Board, offering their insight and commitment. Helen Killmier retires at the AGM after nine years on the Board, spending almost all of those on the Executive and the last four years as Chair. Helen has been a significant supporter to FAN, through her leadership, community knowledge and connections, her advocacy, insight and most of all her dedication. She will be most definitely missed by us all – thank you Helen.

It is most important to acknowledge the contribution that young people, young families and children make to FAN, the community and to taking charge of their own lives. I conclude by drawing your attention to the two Awards, which will be presented to three young people at the AGM - Tegan Avery for the Rhys Fox Achievement Award and Claire Kelly and Jordan Smith for the Stephen B McLoghlin Encouragement Award. I also draw your attention to the Annual Report cover which is the artistic creation of young people who created the mandalas as part of the Resilience and Self Worth building workshop which was part of the Positive Parents Positive Kids Program incorporated into the Life Skills Program.

Sue Carlile
CEO