

# FAMILY ACCESS NETWORK

ANNUAL REPORT 2009 – 2010



FAN

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## FAMILY ACCESS NETWORK

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**Quality  
Improvement  
Council**

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a QIC accredited  
organisation'

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# SERVICE OBJECTIVES

Family Access Network (FAN) is governed by a Board of directors elected annually. The Board delegates operational, program and staffing matters to the CEO.

FAN provides a range of responses for young people, young families and children experiencing at risk of homelessness. Support is provided through the Homeless Support Services; comprising the Transitional Support Program, Private Rental Brokerage Program, Children's Program – Early Years, Counselling and Family Mediation, Life Skills and Volunteer Program. The following define the broad objectives:

- Create an environment that encourages self expression and acceptance of racial, cultural, sexual and religious diversity
- Maintain effective data implementation and evaluation procedures
- Monitor trends and emerging needs of clients consistent with a best practice model
- Foster a learning environment, contributing to best practice, research and innovation
- Strategically plan for client needs consistent with FAN's philosophy and service delivery polices
- Adhere to sound case management client centred practices
- Contribute to inter and intra-agency practice, sector reforms and policy interventions.
- Develop and enhance social/emotional wellbeing through fostering a sense of connectedness, resilience and participation
- Promote public awareness of issues surrounding youth homelessness
- Empower clients to determine their own path towards secure, independent living.
- Encourage re-establishment with family of origin where appropriate
- Encourage clients to plan, facilitate and participate in a range of creative, educational and personal development workshops in a supportive and safe environment
- Encourage and promote skill development in independent and shared living arrangements
- Foster social inclusion by encouraging and providing options for young people to participate in FAN's program models, reviews, research within the general community
- Establish and maintain housing stability within the private rental market
- Provide a range of flexible financial brokerage packages and related forms of housing assistance and support
- Provide a service to support homeless and/or at risk young people, including young families to access appropriate accommodation options
- Diversity in and growth of private rental housing options for young people
- Support young people's positive experiences and transferable rental history in private rental accommodation
- Contribute to the broader service systems awareness and advocacy around children's unique needs within the homelessness sector
- Provide a range of services and therapeutic interventions tailored to needs of the accompanying children, either an individual or group response
- Support and act as a resource for young parents, staff and volunteers in the developmental needs and rearing of children lives
- Provide individual counselling, family mediation and group work to young people and their families to address and resolve issues within themselves and their relationships
- Recruit, train and support volunteers to assist in the building of positive relationships with clients and acknowledge the services those volunteers provide.



# CHAIRPERSON'S REPORT HELEN KILLMIER



*They always say time changes things, but you actually have to change them yourself.*

-Andy Warhol (1928 – 1987)

FAN continues to assist a wide range of young people, young families and children at risk of homelessness, as well as a growing number of young people who have particular, significant and complex needs that can only be met through well planned and coordinated multi-disciplined responses.

The 2009/2010 year has seen FAN again experiencing much change and growth. It has also been the final year of the 2007-2010 Strategic Plan – our year of evaluation. Change has occurred in several areas including additions to our funding streams, new partnerships, changes to our staffing structure and a new member of the Board, to mention just a few. We have also participated in research and new initiatives which have provided us with an increased profile, a reputation for best practice and both National and International platforms. We may be a small organisation, but we have a large contribution to make.

In the context of the FAN Strategic Plan review and development of a new Strategic Plan, and supporting the parallel QICSA Accreditation Quality Workplan, Risk Register and other identified priorities there have been many strategic issues requiring the Board's attention. In order to deal with these issues, Board members formed task groups that met outside of Board meetings to prepare a response to strategically identified issues such as: Board recruitment, Community and Corporate Connections and Instruments of Delegation.

My sincere thanks go to Board members Colin Bellis, Helen Buckingham, David Burlew, Lynne Hillier,

Emma Sampson, Michael Smith and Sue Carlile for their professional input and tremendous contribution throughout the year.

FAN would not be the organisation that it is without our skilled and committed staff and volunteers who continue to respond to issues faced by young people, families and accompanying children with care, empathy and professionalism. The FAN team is led by our dedicated CEO, Sue Carlile who provides strong leadership, a commitment to evidence based practice and strives continually for service excellence. Sue always gives 110% and on behalf of the Board I thank her for her hard work and guidance of the organisation throughout the year.

We have had many positive achievements throughout the year and there are many things to be proud of. An organisation like FAN does not just happen, it is built on strong foundations and values such as ethical practice, dignity, rights-based, and person-centred approaches. And so, I would like to conclude by acknowledging Steve McLoghlin the founder of FAN who passed away earlier this year. Although I never met Steve, I believe that FAN is a reflection of his ideals and a lasting tribute to a very special person.

# BOARD OF GOVERNANCE

## Helen Killmier - Chairperson

Helen is a community psychologist. She is currently employed as Manager Business Development for Interact Australia. In this role she works in partnership development, community capacity building, social policy and strategic planning. Prior to this position she spent 12 years in Local Government in management positions working directly with communities. Her research interests are in sense of community, the built environment, place attachment, community development, community governance, health and community wellbeing.



## Helen Buckingham - Deputy Chair

Helen is married to Ian, and has two adult children Lisa and Nicholas. Helen qualified as a history and politics teacher and worked in the Government education system before having children. She returned to work in the private sector and gained post graduate qualifications in careers counselling - working for the next 12 years as a careers counsellor at Presbyterian Ladies College, Burwood.



Helen's community involvement includes serving on the Board of Box Hill Hospital (1994-96) and being elected as a Councillor in the City of Whitehorse in 1997 and again in 2000. She served a term as Mayor in 1998-99 and was the Labor Candidate for Deakin in 2001. In September 2002 Helen became the Labor candidate for Koonung Province and was elected on 30 November 2002. Helen retired from Parliament at the 2006 election. During this time, Helen was a member of the Parliamentary Education and Training Committee. Helen also chaired the Government Inquiry into the review of Body Corporate Laws, culminating in the approval of the Owner Operators

Act 2006. She is currently chair of the Ministerial Advisory Committee on Home Schooling. Helen was a recipient of the 2010 Caroline Chisholm Society Award.

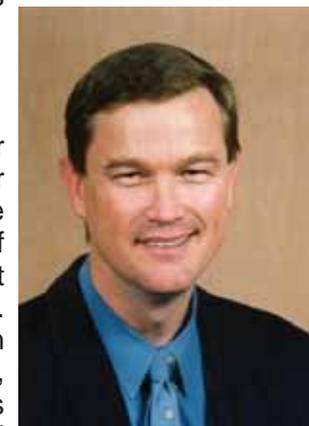
## Colin Bellis - Secretary Public Officer

Colin is a lawyer, having worked primarily in the area of personal injuries law, initially in private practice, and more recently with both the TAC and WorkSafe. His present role is as a Senior Legal Counsel / Manager, in WorkSafe's Dispute Management Division. Apart from being a husband and father of 2 teenagers, Colin is also involved with Scouting as a leader.



## David Burlew - Treasurer

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 Head of Network for Nissan Motor Company. 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.



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'.

### Michael Smith

Michael was originally trained as a youth worker, worked and managed in youth housing and housing support services (SAAP); community development roles in a State peak, the Uniting Church and local government (Nillumbik).

He has been the Manager of Eastern Community Legal Centre since July 2004, and completed a Master of Social Work (management and policy focus) at end 2005. He joined the FAN Board in late 2004 to renew support of young people and families who are homeless or at risk: 'I am continually impressed by FAN's effectiveness and efficiency for its size, healthy and positive and professional management and governance systems. Given these, confidence can develop and flourish despite proliferation of 'big agency' approaches, especially in the Eastern region'.

### Associate Professor Lynne Hillier

Lynne is a social psychologist and Vic Health Senior Research Fellow at the Australian Research Centre in Sex Health & Society (ARCSHS) at La Trobe University. Her research over the last 16 years has focused mainly on the sexual health and well being of marginalised youth, in particular rural young people, homeless young people and same sex attracted young people. More recently, her main research interest over the last 10 years has been with same sex attracted youth. She joined the board of FAN in 2006 because she has a commitment to social justice and is very excited about the excellent work FAN is doing with same sex attracted young people.



On a personal note she lives on 5 acres in the bush north east of Melbourne with her partner of 28 years. They have 4 children between them and many grandchildren.

### Emma Sampson

Emma trained in community psychology and for many years, has worked in a locally driven, community organisation in Epping, where she was involved in establishing programs in response to community need. This involved developing a volunteer resource service, a community transport service, and a community engagement framework for the Whittlesea area, in partnership with the community.

More recently, Emma has undertaken some small evaluations for an adult learning initiative and a transdisciplinary research program. She is currently involved in a research and advocacy capacity with the Australian Psychological Society's public interest team, addressing issues such as homelessness and refugee mental health and wellbeing.

In early 2009 she became a mother for the first time, and has since become involved in her local community (Whitehorse), by initiating and facilitating a community arts project for new mothers, starting a local playgroup and joining FAN in June 2010.



# CEO'S REPORT SUE CARLILE

*The Road Home*, the national government framework for responding to homelessness, has engaged the sector government and philanthropy in finding new ways to ensure targets of halving homelessness by 2020 are achieved. Family Access Network is actively and extensively engaged at federal, state and local level, including considerable partnerships and integrated models. I joined the board of the state peak body, Council to Homeless Persons (CHP), in November 2009 and see this as an important contribution to the broader issues impacting on the sector.

With the framework of improving, renewing and re-visioning the broader policy and service delivery overlaying the last year, FAN continues to provide a range of client centred and innovative services. During the past year, a total of 379 young people, young families and accompanying children were supported through FAN's services including case management and homelessness specialist support, same sex attracted transgender intersex programs, private rental brokerage including housing establishment fund, life skills and volunteer mentoring, counselling and family mediation, education and a broad range of material aid interventions. FAN actively seeks additional funding from a variety of sources to enhance the core funded program areas; these enhanced responses are based on client needs and data and informed by the active work of the staff led portfolio system.

Quality, best practice and research underpin the work of FAN and enable staff and clients to broaden skills and contribute their knowledge and experience. The following are some of the areas FAN has been involved in solely, in partnership or as participants:

- FAN Staff Induction & Orientation Manual/ Framework provided to 30 organisations
- SSATI – alsorts Best Practice Report launched at CHP Youth Conference November 2009
- Creating a Culture of Quality – Homelessness Assistance Services Standards (HASS project circulated broadly; available on CHP, DHS and FAN websites
- Well Proud – A guide for inclusive practice for health and human services by the Ministerial Advisory Committee on Gay, Lesbian, Bisexual, Transgender and Intersex Health and Wellbeing features the FAN SSATI response. Launched by the Hon Daniel Andrews, Minister for Health
- Diversity@Work Awards – FAN the National (2009) runner up
- SSATI article – “Responding to the Needs of Same Sex Attracted, Transgender and Intersex Young People in Homelessness and Housing Services”, by Fiona Murray - April 2010 Edition of Parity, a journal of the Council to Homeless Persons, circulated nationally
- Children and Homelessness – Does Camping Count – in partnership with The Salvation Army, Melbourne University Key Centre For Women's Health in Society, Council to Homeless Persons and Melbourne Citymission. Launched by the Housing Minister Richard Wynne October 2010, in combination with the Victorian Homelessness 2020 strategy



*Continued Page 6*

- Empowerment and Young Women FAN along with Melbourne University contributed to the year long international research project to be launched in Canada in November 2010
- Beyond Homophobia – Associate Professor Anne Mitchell, Dr Lynne Hillier and Dr Daniel Marshall, Launched by Minister Lisa Neville April 2010
- Mitigating negative health outcomes of vulnerable and precarious housing – collaboration between Melbourne Citymission, Hanover, Melbourne University, AHURI and Flinders University – a current project involving FAN clients
- Families On The Edge - Swinburne University, 3 year longitudinal study with the Australian Research Council and Hanover – a current project involving FAN clients.
- Homeless Young Mothers – An Opportunity for Change – although completed several years ago is still active in informing practice, including current responses to young families in the Eastern Metropolitan Region. The research was completed in partnership with Deb Keys, Melbourne University, 2007.

In a climate of sector reform and review FAN has also been in an ongoing place of evaluation: very timely given this is also the theme for the final year of the current Strategic Plan. A new staffing model has been developed to respond to the growing and anticipated organisational, service delivery and external environment. This model incorporates new directions and includes the introduction of a Client Services Manager – Kate Crawshaw commenced recently and has already made a huge difference. Other roles include

Senior Worker – Sarah Evans; Project and Capacity Building – Peter Stephenson; and the Homeless Youth Dual Diagnosis Initiative – John Mullane in partnership with Eastern Health. The new direction positions FAN well to respond to the vision of the new Strategic Plan commencing in 2011, the ongoing sector reforms and most importantly, to continue to provide the best possible services.

Provision of the range of FAN services is possible through the financial support, involvement and encouragement of government, philanthropy, donors, members and the active engagement of volunteers. I draw your attention to their specific details further on in this report.

It has been said to me more than once that FAN punches above its weight, and this is only possible due to the commitment and professionalism of a wonderful staff team and board. In particular I would like to acknowledge the work of Emily Todorov, Cathy Oliver and Maureen Higgins who support me in the many behind the scenes roles that enable FAN's engine room to remain well oiled and responsive. The direct service delivery team dedication to clients and programs: Samuel Headberry, Stavrina Hadjielias, Amy Campbell and Fiona Murray all of whom have extended themselves across various programs in the last year. Jacqui Gabriel left FAN in July after supporting a period of organisational transition as Acting Team Leader – but all would know her most especially as Children and Young Families support worker extraordinaire. Cathy Oliver concludes in October after four amazing years of Financial Administrator and Internal Auditor – during which time the financial systems have gone from strength to strength. I thank them both for their tireless support to FAN: their legacy will live on.

# HONORARY LIFE MEMBERS

The FAN Board is made up of a diverse, skilled and passionate group who undertake the stewardship of FAN expertly; always guided by the best interests of clients. The Executive enact the directions of the board and at the same time provide invaluable support to my role. I extend my heartfelt thanks to Helen Killmier, Chair; Helen Buckingham, Deputy Chair; Colin Bellis, Secretary; and David Burlew, Treasurer. Michael Smith, Lynne Hillier and recently Emma Sampson complete the Board; all of whom offer their unfailing support. Michael Smith retires at this AGM and is acknowledged for his six years of commitment to FAN; including three years as Chair and all but one year on the Executive.

And finally I would like to acknowledge the passing in July this year, of Stephen McLoughlin, FAN founder. Steve's vision for a community based, active response enabling young people to not only be housed but to develop their potential was an excellent foundation for FAN. He had a talent for inspiring many to join him in his vision and one of his key developments, volunteer mentoring, is still in place today almost 30 years later. To commemorate his outstanding contribution to not only FAN, but the community in general and most particularly young people, a Stephen B McLoughlin Encouragement Award will commence at this year's Annual General Meeting

**Sue Carlile**

**CEO**

Wendy Brooksbank (dec)

Debbie Brown

Sue Carlile

Oliver Clark

Leo Clarebrough

Rae Cook

Rebecca & Sue Filson

Shirley Ingram (Baird) (dec)

Robert Joynt

Ted Long (dec)

Steve McLoughlin (dec)

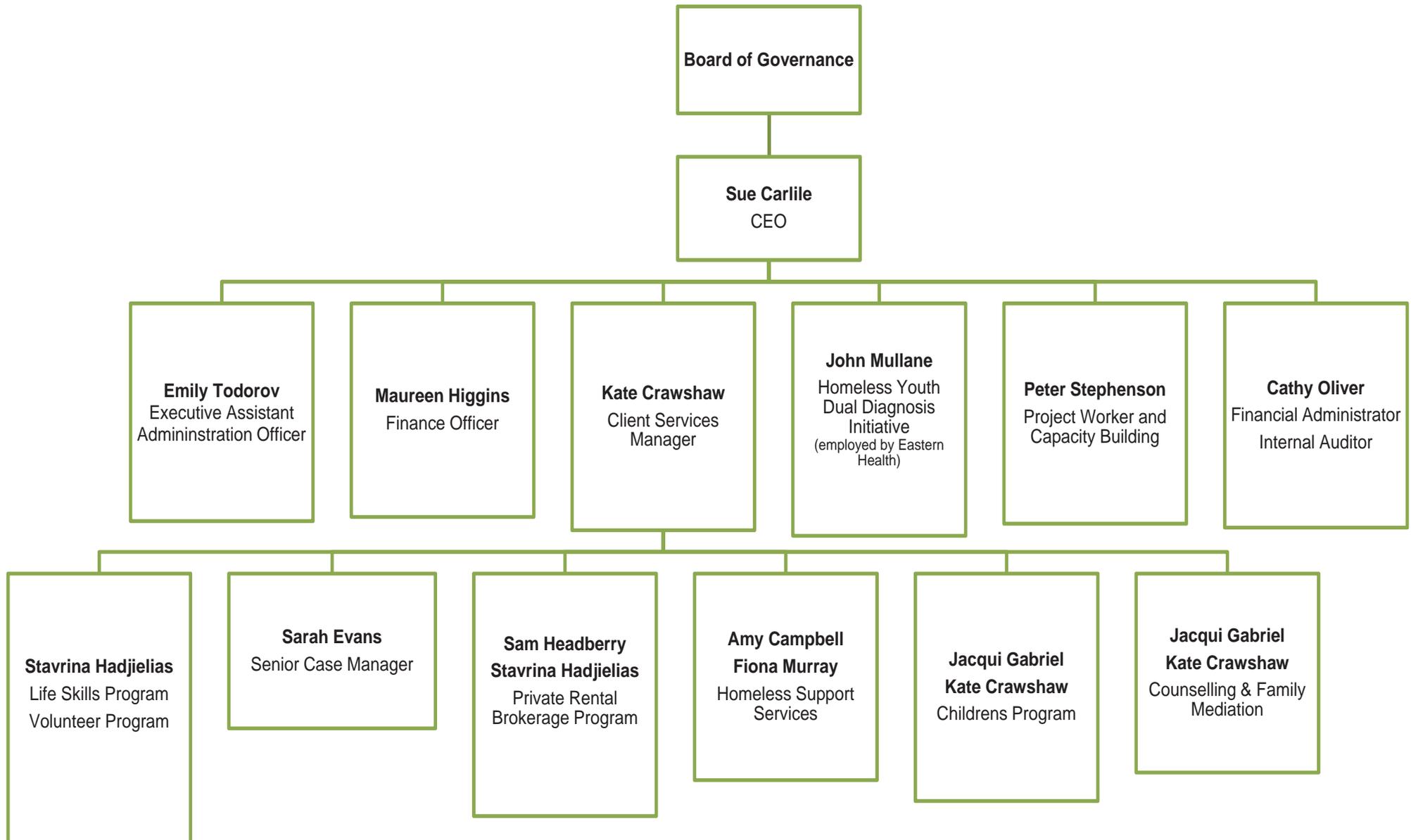
Ailan Rogerson

Tony Sell (dec)

David Webster

Caroline Young

# ORGANISATION CHART



# STEPHEN B McLOGHLIN ENCOURAGEMENT AWARD

Stephen McLoughlin (15 November 1949 - 8 July 2010) was the Youth Development Worker at Box Hill City Council (as it was then known) in the 1970's and 80's and the founder of FAN. He was instrumental in the development of many youth projects and was one of the earliest instigators of leadership programs for young people. In addition, a range of creative and personal development projects were conducted from the youth centre he opened in Box Hill, known as the Underground. His active involvement with young people, the community, and awareness of increasing homelessness led him to hold a range of public meetings, inspiring a group of interested community members to become involved. Some of these offered to take young people into their homes, others came mentors and some formed a committee to establish a local response. FAN as we know it officially commenced in April 1981 – however the foundation work by Stephen McLoughlin preceded that by several years.

As a person known for his ability to inspire, it is appropriate that an annual Stephen B McLoughlin Encouragement Award be introduced at the FAN AGM in 2010, as a tribute to his vision and a permanent memorial to his legacy.

**2010 Recipients** Rebecca Carr & Xavier Evertiz

## RHYS FOX ACHIEVEMENT AWARD

During the late 1970's and early 1980's Rhys Fox, through his voluntary involvement contributed to the emerging youth homelessness services in the Eastern Metropolitan Region. In his will he bequeathed an amount to FAN, which has been placed in Trust. The interest earned each year is allocated to the Rhys Fox Achievement Award. The presentation at the AGM recognised his legacy to the community in a way that honours his commitment and acknowledges the exceptional achievements of young people. FAN is proud that this tradition is now in its sixteenth year.

**2010 Recipients** Shar Boswell & Samuel Rhodes.

### Rhys Fox Award Recipients

1994 Katrina White & Emma Morecroft

1995 Amanda Dwyer & Kareem Hamid

1996 Annerliegh Parkinson

1997 Melissa Plain, Angela Boyd & Paul Waterworth

1998 Matt Jones & Kerry Warren

1999 Kylie Ives

2000 Andrea Fox & Cherie Davis

2001 Melissa Clemans

2002 Lauren Jones & Lani Elkin

2003 Tessa Daniels & Katrina Vanderwiel

2004 Katheryn Lea & Matthew Richardson

2005 Jaycie Duncan & Elise Ramage

2006 Gypsy Bates & Bronwyn Smith

2007 Erin McLoney & John Newton

2008 Illaria Starlit, Stacy Palmer & Melinda Steur

2009 Jess Portuguese, Apryl Ennis & Mary El-Hannawi

2010 Shar Boswell & Samuel Rhodes



*The memorable Stephen McLoughlin*

# THE FAN TEAM



**Sue Carlile**  
CEO



**Cathy Oliver**  
Internal Auditor  
Financial  
Administrator



**Maureen Higgins**  
Finance Officer



**Jacqui Gabriel**  
Children's Worker



**Emily Todorov**  
Executive Assistant  
Adminstration Officer



**Peter Stephenson**  
Project Worker  
Capacity Building



**Kate Crawshaw**  
Client Services  
Manager



**Sarah Evans**  
Senior Case  
Manager



**Samuel Headberry**  
Private Rental  
Brokerage Program  
Worker



**Stavrina Hadjielias**  
Private Rental  
Brokerage Program  
Life Skills | Volunteer  
Programs Worker



**Amy Campbell**  
Youth Support  
Worker



**Fiona Murray**  
Youth Support  
Worker

# CLIENT SERVICES

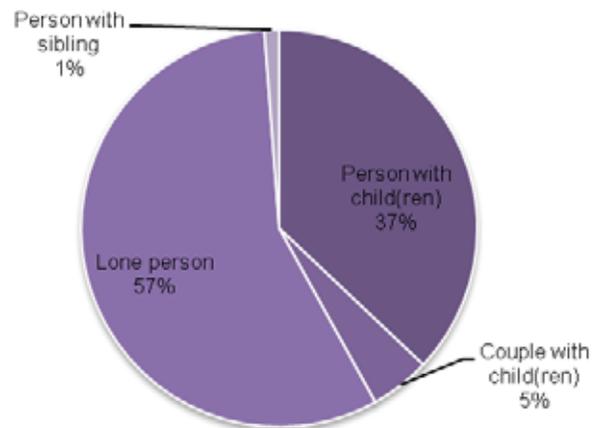
## HOMELESS SUPPORT SERVICES

FAN's Homeless Support Services (HSS) provides a client focused, case managed framework offering support and assistance to young people who are experiencing or at risk of homelessness.

### Data

FAN's HSS Team provided a case managed response to 85 young people / young families and 50 accompanying children. The majority (70%) of these were females, which follows the trend of the previous year demonstrating the specific responses FAN has developed for young women who are parenting.

Client Status - 2009/10



Reasons for seeking assistance	2009/10
Relationship/family breakdown	21
Don't know/ unanswered / other	19
Financial difficulty/ rent too high	14
Eviction / previous accommodation ended	8
Domestic/ family violence	6
Time out from family	3
Overcrowding	4
Sexuality / gender identity issues	2
Interpersonal conflicts	2
Gambling	1
Issues with drugs/alcohol	1
Employment/education/ training	1
Physical/emotional Abuse	1
Psychiatric illness	1
Itinerant	1
<b>Total number of young people</b>	<b>85</b>



### YOUNG PERSON OF THE MONTH

Lauren Smith has used great determination and the love for her daughter to overcome hardship and make the most of her life. It is this strength and spirit that has led her to be named as the next Whitehorse Young Person of the Month.

Whitehorse News: July 2010



### **Homelessness Support and Case Management Framework**

FAN works closely with the Transitional Housing Managers (THM) – Community Housing Victoria Limited (CHL) and EastCare Housing Services. FAN currently has access to 15 properties–10 allocated for family and pregnant/parenting housing responses, 3 single/student housing responses, and 2 specifically tailored Same Sex Attracted Transgender Intersex (SSATI) housing responses. One student property is a designated Lead Tenant model to provide extra support and role modelling for younger clients and/or those requiring an enhanced housing support. Most of these properties are located within the City of Whitehorse however, several are also located within the City of Boroondara and Manningham.

### **Front Doors – Opening Doors**

The Front Door pilot model introduced in 2005 in the Eastern Metropolitan Region (EMR) is a centralised intake system for all people experiencing or at risk of becoming homeless. Throughout 2008 to 2010, FAN has been actively engaged in the planning and development of the Opening Doors Framework which is now in operation. The Opening Doors Framework aims to further streamline the housing and homelessness system and has since been introduced across Victoria, accessed through a single phone number.

The FAN support is personalised to the individual or families' needs through case management. FAN's approach is client centred and provides variable responses to young people including outreach support, housing assistance, access to HEF/brokerage, appropriate and supported referral to specialist services and access to the range of programs and services within FAN. Support workers assist with

issues such as housing information/referral/application and accommodation within the public or private sector, income/financial support, family and relationship breakdown, domestic/family violence, health/medical support, education and employment, physical/sexual/emotional abuse, counselling and family mediation, legal issues and other presenting concerns.

### **Long Term Accommodation**

Since 2003 Caroline and Derek Young of the Orcadia Foundation have supported FAN through the provision of a long term housing option for young families. FAN oversees the management of a three bedroom house in Box Hill; available for a young family with demonstrated previous on-going commitment to a support agreement, and capacity to exit to and maintain a longer tenancy within the private rental market. This enables clients to have a successful rental history, complete with appropriate references offered by FAN.

# alsorts – SSATI PROJECT

Alsorts was established in 2006 in partnership between FAN and the ALSO Foundation, a specialist organisation that works specifically with the GLBTIQ communities. The project is a statewide response to meet the needs of same sex attracted, transgender or intersex young people who are experiencing or at risk of homelessness. It is the first specialised model for housing and support for SSATI young people in Victoria. FAN offers a holistic response including case management, access to transitional housing, access to FAN's life skills and volunteer program, brokerage for employment, education, counselling or family reconciliation, outreach services and a social support group. A recent addition to the project is SSATI HEF; which can be used to assist young people with a housing crisis as well as establishment or retention of private rental, a specific support group, and access to the range of FAN services.

A major aim of the 'alsorts' project is to achieve integration and support capacity within the youth homelessness service system. This serves two purposes; to ensure that SSATI young people have access to all the opportunities available within the service system, and to enhance the system's ability to recognise and respond to the needs of this group.

## Data

Since the inception of the 'alsorts' program in 2006 there have been 124 requests for housing and/or support. This large amount of interest and demand demonstrates the need for a specialised service for SSATI young people.

In the past year there have been 26 referrals for the alsorts program resulting in eight young people housed in alsorts properties. Three young people received

SSATI HEF for emergency accommodation. Of these referrals, 21 young people identified as male, nine female and two transgender. The ages of the referred young people ranged from 16 to 23, with an average age of 19. This set of referrals reflects a change in the trend of more males seeking transitional housing than females.

*Over a year ago I applied for transitional housing through FAN. At the time I was sleeping on my friend's floor and found it hard to attend high school because of my crazy lifestyle. After being accepted into the alsorts property I finished school and applied for uni. In June 2010 I was accepted into RMIT part time and recently got myself a job at David Jones. Currently I am waiting to find out if I get into full time study next year. During this process, I received a lot of help from FAN, including help with getting a Driver's licence and learning to drive as well as helping me prepare for further study.*

*~Sam, 21*



# EDG EASTERN DIVERSITY GROUP



*A social support group for SSATI Young People in the Eastern Region*

EDG is provided as part of the 'Alsorts' program in response to the needs of SSATI young people who are experiencing or at risk of homelessness. The group was formed in November 2009 with three main aims; to *increase awareness* of issues relevant to the lives of SSATI young people, to *increase access* to the broader SSATI community, and to *increase social connectedness*. Underlying these aims is the creation of a safe space for young people (many of whom have experienced homophobic abuse) where they can be themselves and explore their potential.

Twelve young people have participated in EDG activities at various times, with a core of six regular attendees. The average age of participants is 19-20 yrs, with young people attending from Boroondara, Whitehorse and Yarra Ranges areas. The group has attracted an equal amount of males and females as well as some transgender young people. The majority of participants knew about the group through their involvement with FAN. Three were referred by youth workers and one young person self-referred.

Activities have been driven by participants' suggestions and interests with some highlights including an excursion to 'Midsumma Festival', badge making and a lesson in Self Defence. Several community organisations have provided workshops for the group including Family Planning Victoria, the Victorian Police (Gay and Lesbian Liaison officer) and EDAS (Eastern Drug and Alcohol Service); all of who make an ongoing and valuable contribution to EDG.

The group has also been working on a photography project, "It's Personal", to be launched at this year's

AGM. Members of group were each given a disposable camera, and set about taking photographs of people, places and things that meant something to them.

*EDG* is made possible by the funding provided through Streetsmart and Lord Mayors Fund - Youth in Philanthropy and we look forward to continuing our involvement with these organisations in the future as we continue to grow and develop.

## **What the group had to say**

*"From our perspective the main issues facing SSATI young people in the Eastern region is homophobia, transphobia and discrimination from other people. Also family issues, homelessness and verbal and physical abuse. Because of this depression may be more likely for people in our situation. We also feel there are not really many resources in the Eastern suburbs for SSATI young people".*

*"We enjoy coming to a place where we can be ourselves and not be judged. At EDG we don't take ourselves too seriously and everyone is friendly and open. A highlight so far has been some visits from guest speakers – Lynne Hillier gave a great presentation and was very open and honest about her work. Chris (and the other presenters) from EDAS gave an informative session which helped answer some of our questions and help with some issues. EDG has provided emotional support through meeting other people we can trust and we are able to share things about our lives and help each other out with personal issues".*

*~EDG members*



# PRIVATE RENTAL BROKERAGE PROGRAM

The Private Rental Brokerage Program (PRBP) continues to support a large number of marginalised young people each year by helping them to acquire and sustain private rental. In the past year, 45 young people accessed PRBP services and brokerage, a further nine attended our workshops and 29 accessed HEF. This support is integral in advocating on behalf of young people, as they engage/ navigate their way through today's challenging and complex private rental market.

Over the past year we have seen an increase in male young people accessing the program as well as a rise in support given to 15-19 year olds in acquiring accommodation. This is another notable achievement of the program as this age group is often the most marginalised by real estate agents.

The 'Welcome Home' workshop implemented in March 2010 is growing in participation. This program was specifically designed to be an interactive learning environment for young people where they acquire knowledge and skills which enable them to have a competitive edge in acquiring private rental accommodation. Feedback provided displays that participants are gaining more confidence in the application process. This workshop will continue to be run on a monthly basis and is constantly under evaluation to ensure that the PRBP is providing up to date and helpful information to its participants.

## Achievements

There have been many achievements within the program over the past year. These achievements further the support that we can provide to its clients by providing a holistic and thorough support model which has been designed to enhance the young

person's ability to acquire and sustain private rental accommodation.

- FAN's Breaking the Cycle Over Breakfast (BCOB) initiative is designed to support strengthening relationships with local real estate agents who in turn provide the PRBP with information - hints and tricks - to support young people acquire and sustain private rental accommodation. The breakfast included three real estate agents from the EMR who have pledged support to the PRBP and the young people it works with
- Over the past year, we have developed a prosperous relationship with Ham Kerr properties in Balwyn. This relationship supported the development of 2 rental properties being directly allocated to the PRBP. This achievement is indicative of the benefits of collaborating with local real estate agents
- We have established a relationship with the REIV and the program was offered a promotion within their quarterly journal *Estate Agent*. This journal is sent to all real estate agents within Victoria
- We attended the Indigenous Expo in conjunction with the Creating Connections team in the Eastern Region. Attending this expo and creating linkages to other Australian and Torres Strait Islander (ATSI) services is imperative, as it is a core component of Creating Connections to support local marginalised ATSI youth
- The program has maintained steady promotions over the past year to existing and establishing youth services providers, reaching as many young people as possible



- The PRBP has continued to promote its services to real estate agencies over the past year with great success. The relationships created through this process have supported many young people gain private rental accommodation where they may not have otherwise.
- Past clients of the program from the 2008-9 period were surveyed to gather information on their current accommodation and the benefits of the PRBP. Results from this are as follows:
  - 58% of young people have maintained their private rental tenancies into the 2009-10 period
  - 8% of young people engaged with the program returned home after an extended stay within private rental
  - 8% re-entered the Homeless Support System and are awaiting a public housing outcome
  - 26% of these clients were unable to be contacted

#### Participants in workshops for 2009/10

		No.
<b>Age</b>	15-19:	2
	20-24:	7
	25+:	0
	Total:	9
<b>Presenting as</b>	Single:	4
	Family Unit:	5
	Total:	9

- Creating Connections was reviewed in July 2009 by KPMG which supported findings that the Creating Connections initiative was a successful enhancement to the Homeless Support Services. Further research by Lisa Harris of RMIT was directed at the Private Rental Brokerage Program on a state wide level. This research complemented KPMG's findings that the PRBP is a successful model; one that is being used as an effective tool in supporting young people experiencing or at risk of homelessness to navigate their way through the complex and challenging private rental market. The FAN PRBP has also been very successful in promoting Creating Connections and the PRBP; with the achievement of gaining state wide publication of the benefits of the program through *Estate Agents*. This result was achieved through a partnership development with the REIV who support the PRBP and the young people it serves.

#### Brokerage Packages

		2009-10	2008-9
<b>Gender</b>	Male:	28	6
	Female:	17	40
	Total:	45	46
<b>Presenting as</b>	Single:	17	20
	Family Unit:	15	26
	Couple:	3	-
	Total:	45	46
<b>Age</b>	15-19:	15	11
	20-24:	29	29
	25+:	1	6
	Total:	45	46
<b>Outcomes</b>	Represented at front doors:	2	4
	Private Rental:	36	28
	Disengaged:	4	4
	Public Housing:	2	2
	P/rental Pending:	1	-
	Starter Packs	19	-

# CHILDRENS PROGRAM EARLY YEARS

The Children's Program – Early Years continues to provide holistic care and support to pregnant/parenting young women, young families and accompanying children experiencing or at risk of homelessness. The program will soon be incorporated into the new position of the Client Services Manager, focussing on a therapeutic response to children and their families.

During the reporting period the program supported 112 children - 88 young families and 24 pregnant young women. Of the 112 children, 59 were male and 53 were female, with the majority being below the age of four. The predominant reasons for parents seeking support was domestic violence followed by family/relationship breakdown, financial difficulty, substance abuse, and mental health issues. Since the inception of the Childrens Program in 2006 we have supported 482 children, 352 families (68% presented as a female sole parent) and 84 pregnant women.

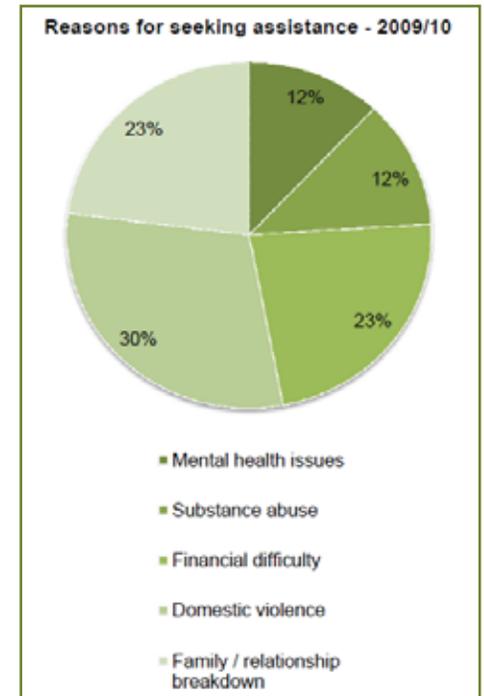
FAN's Homeless Support Services for some time was the predominant source of referrals to the Childrens Program. However, the majority of referrals now come from external agencies, including but not limited to: EastCare, Salvation Army, Robinson's House, Young Womens Outreach Program, Child FIRST and Child Protection, with a large number of young parents self referring after hearing about the program through FAN's Young Mums Group and/or other social networks.

The past year presented us with many opportunities to grow and achieve. Children's Program Worker, Jacqui Gabriel, collaboratively worked with other service providers to deliver strengthened youth-

focused support to pregnant/parenting young women and families based on individual needs; such as workshops, group work and individual activities. She also coordinated FAN's fourth successful swimming program over the summer at the Surrey Park Swim School in Box Hill. Mums and kids alike gained a wide range of skills and positive benefits from the program, and a wait list for next year's program has already begun to grow. The Young Mums Group has also been successfully running every Tuesday, with plenty of new faces on board. The Childrens Program was also successful with two submissions; \$15,000 from the Lord Mayors Charitable foundation which was utilised in the running programs/workshops and \$12,000 from the City Whitehorse Youth Issues Working Party to continue the program.

The Children's Program Worker has also been ensuring the organisation is compliant with relevant legislation - the most recent document is the Best Practice Principles and the development of additional resources for staff and volunteers on key changes to the Child, Youth and Families Act 2005.

At the service delivery level, staff members have participated in child and family related learning incorporating legislative and best practice frameworks. Jacqui provided secondary consult and support to case workers to ensure that all FAN's services are tailored appropriately to the needs of accompanying children. She was also busy maintaining appropriate linkages to relevant services that strengthen pathways and sustainable outcomes for pregnant/parenting young women, young families and accompanying children.



# COUNSELLING AND FAMILY MEDIATION



In 2008 FAN joined the Whitehorse Counselling Services Alliance, alongside Reach Out for Kids (ROK) and UnitingCare East Burwood Counselling Centre. Since then we have provided a counselling and/or family mediation response to 72 young people, with 40 of these in the past year. With the number of referrals on the rise it is great to see how established the program is becoming in the community. We continue to promote the program through our quarterly newsletters, sector meetings and local schools and youth services.

Notable observations include:

- Out of the 40 young people, 70% were female and 30% were male. There were 14 parents, four primary school children, four high school students, 17 individuals, and one family (mediation)
- Increase of referrals for young parents and children through child specific pathways, such as Child Protection and parents that are facing custody issues (Relationships Australia)
- Referral sources have been wide and varied; referrals included, but not limited to: Self (21), FAN HSS (5), Child Protection (2), Parents (4), Box Hill Senior Secondary College (2), Victims of Crime (1), Relationships Australia (1), Wesley (3) and Koonung Secondary College (1)
- Eighteen of the young people lived within the City of Whitehorse, and the remaining 22 had links to the area through other programs offered at FAN and external agencies.
- Of the 40 clients 38 have exited the program.

21 exited due to meeting their counselling goals, five disengaged or did not commit to the counselling process, seven were referred to a more appropriate service, five ended their counselling due to moving/travel issues and were referred on. The 21 clients who met their counselling goals had weekly or fortnightly appointments.

As of August 2010 the newly appointed Client Services Manager will take over the counselling role and coordinate the program. It is intended to further incorporate the program into an overall holistic response by providing an initial counselling session to all new clients who are referred for a homelessness response. The Client Services Manager will identify and respond to the therapeutic needs of these young people and help them to achieve positive outcomes.

# LIFE SKILLS PROGRAM

The Life Skills Program began in 1997 and continues with funding support from the City of Whitehorse and the William Buckland Foundation. The fundamental component of this program is to support young people experiencing or at risk of homelessness, as well as young people who are disconnected within the community and disengaging in mainstream avenues.

The Life Skills Program provides a number of workshop-based activities focusing on resilience, living skills, early intervention and coping mechanisms when addressing life situations. These workshops are facilitated through group work to enhance community involvement and connectedness, friendships, communication and leadership skills.

Programs are developed in consideration of the particular needs of young people accessing the service. These issues include but are not limited to: mental health; self esteem; disengagement from conventional education; employment readiness; family breakdown; parenting; relationships; sexuality, gender identity issues; cultural, migrant and refugee issues.

Over the past year a total of 51 young people and 38 children accessed the program. Activities conducted within the Life Skills program have included a Young Mums Group, Let's Get Cooking and Drivers Education. The program encourages collaboration with other services, enhancing pathways and knowledge about local resources. These services include but not limited to: Police Youth Liaison Officer in Box Hill, METEC defence driving course, Mitcham Baptist Church and Youth Connexions.

## Young Mums Group

The Young Mums Group is a weekly program run every Tuesday, providing a support group where friendships

are developed, self-esteem is enhanced through peer interaction and information on parenting skills and child development is shared. Each session has an activity involving both the children and parent including social outings and crafts. Lunch is always provided...even cooked by our young mums!

During the year 28 young mums and 38 children attended the group, averaging seven regular attendees per month. The average number of accompanying children was seven per month. The majority of young mums were aged between 20-24 years.

## Let's Get Cooking

The workshop ran over six weeks, with a consistent group of four young people, involving them to cook each week as a team. The program's aim was to cook healthy and tasty meals that are easy and affordable. Each young person was provided with the recipes to take home and be able to cook again for themselves and/or others.

## Driver's Education Program

The aim of this program is to offer learning, understanding, to acknowledge responsibility and to reduce fear and anxiety. Ten young people have attended the workshop, with a 90% success rate. The Driver's Education Program supports safety, which has been assisted by the involvement of the Police Youth Liaison Officer and presentation about road safety, relationships between police officers and young people; as well as the dangers of drugs, alcohol and speeding while driving. We also provide a day where the young people attend a defensive driving course provided by METEC, Drive to Survive.

Other programs in development include Budgeting Skills, Health and Wellbeing & Personal Development.

*I started young mums about 4 months ago just after I had my baby Josh who is now 9 months. At first it was a very big thing having a baby and going to the young mums It was very hard for me to go out and socialise with people I don't know, and so when I went to young mums everyone was so nice and really easy to talk to I decided that I would start going every Tuesday if I could because getting out and spending time with Josh and the girls there (cooking and crafts) was so much fun. It's also good for Josh to be around babies his own age.*

*~ Beth*



# VOLUNTEER PROGRAM

*“Well I have been involved with FAN since 2004 and love every moment of my work at FAN. In 2009 I received my Young Citizen of the Year award for all of my work that I do at FAN. What I do at FAN is I welcome all new mums to Young Mums Group and make them feel welcome. My goal is to have a young mums group of my own.”*

*~Jess Portuguese,  
Volunteer Peer Support Leader*



The Volunteer Program has been running since FAN's commencement, almost 30 years ago. Volunteers provide opportunities for young people to develop friendships and guidance through positive role modelling.

Over the past year we received a number of referrals from different sources including universities, TAFE, Volunteer Resource Centres from Monash, Boroondara and Eastern Volunteering.

The positive contributions our volunteers make towards the lives of young people include:

- *Lead Tenants* - Provide enhanced housing support to assist in the development of living skills, by role modelling appropriate behaviour in everyday conditions in a shared house environment
- *Mentors* - Provide enhanced support and one-on-one long-term friendship to a young person strengthening self-worth, trust and relationships
- *Child Play Supervisors* - Provide an activity based environment to support the role of FAN's children's worker by focussing on the needs of children, particularly while clients attend appointments and workshops
- *Volunteer Support Teams* - Meet at clients houses on weekly basis and provide a range of tailored responses that promote well being and community connectedness.

We would like to express our sincere appreciation to our current volunteers:

A ndre B oucher

A ilan R ogerson

L inda E verest

G ail T rusler

R ana H ussain

N ancy G eorgy

M ichaela S mith

D imi H oppe

M andy P hull

M ax O ttaway

S tephanie B eauverd

These volunteers have greatly contributed to the quality of life of the young people we work with. It has been stated by clients that volunteers make them feel safe, heard and part of the wider community. Volunteers are important and highly regarded as part of the FAN team: not only does it provide a sense of worth for young people but it can also be rewarding for the volunteer participating.

# CAROLINE CHISHOLM AWARD ALLAN ROGERSON

FAN's longest serving volunteer and honorary life member, Allan Rogerson, was presented with a Caroline Chisholm Award in August by the Federal Member for Chisholm, Ms Anna Burke.

Allan was nominated for the award by FAN in July, in recognition of nearly 30 years of support to the organisation, having commenced within a year of FAN's inception in 1981. Our CEO Sue Carlile has been a member of staff for over 25 years and has worked alongside Allan in his various voluntary roles. Allan commenced as one of the founding members of the committee within FAN's first year. At the time he was Senior Sergeant at Box Hill Police Station, which was a challenging and demanding role. Despite these demands, Allan was active as Secretary on the Committee, undertook supportive roles in working bees at houses, guided young people when they had breached FAN's tenancy rules, and was active in various community promotion and fundraising activities.

For over ten years—when FAN was directly responsible for property and tenancy management of a range of houses—Allan personally took care of the gardens, mowed the lawns, trimmed shrubs and through his presence also fostered a positive relationship with young people and enabled them to have an alternative experience with the police force. An amusing story is when a client of FAN was involved in an incident in the local shopping centre, he advised the police officers who escorted him home in the 'divvy van' that "their boss was his gardener".

On retirement from the Police more than ten years ago, Allan became involved with the Box Hill Rotary Club and fostered a partnership between FAN and the Rotary Club. This partnership has resulted in donations towards personal kits of bedding, toiletries,

and necessary items for FAN clients who do not have any of these items themselves. The personal kits are still today supported by the Rotary Club. Allan's involvement with Rotary also led to members joining FAN's Board, and further support to education costs and support to the Life Skills Program and Young Mum's Group.

Throughout his time at FAN, Allan has contributed to our mosaic garden project and regularly maintains the gardens around our office as well as minor office improvements / repairs. Alongside this, he has also been a volunteer mentor, and contributed his time to provide support and guidance to young people going through adverse situations in their lives.

In recent years, Allan has been instrumental in our long term family property, which is provided by the Orcadia Foundation and located in Box Hill. Since the inception of this rental program, Allan regularly visits the property and maintains the lawns, gardens and attends to any maintenance problems in the house. Through this he has built good relationships with the young tenants who lease the property and has been a source of positive role modelling for them. He has also built positive relationships with the neighbours.

Every year, FAN puts on a Christmas party for our clients and staff, which has become the most memorable event of the year. Allan contributes to this occasion by volunteering to be the most important guest at the party – Santa Claus. He definitely puts a smile on our clients and their children's faces; and of course the staff as well.

We wholeheartedly believe that he plays an integral role in the organisation, and he is our community's own "unsung hero".



# EQUITY SUPPORT PROGRAM



FAN's Equity Support Program continues to provide a safety net for those most vulnerable in our community. The generous support of many people and organisations in our community enabled us to distribute food and toiletries parcels, transport tickets, bedding/towels, rental and housing assistance, Christmas presents to children/young people and assist parents and children with education costs and childcare. Additionally, childrens' swimming and driver education programs were available for our clients. A total amount of \$7,382.25 direct aid to 105 young people was delivered during the past year.

Areas of needs met are:

Child care	11.24%
Children's and baby needs	22.31%
Rental / housing support	7.53%
Education	31.83%
Food / Toiletries	22.70%
Transport	4.39%

Family Access Network recognises the invaluable support of, and thanks the following individuals and organisations for their ongoing support.

- Olive Clark, Honorary Life Member of FAN who continues her support of through our programs
- St Peter's Anglican Parish of Box Hill continues its support by supplying FAN with suitable rental space and areas to hold workshops and meetings
- St Peter's Mothers' Union has supplied blankets, clothing and baby needs

- Margaret Ogilvie together with her team donates half the proceeds of recycled greeting cards towards education needs of FAN's clients
- Caroline and Derek Young of the Orcadia Foundation provide and maintain a property for our clients
- The Staff of Austbrokers Countrywide who ensure that our clients and their children receive Christmas presents each year
- Lord Mayor's Charitable Fund/Percy Baxter Charitable Trust Emergency Aid Program for many years has allowed us to provide material aid such as food, toiletries, transport, etc.
- Box Hill Rotary continued their ongoing sponsorship funding towards the provision of personal kit.
- Nunawading Rotary has given a generous donation towards the education and wellbeing of our young clients
- The Foundation of Graduates provided monies for child care and kindergarten kits
- The Lions Club, Box Hill funding towards clients' education expenses
- Canterbury Council of Churches donation from "Carols in Canterbury Gardens"
- The Allannah and Madeline Foundation provided Buddy Bags and clothing ensuring children are provided with basic essentials. We were able to distribute 136 of these bags this year.

Cathy Oliver  
Financial Administrator

# FINANCIAL REPORT

Family Access Network Inc.  
 ABN 68 473 447 026  
 Income Statement  
 For the Year ended 30 June 2010

	2010 \$	2009 \$
<b>Income</b>		
Donations	23,170	56,158
Children's Program - Felton Trust/St George Fdn	62,268	60,454
Other Programs	10,000	10,000
Private Rental Brokerage	134,710	128,809
Interest Received	7,123	8,067
Property Rental	14,188	15,191
Miscellaneous Income	350	401
Grants – Dept of Human Services	265,965	260,418
Grants – Dept of Human Services - One Off	400	2,045
Grants – Dept of Human Services – HASS	-	-
Grants – Office of Housing HEF	8,233	7,053
Grants – City of W'horse/Box Hill Rotary/Wm Buckland Fdn	61,865	78,662
Grants – Reach Out For Kids	12,193	11,951
Grants – Eastern Health	6,165	-
YEETI/FRMP/CEEP	6,091	6,791
Profit on Sale of Non-current Assets	758	6,252
Loss on Sale of Non-current Assets	(287)	(201)
	613,192	652,050
<b>Expenditure</b>		
Accreditation	2,686	5,153
Consultancy Fees	4,250	-
Depreciation/Amortisation	15,620	21,931
Eastern Diversity Group	884	-
HASS/SSATI Project	512	2,962
Housing Emergency Fund (HEF)	8,570	6,848
Housing Expenses	2,046	2,584
Life Skills Program	3,135	8,252
Long Service Leave	1,840	1,840
Material Aid	3,061	5,095
Office Operating	36,712	38,074
Office Utilities	12,840	20,373
On-Costs	40,077	43,126
Other Program Costs	11,319	10,855
Other Program Costs - Brokerage	51,228	49,547
Property Costs	12,970	12,600
Salaries/Leave Provisions	378,878	395,002
Staff Training/Support	5,361	4,871
Travelling Expenses	13,435	13,471
Volunteer Program	616	1,946
YEETI/FRMP/CEEP	6,163	6,743
	612,203	651,271
<b>Operating Profit</b>	989	780

**Family Access Network Inc.**  
**ABN 68 473 447 026**  
**Balance Sheet**  
**As at 30 June 2010**

	2010	2009
	\$	\$
<b>Equity</b>		
Capital Grant Reserve	83,648	83,648
Program Development Reserve	45,000	45,000
Retained Surplus	136,895	135,906
<b>Total Equity</b>	<b>265,543</b>	<b>264,554</b>
Represented by:		
<b>Current Assets</b>		
Term Deposits	142,663	135,632
Deposits Paid	500	-
Petty Cash	-	436
Cash at Banks	225,795	180,613
Interest Receivable	-	820
Accounts Receivables	6,981	4,000
Prepayments	1,790	-
	<b>377,729</b>	<b>321,500</b>
<b>Non-Current Assets</b>		
Leasehold Improvements	45,742	45,742
Less Accumulated Amortisation	45,742	45,742
	-	-
Land & Buildings	83,648	83,648
	83,648	83,648
Motor Vehicles	52,818	52,589
Less Accumulated Depreciation	9,925	7,353
	42,894	45,236
Furniture & Equipment	29,175	32,640
Less Accumulated Depreciation	20,130	18,171
	9,044	14,468
	135,586	143,352
<b>Total Assets</b>	<b>513,315</b>	<b>464,853</b>

**Family Access Network Inc.**  
**ABN 68 473 447 026**  
**Balance Sheet**  
**As at 30 June 2010**

	2010	2009
	\$	\$
<b>Current Liabilities</b>		
Sundry Creditors & Accruals	15,836	17,659
Accounts Payable	18	229
Provision for Employee Benefits	18,186	13,723
Provision for Long Service Leave	28,274	26,434
Provision for GST	7,683	-
Unexpended Specific Purpose Grants	177,775	142,253
	247,771	200,298
<b>Total Liabilities</b>	247,771	200,298
<b>Net Assets</b>	265,543	264,554

**Family Access Network Inc.**  
**ABN 68 473 447 026**  
**Statement of Changes in Equity**  
**For the Year ended 30 June 2010**

	2010	2009
	\$	\$
Retained Surplus at the beginning of the financial year	135,906	135,127
Operating Profit (Loss) attributable to members	989	780
<b>RETAINED SURPLUS AT 30 JUNE 2010</b>	<b>136,895</b>	<b>135,906</b>

## NOTE 1 – STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

This financial report is a special purpose financial report prepared in order to satisfy the financial requirements of the Associations Incorporations Act of Victoria. The Board has determined that the Association is not a reporting entity.

The financial statements have been prepared in accordance with the requirements of the Associations Incorporation Act of Victoria and the following Australian Accounting Standards:

AASB 1018	Income Statement
AAS 4	Depreciation on Non-Current Assets
AAS 5	Materiality
AAS 6	Accounting Policies
AAS 8	Events Occurring after Reporting Date
AAS 10	Recoverable amount of Non-Current Assets
AAS 15	Disclosure of Operating Revenue
AAS 17	Accounting for Leases
AAS 28	Statement of Cash Flows
AAS 36	Balance Sheet

In addition, the accounts comply with UIG Abstract 2 – Accounting for Non Vesting Sick Leave and UIG Abstract 11 – Accounting for Contributions of, or Contributions for the Acquisition on Non-Current Assets.

Other Australian Accounting Standards, Urgent Issues Group Consensus Views or other authoritative pronouncements of the Australian Accounting Standards Board may not have been applied.

The financial report has also been prepared on an accruals basis and is based on historical costs and does not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

The following specific accounting policies, which are consistent with the previous period, unless otherwise stated, have been adopted in the preparation of this report.

### ( a ) Fixed Assets

Freehold land and buildings are carried at cost. No valuation has been applied.

Expenditures on fixed assets exceeding \$750 are capitalized. The depreciable amount of each fixed asset is depreciated over the useful life of the asset to the association commencing from the time the asset is held ready for use. Leasehold improvements are amortized over the shorter of either the unexpired period of the initial lease or the estimated useful lives of the improvements.

The Depreciation rates used for each class of depreciable assets are:

Class of Fixed Asset	Depreciation Rate
Office Equipment	10.00% - 40.00% D.V.
Motor Vehicles	25% D.V.
Leasehold Improvements	20% P.C.

The carrying amount of fixed assets is reviewed annually by the Board to ensure it is not in excess of the recoverable amount of these assets.

The recoverable amount is assessed on the basis of the expected net cash flows which will be received from the assets' employment and subsequent disposal. The expected net cash flows have not been discounted to present values in determining recoverable amounts.

**(b) Employee Benefits**

Provision is made for the association's liability for employee entitlements arising from services rendered by employees to balance date. Employee entitlements expected to be settled within one year together with entitlements arising from wages and salaries, and annual leave which will be settled after one year, have been measured at their nominal amount. Other employee entitlements payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those entitlements. Long service leave is only provided in respect of employees who have completed more than 10 years service.

Contributions are made by the association to employee superannuation funds and are charged as expenses when incurred.

**(c) Cash**

For the purposes of the statement of cash flows, cash includes cash on hand, at call deposits with banks or financial institutions, investments in money market instruments maturing within two months and net of bank overdrafts.

**(d) Income Tax**

The Association is exempt from paying income tax in accordance with the provisions of the Income Tax Assessment Act.

**(e) Grants**

Government recurrent grants are recognized as income during the period of related expenditure. Capital and specific grants are recognized as income at the time that related expenditures are incurred.

**NOTE 2 – RECONCILIATION OF CASH**

For the purposes of the Statement of Cash Flows, cash includes cash on hand and in banks and investments in money market instruments, net of outstanding bank overdrafts.

**NOTE 3 – COMMITMENTS**

Rental payments – within 1 year	\$13,340
- 2011 to 2012	\$26,680

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**Family Access Network Inc.**  
**ABN 68 473 447 026**  
**Statement by Members of the Board of Governance**  
**As at 30th June 2010**

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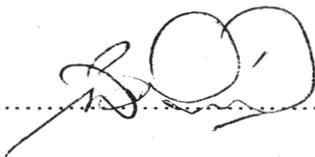
The Board has determined that the association is not a reporting entity.

The Board has determined that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the Board the financial report as set out:

1. Presents fairly the financial position of Family Access Network Inc. as at 30 June 2010 and its performance for the financial year ended on that date.
2. At the date of this statement there are reasonable grounds to believe that Family Network Inc. will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Board and is signed for and on behalf of the Board by



A handwritten signature in black ink, consisting of several loops and a long horizontal stroke, positioned above a dotted line.

Dated this

13th day of August

2010



**J L COLLYER & PARTNERS**  
ACCOUNTANTS & AUDITORS

Suite 1  
187-189 Coleman Parade  
Glen Waverley Vic 3150  
PO Box 340  
Glen Waverley Vic 3150  
  
Phone: 03 9560 0211  
Fax: 03 9561 5497  
Email: [bcatax@collyerpartners.com.au](mailto:bcatax@collyerpartners.com.au)

**INDEPENDENT AUDITOR'S REPORT**

**To the members of FAMILY ACCESS NETWORK**

**Report on the Financial Report**

We have audited the accompanying financial report, being a special purpose financial report, of **FAMILY ACCESS NETWORK** which comprises the balance sheet as at 30<sup>th</sup> June 2010, and the income statement, statement of changes in equity and cash flow statement for the year then ended.

*Management's Responsibility for the Financial Report*

The management of **FAMILY ACCESS NETWORK** is responsible for the preparation and fair presentation of the financial report and has determined that the accounting policies described in Note 1 to the financial statements, which form part of the financial report, are appropriate to meet the needs of the members. The management's responsibility also includes designing, implementing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

*Auditor's Responsibility*

Our responsibility is to express an opinion on the financial report based on our audit. No opinion is expressed as to whether the accounting policies used, as described in Note 1, are appropriate to meet the needs of the members. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial report.

The financial report has been prepared for distribution to members for the purpose of fulfilling the Management's financial reporting requirement. We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

**DIRECTORS**  
**JANET L. COLLYER FCPA**  
**LIONEL R. ARNOLD CA B.BUS**  
**RAELENE LAI CPA B.COM**



**LIABILITY LIMITED BY A SCHEME APPROVED  
UNDER PROFESSIONAL STANDARDS LEGISLATION**

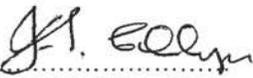
*Independence*

In conducting our audit, we have complied with the relevant independence requirements.

*Auditor's Opinion*

In our opinion the financial report of **FAMILY ACCESS NETWORK**

- (a) gives a true and fair view of **FAMILY ACCESS NETWORK** financial position as at 30<sup>th</sup> June 2010 and of its performance for the year ended on that date in accordance with appropriate accounting policies; and
- (b) complying with appropriate Australian Accounting Standards.

  
.....  
Janet Collyer  
**J L COLLYER & PARTNERS**

9 August 2010

# ACKNOWLEDGEMENT OF SUPPORT & DONATIONS

FAN's services and programs are made possible by the generous support of the following organisations, agencies, local governments, companies, members and individuals:

## Funding Bodies

Department of Human Services /  
Office of Housing

City of Whitehorse  
William Buckland Foundation

St George Foundation  
The Alfred Felton Bequest

## Supported Program/Service

Homeless Support Services  
Housing Establishment Fund -  
including SSATI HEF  
Private Rental Brokerage Program  
Life Skills Program  
Life Skills and Volunteer Programs  
Counselling and Family Mediation (WCSA)  
Childrens Program - Early Years  
Childrens Program - Early Years



## Organisations

{also}  
Austbrokers Countrywide  
Canterbury Council of Churches  
City of Maroondah  
Disadvantaged Youth Fund – Margaret Ogilvie  
Eastern Emergency Relief  
Foundation of Graduates in Early Childhood  
Lions Club of Box Hill  
Nunawading Rotary Club  
Orcadia Foundation – Caroline and Derek Young  
Ringwood Magistrates Court  
Rizzos House of Linen  
Rotary Club of Box Hill  
Salvation Army, EastCare  
St Dominic's Parish, East Camberwell  
St George Foundation  
St Peter's Anglican Parish of Box Hill  
St Peter's Mothers Union, Box Hill  
Streetsmart  
The Allanah and Madeline Foundation  
The Lord Mayor's Charitable Foundation  
The Lord Mayor's Charitable Foundation –  
Youth in Philanthropy  
Kevcom  
BHI Digital

## Individuals\*\*

Allan Rogerson  
Carmella Cassar  
Frederick Fahey  
Gary and Michelle Gannaway  
Helen Killmier  
Leo Clareborough  
Lynne Hillier  
Mr and Mrs Mahlsted  
Nance Morsby  
Olive Clark  
Paul Linossier

*\*\*Some of the individuals above are both donors and/or members.*

# STRATEGIC PLAN 2007 – 2010



## STRATEGIC GOALS

- Document and evaluate program effectiveness in terms of outputs and outcomes
- Maintain healthy organisational culture and style
- Governance, management and operational structure that supports strategic direction and ensures succession planning
- Maintain FAN's uniqueness and innovation
- Strategically develop partnerships and alliances

*Family Access Network, providing services to young people since 1981, is committed to responding to the diverse needs of homeless and at risk young people and young families. Our service philosophy is underpinned by a client focussed rights-based approach. We operate in the belief that timely intervention maximises positive outcomes.*

## Vision

Family Access Network's vision is for a community which acknowledges and values the dignity and worth of all citizens and enables individuals to deal positively with adverse situations in their lives.

## Mission Statement

Family Access Network will provide support to young people who are homeless and those at risk of homelessness in the form of:

- Access to accommodation and support options including therapeutic interventions for both young people and accompanying children.

- Development of resources for young people, children and staff
- Provide social skill development opportunities for at risk young people and accompanying children
- Engage in high quality research while conducting in-house research on best practice and innovation

## Core Principles

- In recognition of the needs of homeless and displaced young people, young families and accompanying children, to provide services that offer individual support according to their perceived needs.
- To reduce homelessness by supporting and assisting young people, young families and accompanying children, who are homeless and in crisis, towards independence and empowerment.
- Undertaking advocacy and developing public awareness of the issues relating to homelessness in general, underpinned by FAN's commitment to housing as a basic human right.

## Core Values

FAN board, staff and volunteers embrace, support and contribute to the following core values:

- Empowering and Inclusive
- Respectful of and embracing diversity
- Uphold rights of children and young people
- Rights based and client focussed
- Honesty and Trust
- Ethical
- Innovation and best practice

## Focus Areas for Strategic Plan

### Year One (2007) - Growth

- Define, Capitalise on, and Maintain our Uniqueness
- Stakeholder survey to identify how they define our uniqueness
- Compare this with our own perception, and
- Ensure that our uniqueness is relevant, protected and strengthened in all partnerships

Discuss and identify our optimal size and growth strategy as a component of our risk plan and act accordingly.

### Year Two (2008) - Consolidation

Service expansion and growth is likely to continue into 2007/08: ensure FAN's viability in the context of stretched Management/Team Leader/Program Coordinator roles and responsibilities. Too much growth too quickly can be problematic, therefore focus on consolidation. Ensure that programs and activities strengthen FAN's uniqueness.

Stakeholder analysis - separating 'stakeholders' from 'partners', and ensuring appropriate relationships with each group.

Research to include unmet need, measurable outcomes, and Front Door implications.

Measure the impact of consolidation to provide an evaluation base for innovation.

### Year Three (2009) - Innovation

Consider our legal structure, particularly in light of

- (a) Post-2006 amendments to the Victorian Association Incorporation Act and
- (b) Homeless/Housing Act reforms – either of these may require migration to Company Limited by Guarantee.

Initiate new, improved or expanded programs and services on the basis of Year two activity.

### Year Four (2010) - Evaluation as a basis for future planning

Total organisation evaluation as basis for planning the next 3-4 years.

- Whole of organisation involvement in evaluating process and progress against the Board-endorsed strategic goals.
- Where objectives have been satisfactorily achieved, identify the critical success factors that led or contributed to satisfactory achievement?
- Where objectives have not been satisfactorily achieved, identify the contributing factors to this unsatisfactory result?

What were the unanticipated outcomes through the four-year strategic planning period – both positive and negative: and what were the contributing factors that led to these unanticipated outcomes? How will both the contributing factors and unanticipated outcomes affect the next four year Strategic Plan?

# PORTFOLIOS



Since FAN's inception in 1981, a series of organisational reviews – internally and externally facilitated, strategic plans, sector surveys, client surveys, staff, board and volunteer planning and associated processes have been utilised to inform the way in which services are provided.

Practice reflection based on client-centred perspective is demonstrated in programs, case management, language, systems, processes, physical environment and organisational culture. A number of factors contribute, which has enabled FAN to clearly uphold the principles of client focused rights based approach.

One of the most successful developments at FAN in recent years is the staff driven Portfolios, which came about in 2004 following a review of ten years of data and trends. In addition the introduction of portfolios was an appreciation that although supporting clients creates wonderful achievements and recognition for workers it does have its challenges and impacts. Working in self managed cross program teams, workers reflect on and contribute to client enhancements and strategic directions, offering diversity of opportunities and skill development. Portfolios have also led to the development and funding of specific programs as well as fostering the learning environment that enables the engagement more broadly in research, best practice and innovation that has become embedded practice at FAN.

## Current Portfolios

- OH&S
- Continuous Quality Improvement (CQI)
  - Policy and Legislation
  - Accreditation
  - Risk management
- Same Sex Attracted Transgender Intersex (SSATI)
- Publicity and Promotions
- Education and Employment
- Client Wellbeing and Holistic responses
- Staff Wellbeing
- Client Participation
- Human Rights and Advocacy

# ACRONYM LIST

CALD	Culturally and Linguistically Diverse
CAMHS	Child and Adolescent Mental Health Service
CEEP	Creating Connections Education Employment Pathways
CH (VIC) L	Community Housing Victoria Limited
CHP	Council to Homeless Persons
CoW	City of Whitehorse
CQI	Continuous Quality Improvement
DHS	Department of Human Services
EACH	Eastern Access Community Health
EMR	Eastern Metropolitan Region
FaHCSIA	Department of Family, Housing, Community Services and Indigenous Affairs
FAN	Family Access Network
FRMP	Family Reconciliation and Mediation Program
HASS	Homelessness Assistance Service Standards
HEF	Housing Establishment Fund
HSS	Homeless Support Services
MOU	Memorandum of Understanding
NDCA	National Data Collection Agency
OH & S	Occupational Health and Safety
OoH	Office of Housing
PRBP	Private Rental Brokerage Program
QICSA	Quality Improvement and Community Services Accreditation
ROK	Reach Out for Kids
SAAP	Supported Accommodation Assistance Program
S.E.A	Same Sex Attracted Transgender Eastern Action Network
SSATI	Same Sex Attracted Transgender Intersex
THM	Transitional Housing Manager
VCOSS	Victorian Centre of Social Services
WCSA	Whitehorse Counselling Services Alliance
YHAP1	Youth Homelessness Action Plan Stage One
YHAP2	Youth Homelessness Action Plan Stage Two – Creating Corrections
YIWP	Youth Issues Working Party



