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Statement of Service Philosophy

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. We contribute to this vision by providing support for homeless young people, including those pregnant and/or parenting and couples, in the form of access to accommodation options enabling them to achieve stability and empowerment to full independence.

Co-ordinate a Life Skills Program to provide social skill development opportunities for young people

Provide Tenancy Support on all aspects of Victorian rental laws for tenants and landlords in the form of information, advice and advocacy.

Facilitate a Volunteer Program to act as mentors to clients.

Core Principles

In recognition of the needs of homeless and displaced young people, the provision of services that offer individual support according to their perceived needs.

To reduce homelessness by supporting and assisting young people, who are homeless and in crisis, towards independence and

empowerment and undertaking advocacy and developing public awareness of the issues involved with homelessness in general.

To undertake specialist advice to tenants and landlords in public and private housing.

Description of Service

Family Access Network is a community based service, operating in the Eastern Metropolitan Region. The service was established in 1981 and is located in Box Hill.

The services provided are:

- Access to low cost supported housing for homeless young single, pregnant, parenting families and couples aged 16-25 years.
- Support to assist young people in our target group to access private rental accommodation, secure public housing or other support as required.
- Telephone information and referral service on options and resources for young people seeking accommodation. Housing Establishment Fund to assist with rental arrears, rent in advance, limited bond and removal costs.

- A team of volunteers provide a positive role model and links into the community.
- Life Skills Program for young people residing or with links in the City of Whitehorse. A variety of workshop based programs to assist young people to learn new skills in a personal development framework.
- Inner Eastern Tenant Information Service is available as a free and confidential resource to tenants/landlords residing in Monash, Manningham, Whitehorse and Boroondara. Information is available on all matters relating to Residential and Rooming House Tenancies, preparation and representation for tenants at the Victorian Civil and Administrative Tribunal. Conciliation is available for landlords, agents and tenants. IETIS operates a regional community educational program. Telephone and onsite interpreters are available on request.

Service Objectives



FAN Family Access Network

Supported Accommodation & Assistance Program (SAAP)

- Assess requests for assistance and consider appropriate responses such as accessing accommodation or referral.
- Involve young people in the decision making processes that affects their lives and increase young people's access to local community supports and resources.
- Maintain case management practices consistent with client needs.
- Assist young people in establishing and maintaining contact with family of origin, where appropriate. When family reconciliation is not feasible, assist and facilitate other desired outcomes.
- Involve young people in educational and personal support processes, which facilitate an understanding of the rights, duties and obligations that will enhance personal growth and independence.
- Accept ongoing responsibility for the young person's support while a client of Family Access Network. To co-ordinate and engage with existing professional agencies for the ongoing support of the young person when required.
- Recruit, train and support volunteers to offer mentoring support to young people
- Ensure that Staff and Committee maintain the philosophy and objectives of Family Access Network Inc.
- Develop and maintain a team approach with a strong co-operative spirit and an attitude of mutual support.
- Maintain effective data and case recording procedures.
- Implement evaluation procedures for service delivery and overall program.
- Promote public awareness of the issues regarding youth homelessness and encourage community involvement in Family Access Network or like-purpose agencies and programs.
- Advocate to relevant housing bodies the need for increased availability of and independent access to adequate rental housing for young people.

Life Skills Program

- Create positive, creative opportunities for at risk young people aged 12-25 years, who are associated with or reside in the City of Whitehorse. The programs aim to assist young people to develop life skills and to ensure a safe environment in which to share experiences.
- Promote social and emotional well-being and enhance self-esteem.
- Encourage young people to become peer leaders or facilitators of programs.
- Provide personal development and enhance employment, educational and social opportunities.
- Provide pro-social activities within the community that foster a sense of connectedness and explore personal and structural issues.
- Support the positive contributions young people make to the local community.
- Equip young people with strengths and resilience to enhance their ability to contribute to the local community through productivity and employment.
- Address issues that prove to be barriers securing and maintaining employment.
- Introduce young people to others via group activities and work individually on life and pre-vocational skills where appropriate.
- Maintain program data collection to conduct ongoing program evaluation and development for reporting purposes to funding bodies.
- Utilise local media to promote the skills and profile of young people in the community.
- Create partnerships with other community agencies to develop maintain and expand networking and collaborative processes.
- Develop programs that are accessible for culturally and linguistically diverse young people.
- Recruit and support volunteers to assist in workshop and group activities.

Service Objectives



FAN Family Access Network

Inner Eastern Tenant Information Service

- Provide free tenancy information to tenants and landlords living in the inner eastern region.
- Support and advocate for tenants who are disadvantaged in the marketplace.
- Provide a service that is accessible to tenants and landlords living in the inner eastern region.
- Provide assistance to service users whose language is other than English.
- Provide assistance to tenants who may be socially, economically, linguistically or culturally disadvantaged.
- Inform tenants and landlords of their rights through a broad range of community education activities.
- Identify and address issues that adversely affect the operation of a fair and equitable marketplace.

Service Objectives - Volunteering/Community Involvement

- Engage in promotional campaigns for the purpose of raising community awareness and recruiting volunteers.
- Strategically plan for the volunteer needs of Family Access Network Inc.
- Consult with volunteers around developing training to meet their needs
- Conduct regular support meetings and training sessions for volunteers.
- Develop and extend volunteer brochures and any other relevant materials for training purposes.
- Acknowledge the services that Volunteers provide.
- Provide some reimbursement to volunteers for out of pocket expenses incurred in their support of homeless young people.
- Develop and maintain a team approach between staff and volunteers in the delivery of services.
- Ensure that volunteers maintain the philosophy and objectives of Family Access Network Inc.
- Develop and maintain linkages with other associated services that are relevant to its aims.

Chair's Report



FAN Family Access Network

Welcome to the Annual General Meeting of Family Access Network. It's hard to believe that it has been a year since the celebration of FAN's twentieth anniversary. Since then there have been a number of changes in both the Management Committee and the staff team. Vanessa, Anne, Chrissy and Jill were successful in gaining employment in other agencies. I thank them all for their hard work and dedication during their time at FAN and wish them well in their new positions.

Welcome to Kelle, Steve, Donna and Christina. We have been very fortunate to have recruited such excellent replacement staff, and they have settled in to the organisation very well.

A number of members have retired from the committee since last year. Their contributions to the organisation have been highly valued and I thank them for their involvement. I would particularly like to acknowledge the departing deputy chair, Leo Clarebrough who has been involved with FAN since its inception and has been an invaluable support.

Thanks must also be extended to the Rotary Club for their commitment to co-funding the Lifeskills Program for the next three years. This program has been very successful in providing a range of practical opportunities for young people but has always struggled for adequate funds. The sense of security that this funding provides will also enable the program to expand.

There are several challenges for FAN that have emerged this year. The proposal by SAAP to reduce the duration of support to our clients is particularly disturbing and it is pleasing to see agencies in the sector joining forces to challenge it. FAN will continue to advocate for the proposal to be rejected and for adequate support to continue to be available to our clients.

Lack of affordable housing options for our client group is becoming an issue of critical importance. FAN will continue to investigate all avenues as a means of trying to address this problem. The leasing by the Office of Housing of a FAN owned property has created additional resources which can be used for this purpose.

Regrettably, the office refurbishment is yet to occur, however most of the major hurdles have been overcome. Thanks to Sue's tireless efforts and Colin's involvement in negotiations with St Peters, the building project is reaching fruition. The extension and improvement of the office facilities is absolutely necessary and will greatly enhance the amenity for staff and clients.

I would like to extend heartfelt thanks to all staff and committee members for their hard work and dedication. Your efforts are greatly appreciated and FAN could not operate as effectively without that commitment.

Thank you.
Gerry Thurlings

2001/2002 Highlights/Achievements



FAN Family Access Network

- The Strategic Plan Framework, developed through the Community Aid Abroad Skills Sharing Scheme, achieved most of the recommended outcomes during 2001/2002. The outstanding issues are, in many cases, external or structural that require additional input beyond that generated by Family Access Network, notably :- funded Co-ordinator of Volunteers and upgraded office space.
- FAN office improvement has involved considerable consultation between St Peter's (landlord) and FAN. The difficulty presented for much of the reporting period was around securing an affordable builder. This has occurred and we await the final details and sign off of contracts.
- The Inner East Tenant Information Service (IETIS) participated in the Consumer Affairs Victoria (CAV) Review of the Community Programs. The outcome of the Review led to the rollover of the existing contract with some potential growth for the program into consumer services from the next financial year. FAN participated in the development of sector wide service standards and benchmarks. A Ministerial recommendation, from the Review, resulted in the branding of agencies, to ensure client identification of services. IETIS will be renamed Consumer Affairs Inner East. Throughout the reporting period the service maintained a high level of performance and reflected a trend in more complex support required, resulting frequently in multiple contacts to resolve disputes and issues. IETIS continues its outreach to both Oakleigh Migrant Resource Centre and Camcare. Both agencies are acknowledged for their support in ensuring the service is accessible across the local government areas of Monash and Boroondarra. Jill Campbell left the program in 2001 and we extend our appreciation for her four years in the role of tenant support worker. Christina Djadkin joined the program in 2001 and has brought valuable property management skills and RTA knowledge to the position. Cathryn Taylor has been a tenant support worker in the program for five years. Her ongoing commitment and enthusiasm have contributed to the regard in which the program is held.
- The Life Skills Program has progressed to its fifth year. Kelle Castellano joined the program in 2001 and has consolidated the previous strengths of the program and contributed much energy and enthusiasm to building stronger community links, projects, workshops, and partnerships. A Wednesday night youth group commenced in 2002 and has resulted in a regular commitment by a growing group of young people, eager to participate in a range of activities. Box Hill Rotary expanded their commitment further to match the funding provided by the City of Whitehorse for the next three years. This has enabled significant increase in Kelle's hours and the opportunity to expand the program. The City of Whitehorse are acknowledged for their ongoing support, and the Box Hill Rotary partnership will ensure the Program goes from strength to strength.
- The Volunteer Program underwent further Review in 2001 and resulted in the conclusion of the Community Placement Program after 20 years. The Volunteer Program also undertook an expansion into the Life Skills Program, supported by the efforts of Kelle Castellano. A key objective of the Volunteer Program is to secure additional resources to employ a designated Co-ordinator of Volunteers as the position is not fully supported as an adjunct to the Manager's role. Several submissions are in progress to that end.
- Enhanced Case Managed Crisis Response, funded by the Department of Human Services, operated for a period of 4 months in the second half of 2001. However, client and regional expectations resulted in referrals continuing long after the crisis response concluded. The project supported 37 clients in crisis against a funded target of 25. This project was made possible by SAAP staff extending their hours and incorporating a shared case mix of crisis and transitional clients. The project contributed to some considerable learning around appropriate interventions and the need for a range of resources and responses.
- Family Access Network provided support to the successful submission of Eastcare/Salvation Army for the Eastern Metropolitan Crisis Support Service. Congratulations to Eastcare for securing the management of the crisis facility, support and attached housing response, and to Wesley Homelessness Services for securing the intake and referral component of the Regional Crisis Response. Access to suitable crisis housing has been a regional issue for many years.

2001/2002 Highlight/Achievements cont...



FAN Family Access Network

- The Supported Accommodation Assistance Program (SAAP) has seen a year of significant growth in client numbers. 109 support periods through the reporting period, with a target of 72 from the Department of Human Services, this represents a considerable performance increase. However this does stretch existing resources and is reflective of a range of regional issues and the increasing specialisation of FAN's support to young families. Of the 190 support periods 41% presented as a family unit, with 33 accompanying children. Of those 49% are aged 15 – 19 years, and 48% are aged 20 – 24 and 3% over 25. Supporting young families requires links to a range of ancillary services, and the capacity to respond to pregnancy and parenting support, relationship issues, and in some cases child protection and family violence issues. The Life Skills Program provides opportunities for additional support to SAAP clients, notably the weekly young mum's group, the weekly youth group, the workshop activities eg, cooking and self defence to name a few.
- FAN had an article "Young Families – On The Increase And Growing, But With Nowhere To Go!" published in the February 2002 edition of Parity, a journal produced by Council To Homeless Persons. The focus of the edition "Responding To Family Homelessness".
- SAAP service response saw some staff changes during the reporting period. Vanessa Walker after 3 years at FAN and Anne Tuke after 2 years at FAN secured full time employment within the sector. Both have contributed enormously to FAN's programs and are to be congratulated on their professionalism and commitment to clients. In their place we have welcomed Steve Hewitt, a very experienced worker in SAAP/THM services, and Donna Boon, newly entering the sector. Both have brought a new energy to the program. Steve performs the role of SMART Coordinator, the computerised data system, and has recently undertaken the Occupational Health and Safety Officer position, including amending current OH&S systems. Donna came to FAN in a locum role, following her success on the volunteer support team. Donna is currently completing her Bachelor of Youth Affairs through her final placement with the Life Skills Program, specifically in the Young Mum's Group. In addition Kelle Castellano, retains a limited number of SAAP clients, which strengthens the integration between the Life Skills and the SAAP Program, one of the key objectives of the Strategic Plan.
- Brigitte Hammer is in her 12th year with Family Access Network. Brigitte brings significant strengths to the role, and frequently offers mentoring to new and experienced staff alike. For some years Brigitte has taken on the development of volunteer training and the production of the FAN newsletter. Brigitte, in conjunction with Lynne, has been pursuing funding opportunities for the Co-ordinator of Volunteers role. Recently Brigitte undertook the implementation of the Privacy Principles, including, participation in information sessions, development of staff information packages and training, and the development of appropriate compliance responses.
- Lynne Hahn in her role as Financial Administrator is the linchpin for the organization. Lynne has been an employee of FAN for 10 years and several years prior to that in a contracted role. Lynne undertakes all the financial management systems across the three funded program areas, and all other financial requirements, including preparation of budgets, returns and accounts for auditing. Lynne is the Secretary of FAN and in that role is an ex officio member of the Executive and Management Committee. Lynne maintains the current lease arrangements for tenants in the FAN owned property and has spent considerable time this year negotiation with the Office of Housing around the future arrangements for the property. In particular I would like to acknowledge Lynne for the enormous support she provides to the Manager's position.
- Recruiting and maintaining participation on the management committee is not an easy task. FAN have been very fortunate to enjoy longevity of commitment from staff, volunteers and committee. During the reporting period the longest serving member of the management committee, Leo Clarebrough, retired. Leo contributed 22 years in the support of homeless young people. Initially on the management committee of Grovedale House Support Committee and then joining

2002 Highlight/Achievements cont....



FAN Family Access Network

FAN's committee when Grovedale merged and we became FAN in 1993. Leo has undertaken many roles, Landlord prior to the THM implementation, this included rental collection, tenancy and grievance hearings, support and mentoring, neighbourhood relations, working bees and whatever else was required, and there was usually quite a bit. Leo performed his role on the management committee with diligence and commitment, rarely missing a meeting. Leo was an active advocate for the clients, a support to the staff and committed to social justice principles. Leo read and commented on the door-stopping government reports that have emerged over the years, from the Youth and Family Services Redevelopment to the Victorian Homelessness Strategy. He participated in many sector wide meetings and became a founding and ongoing member of the Executive of United Support Services. Leo's passion and commitment was noted by other agencies and we were the envy of many for having such a truly dedicated member on our committee. Leo, and his wife Dorothy, maintained an ongoing concern and affection for the clients and always participated in the annual Christmas barbecues, including the role of Father Christmas. Leo a mentor to us all, and to me in particular. Words cannot convey all that I have learned from him and how much I admire his passion, conviction and sheer humanity. Thank you, Leo.

Family Access Network staff and committee have participated in a range of consultations and reviews during the reporting period:-

- Children's Welfare Association of Victoria (CWAV) Members Forums.
- CWAV Partnership and Collaboration Building Report.
- Common Assessment Framework Consultation.
- Consumer Affairs Victoria, Community Programs Review.
- Council To Homeless Persons Regional Consultation.
- Council To Homeless Persons VHS Sector Wide Forum.
- Eastern Crisis Accommodation and Support Service Forum
- Eastern Housing Issues Group.
- Housing Establishment Fund (HEF) Review
- Homebound Project – Centrelink/SAAP partnership
- Lord Mayors Percy Baxter Trust Round Table.
- Residential Tenancies Act Review.
- Rental Arrears Reference Group
- Regional Homelessness Strategic Plan, Consultations & Implementation Forums.
- Statewide Youth Homelessness Action Plan.
- Training Needs Analysis Consultation.
- Victorian Homelessness Strategy Consultations and Forums.
- Volunteering Victoria Members Forums.

Management Committee Members



FAN Family Access Network

Chair	Gerry Thurlings	
Deputy Chair	Bruce Argyle Leo Clarebrough (retired)	
Secretary	Lynne Hahn	
Treasurer	Ted Russell	
General Committee	Chris Meneilly Colin Bellis Sue Carlile	Judy Aiton (retired) Barry Duggan (retired) Warren Anderson

Staff Members

Manager - Sue Carlile

Financial Administrator - Lynne Hahn

Youth Accommodation and Family Support Service

Sue Carlile
Brigitte Hammer
Steve Hewitt
Donna Boon
Kelle Castellano
Vanessa Walker (resigned)
Anne Tuke (resigned)

Volunteer Involvement Program

Sue Carlile
Kelle Castellano

Inner Eastern Tenant Information Service

Cathryn Taylor
Christina Djadkin
Jill Campbell (resigned)
Lynne Hahn

Life Skills Program

Kelle Castellano
Chrissy Singh (resigned)

Honorary Life Members

Olive Clark
Rex and Sue Filson
Ted Long
Allan Rogerson

Tony Sell
Shirley Ingram (Baird)
Steve McLoughlin
David Webster

Caroline Young
Leo Clarebrough
Debbie Brown
Sue Carlile

Wendy Brooksbank
Rae Cook
Robert Joynt

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	Mellisa Clemans		

Supported Accommodation & Assistance Program - Services Provided



FAN Family Access Network

The overall aim of the Supported Accommodation Assistance Program at FAN is to address the multifarious needs of young people who are homeless or at risk of homelessness. We cater for singles and increasingly family units, which include pregnant, parenting as well as couples under the age of 25 years. Factors such as family/relationship conflict and breakdown, mental health challenges, family violence issues and alcohol/drug abuse have significant long term impact on the lives of clients above and beyond their critical need for safe, secure and affordable housing.

The lack of affordable private rental, a scarcity of public housing stock, limited emergency/crisis housing (particularly for family units and couples) remain critical issues. In addition to this, the high rates of youth unemployment, the lack of educational/training attainment and discrimination factors also play a large role in the cycle of homelessness.

A case management model of service delivery is used for all clients, which focuses on 8 processes: entry/screening, assessment, planning, direct service, co-ordination, monitoring & review, exit planning/case closure and followup.

Support

FAN offers support to people 16 – 25 years who are homeless or at risk of homelessness. This support is offered is:

- Advocacy and support with housing needs
- Information and assistance in accessing housing in transitional, public housing or private rental
- General personal counselling and/or referral to family counselling, specialist counselling and mediation
- Information and advocacy relating to other options and services
- Referral and assistance to access community services
- Post accommodation support to young people who have previously been accommodated in transitional housing
- Assistance, liaison and referral to other services for legal advice, income advice, employment/training, personal counselling, family counselling/mediation, crisis counselling and financial counselling
- Assistance with the process of accessing public housing, through the Segmented Waiting List

Transitional Accommodation

FAN has nomination rights to 8 transitional housing properties; 7 located in the City of Whitehorse with a bed capacity of 15 and 1 located in the City of Boroondara with a bed capacity of 3. Three of these properties are for shared single use and five properties for family units: pregnant, parenting or couple accommodation.

Independent Accommodation

FAN also owns one property, obtained with the assistance of the Office of Youth Affairs that was utilized as both a shared and family property.

Housing Establishment Fund (HEF)

FAN is granted \$5840.50 annually from the Office of Housing. Our objective is to provide financial assistance to young people residing in or moving to the Eastern suburbs. This can be utilized for rent in advance, rental arrears, relocation costs and emergency housing costs.

Salvation Army Social Housing Service (SASHS) and Community Housing Ltd (CHL) are allocated a majority of the HEF money in the Eastern Region. Wesley Community Contact Centre is the primary contact for the Eastern Region in accessing emergency accommodation through HEF.

Material Aid

Material aid is available to FAN clients in emergency situations for food, medical and travel requirements. These funds are made available through donations from a variety of private individuals and groups and public benefactors. These funds are also used to provide doonas, pillows, linen, towels and toiletries.

Client Trends and Developments

- An alarming increase in the number of people presented to FAN in immediate crisis and in need of emergency accommodation. Referrals have been taken from the staff at FAN from either the young person or a worker calling on their behalf. This has included a number of young families and young pregnant women. It is transparently clear that there is a huge gap in the availability of appropriate crisis housing.
- Referrals for assistance from pregnant and parenting families are continuing to increase and present with significantly high and complex support needs.
- An increase in the number of clients presenting with dual diagnosis involving drug/alcohol and

Supported Accommodation & Assistance Program cont



FAN Family Access Network

mental health issues. Referral processes for these clients are problematic due in part to the tight criteria of the current health care system.

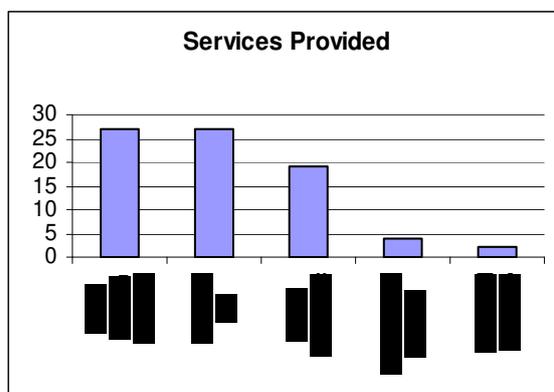
- A marked lack of affordable and accessible private rental market in this region has resulted on an over demand for public housing applicants. This has consequently clogged up public

housing waiting lists to an ever-increasing high. Transitional housing tenants have therefore been unable to exit as no other options for secure, safe and affordable housing has been accessible.

Donna Boon and Brigitte Hammer

CRISIS PROGRAM ENHANCED CASE MANAGEMENT

The Department of Human Services (DHS) allocated \$20,000 to Family Access Network to provide an interim Crisis Program Enhancement Case Managed Response. The project operated for four months from July to November 2001. FAN responded to this by increasing the hours of the existing SAAP workers. This enabled a team response and shared the stresses involved in a crisis program. A FAN owned property was temporarily reallocated to crisis housing and protocols for crisis housing developed with a range of private providers. DHS required 25 support periods, however FAN provided 37 support periods, some clients presented more than once. Of the 37 support periods, 27 clients were directly assisted to secure crisis accommodation, 4 clients assisted with relocation/storage costs, 19 clients assisted with travel expenses, 2 clients assisted with essential furniture, and additional requirements of food parcels, food vouchers, bedding, childrens' needs were provided to 27 clients. See chart below.



The guidelines from DHS indicated that an enhanced crisis response would divert clients from transitional housing and that funds could not be utilised for food or other forms of direct material aid. It was the experience of FAN that these expectations were unrealistic. In many cases the client had been going from service to service and were at a point where it was untenable to house but not feed clients in crisis, particularly when later in day and with little or no options available.

The project provided some valuable learning in addition to the assistance provided to clients in crisis. FAN's observation that an appropriate brokerage model requires a funded capacity to provide an intensive outreach model, with a flexible pool of brokerage funds to address the urgent need of clients. Critical to the whole model is the access to "no" or low cost housing with flexible entry and exit options. Many clients requiring a crisis intervention have multiple issues which often precludes them in securing private rental, young people experiencing primary homelessness can almost never move directly into private rental. Clients experiencing or leaving a situation of violence/family crisis require a more intensive integrated response, rather than a focus on a quick fix and private rental as the solution. The waiting period for segmented waiting list applicants created further difficulties in the length of crisis housing required.

Sue Carlile

Supported Accommodation & Assistance Program Data



Chart 1 - Persons Requesting Assistance

FAN provided 109 support periods for clients in the 15-25 age groups. 33 Accompanying children presented during the reporting period. 41% presenting clients were a family Unit. 59% presenting clients were single.

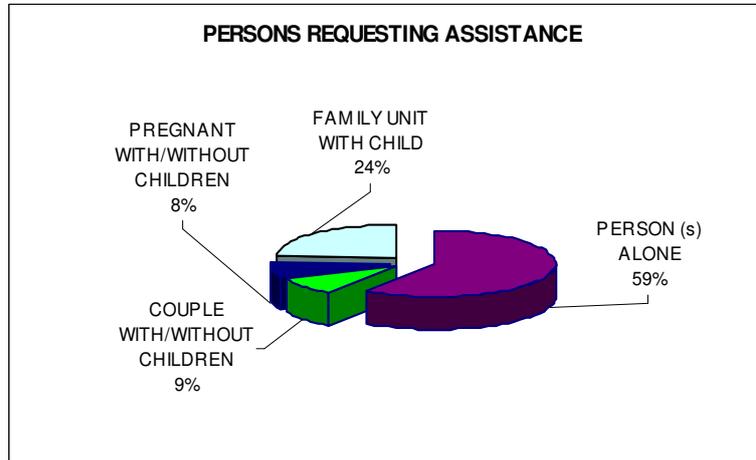


Chart 2 - Gender of Clients

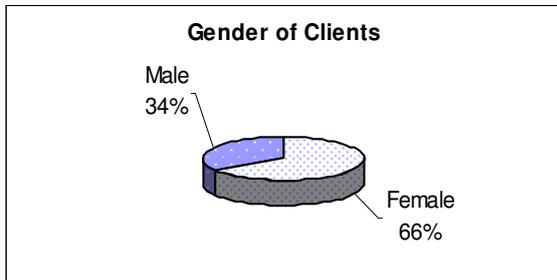


Chart 3 - Ages of Clients

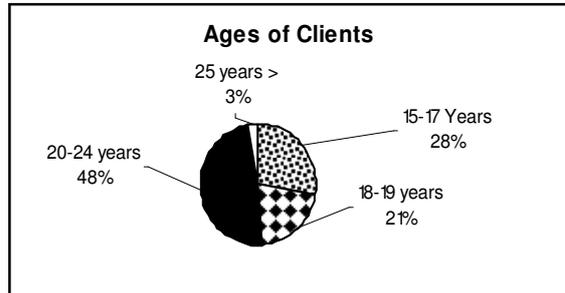
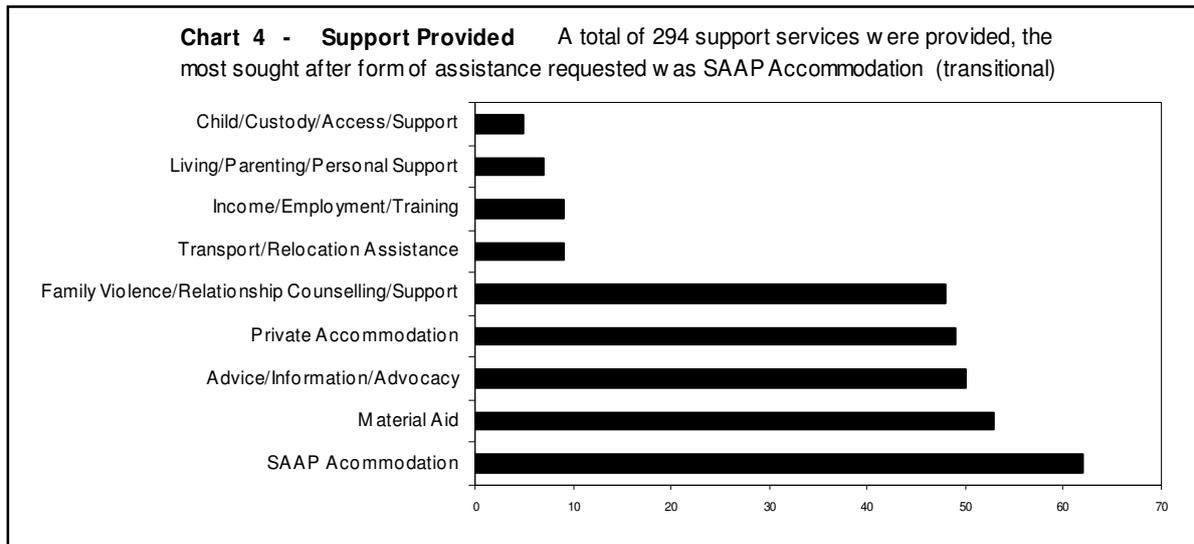


Chart 4 - Support Provided A total of 294 support services were provided, the most sought after form of assistance requested was SAAP Accommodation (transitional)



Supported Accommodation & Assistance Program Data cont ...



Chart 5 (a)

Primary Income Source Before Support Period

The single Centrelink payment of 57% includes those women who presented as pregnant.

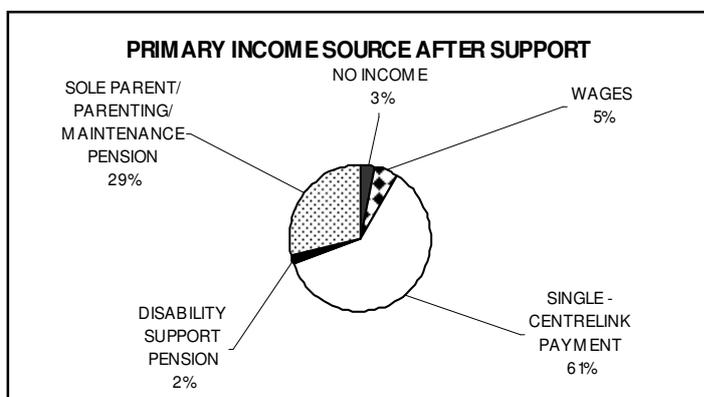
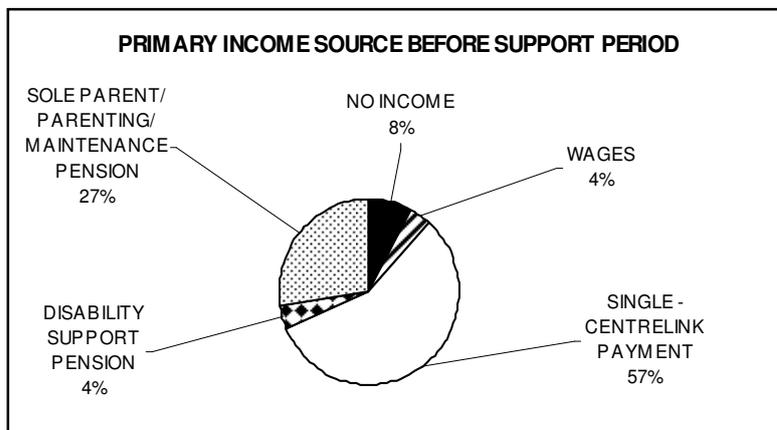


Chart 5 (b)

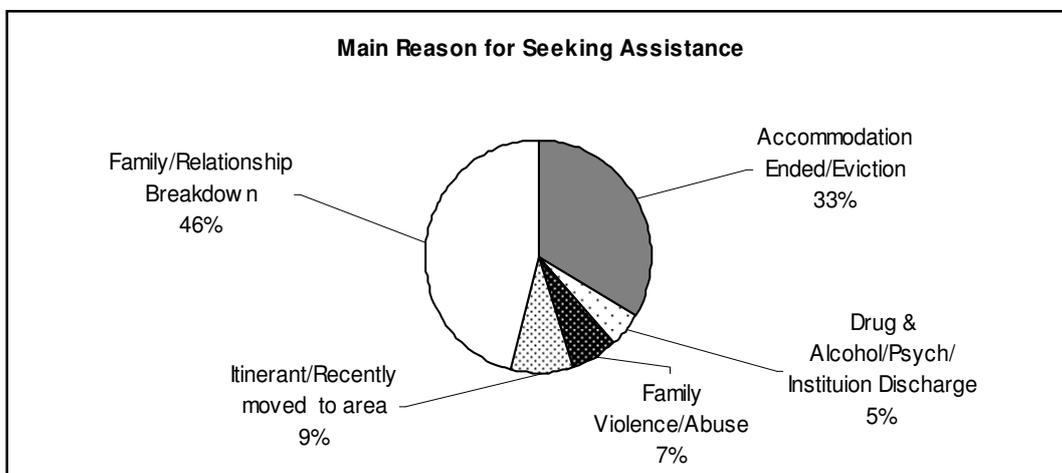
Primary Income Source After Support

Comparative analysis of income source before and after support period indicates:

1. Increase of 20% of clients that received sole parent/parenting/maintenance.
2. Increase of 5% of clients that started with no income and ended with an income.
3. Decrease of 20% of clients who were on a disability support pension.
4. Increase of 1% of clients who received a wage at end of support period.

Chart 6 - Main Reason for Seeking Assistance

By far the majority of clients presenting to FAN sought assistance due to family/relationship breakdown, followed by eviction or accommodation ended. These figures are congruent with major studies undertaken Australia-wide. 12% of clients presented due to drug/alcohol, family violence abuse, psychiatric issues or institutional discharge (eg prison). It is worth noting that clients could have presented with a combined set of issues in these categories.



Unassisted Referrals



FAN Family Access Network

Table 1

Quarter	
Q 1: July - September 2001	45
Q 2: October - December 2001	40
Q 3: January - March 2002	69
Q 4: April - June 2002	45
Totals	199

A breakdown of unassisted referrals by quarter is shown in table 1. Overall the figures a slightly less than last year (241) This does not necessarily mean demand is down, but more a reflection that response from FAN was higher. We assisted a higher number of clients this year than the previous year and in addition we had a crisis response component that assisted 37 clients during this period.

In Table 2, the type of service primarily being sought demonstrates a high need for transitional accommodation. As the figures show, 76% of requests were for transitional accommodation.

Out of the total of unassisted referrals, 30% were either pregnant or parenting.

Table 2

Service Requested by	
Singles	137
Pregnant Women	10
Family Group	48
Couples	4
	199
Services Requested	
Crisis	20
Short	19
Medium (transitional)	153
Long	7
Total	199

Table 3

Reason For Not Accommodating	
No vacancy in Transitional Housing	143
No support vacancy	7
Withdrew request/did not contact further	
Inappropriate Referral (Age)	13
Inappropriate other reasons (eg emergency accomm/lead tenant)	29
Total	199

Table 3 details the reasons requests were not able to be met These figures highlight that 72% of all requests could not be met due to demand exceeding the supply of current housing stock available to us.

Table 4 details the age range and the gender Balance of the people requesting services from FAN. It is worth noting that male unassisted referrals comprised of 32% of the total. Female unassisted referrals comprised of 68% of the total. This demonstrates that significantly more females have requested services from FAN in this reporting period and that a large number of females (around 50%) of all females present as pregnant or parenting rather than as singles. 72% of clients were aged 20 years or under.

Table 4

Age	Male	Female	Total
15	3	3	6
16	9	21	32
17	13	22	35
18	10	20	30
19	11	15	26
20	6	12	18
21	4	10	14
22-25	4	14	18
25+	3	7	10
Unknown	2	10	12
Totals	65	134	199

Steve Hewitt

Volunteering/Community Involvement



FAN Family Access Network

Sue Carlile Manager

As FAN moves into its third decade it is notable that throughout the 20 plus years of support to the community there has been a continuous involvement of volunteers. This is no small achievement. It reflects on FAN's commitment to include the community in our response, to provide links into the community for our clients and to ensure the diversity of skills and contributions. It also demonstrates that there are a number of people who are committed to social justice principles, motivated by the commitment to value adding for the community, and, in the process, benefit from the contribution made.

In 2001, The International Year of Volunteers, the community was reminded of the extraordinary contribution that volunteers make. It is appreciated that FAN received funding to run some specific training and volunteer/client activities during that year. However we have been unable to secure funding to employ a designated Co-ordinator of Volunteers. For some years that role has existed as an adjunct to the Managers position. As each year passes the Managers role is less able to provide the specific recruitment, training and associated requirements in supporting volunteers. This is reflected in the numbers of volunteers currently involved in FAN's programs. Within the staff team there is a high level of co-operation and other members have taken on roles in relation to the support of volunteers. Brigitte Hammer has been developing the volunteer training and FAN newsletter for several years, and her support to this has ensured its continuation. Kelle Castellano contributed further to the Review of The Volunteer Program commenced in 2001. During 2002 Kelle developed volunteer strategies for the Life Skills Program, including the updating of documents, brochures and the development of proforma volunteer recruitment documents. This brings added strength and skill base to the program. Brigitte and Lynne have been pursuing opportunities for funding for a Co-ordinator of Volunteers position, and at present there are several options. We remain hopeful. We also remain committed to the principles of volunteering and the opportunities it offers for clients and volunteers alike. It has been said before and it is no less true today, that volunteering at FAN has laid the foundation for many in their pursuit of study and employment in the sector.

Volunteers continue to provide an active role in the governance of the agency and the support of clients, specifically:-

Management Committee

During the reporting period FAN was fortunate in recruiting several new members to the committee. Their input provides diversity in views and brings a fresh approach to the organization. The Strategic Plan highlighted some specific skill areas for committee recruitment and we have successfully met those objectives. The committee roles are:-

- Governance of the service.
- Ensuring appropriate policies and practices are in place.
- Ensuring that FAN meets all compliance requirements.
- Future direction, planning and securing the viability of the service.
- Representation of the service in negotiations with funding bodies, consultations and reviews, speaking engagements and other community participation.

The full committee meet bi-monthly and the Executive, Finance, Staff Liaison and specific task committees meet either monthly or as required.

During the reporting period there have been several committee members whose involvement in specific areas has required a considerable commitment of time. In particular I would like to extend appreciation to Ted Russell, for his extensive contribution to the role of Treasurer in the past few months. Ted, through his accounting skills, has ensured that FAN is on track around Fringe Benefits compliance, and has contributed to extensive reviews of financial systems and the preparation of statements and advice for the newly appointed auditor. In addition Ted developed an induction package for new committee members. Colin Bellis, also joined FAN in the last year and has brought his legal skills to our negotiation around the lease and building project, participating in a number of meetings and preparation of documents.

The diversity of participation on the committee brings enormous strength to the agency. Gerry Thurlings, Chairperson, a public housing advocate employed at Eastern Tenancy and Housing Ltd, and comes from a strong background in community and SAAP work. Bruce



Argyle, Deputy Chair, is the National Manager of Regional Extended Family Services, and also brings considerable years of experience in the youth sector across a range of program areas. Chris Meneilly, St Andrews minister and pastoral youth worker, Co-ordinates the Young Peoples Resource Centre in Box Hill, and brings particular skills and has undertaken joint projects with the Life Skills Program. Judy Aiton (retired) previously CEO at Camcare was particularly helpful during the Strategic Planning process and retired due to her changed employment to CEO at Windana. Warren Anderson, Family and Youth Services Manager at the City of Whitehorse, has a longstanding association with FAN through both the SAAP and Life Skills Program his prior SAAP experience and a well linked community profile enables local government partnerships.

The committee are to be acknowledged for their hard work and commitment during the reporting period, particularly in this time of much tighter compliance requirements in the governance of community agencies.

Volunteer Mentoring Program

As mentioned in last years report the volunteer program has gone through a year of review. Restructure of the support team/home night role resulted in a one on one mentoring program. This provided a higher level of autonomy and flexibility for both clients and volunteers alike. However it did impact on the "team" approach that was the key aspect of the prior role. The client group had changed and many of the youth families in non shared housing, their access to mentoring was limited under the prior system. The support team are to be congratulated for their ongoing commitment in a changing environment, both organisationally and in response to a changing client group. Volunteers are matched directly with clients. The role of mentor has an emphasis on providing a positive role model and community links.

Life Skills Volunteering

Another outcome from the volunteer review is the opportunities for volunteers to participate in ongoing projects and workshops in the Life Skills Program. This provides more flexible opportunities and does not require the twelve month commitment of the Volunteer Mentoring Program. There is also some flexibility around the minimum age of 21. Current opportunities for volunteers are in the weekly Young Mum's Group and the weekly Youth Group.

Community Involvement/Support

Family Access Network endeavours to meet the "needs" of clients. Our ability to do this is of course significantly impacted by the resources we receive. Government funding enables the employment of skilled committed staff and the associated costs. Community support in kind, in person or by resources enables FAN to add value to the existing service. A number of young people have secured access to further education; met their own or their children's health needs; secured much needed furniture; had the dignity of their own personal linen and toiletries; warm jumpers in the winter; food vouchers during lean times; gifts for themselves and their children at Christmas – the list continues – all of this is made possible by the generosity of many.

I would ask you to take the time to read the list of supporters acknowledged at the end of the Report, because they have made the above possible.

There are many individuals and groups who provide support to enable the expansion of additional supports to clients. As previously mentioned they are acknowledged at the end of this report. In particular I would like to acknowledge two sources of ongoing assistance. Box Hill Rotary for many years have provided a range of supports in kind and through funds. Some notable projects include a leadership program for the Young Mum's Group, ongoing financial support to assist young people return or continue their education, personal kits for homeless clients including linen, toiletries, towels and other bedding, and recently the commitment for \$25,000 per year to the Life Skills Program. The Ringwood Magistrates Court provide a monthly contribution towards the material aid need of clients, this has enabled FAN to provide a range of supports for food, additional shelter not covered by HEF or continuing when HEF fully expended, and other essential needs for clients.

Personal Acknowledgement for Volunteer Effort

Jeannie Baker	Duncan Buckeridge
Tracy Carter	Leo Clarebrough
Jan Hayes	Chris McAleer
Debbie Middleton	Beth Oswald

Inner Eastern Tenant Information Service (IETIS)



FAN Family Access Network

IETIS has continued to provide community groups and agencies that operate within the Inner Eastern Region, an extensive educational program through its varied activities and community networks. Most positively, the service has been re-funded until June 30th 2003, after the Consumer Affairs Victoria's Review of our funding body, the *Community Programs Branch*. IETIS is a great resource to the region and strives to achieve the most positive outcome for its client.

From the end of August 2002 the service took its new name "**Consumer Affairs Inner East**". This is the first step in endorsing the working partnership between Consumer Affairs Victoria and its statewide funded agencies under the Tenant Support Program. We support future changes to the tenancy program, with an objective to improve our response to the consumers of our service.

Community Education

Activities of the tenancy service this year provided exposure to the service and its role within the Inner Eastern Region. Static and worker attended information displays highlight issues pertaining to the Residential Tenancies Act and the rights and obligations of both tenant and landlord to this legislation.

During the year the following were targeted to facilitate the dissemination of tenancy information: Shopping Centres, Regional Libraries, the City of Whitehorse Youth Street Party, all TAFE Colleges in the region, the police, Box Hill AMES, English Language Schools, Community and Neighbourhood Houses, Community Housing Limited, Migrant Information Centre Inner East, Estate Agents, MOSAIC Hawthorn, the Whitehorse/Manningham and Boroondara team of Royal District Nursing Sisters, Manningham Community Health Service, City of Whitehorse Spring Festival, Citizen Advocacy Inner East, SAAP Eastern Regional Forums and all Secondary Schools Year 11 and 12 students.

Talks were delivered to the KIAWANIS Club of the City of Whitehorse, Doncare Information Service, International Students English Class at the Box Hill Youth Resource Program Centre, the Multicultural English Class at the Donvale Living and Learning Centre.

IETIS assisted the Tenants Union of Victoria host a Rooming House Forum for the Inner Eastern Region. The service sees the benefit in working with Local Councils in relation to relevant rooming house issues. To seek the "best practice" from Rooming House

owners in regards to compliance of Health Regulations, the Residential Tenancies Act and registration of Rooming Houses, can only improve the standard of accommodation offered to residents.

IETIS supported the Forum "*Choices for Older Migrants and Their Families*" run by the Communities Council on Ethnic Issues, by having a multicultural information booth.

The Tenant Advice Bulletin (TAB) Newsletter is distributed to community groups in the region. Community Radio 94.1 FM supports the service by allocating monthly airtime. Resources both in English and community languages continued to be widely distributed throughout the year to a varied number of service providers.

The service continues to contact statewide Ethnic and local newspapers to educate the community about prominent tenancy issues.

Client Contacts

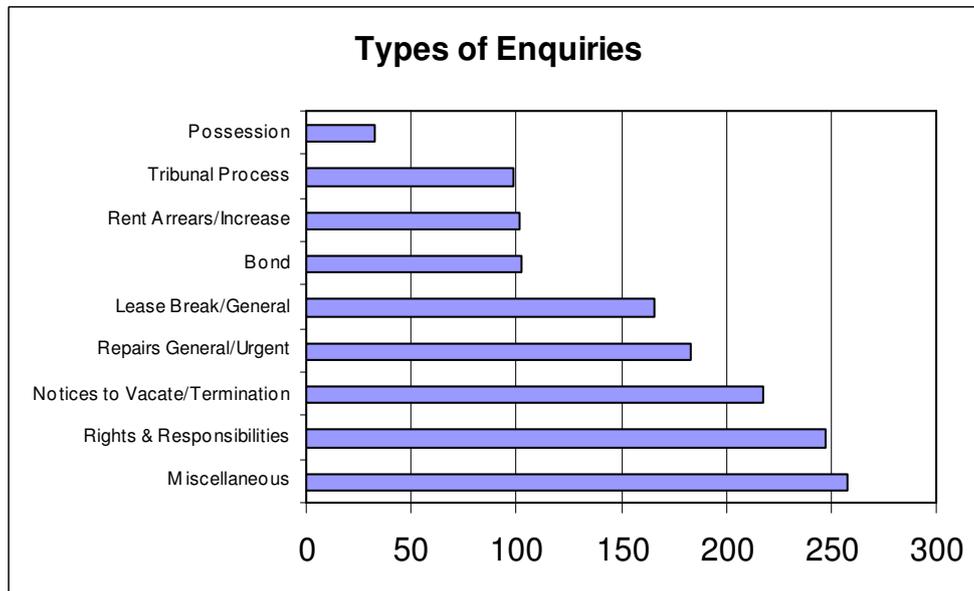
Assistance has been given to 1421 tenants/landlords during this financial year. The complexity of tenancy issues continues to demand increased casework and the extra effort to work with all parties to achieve a conciliatory outcome for the client. We support and represent tenants at the Victorian Civil and Administrative Tribunal when necessary.

Chinese clients have formed the largest single ethnic group to seek advice from the service. 29 diverse communities were also represented from the regions of, Eastern Asia, Southeast Asia, India, Africa, Peru, Middle Eastern, Western Europe and South America.

IETIS encourage contact from any client whose preferred language is other than English, to assist in a better understanding of their rights and responsibilities under the Residential Tenancies Act. The most prominent issues presented to IETIS were Repairs, Lease breaking, Bonds, Compensation claims, Tribunal process, Rent Arrears, Notices to Vacate and Possession.

The tenancy service continues to offer an outreach service from Camcare, in Camberwell, on a Tuesday afternoon and from the Migrant Resource Centre in Oakleigh, every second Thursday. We thank these agencies for their continued support of the Tenant Support Program.

Cathryn Taylor and Christina Djadkin

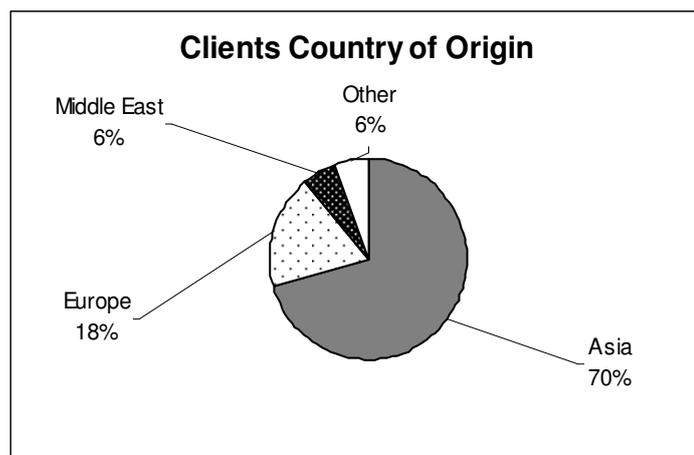


Types of Enquiries

The miscellaneous category covers a multitude of enquiries which fall outside the Residential Tenancies Act therefore we could not assist with queries such as: bank foreclosure, border/lodger/homestay, neighbourhood/inter-tenant disputes, public housing applications, restraining orders, and housing standards.

A diversity of clients speaking languages other than English contacted IETIS during the reporting period. This included people from 14 different countries within Asia, 12 within Europe (Greek and Italian showing the highest representation). Minimal contact was made by clients from Middle Eastern, African, South American and the Commonwealth of Independent States.

Overall Mandarin and Cantonese speaking clients formed the highest group to seek advice



Life Skills Program



FAN Family Access Network

Overview

The Life Skills Program has now successfully completed its fifth year in operation. Through the support of Box Hill Rotary and the City of Whitehorse the Life Skills Program has expanded, enabling the program to reach more and more young people. With the appointment of a new coordinator in late 2001, the Life Skills Program has continued to grow and develop, consolidating community partnerships and forming new ones.

Young people participating in the Life Skills Program have developed a greater sense of community and self awareness. This has enabled them to increase their self esteem, develop greater knowledge about living skills and positive coping skills and build greater links into the community.

Target Group

The Life Skills Program is targeted towards young people aged between 15-25, in the City of Whitehorse (and beyond). The Life Skills Program is designed to target young people who may have experienced or may be at risk of homelessness, social isolation, alienation, drug and alcohol abuse, depression, early school leaving, settlement and cultural issues, family breakdown, unemployment and mental health issues. The Program also targets young people who need assistance acquiring living and developmental skills, and young people who are parenting.

Programs Developed for 2001/ 2002:

- A weekly support group for young and expecting mothers
- A weekly social and recreational youth group
- A cooking program
- A personal safety program for young women
- A school holiday activity program for young migrants and refugees (x3)
- An orientation program for International students at Deakin University
- A creative skills program
- Involvement in the planning of a group for same sex attracted young people

- Involvement in the planning of the program 'Young Adult Peer Educators'
- Involvement in the Youth Expo at the City of Whitehorse Community Festival (2001)

Linkages / Partnerships formed:

- Youth Connexions (City of Whitehorse)
- Migrant Support Project / Reference group (City of Whitehorse)
- Youth Adult Bureau
- Whitehorse Community Health Service
- Young Peoples Resource Centre
- (St Andrews Uniting Church)
- Parentzone
- Eastern Domestic Violence Outreach Service
- Eating Disorders Foundation of Victoria
- Youth Substance Abuse Service
- Burgess Family Centre
- Children's Resource Project
- Deakin University
- Family Planning Victoria
- Same Sex Attracted Eastern Action Group (SEA)
- Whitehorse Youth Issues Working Party

Other Program Achievements:

- The upgrading of the position of the Life Skills Program Coordinator, from 19 to 30 hours per week was a major achievement. This was made possible due to the increased funding generously provided by Box Hill Rotary and the City of Whitehorse.
- Grants were received by the City of Whitehorse Youth Issues Working Party to run both the personal safety and the cooking programs.
- Donations from the Ringwood Magistrates Court fund have led to the establishment of an ongoing weekly youth group, which enables young people to participate in activities and to have a meal at no cost.
- There has been positive feedback about the Life Skills Programs from the young people attending the various programs and workers in other related services.

Kelle Castellano

Training



FAN Family Access Network

Family Access Network Inc. staff, volunteers and clients have participated in the following training:

- Advanced Case Management
- Anxiety and Depression in Children
- Basic Counselling Skills
- Child Development—Milestones & Behaviours
- Children - The Forgotten Victims of Family Violence and Homelessness
- Collaboration and Community Building
- Depression—Pathways to Recovery
- Drug and Alcohol Issues
- Family Violence
- Family Violence and Family Law Changes
- First Aid Training
- Housing Options for Women & Children Leaving Domestic Violence
- Legal File Notes
- Privacy Legislation
- Promoting Positive Change
- SAAP Induction
- Segmented Waiting List
- Sexual Abuse
- Sexual Health Workshop
- Supporting Young People with Mental Health Issues
- Tenancy Law
- Teenage Parents

Networks/Linkages

Family Access Network Inc. is committed to establishing and maintaining good working relationships with a range of organizations particularly at a regional level. In the past 12 months, staff have been committed as members or representatives of the following groups:

- Camcare
- Child Protection and SAAP
- Children Welfare Association of Victoria – Youth Providers
- City of Whitehorse—10 Year Plan
- Community Aid Abroad—Oxfam
- Community Housing Ltd
- Council to Homeless Persons
- Eastern Housing Issues Group
- Eastern Metropolitan Region Homelessness Working Group
- Eastern SAAP Network
- Eastern SAAP Network Reference Group
- Eastern Tenancy Housing Ltd (ETHL) Board of Directors
- Financial and Consumer Rights Council Inc.
- Managers of Volunteers Network – Eastern
- Migrant Settlement Committee - Eastern Region
- Migrant Support Reference Group
- Monash Welfare Network
- Oakleigh Migrant Resource Centre
- Primary Care Partnerships Eastern Region
- Rental Arrears Reference Group
- SAAP/THM Managers Meeting
- Same Sex Attracted Eastern Action Group
- Segmented Waiting List Reference Group-Research Project
- Salvation Army Social Housing Service
- Victorian Council of Social Services
- Victorian Homelessness Strategies Consultations
- Volunteering Victoria
- Whitehorse Youth Issues Working Party, Youth Expo Committee and Bus Tour
- Young Adult Peer Educators Reference Group

Financial Report



FAN Family Access Network

Statement of Financial Performance

Statement of Financial Position

Statement of Cash Flows

Statement by Members of the Committee

Notes to the Financial Statements

Independent Audit Report

Statement of Financial Performance



FAN Family Access

Family Access Network Statement of Financial Performance for the Year Ended 30 June 2002

	2002	2001
INCOME	\$	\$
Donations	23,895	26,802
Office of Housing		
EH.HISP	2,370	3,555
HEF	5,840	5,840
Human Services Grant-Crisis Program	20,000	
Human Services One Off Grants	3,879	36,860
Human Services Grants -Other	209,568	194,145
Interest	2,405	4,106
Miscellaneous	1,472	7,513
Consumer and Business Affairs	90,531	87,554
Property Rental	2,931	3,460
Whitehorse Grant	18,504	23,149
Total Income	381,395	392,984
EXPENSES		
Depreciation	10,717	6,630
Housing Emergency Fund	7,771	4,880
Human Services - One Off Grants	743	2,161
Life Skills Program	1,552	3,147
Net loss on disposal of non-current asset		236
Material Aid	12,975	5,239
Office Operating	18,022	17,791
Property Costs	10,669	14,600
Office Utilities	9,957	8,418
Salaries	241,531	216,987
On-Costs	40,824	45,189
House Expenses	8,859	3,029
Other Program Costs	1,474	1,244
Staff Training	624	243
Travel	7,359	7,606
Volunteer Program	771	820
Total Expenses	373,848	338,220
Net Ordinary Surplus (Deficit) for the Year	3,218	17,878
Plus Capital Grants	4,329	36,886
Net Operating Surplus (Deficit) for the Year	7,547	54,764
Opening Accumulated Funds	132,969	45,287
Adjustment re Provision		32,918
Closing Accumulated Funds	140,516	132,969

The accompanying notes form part of these financial statements

Statement of Financial Position



FAN Family Access Network

Family Access Network Inc
Assoc No A0028134J
Statement of Financial Position as at 30th June 2002

	2002	2001	2001
	\$	\$	\$
ASSETS - Current			
Cash and Bank Accounts			restated
Aid -Material	50	63	63
General	37,928	99,962	99,962
HEF	3	1,899	1,899
Investment/Term Deposit	102,045	49,324	49,324
Petty Cash	178	105	105
Property	3,556	7,430	7,430
Rhys Fox	5,000	5,000	5,000
Inner Eastern Tenant Information Service	1,308	1,826	1,826
Other	(365)		
	<u>149,704</u>	<u>165,609</u>	<u>165,609</u>
Other Assets			
Interest Receivable	-	511	511
Sundry Debtor	1,172	2,937	2,937
	<u>1,172</u>	<u>4,448</u>	<u>4,448</u>
ASSETS - Non-Current			
Land and Buildings - at Cost			
Furniture and Equipment- at cost			
Less Accumulated Depreciation			
Motor Vehicles			
Less Accumulated Depreciation			
Total Non-Current Assets	117,078	125,017	125,017
Total Assets	<u>267,953</u>	<u>295,074</u>	<u>295,074</u>
LESS: LIABILITIES			
Grants in Advance	10,554	35,177	35,177
Provision for Long Service	18,405	15,045	15,045
Provision for Holiday Pay	9,465	14,048	14,048
Provision for Sick Leave	-	32,918	-
Sundry Creditor and Accruals	5,366	14,188	14,188
	<u>43,790</u>	<u>111,376</u>	<u>78,458</u>
Net Assets	<u>224,163</u>	<u>183,698</u>	<u>216,616</u>
ACCUMULATED FUNDS			
Accumulated Funds	140,516	100,050	132,968
Capital Grants Reserve	83,648	83,648	83,648
Accumulated Funds at the End of the Financial Year	<u>224,163</u>	<u>183,698</u>	<u>216,616</u>

The accompanying notes form part of these financial statements

Statement of Cash Flows



FAN Family Access Network

Family Access Network Statement of Cash Flows for the Year Ended 30 June 2002

	\$
Cash Flows from Operating Activities	
Rental Income	2,931
Interest received	2,405
Other income	387,110
Payments to Suppliers and Employees	379,483
GST Payments	-32,398
GST Refunds	6,307
Net cash used by Operating Activities	13,128
Cash Flows from Investing Activities	
Payments for Property, Plant and Equipment	-3055
GST Refund	277
Placement of Term Deposits	-52,721
Net Cash used by Investing Activities	55,499
Net Decrease in Cash Held	68,626
Cash At the Beginning of the Year	116,285
Cash At the End of the Year	47,658

Notes to and forming part of the accounts



FAN Family Access Network

FAMILY ACCESS NETWORK INC Notes to and forming part of the accounts For the year ended 30 June 2002.

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 Incorporation Act of Victoria. The Committee has determined that the Association is not a reporting entity.

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

AAS 1	Statement of Financial Performance
AAS 4	Depreciation on Non-Current Assets
AAS 5	Materiality
AAS 6	Accounting Policies
AAS 8	Events Occurring after Reporting Date
AAS10	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	Statement of Financial Position

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 report has also been prepared on an accruals basis and is based on historic costs and do 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 or at independent or directors' valuation. Expenditures on fixed assets exceeding \$750 are

capitalised. The depreciable amount of each fixed asset is depreciated over the useful lives of the assets to the association commencing from the time the asset was held ready for use. Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

The depreciation rates used for each class of assets are:

Class of fixed asset	Depreciation rates	Depreciation basis
Office Equipment	10-40%	Diminishing Balance

The carrying amount of fixed assets is reviewed annually by the Committee 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 their present values in determining recoverable amounts.

(b) Employee Entitlements

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, 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 an employee superannuating fund and are charged as expenses when incurred.

In previous years, the association has provided for sick leave but UIG Abstract 2 Accounting for Non-Vesting Sick Leave requires that no provision be made in the association's circumstances. The provision at June 30 2001 was \$32,918. The June 2001 Statement of Financial Position has been re-stated, but it is considered impracticable to restate the Statement of Financial



performance.

(b) Cash

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

(c) Income Tax

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

(d) Grants

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

Note 2. Reserves

	2002	2001
General Reserve	83,648	83,648

This reserve relates to the property (being a unit in Box Hill) included in the accounts of the Association was purchased by entering into a funding agreement with the Office of Youth Affairs, whereby the property must be used in accordance with the funding guidelines and Association's objectives. If there is a breach of these conditions, the Office of Youth Affairs may require repayment of the Capital Grant or alternatively take possession of the property. The funds are therefore set aside in a

reserve.

Note 3.

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.

Reconciliation of net cash provided by operating activities to operating profit.

Operating Profit	7,547
Depreciation	10,717
Decrease in Current Receivables	3,276
Decrease in Current Creditors	(8,822)
Decrease in Income in Advance	(24,623)
Decrease in Current Provisions	(1,223)
Net Cash used by Operating Activities	13,128

**** Note 4**

Contingent Liability

In May 2001, the Association received a claim for damages in relation to a serious matter. The amount of the claim is not determinable at present. The Association is seeking confirmation from its insurers that the matter is covered by insurance.

** Family Access Network has received advice that the Insurer will respond to the claim. 23/9/02

Independent Audit Report



FAN Family Access Network

Acknowledgements



FAN Family Access Network

Government Funding:

- Department of Human Services - Supported Accommodation Assistance Program (SAAP)
- Office of Housing - Housing Establishment Fund
- Emergency Housing/Housing Information Support Program
- Consumer Affairs Victoria - Tenant Support Program
- City of Whitehorse - Life Skills Program

We wish to thank the following organisations and individuals for their support/ donations over the past financial year:

- | | |
|--|--|
| Anglicare | Lord Mayors Fund - Percy Baxter Foundation |
| Ardoch Youth Foundation | Magistrates' Court of Victoria - Ringwood |
| Australian College of Natural Medicine | Rialto Observation Deck |
| Box Hill Rotary – Education Fund/ Personal Kits/
Young Mums Program | Rizzos House of Linen |
| Box Hill TAFE | Safeway - Mulgrave |
| Canterbury Council of Churches | Spotlight |
| The Staff of Countrywide Tolstrup | St Dominic's Parish |
| Eastern Emergency Relief Network Inc | The Body Shop |
| Highfield Road Uniting Church Tennis Club | Whitehorse Youth Issues Working Party |
| | Zartworks |

The following organisations:

- | | |
|-------------------|------------------------------------|
| L & C Algie | T Long |
| J Bevan | D McRae |
| J Clark | N Morsby |
| O Clark | G Neville |
| L & D Clarebrough | M Ogilvie—Disadvantaged Youth Fund |
| F Fahey | A Rogerson |
| P & J Fisher | A & G M Simpson |
| R Joynt | D Tolstrup |
| R Leydon | C & D Young |
| P Linossier | |