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*FAN* Family Access Network

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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.
- Consumer Affairs Inner East 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. CAIE operates a regional community educational program. Telephone and onsite interpreters are available on request.



# Service Objectives

## 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.
- Recognition and support to volunteers involved in the mentoring program.
- 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

- Enable young people under 25 to participate in a range of creative, interesting and educational activities in a supportive and safe environment.
- Assist young people to develop living skills and to provide opportunities where young people can be themselves and share experiences.
- Develop and enhance social and emotional well being and self esteem.
- Encourage young people to become involved in the planning and facilitation of programs.
- Provide personal development and enhance employment, social and educational opportunities.
- Provide pro – social activities within the community that foster a sense of connectedness and explore personal and structural issues.
- Encourage and support young people in making positive contributions to their community.
- Develop programs that recognise and celebrate difference in young people.
- Create an environment for young people to express who they are, and to be accepting of racial, cultural, sexual and religious diversity.
- Foster resilience in young people through positive social interaction.
- Address issues that face young people on a personal and social level.
- Introduce young people to others via group activities and assist young people with living skills individually where appropriate.
- Maintain program data collection to conduct program evaluation and development for reporting purposes.
- Utilise local media to promote the skills and profile of young people in the community.
- Create partnerships and collaborative projects with other community agencies.
- Recruit and support volunteers to assist in workshops and activities, and building positive relationships with the young people who attend.

# Service Objectives



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## Consumer Affairs Inner East

- 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.

## 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.
- Conduct regular support meetings and training sessions for volunteers.
- Ensure volunteers are informed about relevant agency and sector issues.
- Develop and extend volunteer brochures and any other relevant materials.
- Acknowledge the services that Volunteers provide.
- Provide some reimbursement to volunteers for out of pocket expenses incurred in their support of homeless and/or at risk 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 Family Access Network's aims.

# Chair's Report



*FAN* Family Access Network

Welcome to this my third, and as it happens, final Chair's Report for Family Access Network. It presents a welcome opportunity to reflect not only on the past year, but also on the whole period of my involvement.

One thing never seems to change, especially in the ever shifting sands of welfare politics, and that is that things rarely stay the same for long. To its enduring credit, Family Access Network has successfully negotiated these changes for over twenty years. It has continued to set benchmarks in the provision of housing and personal support services to disadvantaged young people and families, and tenancy information and advocacy to tenants and landlords.

Other things, which seem to have been "on the agenda" forever, do finally come to fruition. By this I am of course referring to the final, inexorable growth of the long-anticipated office extensions! It might be said that this was a virtually inevitable result to common sense forward planning, and as such was almost 'bound to happen – one day'. That would be a gross over simplification,

One thing that being involved with Family Access Network has reinforced for me is that neither of these milestones could have been achieved without the dedication, experience, hard work, expertise and coordinated efforts of many people over an extended period of time. Further, it requires the ability to maintain continuity and sustain the effort toward the achievement of long-term plans in the midst of the demands of quality, day-to-day service provision. Thanks for this must largely go to Sue who

persisted with the project and essentially kept it going when most others would have given up. Thanks also to past and present members of the executive committee for their involvement, to all those from St Peters who supported the project throughout the negotiations and to Lynne for taking on the Project Co-ordination during the construction stage. I look forward to getting an invite to the opening!

I would like to thank the members of the Committee of Management for their hard work and support over the past year, and particularly Bruce and Ted whose knowledge and guidance on the Executive Committee have been invaluable. As ever, there is still much hard work to be done and I wish those who are continuing on and those who are new to the Committee all the best for the future.

My thanks to all the staff for their hard work throughout the year. The continued high performance of FAN is directly attributable to the quality of the services we provide and the staff are to be praised in this regard.

I have moved to take up a position in East Gippsland and so will not be able to remain directly involved with FAN. However I do intend to maintain my membership so that I can keep up with future developments. It has been an honour to serve on the Management Committee and I wish the organisation and all who are involved with it every success for the future

**Gerry Thurlings**  
**September 2003**

# 2002/2003 Highlights/Achievements



FAN Family Access Network

- The FAN office renovation has involved considerable consultation between St Peter's (landlord) and FAN. Extensive meetings resulted in amended lease arrangements, a successful loan application through the Anglican Diocesan Fund, \$25,000 contribution from St Peters, the selection of a builder, and the commencement of the building works—anticipated to be complete at the end of October. Although this has been a long process it has consolidated the relationship between St Peter's and FAN and ensured an enhanced capacity to provide a range of quality services to the community with the benefit of significantly improved facilities and the security of a long term lease. Warwick Sheffied, Architect, has provided ongoing and generous support to the project from the outset. Thank you also to Lynne Hahn for agreeing to co-ordinate the project in recent months.
- Consumer Affairs Inner East (CAIE) previously Inner East Tenant Information Service completed another successful year with the provision of 1,380 client contacts. The trend continues, which was highlighted last year, of more complex cases, resulting frequently in multiple contacts to resolve disputes and issues. The Consumer Affairs Victoria (CAV) audit of the agency resulted in a high level of satisfaction of the services provided. It is also pleasing to note an increase in client contact from a diverse multicultural community. For most of the reporting period CAIE continued its outreach to both New Hope Foundation (previously 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 Boroondara. Due to expanding programs at the site, CAIE have concluded the outreach at Oakleigh. We are pursuing other options in the City of Monash. We are delighted to advise that an Outreach has recently commenced at Doncare, within the local government area of Manningham. The minister John Lenders, visited in June to acquaint himself with all of the staff and programs conducted by FAN. CAIE maintains an extensive community educational program which involves presentations at forums, radio interviews, a range of written material and contributions to many publications, newspapers and journals. During the reporting period these are just some of the resources developed :- A youth poster "Don't Bite Off More Than You Can Chew"; youth pamphlets "So You Want To Move Out" and "About Leases"; A Korean information poster on tenancy issues; Contribution to the "Tenancy Chapter" of the State Educational publication of the "Street Wize" publication; Contribution to the Tenants Union of Victoria paper presented to the Melbourne University Conference "Internationalising Education Risk Return".
- Christina Andrews, a tenant support worker with CAIE for almost two years, has brought valuable property management skills and RTA knowledge to the position. Christina had an article "There's No Place Like Homestay: Living conditions for International Students" published in the April Tenancy Quarterly—by the Tenants Union. Due to some minor restructuring of the administration component, Christina is now employed an additional day a fortnight.
- Cathryn Taylor, a tenant support worker with CAIE for six years, represents many years of sector experience. During the last year Cathryn has extended her role on an Occupational Health and Safety sub committee as well as maintaining her professional commitment and passion for her role. Cathryn and Christina work particularly well as a team and have been actively involved in the development of more streamlined processes and systems.
- The Life Skills Program has progressed to its sixth year. A key feature of the last 12 months is the expansion of the Co-ordinator's hours. This was made possible through the Box Hill Rotary contribution of \$25,000 per year for a period of three years. The expansion has enabled the delivery of more programs, which in turn have been accessed by increasing numbers of at risk young people. Kelle Castellano, Co-ordinator since 2001, with her energy and enthusiasm, has strengthened the community links, projects, workshops, and partnerships. A Wednesday night youth group, commenced in 2002, has resulted in a regular commitment by a growing group of young people, eager to participate in a range of activities. This group goes from strength to strength and has nurtured opportunities for young people to develop skills. An Adventure Camp, in conjunction with Youth For involved many young people in the planning and preparation. Similarly a photographic project

## 2002/2003 Highlight/Achievements cont...



FAN Family Access Network

"A Week in The Life of", provided young people with the opportunity to document key events/people and themes in their lives. This project was exhibited at The Council To Homeless Persons Symposium on Youth Homelessness, "Out of The Blue", at St Kilda Town Hall in September 2003. Other partnership activities included a young mum's self esteem group with Starting Out, which also involved one of the FAN clients in a leadership role. A cooking program run from the Young People's Resource Centre culminated in the young people catering for the YPRC Volunteers Christmas party. The cooking program has been so successful that it has been run several times. The last year has resulted in increasing numbers of young people participating in a range of programs. The links and partnerships have led to very successful outcomes, both in the range of workshops and activities and also in the increasing numbers of referrals from other agencies. The City of Whitehorse are acknowledged for their ongoing support, and the Box Hill Rotary partnership will ensure the Program continues to provide valuable and diverse range of programs.

- The Volunteer Program Co-ordinators role has been reviewed by FAN. If successful, this will enable appropriate resourcing of the volunteers and specifically meeting the volunteer needs of the Mentoring Program for clients of SAAP and the Life Skills Program, in particular the Young Mum's Group and the Youth Access Group.
- The Supported Accommodation Assistance Program (SAAP) provided 106 support periods. It is notable that during the reporting period all youth services in the Eastern Region had their targets doubled. Due to the high numbers of young families, FAN successfully negotiated a variation to accommodate the increasing complexity of supporting a young family. The premise around the increased targets is that the average duration of support for youth clients is 13 weeks. FAN vehemently rejects the premise and this has been reflected in the discussion presented throughout the current Youth Homelessness Action Plan. Nonetheless FAN seeks to provide support in a manner that is consistent with DHS requirements and with a commitment to the provision of a quality service. The increasing need of young families is reflected in the growth to more than 50% of all clients compared with 41% for the previous year, with 39 accompanying children. Of those 52.4% are aged 15 – 19 years. The increase in family clients has had a parallel decrease in male clients. The reporting period reflects 70% female and 30% male. 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 ( which interestingly has more than 50% males), the workshop activities eg, cooking and self defence to name a few. Similarly the mentoring program, links volunteers in a one on one role with a young person/family—this provides further opportunities to create positive links in the community. The responsiveness of FAN's support to young families was highlighted by the Children's Resource Project's presentation to the "Out of The Blue" Youth Homelessness Symposium.
- The number of young people who have been successfully assisted into long term housing options including private rental and public housing is very encouraging.
- SAAP service response saw minimal staff changes during the reporting period. Donna Boon has moved on to further work with families with our best wishes and as a result Yasmin Thomas joined the SAAP team in January 2003. Yasmin has embraced the role with dedication and an eagerness to stretch her role and understanding of structural issues. To that end she joined with Kelle in the development of a Research Proposal, which, if successfully funded, will provide valuable insight. Yasmin regularly extends her role to provide locum coverage for staff leave. Yasmin has recently commenced an extra day per fortnight in her support role, which is a welcome enhancement to the program.
- Steve Hewitt has consolidated his role as the



SMART (computerised data system) Co-ordinator and the Occupational Health and Safety Officer. FAN introduced a Lead Tenant house for young women in 2003. Steve is commended for his development of the Lead Tenant guidelines and the key role of recruiting and supporting the lead tenant. Steve frequently extends his role to undertake locum coverage for staff leave.

- In addition Kelle Castellano, retains a limited number of SAAP clients, which strengthens the integration between the Life Skills and the SAAP Program. This contributes enormously to the quality of services provided and the fostering of positive relationships which underpins successful responses for young people.
- Brigitte Hammer is in her 13th year with Family Access Network. Brigitte is a highly experienced member of the team and provides a sound point of reference for recent and long term staff members alike. Brigitte maintains her development of the FAN newsletter, and the maintenance of FAN's compliance with the Privacy Principles. Brigitte and Lynne have consistently developed submissions to seek funding for the Co-ordinator of Volunteers. Similarly with Lynne, Brigitte job-shares the Acting Managers position during periods of leave offering continuity for staff around supervision and support and in particular issues relating to SAAP.
- Lynne Hahn in her role as Financial Administrator has been an employee of FAN for 11 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 Minute Taker/Secretary of FAN and in that role is an ex officio member of the Executive and Management Committee. Lynne maintained for a number of years the lease arrangements for tenants in the FAN owned property and negotiated recently with the Department over their leasing of the property. As mentioned above, Lynne and Brigitte have undertaken responsibility for

submissions for the Volunteer Program funding. In addition Lynne undertakes the acting Managers position as a job-share, with particular emphasis on finances, funding negotiations and contracts, and support to the Tenancy Program. Lynne regularly provides comprehensive information around funding, resources and other financial data as requested, which enables the basis for proposals, submissions, and service improvements. The role of Manager would be near impossible without the excellent, thorough and steadfast support provided by Lynne.

- In summary FAN is fortunate to have the involvement of a professional team committed to providing excellent services.

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.
- Consumer Affairs Victoria, Community Programs Review.
- Consumer Affairs Victoria, Standards Review.
- Council To Homeless Persons Regional Consultations.
- Council To Homeless Persons Sector Wide Forums.
- Eastern Housing Issues Group.
- Homelessness Service System Development Project— Regional Consultations and Workshops.
- Lord Mayors Percy Baxter Trust Round Table.
- Productivity Cuts, Peak Body sessions and Day of Action.
- Regional Homelessness Strategic Plan, Consultations & Implementation Forums.
- Regional Consultations, 13 week duration of support.
- Youth Homelessness Action Plan, State wide and Regional Consultations.
- Volunteering Victoria Members Forums.

**Sue Carlile**



# Management Committee Members



FAN Family Access Network

**Chair** Gerry Thurlings

**Deputy Chair** Bruce Argyle

**Secretary** Lynne Hahn

**Treasurer** Ted Russell

## General Committee

Chris Meneilly  
Colin Bellis

Warren Anderson  
Sue Carlile

# Staff Members

**Manager** - Sue Carlile

**Financial Administrator** - Lynne Hahn

## Youth Accommodation and Family Support Service

Sue Carlile  
Brigitte Hammer  
Steve Hewitt  
Kelle Castellano  
Yasmin Thomas  
Donna Boon (resigned))

## Volunteer Involvement Program

Sue Carlile  
Kelle Castellano

## Inner Eastern Tenant Information Service

Cathryn Taylor  
Christina Andrews  
Lynne Hahn

## Life Skills Program

Kelle Castellano

# Honorary Life Members

Olive Clark  
Rex and Sue Filson  
Ted Long  
Allan Rogerson

Tony Sell  
Shirley Ingram (Baird) (dec)  
Steve McLoughlin  
David Webster

Caroline Young  
Leo Clarebrough  
Debbie Brown  
Sue Carlile

Wendy Brooksbank (dec)  
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		
2002	Lauren Jones	Lani Elkin	

# Supported Accommodation & Assistance Program - Services Provided



**FAN** Family Access Network

The Supported Accommodation Assistance Program at FAN addresses a variety of support needs of young people who are homeless or at risk of homelessness. FAN provides support to single persons and increasingly family units, which may include pregnant women, single or partnered parents, and couples between the ages of 16 - 25 years.

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

Above and beyond their critical need for safe, secure and affordable housing, factors such as family/relationship conflict and breakdown, mental health challenges, family violence issues, alcohol/drug abuse, incarceration and social isolation often impact on the client's capacity to move toward independence. In order to achieve desired client outcomes, an individualised and client-focused 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 follow-up.

## Support

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

- Information and assistance in accessing housing in transitional, public housing or private rental
- Information and advocacy relating to other housing / support options and services
- Post accommodation support to young people who have previously been accommodated in transitional housing
- General personal counselling and/or referral to specialist counselling and mediation
- Assistance, liaison and referral with other specialist services for situations requiring legal advice, income advice, employment/training, parenting support, personal counselling, family counselling/mediation, crisis counselling financial counselling, drug and alcohol support, etc

## Transitional Accommodation

FAN has nomination rights to 10 transitional housing properties; 9 located in the City of Whitehorse with a bed capacity of 20 and 1 located in the City of Boroondara with a bed capacity of 2. 5 of these properties are for shared single use and 5 properties for family units : including pregnant women, and single or partnered parents.

## Independent Accommodation

FAN also owns one 2 bedroom property, obtained with the assistance of the Office of Youth Affairs. This property, managed by Community Housing Limited and is currently utilized as a shared transitional property.

## Housing Establishment Fund (HEF)

FAN is granted \$5840 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.

EastCare Housing Services and Community Housing Ltd (CHL) are allocated a majority of the HEF money in the Eastern Region. Eastern Homeless Crisis Service 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, groups and public benefactors. Box Hill Rotary support personal kits for the homeless clients of doonas, pillows, linen, towels and toiletries.

## Client Trends and Developments

- An increase in the number of people presenting at FAN in immediate crisis and in need of emergency accommodation. This has included a number of young families and young pregnant women. It is clear that there is a gap in the availability of appropriate crisis housing for pregnant women, single or partnered parents, and couples particularly in the inner east part of the region.

# Supported Accommodation & Assistance Program cont .....



FAN Family Access Network

- An increase in the number of referrals to FAN for assistance to pregnant and parenting families. Clients identified as families are continuing to increase and currently constitute over 50% of FAN's total clients supported. These families have continued to present with significantly high needs requiring complex service sector responses.
- The trend continues of an increasing number of clients requiring a complex service response. Referral processes for these clients are problematic due in part to the tight criteria and fragmentation of the current health care system.
- A lack of affordable and accessible private rental in this region results in an over-demand for public housing. This has consequently clogged up public housing waiting lists to an ever-increasing high. Transitional housing tenants have therefore been delayed in exiting properties options for secure, safe and affordable housing have not been available. This also has a direct affect on the entry into transitional housing from those exiting crisis services.

## Supported Accommodation & Assistance Program Data

The Supported Accommodation and Assistance Program (SAAP) Data for this twelve month reporting period has been documented in two half yearly breakdowns from July-December 2002 and January to June 2003 respectively. Such formatting allows for client issues and trends to be highlighted and mapped throughout the whole year.

accompanying children. Such figures, especially when broken down into six monthly blocks, reflect not only the increasingly high number of families assisted by FAN this year, but also the dramatic increase in assistance given to families compared to previous years. This support given to young families not only highlights the unique and important role that FAN plays in working with this client group, but also emphasises the need for the continuation of this specialised service to at-risk families.

In total, throughout the year FAN provided case managed support to 106 clients with 39

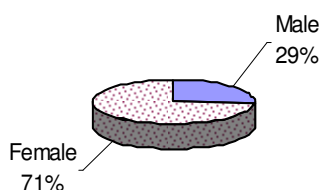
### 6 month period 01/07/2002—30/12/2002

**Chart 1: Persons Requesting Assistance**

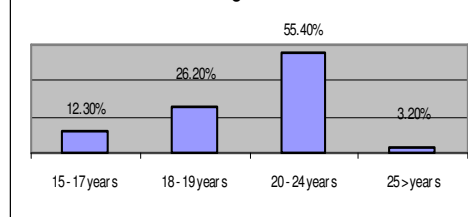
FAN provided 66 support periods for clients in the 15-25 age groups. 30 accompanying children presented during the reporting period. Of these, 58% were families, and 42% were single persons.

Persons Alone	42.4%
Persons with child(ren)	36.4%
Pregnant women without children	1.5%
Pregnant women with Child(ren)	3%
Couple without Child(ren)	7.6%
Couple with Children	9.1%

**Chart 2: Gender of Clients**



**Chart 3: Age of Clients**



# Supported Accommodation & Assistance Program Data cont .....



FAN Family Access Network

## Chart 4: Support provided

A Total of 326 support services were provided through 30 support categories. The 10 most needed services were:

Support provided	Number of support periods
SAAP/THM accommodation	36
Assistance to find housing	41
Assist to find short-term accommodation	11
Financial assistance/material aid	59
Financial counselling & support	13
Family/relationship counselling	13
Emotional support	10
Advice/information	32
Other counselling & support	11
Assistance to maintain housing	16

## Chart 5. Main reason for seeking assistance

By far, the majority of clients presenting to FAN sought assistance due to family/relationship breakdown. These figures are consistent with FAN's client statistics from previous reporting periods, as well as major studies undertaken Australia-wide.

32% of clients presented due to drug/alcohol, family violence/abuse, psychiatric issues or institutional discharge. It is worth noting that clients could have presented with a combined set of issues in these categories.

Reason	%
Itinerant	9
Usual accommodation unavailable/eviction	18
Relationship breakdown	41
Family violence/abuse	19
Drug/alcohol/psych/institution discharge.	13

\*Data source SMART 4.0 data collection program—National Data Collection Agency

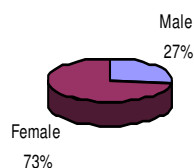
## 6 month period 01/01/2003 - 30/06/2003

### Chart 1: Persons requesting assistance

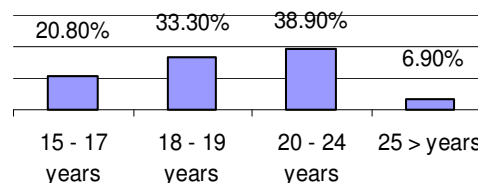
FAN provided 72 support periods for clients in the 15—25 age group. 32 accompanying children presented during the reporting period. Of these, 51% were families and 49% were single persons.

Persons Alone	49.3%
Persons with child(ren)	32.4%
Pregnant women without children	4.2%
Pregnant women with Child(ren)	2.8%
Couple without Child(ren)	2.8%
Couple with Children	8.5%

### Chart 2: Gender of clients



### Chart 3: Age of Clients



# Supported Accommodation & Assistance Program Data cont ...



FAN Family Access Network

## Chart 4: Support provided

A Total of 359 support services were provided through 30 support categories. The 10 most needed services were:

Support provided	Number of support periods
SAAP/THM accommodation	46
Assistance to find housing	31
Assist to find short-term accom	11
Financial assistance/material aid	51
Financial counselling & support	12
Family/relationship counselling	17
Emotional support	13
Advice/information	19
Other counselling & support	14
Assistance to maintain housing	24

## Chart 5: Main reason for seeking assistance

As per the previous six month breakdown, the majority of clients presenting to FAN sought assistance due to family/relationship breakdown. For this period there was also a noticeable increase in itinerancy and the unavailability of clients' usual accommodation. Presentations of primary homelessness constituted 50% of all FAN clients. Interestingly, despite the significant increase in evictions, there was a 16% decrease in clients presenting due to family violence / abuse.

Itinerant	13%
Usual accommodation unavailable	21%
Relationship breakdown	38%
Family violence/abuse	3%
Eviction	16%
Financial difficulty	4%

## Statistical highlights/ trends

Compared to last years figures, we had a similar amount of support periods. However this year the support to family units has jumped from 41% to 58% in the first 6 monthly period, and again in the second 6 monthly period. More than 50% of total clients supported were families.

Compared to last year, we also experienced a noticeable rise in the number of females, and an increase in numbers of the younger age group of 15 - 19 year olds.

The data also reflects an increase in the number of young people presenting with significantly high needs, requiring complex service sector responses.

Therefore in 2004 we are predicting that the trend for younger family groups seeking assistance will remain at these levels.

## Type of Housing Before and After Support Period

SAAP data 12 months period 1/7/02 – 30/6/03

As these figures indicate, the assistance provided by the FAN support workers, has helped to greatly reduce the levels of homelessness, crisis and temporary accommodation- and to increase the movement into longer-term options such as private rental and public housing options.

\* There were instances when people presented to FAN who were unable to access a crisis response service elsewhere. FAN utilised HEF resources to secure crisis housing for those in primary homelessness.

Type of housing	Before	After
SAAP/other Crisis Accommodation	23	8*
SAAP funded hotel/ motel	8	1
Sleeping rough/ in car	9	1
Staying temporarily	19	10
Boarding	17	8
Public Housing	1	9
SAAP medium term Accommodation	3	5
Renting in private rental market	14	29

# Unassisted Referrals



FAN Family Access Network

Last year the total numbers of unassisted referrals for the 12-month period- July 2001-June 2002 was 199. The total number of requests for this 12-month reporting period is consistent with last year's figures. Therefore, this year we are presenting a quarterly snapshot profile of people who accessed FAN's SAAP program but were unable to be provided with the services requested. They were, however, assisted through re-referral to other agencies and/or provided with information relevant to their request.

The quarterly period from July-September 2002 has been used for this profile.

Quarter	
July 2002	14
August 2002	15
September 2002	17
<b>Totals</b>	<b>46</b>

**Table 1: Numbers of unassisted referrals:**

This shows that 46 instances of specific requests were made during the quarterly reporting period. There were a total of 184 requests made over the entire 12 month period from July 2002-June 2003. As FAN provided 106 instances of support during this period, the total numbers of requests-both unassisted and assisted was 294. In percentage terms, FAN was only able to assist 37.5% of incoming requests for assistance.

Service Requested by	July	Aug	Sept	Total
Single - Female	4	4	5	13
Single - Male	6	5	8	19
Pregnant Women	1	3	1	5
Family Group	3	2	2	7
Couples	-	-	2	2
	14	14	18	46

**Table 2: Services Requested by:**

Table 2 shows clearly that presenting family groups and pregnant young women had a better chance of receiving assistance. As in past years, the highest unassisted category presented as single males. Statistics from FAN's computerized data system demonstrates that more than 50% of assistance to clients were either parenting or pregnant.

	Male	Female	Pregnant	Family	Couple	Total
With parent	2	3	1	3		9
Friends	2		6	1		9
Refuge	3	2	3			8
Relatives	2	1	1	1	2	7
Transitional	1	1				2
Rough	5					6
Prison	2					2
Hospital	1					1
Private Rental			1	1		2
<b>Total</b>	18	7	12	6	2	46

**Table 3: Type of Accommodation when Assistance Requested.**

Table 3 shows the type of accommodation those seeking assistance were in at the time of making a request. The majority by far had temporary accommodation, which places them in the category of experiencing secondary homelessness, (that is, they had temporary accommodation and were not in immediate need of shelter).

There were 6 requests from males experiencing primary homelessness, (that is sleeping rough-in a car, park or such).

In all instances, people seeking assistance were referred to appropriate services to meet their requested needs.

## Observations:

The majority of requests made were for transitional housing. Resources in this area are finite and availability is limited. Bearing in mind that the average tenure in transitional has been decreased, the issue of securing alternative, affordable housing options, that are long term and sustainable, remains a critical and ongoing one.

There is a pressing need to provide a variety of housing options for people in this region. Affordable private rental opportunities are very limited in the

Eastern corridor. Therefore a high demand exists for transitional housing.

People in crisis accommodation are often forced to remain beyond their allocated stay, as transitional tenants are unable to find alternative accommodation. Consequently, those needing crisis accommodation are finding it increasingly more difficult to access. Transitional and crisis housing is a clogged system.

**Brigitte**

# Volunteering/Community Involvement



**FAN** Family Access Network

Family Access Network (FAN) developed through the direct involvement of volunteers. The service started in 1981 and received the first recurrent funding in 1985 through Supported Accommodation Assistance Program (SAAP). Although the service was co-ordinated by the, then, Box Hill Council youth worker it relied heavily on unfunded and therefore unpaid labour. The development of a management committee, pool of volunteers to undertake community placement and volunteer mentoring was essentially unfunded. For the first four years Box Hill Council were the primary supporters of the service, with the occasional one off grant for short projects and seeding grants. The first employed position, Co-ordinator of Volunteers, commenced in February 1985. Recurrent SAAP funding commenced shortly after and for some years there was a full time support case worker and a part time Co-ordinator of Volunteers positions. Both SAAP funded.

Some years ago the Co-ordinators of Volunteers position became absorbed into the newly created Managers position when the Department of Human Services (DHS) took a decision not to continue to fund the role as it did not fit into their direct service delivery guidelines. With the expansion of FAN's programs into Tenancy Support and Life Skills in 1997, staff management responsibilities became greater, along with more complex accountability requirements, and a continuing case load The capacity to appropriately support the Volunteer Program diminished as a consequence. In the Manager's Performance Appraisal in 2003 the Co-ordinating of Volunteers function was viewed as an anomaly. While this had been raised previously it had been maintained at a minimum level until a position could be funded independently. The commitment to volunteer involvement has had direct benefit on the quality of support to clients in a variety of ways. It has also enhanced FAN's services immeasurably through the skills, commitment, practical and financial contribution of volunteers. In recent years several submission have been lodged without success. My particular appreciation to Brigitte Hammer and Lynne Hahn for their commitment to the development of submissions and the pursuit of funding for the position.

It is therefore a significant achievement that FAN have developed a proposal for the pilot funding of a part time position up to June 2004.

Volunteers continue to provide an active role in the governance of the agency and the support of clients. Specifically:

## **Management Committee**

The committee roles and responsibilities 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.

One of the most time consuming activities of the past twelve months involved the final negotiations for the office renovations. Those who have read FAN's Annual Report over previous years would note this has been a very long process. The last year has required many meetings, most of them outside of usual business hours. I would like to acknowledge in particular Gerry Thurlings, Ted Russell, Colin Bellis and Lynne Hahn for their contribution to this process. At the time of writing this report the walls and roof are up and as an agency we look forward to offering improved facilities for clients, staff and the broader community.

Ted Russell is in his second term as Treasurer and through his accounting skills has ensured that all financial accountability requirements are met to the highest standard. Ted is expanding on his initial Induction package for committee members and is in the process of developing a Governance framework. Colin Bellis, also is in his second term with FAN. In the last year his legal skills have been invaluable to our negotiation around the lease and building project, participating in a number of meetings and preparation of documents.

Gerry Thurlings, Chairperson, previously a public housing advocate employed at Eastern Tenancy and Housing Ltd, and from a strong background in community and SAAP work has recently taken on a position with Community Housing Limited in Gippsland. As a result Gerry will retire from the committee and as Chairperson at the Annual General



Meeting. Gerry has been very active in particular during the office renovation negotiations, staff employment interviews and the Managers Performance Appraisal. Gerry leaves FAN with our best wishes and appreciation for his three years of support. 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. During the past year Bruce was an invaluable participant on the Executive, staff liaison and participated in several projects, including the Managers Performance Appraisal and the Volunteer Program Funding Proposal. Chris Meneilly, St Andrews minister and pastoral youth worker, Co-ordinates the Young Peoples Resource Centre in Box Hill. He brings particular community skills and has undertaken joint projects with the Life Skills Program. 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 accountability and seemingly shrinking resources. A number of key initiatives have been brought to fruition during this last year and owe much to their commitment.

### **Volunteer Mentoring Program**

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**

The Life Skills Program provides more flexible opportunities for volunteering 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. Kelle Castellano, Life Skills Co-ordinator has extended her role to update documentation and resources and specifically recruit volunteers for the Life Skills Program.

### **Community Involvement/Support**

The market economy also prevails in the community sector, demand can only be met by supply. Govern-

ment 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 encourage 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. In particular I would like to draw your attention to a new proposal brought to FAN by Caroline and Derek Young through their Orcadia Foundation. Caroline was a member of the Mentoring Program for 11 years, and together Caroline and Derek have been financial donors for some years. Their new proposal will enable the purchase, furnishings, maintenance and upkeep for a property to be used for long term housing for a young family. The Orcadia Foundation house will provide a valuable and necessary enhanced option and meet a significant gap in the provision of affordable, secure and long term housing. Without a doubt it will make a significant difference in the life of one young family.

### **Personal Acknowledgement for Volunteer Effort**

Jeannie Baker	Jihan Martin
Tracy Carter	Leo Clarebrough
Toni Gurwitch	Kathryn Lea
Emma Pascoe	Carolyn Pearson
Beth Oswald	Andrea Snoxell
Candy Vulling	Jasmine Stander

### **Sue Carlile**



# Consumer Affairs Inner East (CAIE)



FAN Family Access Network

During the reporting period, since the name change Consumer Affairs Inner East has experienced a positive response from the public, estate agents and landlords. It has increased our ability to conciliate successfully between parties with a result of less time being spent representing clients at the Victorian Civil & Administrative Tribunal.

CAIE provides community groups and agencies that operate within the Inner Eastern Region, community educational program through its varied activities and networks. The service has received a further twelve month funding until June 30<sup>th</sup> 2004. CAIE is a valuable resource to the region and strives to achieve the most positive outcome for its clients in conciliating ongoing tenancies..

### Community Education

The Tenant Advice Bulletin (TAB) Newsletter is distributed to community groups in the region. Community Radio 3WBC94.1 FM supports the service by monthly airtime. Resources in English and community languages are widely distributed throughout the year to a number of service providers.

Through ongoing press releases statewide culturally diverse and local newspapers, educates the community about prominent tenancy issues.

### Client Contacts

Assistance has been given to 1380 tenants/landlords during this financial year. The complexity of tenancy issues demands increased casework with all parties to achieve a conciliatory outcome. CAIE support and represent tenants at the Victorian Civil and Administrative Tribunal (VCAT). The largest single ethnic group to seek advice from the service was Chinese. 38 diverse communities were also represented from the regions of, Eastern Asia,

Southeast Asia, India, Africa, Peru, Middle Eastern, Eastern and Western Europe and South America. In response to these demographics CAIE provides information in a variety of languages, to assist in a better understanding of their rights and responsibilities under the Residential Tenancies Act.

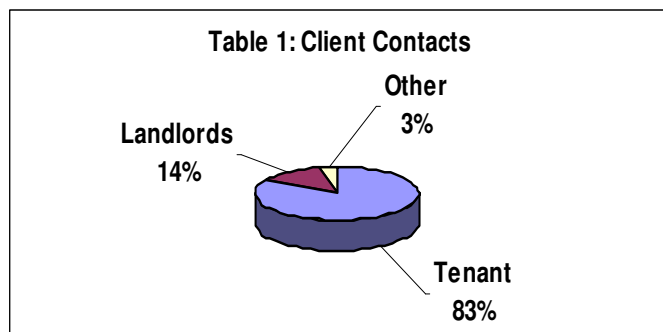
The most prominent issues presented to CAIE were Repairs, Lease breaking, Bonds, Compensation claims, Tribunal process, Rent Arrears, Notices to Vacate, Rights and Duties and Possession. The tenancy service provides outreach service from Camcare, in Camberwell. The outreach operating from the New Hope Centre in Oakleigh, ceased in August this year. CAIE thank both of these agencies for their support of the Tenant Support Program. We are pleased to announce the commencement of an outreach office located at Doncare, in Doncaster.

CAIE have become involved in international student "Home stay" working parties in the Whitehorse and Boroondara LGA's due to increased community and international student co-ordinators concerns . The interest and participation by many organisations and schools has increased with a strong focus on developing regional forums. The purpose is to address issues relating to accommodation, access to health, mental health and cultural issues. This is a long term initiative with the goal to develop legislation that will protect homestay students and homestay providers.

As technological advancements have lead to wider exposure of information via the internet,

Table 1 shows the breakdown of the 1,380 client contacts for the year.

Clearly the largest sector were from tenants, significantly less landlords. The other component covers such areas as rooming house, boarder/lodger, homestay and consumer enquiries.



# Consumer Affairs Inner East (CAIE) cont...

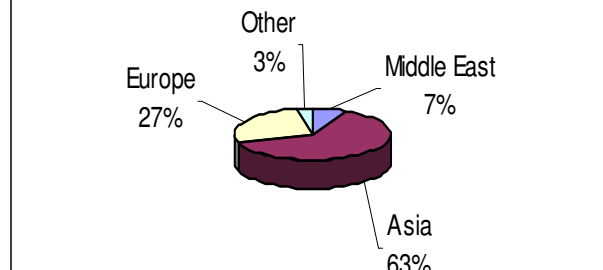


FAN Family Access Network

**Table 3: Main Languages**

Main Languages	No
Chinese	72
Greek	16
Indian	13
Italian	13
Indonesian	10
Spanish	9
Korean	8

**Table 2: Clients Geographic Regions**



A total of 204 out of 1,380 that is 14.8%, of clients, whose first language is other than English, contacted CAIE during 2002/2003. 38 different nationalities were contained in that figure.

Table 2 identifies the geographic region and Table 3 identifies the major 7 languages spoken by clients.

## Life Skills Program

With the generous support of Box Hill Rotary and the City of Whitehorse the Life Skills Program has now successfully completed its sixth year in operation. With the increase in funding, the Life Skills Program has been able to deliver many more programs to young people in our community. The range of partnership projects with other agencies has enabled the Life Skills Program to become a major resource for young people in the local community. 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 under 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 2002 / 2003:

- A weekly social support group for young pregnant and parenting women
- A weekly social and recreational youth group
- Regular enrichment activities, such as ice skating, tickets to *Rove Live* and Galactic Circus
- A cooking program (x2)
- A personal safety program for young women
- A self esteem program for young mothers
- An adventure camp
- An alternative lifestyle program

# Life Skills Program cont ....



*FAN* Family Access Network

- A creative skills / photography activity for Youth Week Victoria called "A Week in the Life of..."
- Involvement in the planning of a group for same sex attracted young people
- Planning an employment mentoring program with a local business
- Involvement in the Youth Market for the City of Whitehorse Youth Week celebration

## **Linkages / Partnerships formed:**

- Youth Connexions (City of Whitehorse)
- Eastern Drug and Alcohol Service
- Youth Adult Bureau
- Whitehorse Community Health Service
- Young Peoples Resource Centre (St Andrews Uniting Church - Box Hill)
- Youth for Christ
- Morgan House
- Children's Resource Project
- College of Natural Medicine (Box Hill Campus)
- Juno Consulting
- City of Whitehorse Same Sex Attracted Support Group
- Uniting Care Connections - Starting Out
- Primary Mental Health Team
- Youth Week Victoria
- Personal Safety Concepts
- Anglicare
- 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 in 2002 was a major achievement. This was made possible due to the increased funding generously provided by Box Hill Rotary and the City of Whitehorse. These extra hours have led to the expansion of the Life Skills Program in 2003, enabling more young people to become involved in the various programs.
- A grant was again received by the City of Whitehorse Youth Issues Working Party to run

the personal safety program.

- Donations from the Ringwood Magistrates Court supports the weekly youth group, which enables young people to participate in activities and to have a meal at no cost. Up to 20 young people regularly attend the group and participate in activities such as going out for dinner, crafts, workshops and outings. Many young men attend, which is unusual for a youth group.
- Donations from the Lord Mayors Trust supports the Young Mum's Program, which enables young and expecting mothers to participate in activities together over lunch.
- The young people participating in the cooking program were given the opportunity to cater for the Young People's Resource Centre volunteer's Christmas function. 8 young people were involved and catered for up to 30 adults.
- The Youth Week Victoria creative skills / photography project was displayed at 'Out of the Blue, Youth Homelessness Forum'. The project provided each person young with a camera to take photos of their lives for a week, and then getting together to make collages. Feedback about the collages was extremely positive from those attending the forum.
- There has been positive feedback about the Life Skills Programs from the young people attending the various programs and workers in other related services. Many young people also bring their friends along to the programs, which highlights the accessibility of the programs, and also their success.
- One of the young women who attends our young mums group Natalie Kellett—won 'Whitehorse youth of the month.' The award recognized Natalie's involvement in the community, her parenting and her involvement in the FAN Mums group.

***Kelle Castellano***



# Training

Over the past twelve months, Family Access Network staff have participated in the following training:

- Advanced Tenancy Law
- Borderline Personality Disorder
- Consumer Affairs Victoria Network Training
- Child Abuse
- Depression in Young People
- Domestic Violence and Child Protection
- Family Violence
- Governance
- Homelessness Service System development Project - Workshops
- Occupational Health and Safety
- Mediation and Conflict Resolution
- National Homelessness Conference
- Privacy Legislation
- Risk Management
- Sexual Abuse
- Substance Abuse, Parenting and Child Development
- Systems Solutions and Family Therapy
- Tenancy Law
- Training on Amendments to the Residential Tenancy Act.
- Worker Nurture Day
- Young People, Grief and Loss

# Networks/Linkages

Family Access Network has formed and consolidated relationships and partnerships with many community agencies and groups, at local and regional levels. Staff have acted as members or representatives of Family Access Network with the following groups and agencies over the past 12 months:

- Australian Federation of Homelessness Organisations
- Boroondara Youth Service Providers Network
- Camcare
- Cara House
- CAV Regional Forums
- Child Protection and SAAP
- Children Welfare Association of Victoria – Youth Providers
- Children’s Resource Project
- City of Whitehorse – 10 Year Plan
- Community Housing Ltd
- Council to Homeless Persons
- Council to Homeless Persons Regional Consultation
- Court Network Melbourne
- CWAV Regional Consultation
- Doncare
- Eastcare Housing Services
- Eastern Homelessness Network
- Eastern Homelessness Network Reference Group
- Eastern Tenancy and Housing Ltd (ETHL) Board of Directors
- Eastern Domestic Violence Outreach Centre
- Hawthorn English Language Centre
- Homeless People’s Association
- Managers of Volunteers Network – Eastern
- Migrant Settlement Committee – Eastern Region
- Monash Welfare Network
- Local Area Planning Committee - Manningham
- Oakleigh Migrant Resource Centre
- Primary Care Partnerships Eastern Region
- Public Interest Law Clearing House (PILCH)
- SAAP/THM/DHS Managers Meeting
- Same Sex Attracted Support Group
- Victoria Council of Social Services (VCOSS)
- Volunteering Victoria
- Whitehorse Youth Issues Working Party
- Whitehorse Youth Issues Working Party – Financial Committee
- Women’s Housing Ltd
- Youth Week Victoria

# 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 2003

	2003	2002
<b>INCOME</b>	<b>\$</b>	<b>\$</b>
Donations	23,356	23,895
Office of Housing		
EH.HISP	1,185	2,370
HEF	3,850	5,840
Human Services Grant-Crisis Program	0	20,000
Human Services One Off Grants	500	3,879
Human Services Grants -Other	216,749	209,568
Interest	7,020	2,405
Miscellaneous	947	1,472
Consumer and Business Affairs	93,609	90,531
Property Rental	9,303	2,931
Whitehorse Grant	49,323	18,504
<b>Total Income</b>	<b>405,841</b>	<b>381,395</b>
<b>EXPENSES</b>		
Depreciation	7,901	10,717
Housing Emergency Fund (HEF)	3,850	7,771
Human Services - One Off Grants	-	743
Life Skills Program	6,583	1,552
Material Aid	5,782	12,975
Office Operating	18,941	18,022
Property Costs	10,704	10,669
Office Utilities	9,992	9,957
Salaries	264,496	241,531
On-Costs	47,466	40,824
House Expenses	3,008	8,859
Other Program Costs	300	1,474
Staff Training/Support	3,162	624
Travel/Car	5,608	7,359
Volunteer Program	800	771
<b>Total Expenses</b>	<b>388,592</b>	<b>373,848</b>
<b>Net Ordinary Surplus (Deficit) for the Year</b>	<b>17,248</b>	<b>3,218</b>
<b>Capital Grants (included in income above)</b>	<b>-</b>	<b>4,329</b>
<b>Net Operating Surplus (Deficit) for the Year</b>	<b>-</b>	<b>7,547</b>
<b>Opening Accumulated Funds</b>	<b>140,516</b>	<b>132,969</b>
<b>Closing Accumulated Funds</b>	<b>157,764</b>	<b>140,516</b>

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 2003**

	2003	2002
<b>ASSETS - Current</b>	\$	\$
Cash on hand and at Bank	54,186	43,023
Investment and Term Deposit	136,759	107,045
	190,945	150,068
Other Assets		
Interest Receivable	1,931	-
Prepayments	1,028	1,172
	2,959	1,172
<b>ASSETS - Non-Current</b>		
Land and Buildings - at Cost	83,648	83,648
Furniture and Equipment- at cost	17,334	17,334
Less Accumulated Depreciation	(10,223)	(7,669)
Motor Vehicles	33,443	33,443
Less Accumulated Depreciation	(15,025)	(9,677)
<b>Total Non-Current Assets</b>	109,177	117,078
<b>Total Assets</b>	<b>303,081</b>	<b>268,318</b>
<b>LESS: LIABILITIES</b>		
Unexpended Specific Purpose Grants	20,232	10,554
Provision for Long Service	20,296	18,405
Provision for Holiday Pay	12,443	9,465
Sundry Creditor and Accruals	8,698	5,731
	<b>61,669</b>	<b>44,155</b>
<b>Net Assets</b>	<b>241,412</b>	<b>224,163</b>
<b>ACCUMULATED FUNDS</b>		
Accumulated Funds	157,764	140,516
Capital Grants Reserve	83,648	83,648
<b>Accumulated Funds at the End of the Financial Year</b>	<b>241,412</b>	<b>224,164</b>

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 2003

	\$
<b>Cash Flows from Operating Activities</b>	
Rental Income	9,303
Interest received	7,020
Other income	397,409
Payments to Suppliers and Employees	(372,856)
Cash from Operating Activities	40,876
<b>Cash Flows from Investing Activities</b>	
Payments for Property, Plant and Equipment	-
Placement of Term Deposits	(29,714)
<b>Net Increase in Cash Held</b>	11,162
Cash at the Beginning of the Year	43,023
Cash at the End of the Year	54,186
<b>Reconciliation of Net Cash from Operating activities with surplus</b>	
Operating Profit	17,248
Depreciation	7,901
Increase in receivables	(1,787)
Increase in Creditors	2,967
Increase in Income in Advance	9,678
Increase in Current Provisions	4,869
Net cash from Operating Activities	40,876

### FAMILY ACCESS NETWORK INC

#### STATEMENT BY MEMBERS OF THE COMMITTEE

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

The committee 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 committee the financial report as set out:

1. Presents fairly the financial position of Family Access Network Inc as at 30 June 2003 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 Access 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 committee and is signed for and on behalf of the Committee by:



# 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 2003.

### **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 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:

<b>Class of fixed asset</b>	<b>Depreciation rates</b>	<b>Depreciation basis</b>
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

## Notes to and forming part of the accounts cont .....



**FAN** Family Access Network

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 superannuation fund 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 less than 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 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

	2003	2002
<b>General Reserve</b>	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.

<b>Operating Profit</b>		17,248
Depreciation		7,901
Increase in Current Receivables	(1,787)	
Increase in Current Creditors	2,967	
Increase in Income in Advance	9,678	
Increase in Current Provisions	4,869	
Net Cash from Operating Activities	40,876	

## Note 4

### Commitments

Rental payments	- within one year	\$15,135
	- 2004 to 2008	\$68,520
Office extensions	- within 1 year	\$36,000

# 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:**

## ***The following organisations:***

- |   |  |
|---|--|
| Anglicare   | Lord Mayors Fund - Percy Baxter Foundation |
| Australian College of Natural Medicine                                  | Magistrates' Court of Victoria - Ringwood  |
| Bakers Delight - Blackburn  | Melbourne Aquarium                         |
| Box Hill Rotary - Life Skills Program/Education Fund and Personal Kits/ | Nando's Box Hill                           |
| Canterbury Council of Churches  | Nestle                                     |
| Channel Ten   | Paul Fisher Consulting Pty Ltd             |
| The Staff of Countrywide Tolstrup                                       | Rialto Observation Deck                    |
| Darkzone  | Rizzos House of Linen                      |
| Eastern Emergency Relief Network Inc                                    | Spotlight                                  |
| Gamblers Help - Eastern   | St Dominic's Parish East Camberwell Parish |
| Highfield Road Uniting Church Tennis Club                               | The Body Shop                              |
| Kimberley Clarke  | Triple M                                   |
| Lord Mayors Fund - Percy Baxter Foundation                              | Whitehorse Youth Issues Working Party      |
|   | Zartworks                                  |

## ***and the following people:***

- |                   |                                    |
|-------------------|------------------------------------|
| L Algie           | D McRae                            |
| C Beaton          | N Morsby                           |
| O Clark           | D Neville                          |
| L & D Clarebrough | K O'Brien                          |
| J Fahey           | M Ogilvie—Disadvantaged Youth Fund |
| R & S Filson      | R Perry                            |
| R Joynt           | A Rogerson                         |
| J Lawson          | C Shale                            |
| K Lea             | M Sheahan                          |
| R Leydon          | A & G M Simpson                    |
| T & N Long        | C & D Young                        |
|                   | J Young                            |

# FAMILY ACCESS NETWORK INC.



2003