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## Statement of Service Philosophy

Family Access Network's (FAN'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.
- Children's Program—Early Years a therapeutic intervention for children accompanying their parents into FAN's services and a resource for parents and staff.
- Life Skills Program to provide social skill development opportunities for at risk young people.
- Volunteer Program to recruit mentors, lead tenants and other volunteers consistent with FAN's Philosophy.

## Core Principles

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

## Description of Service

Family Access Network is a community based service, operating in the Eastern Metropolitan Region, established in 1981 and located in Box Hill. FAN is governed by a community board elected annually, operational matters are the responsibility of the Manager. The services provided are:

- Access to low cost supported housing for homeless young single, pregnant, parenting families and couples aged 16-25 years.
- Tailored responses to the needs of accompanying children: therapeutic interventions, child-safe environment; assistance and guidance to families and support workers; advocacy on the rights of children.
- Support to assist young people in the target group to access private rental accommodation, secure public housing or other support as required.
- Information and referral service on options and resources for young people seeking accommodation.
- Equity Support Program (material aid) for clients which offers assistance with food parcels, travel costs, medical and pharmaceutical, infant and children's health and safety needs, personal kits of bedding and toiletries, housing relocation requirements, a tailored private rental assistance program and other material/financial needs that address the clients experience of crisis and/or will maximise positive future directions.
- Facilitating access to brokerage resources to assist with education, employment, family reconciliation and mediation options to assist in maximising client outcomes.
- A team of volunteers provide positive role modeling and links into the community through the mentoring program and lead tenant model. Volunteers are also recruited to assist in Life Skills Programs and to offer assistance to young parents to enable their participation in FAN's programs and other activities.
- Life Skills Program for young people residing in or with links to the City of Whitehorse. A variety of workshop based programs are provided to assist at risk young people learn new skills in a personal development framework.



## Service Objectives

### Supported Accommodation and Assistance Program (SAAP)

- Provide a service to support homeless and/or at risk young people, including young families, to access appropriate accommodation options.
- Empower clients to determine their own path towards secure, independent living.
- Inform clients about local community supports and resources.
- Adhere to sound case management practices.
- Provide a service based on strengths-based client-focused principles underpinned by a rights-based approach.
- Encourage re-establishment with family of origin, where appropriate.
- Recognise and support volunteers involved in the mentoring program.
- Maintain effective data and implement evaluation procedures.
- Monitor trends and emerging needs of clients consistent with a best practice model.
- Promote public awareness of issues surrounding youth homelessness.
- Contribute to inter and intra-agency practice and policy interventions.

### Children's Program - Early Years

- Provide a therapeutic intervention for the accompanying children of young homeless clients.
- Provide a range of services tailored to the needs of the children, in either an individual or group response.
- Support and act as a resource for young parents in the developmental needs and rearing of their children when they may be adjusting to major changes or disruption in their life.
- Act as a resource for staff and volunteers working with clients and children in addressing their developmental needs.
- Assess the current office space at FAN to ensure that it is maintained as an appropriate and safe space to work one-on-one with children or in a group.
- Provide training workshops to educate parents, staff and volunteers in identifying the developmental needs of children offered in a way that acknowledges strengths.
- Contribute to the broader service system's awareness and advocacy around children's unique needs within the homelessness sector.

### Life Skills Program

- Encourage participants to plan, facilitate and participate in a range of creative, educational, personal development in a supportive and safe environment.
- Develop and enhance social /emotional wellbeing through fostering a sense of connectedness and resilience.
- Encourage positive contributions and building a sense of community through positive social interaction.
- Create an environment that encourages self expression and acceptance of racial, cultural, sexual and religious diversity.
- Maintain program data collection and evaluation processes.
- Utilise local media to promote the skills and profile of young people. Create partnerships and collaborative projects with other community agencies.

### Volunteering/Community Involvement

- Recruit and support Volunteers to assist Life Skills workshops and activities that build positive relationships.
- Strategically plan for the volunteer needs of FAN consistent with its philosophy and service delivery policies.
- Conduct regular support meetings and training sessions for volunteers.
- Ensure volunteers are informed about relevant agency and sector issues.
- Maintain volunteer brochures and any other relevant materials.
- Acknowledge the services that volunteers provide.
- Recruit and support volunteers to assist in workshops and activities that build positive relationships.



## Chair's Report

Firstly, thanks to each of our staff—Sue Carlile, Carol Martyn, Carla Di Stefano, Jemmah Drew, Victoria Sobh, Kristie Lennon, Kellie Robinson and Cathy Oliver, and our numerous committed volunteers associated with FAN over the past twelve months who have combined to provide a range of effective services with excellent outcomes. We also acknowledge the departure of Lynne Hahn and Brigitte Hammer after their longstanding contribution to FAN over many years. They will be greatly missed.

The FAN board has met bi-monthly with Executive meetings also held monthly. Special thanks to Michael Smith, Colin Bellis, Roy Longworth, Helen Killmier, Jackie Bramwell, Lynne Hillier and Sue Carlile (as Manager) for your significant input and support. FAN is most fortunate to have the level of expertise and experience on its Board, and it is particularly well represented by senior staff from the community sector. A number of small changes to the constitution were endorsed at the last AGM following a careful review. A special thanks to Colin for his unstinting work in this area. I would also like to acknowledge the significant contributions to our Treasurer, Michael Smith and to Lynne Hahn for taking and distributing minutes.

The utilisation of the new FAN offices and client spaces for the full twelve months has been a much welcomed development and the excellent result of a great deal of planning and discussion. The new spaces have been well received by all users and have also enabled us to continue to provide a JPET outreach program in partnership with UnitingCare Harrison Community Services, as well as the WHISH program. The new partnership with ALSO has commenced and will bring new learnings.

Special thanks go to the City of Whitehorse and Rotary Club of Box Hill for their ongoing financial support for the Life Skills program. This program was strengthened with the inclusion of new model of a Peer-Leadership program and continue to meet very practical needs.

The provision of the property in Box Hill by Caroline and Derek Young of the Orcadia Foundation has continued to be a much needed resource and their longstanding support of FAN is greatly appreciated.

Earlier in the year we commenced a planning phase with staff and Board members considering possible future option for FAN. These included investigation of Government funding alternatives, forming strategic alliances, providing ancillary support for our clients and additional services at FAN either and/or in partnership with other services. Further to this the FAN Board is particularly excited about the number of new initiatives and developments currently taking place. This includes the joint initiative of FAN and Melbourne University Key Centre for Women's Health for a Telstra funded research project, which will feature interviews with clients to develop a research report and training models. In addition the provision of funding of \$175,000 over three years for a Children's Worker—Early Years by the Alfred Felton Bequest is exciting.

I conclude by thanking Sue Carlile for her insightful and strong leadership as the FAN Manager on a day-to-day basis. Sue and the staff team have again worked tirelessly to ensure that services provided by FAN are timely, responsive and effective.

This year FAN celebrates it's 25th year during which time it has sought to provide services that reflect community need and that are well connected with our such services. The challenges will continue in the next 25 years.

**Bruce Argyle (Chair)**



## 2005—2006 Developments

In April 2006 FAN celebrated its 25<sup>th</sup> Anniversary of services to the community. A history of the organisation is contained within this Annual Report. Although it is by no means comprehensive in the context of every event, it captures the key points, themes and the significant people and organisations contributing to the development and evolution of FAN.

The history together with the individual program updates provide a comprehensive overview of the services offered at FAN, the initiatives and developments of the past year and, in this Anniversary edition of the Annual Report, linked to the twenty-five year history.

Practice reflection, data and trends analysis has formed the basis of a very successful portfolio system, which is underpinned by the FAN Board endorsed Strategic Directions. The portfolio system was recently reviewed, and to the delight of the staff team and to their credit, it was most encouraging to note the number of successful outcomes from those identified in 2005. These in conjunction with externally driven developments and new projects have led to a very busy and eventful year. The respective program area reports outline these more fully, however a summary of the key developments for 2005 – 2006 are:

- FAN's response to minimising the barriers that young people experience in accessing private rental through the Private Rental Assistance Scheme and Breaking The Cycle Over Breakfast initiatives are now in their second successful year at FAN. Continuing series of presentations to the Real Estate industry including the Eastern Real Estate Institute of Victoria Board, and the recently FAN initiated regional private rental working party are some of the positive outcomes, in addition to the strengthened relationships and the increasing access to private rental of FAN's clients.
- Youth Health Day successfully held in December 2005, was made possible by the active involvement of a team of young people on the steering committee. In excess of 100 attended the event and contributed to FAN's vision to develop a peer Leadership Program, which is now in its formation, with a keen group of participants who recently developed a video application for funding.
- Young People as ambassadors has taken on a significant direction in the last two years at FAN, in particular with several FAN clients giving presentations at Real Estate Breakfasts, Sleepouts, Homelessness Expo's, FAN AGM, Whitehorse Youth Issues Working Party, input to a Melbourne University Research on Motherhood and positive interventions, on both the steering committee and as active research participants.
- The Life Skills Program, now in its ninth year, continues to refine and develop Program responses tailored to the needs of clients. Many of the successful programs have continued including, also in its ninth year, the Young Mum's Group. Some features of the last year include the development of one on one skill development activities with clients, a range of partnership activities offering diverse activities ranging from Stencil Art to Girls With Attitude, and a new, very successful Learner Drivers Program which resulted in a 100% pass rate for all participants.



## 2005—2006 Developments continued

- The Volunteer Program, now in its twenty-fourth year is evolving in line with the client group. As a result volunteers are now involved in new roles as child play supervisors, volunteer support to Young Mum's and Peer Leadership Groups, as well as the ongoing roles of mentors and lead tenants. Volunteers make an enormous contribution to FAN and in particular to the young people, young families and accompanying children.
- FAN's homeless response is in its twenty fifth year, with twenty-one years in receipt of Supported Accommodation Assistance Program (SAAP) funding from Department of Human Services (DHS). As the "core" service at FAN many of the programs, initiatives, trends and analysis have emerged from the presenting clients and their needs. In the reporting period young people and young families represent an even 50% of clients, totaling 88 with 51 accompanying children. While this is slightly down on the previous year, this is reflected in the Regional Front Door Trial experiencing less young people presenting along with FAN redirecting Housing Establishment Funds (HEF) to the Front Door Trial, thereby reducing total numbers of young people supported. However the service responses required have been more complex as has been the experience across the Eastern Region Homeless Service System. The FAN data reflects increased numbers in the 15 – 19 years of age, with a significant increase in family breakdown, being identified as the primary source of homelessness across all clients. This has also been reflected in increased work with the primary family of clients, in many cases contributing to successful family reconnection.
- FAN has actively sought enhanced brokerage funding for clients through Youth Employment Education and Training Initiative (YEETI) and Family Reconciliation and Mediation Program (FRMP). Total fund sought exceed \$95,000, which has positioned FAN as a leading youth agency in the state in securing positive outcomes for clients in regard to education and employment options and family reconciliation measures.
- FAN has actively contributed to a number of regional and statewide consultations and reports including, but not exclusive to the Front Door Trial conducted by Thomson and Goodall, Homelessness Sector Training Consultation and the joint submission with Council to Homeless Persons and Homeless Advocacy Service on the Charter of Rights for Children and Young People. In 2005 FAN contributed to the Project i "Making a Place to Belong" Research, which led to a partnership research in 2006 with Dr Deb Keys and Melbourne University, funded by Telstra, on "Motherhood and Positive Interventions".
- FAN presented at the National Homelessness Conference in Sydney in March and the July Victorian Statewide Practitioners Forum.
- A concerted submission driven campaign led to the successful funding of the Children's Program – Early Years, by the Alfred Felton Bequest, administered by the ANZ Trustees. The three year funding, and the appointment of Kristie Lennon, enables FAN to address the presenting needs of children, support and resource young families and contribute to appropriately tailored and enhanced services for accompanying children through access to improved physical resources and therapeutic interventions.



## 2005—2006 Developments continued

- ALSO Foundation and FAN have worked together closely in the last year as partner agencies in the development of “*alsorts*” youth transitional support for same sex attracted transgender intersex young people. FAN and ALSO are hopeful this will lead to further expansion across the homelessness service system of appropriately tailored responses for SSATI young people. FAN has undergone extensive internal and external awareness training of all staff, Board and volunteers, in addition to assessment, process and information audits. The project was launched in June and the house opens in October 2006. Dr Lynne Hillier, who has contributed significant research in the context of presenting needs of SSATI young people, joined the FAN Board in 2006.
- Harrison UnitingCare JPET and WHISH programs, respectively, were co-located at FAN across a two-year period from 2004 to 2006. Although the co-location has concluded with the completion of an office site in Box Hill, the successful partnership developments between the JPET and FAN Life Skills Programs will continue.
- FAN’s AGM in October 2005 resulted in the successful endorsement of Constitutional changes and formalising the change to a Board of Governance, which had been operational for some years.
- In May 2006 FAN undertook an internal staffing restructure resulting in the introduction of new staffing positions: SAAP team leader, with the appointment of Carla Di Stefano. This has proved to be a most successful appointment with Carla undertaking a key role in developing new systems and processes both within the homeless response and across FAN in general. Carla in particular documented the Breaking The Cycle Over Breakfast model and in recent times in her leadership role is facilitating the Document Control and Information Management systems at FAN. In addition a traineeship commenced in June with Kellie Robinson appointed to the Reception Administration role. Carol Martyn has taken on the supervision role and through Kellie’s enthusiasm order being is created across a range of physical resources and administrative functions at FAN.

In the last year FAN has experienced an unprecedented level of staff changes. Some of which is in response to new programs and the subsequent staff appointments. During the reporting period two longstanding and key members of staff have resigned, Brigitte Hammer and Lynne Hahn. Brigitte and Lynne have contributed 15 and 16 years respectively to FAN, an incredible commitment at any standard, but almost unheard of within the homelessness sector. In particular I acknowledge both Lynne and Brigitte for their wisdom, extensive and overarching knowledge, contribution to processes across all levels of the agency and on a number of occasions, stepping up to Acting Manager responsibilities. Lynne’s role as Financial Administrator was reviewed to create two roles, one of which is now filled by Cathy Oliver in the financial role. Cathy came to FAN recently and has done an admirable job in taking up the functions of the role at a key time of the year in the context of reporting and auditing processes. Katy Grimes, left to undertake further study interstate and contributed much energy, enthusiasm and ideas in her relatively short time at FAN. Jemmah Drew and Victoria Sobh commenced as support workers in early 2006 and have hit the ground running. Both Jemmah and Victoria have taken on key roles in Portfolio projects, Breaking the Cycle Over Breakfast and Data and Information Technology Systems.



## 2005—2006 Developments continued

In response to further restructure at FAN, Carla Di Stefano, was successfully appointed as Team Leader in May, while retaining core client support work. Carla has contributed enormously to FAN, and in her new role is taking on a key role in staff support and supervision of the SAAP team. In addition Carla's information management portfolio, has transformed access to internally developed information and resources. Carol Martyn as Coordinator of the Life Skills and Volunteer Programs is in her third year of employment at FAN. Her commitment, energy and willingness to always go the extra yard has contributed enormously to the success of both programs. Kristie Lennon, Children's Worker – Early Years, has changed FAN to reflect an environment that is child friendly, developing comprehensive resources for workers, supporting parents and advocating on the needs and rights of children. FAN is extremely fortunate to have the skill, commitment, energy and vision of an amazing staff team.

Community support by way of volunteer effort, sponsorship, individual and corporate donations, in kind support, and an extraordinary level of goodwill, continue to enhance the level and scope of services. Please take the time to read the acknowledgement of supporters at the end of the Annual Report. In addition the ongoing funding resources and support of the Department of Human Services, City of Whitehorse, Rotary Club of Box Hill and Alfred Felton Bequest enables the core work of FAN to be delivered.

May I also take this opportunity to extend appreciation to the FAN Board in a year which has seen the development of a new model for governance, revised constitution, Strategic Plan revision, staffing model restructure and the introduction of new partnerships and directions of service delivery. The Executive in particular of Bruce Argyle Chair, Colin Bellis Deputy Chair, and Michael Smith Treasurer provided invaluable assistance and guidance to the development of new projects, partnerships and offered ongoing and unfailing support to me in my role. I would also like to thank Jackie Bramwell, Roy Longworth, Helen Killmier and Lynne Hillier for their commitment and contribution as members of the FAN Board.

*Sue Carlile*  
**Manager**



## Happy 25th Birthday - Family Access Network

### In the Beginning – The Early Years

FAN's capacity to respond with initiative and innovation did not happen overnight, nor has it necessarily been a recent phenomenon. It is born from the history and culture of the agency, which is embedded in the philosophy and the practice. A client focussed and driven, rights-based approach is a fundamental Core Philosophy demonstrated since the commencement of the organisation.

Family Access Network formally emerged as an organisation in April 1981. Its development evolved from the efforts of the Box Hill City Council (now City of Whitehorse) youth worker, Steve McLoughlin, in drawing together a committee of people from within the local community to foster an accommodation response for the growing numbers of homeless and at risk young people. The development however emerged some years earlier from the late 70's through a series of public meetings, and community awareness activities led to the emergence of a steering committee. The community development model, so richly embedded in the formation of the agency, has continued and contributes much to the community participation, strong volunteer and donation base that enables FAN to continue to value add to services provided.

The City of Box Hill allocated worker time and resources to the development of the model, guided by the steering committee and subsequently from 1981 the Management Committee. Initially the service response was focussed around a community placement model and private rental shared houses – both of which made possible by the active involvement of volunteers as community placement caregivers and volunteer mentors supporting the shared houses. St Paul's Lutheran Church Box Hill, under the direct support of Bett Beaton and the Christian Brothers Novitiate, through the efforts of Br Paul Noonan, each provided onsite housing for young people to supplement the private rental and community placement options.

The then Ministry of Housing allocated a youth transitional property to FAN in 1982, which was used almost exclusively for young people for a period of more than 20 years and despite some ups and downs along the way was embraced by the local community, including the Neighbourhood House Coordinator. This supplemented the private rental stock managed by FAN. In recognition that independent housing was not suitable for all young people, the shared housing model was enhanced by the strong pool of Community Placement Caregivers providing respite and ongoing housing options within a family environment. Many of the young people placed in the community placement program returned to their family homes, which enabled an excellent diversionary model for its 20 years of operation. FAN's first externally appointed worker in 1985, Coordinator of Volunteers, developed and managed the extensive numbers of volunteers, while the council youth worker provided the case management response. The model was very successful and laid the foundation for many of the values and practice principles still held strongly at FAN around building sustainable community connections for young people and fostering the involvement of the community.



## Happy 25th Birthday - Family Access Network continued

In 1985 the Supported Accommodation Assistance Program, a Federal and State response, governed by the SAAP Act, emerged providing FAN with the capacity to employ workers to offer a case managed response, as well as an overarching framework, which remains an impressive document to this day.

In the mid 80's the issue of youth homelessness emerged as a major community issue, inspired to a large degree by the Equal Opportunity Commissioners Enquiry "Our Homeless Children" – which for many years was the cornerstone around which youth service models developed. It is also notable that FAN staff, including the current Manager, gave evidence at the original and reconvened Burdekin Enquiries "Our Homeless Children" in 1985 and 1987. FAN's evidence was based on appropriate ways of engaging and responding to the needs of vulnerable young people.

1987 was the International Year of Shelter for the Homeless. FAN was actively engaged at Regional and Statewide level in the campaigns to create increased community awareness, public advocacy and building pathways for acceptance. This was a very active time for social justice advocacy and led to significant service delivery policies and standards in the homelessness sector.

For the next ten years FAN offered a range of housing responses, which included a community placement program for younger people in the 15 – 20 year range, with the emphasis on family reconnection made possible by the dedication of a pool of 25 caregiver "households". For young people out of home for a period of time or where a "family" type housing response was less suitable, FAN also managed a number of shared house properties, by this stage all made available by the Office of Housing directly to FAN to manage. The involvement of a volunteer support team of up to three volunteers per household provided a strong positive role model to the young people, enhancing the case managed response of the team of professional staff. Members of FAN's committee undertook landlord roles and property management and rental collection was managed separately from the role and function of caseworkers. Community Placement and Mentoring Volunteers were drawn from within the community, many of whom also benefited from the training and support offered by FAN, which contributed to many entering the sector in a professional role.

It is interesting to note that many years later Adolescent Community Placement (ACP) emerged as a model, developed by the Department of Human Services (DHS) in response to de-institutionalisation. A FAN worker, Helen Ryan, was seconded to DHS to assist with the original development of the ACP model. The impact on the lives of young people of the volunteer effort of the Community Placement Caregivers and the Mentors is one that for many young people has allowed a reconnection with a sense of community. Due to changing needs and presentation of clients the Community Placement concluded in 2001 after a strong and illustrious twenty years. During this period FAN also had a feature article presented in the Youth Studies professional journal.



## Happy 25th Birthday - Family Access Network continued

### The Middle Years - 1997 - Onwards

In the mid 90's FAN's client group started to change slightly at first, to reflect the growing numbers of pregnant, parenting young women, young families and accompanying children. FAN's service responses shifted to meet the emerging trends and associated needs.

In 1997 FAN grew and changed quite significantly. The introduction of the Transitional Housing Managers – an initiative of the Victorian Government to separate the provision of housing from support (something which FAN had achieved already quite successfully with the tenancy administration worker) – led to some significant changes.

When the Transitional Housing Managers were introduced FAN developed an immediate response, sponsored by the Box Hill Rotary Club to provide personal kits to all young people when it was learned that many were going into properties that did not have necessary items. The kits include doonas, covers, pillows, sheets, and personal toiletries. These are provided to the young person directly and theirs to keep. This project has been running consistently ever since, jointly funded with Rotary, and has become an initiative replicated by other services.

In 1997 FAN was successful in the tender for the auspice of the Tenancy Support Program, funded through Consumer Affairs Victoria (CAV). The Tenancy Support Program offered tenancy support, advocacy and community education services centrally from the Box Hill office and also across five outreach locations, Chadstone, Oakleigh (Migrant Resource Centre), Ashwood, Boroondara (Camcare), Doncaster (Doncare), covering the four inner local government areas of Whitehorse, Boroondara, Manningham and Monash. The service in its seven years of operation (the statewide funding model was reviewed and centralised by CAV in 2004, which led to the closure of all 24 community based programs) averaged 1600 clients presenting for assistance each year. The Tenancy Support Program offered a vital role in supporting households to retain their tenancies, advocate and support tenants through VCAT hearings and offer a resource to landlords and real estate agents to facilitate positive housing outcomes. The program ran a number of community-development/education activities, contributed to literature on young people's tenancy rights, it also formed the basis of FAN's recognition that successful outcomes for tenants often rely on successful communication and linkages with the real estate industry.

In 1997 FAN expanded further with funding from the City of Whitehorse to develop Life Skills Program, tailored for homeless and at risk young people. The Young Mum's Group, a key Life Skills initiative, started in 1997 is still running and expanding today. The program is in its ninth year and is now a partnership-funded project of City of Whitehorse and Rotary Club of Box Hill. A range of personal development and creative workshops, which are frequently conducted in partnership with other community agencies and an ongoing Young Mum's



## Happy 25th Birthday - Family Access Network continued

Group are a feature of the Life Skills Program. The Life Skills Program was one of the first in the region and has contributed a great deal to a diverse range of projects, workshops, support groups and social activities for isolated and at risk young people.

In the mid 90's in response to a changing community climate, FAN was a key participant in an initiative developed in the Eastern Metropolitan Region – United Support Services. FAN as an Executive member undertook, in partnership with City of Whitehorse and Reach Out For Kids, the development of a set of comprehensive sector-wide policies, which were available on disk to enable member agencies to tailor them accordingly. This was valuable learning about how in a climate of competition great outcomes could be achieved through collaboration. USS was an incorporated body, set up to provide an umbrella group for smaller agencies, there were at least 18 member agencies. The group was very successful, and facilitated a Statewide Conference, opened by the Minister and by invitation gave presentations at a number of Regional DHS offices across the state, including the Eastern Metropolitan Region (EMR). The USS model was written up by the Children's Welfare Association of Victoria (their name at the time), as an innovative service response in a time of competition. To this day requests are still made for the material developed by the group.

Since the late 90's FAN was instrumental in the development of a mentoring group for senior managers/CEO's. This has contributed to excellent outcomes, partnership approaches and productive professional relationships.

FAN was a very active participant in the Victorian Homelessness Strategy Statewide and Regional Consultations, including participation on working groups, consultation, peak body collaborations and contribution to discussion papers. The EMR response was one that FAN participated in and took copies, with DHS permission, to a series of sector presentations in Florida USA in 2003.

In 2001 FAN successfully participated in a DHS/EMR funded three-month project for the Enhanced Case Managed Crisis Response for young families and singles in the City of Whitehorse.

Department of Human Services in its agency review of 2001 noted that FAN is “*a highly efficient organisation, providing an exemplary service to its clients. The Committee of Management and staff are to be congratulated on this high level of service delivery*”.

FAN was a significant contributor in the development of two key Eastern Metropolitan initiatives in 2001. The local government forum on the development of social housing policies and partnership projects was targeted to the seven local governments in the EMR. In addition FAN had a key role in the first region wide Forum “Anyone HOMEless – A Community Epidemic”, which was held over two and a half days and featured historic artworks from Council to Homeless Persons, keynote speakers/panels, playback theatre, and an industry expo.



## Happy 25th Birthday - Family Access Network continued

The Forum attracted over 300 participants including statewide peak bodies, ministers, central DHS representatives, as well as a strong representation from the EMR broader service system.

In 2002 FAN was invited to present an article to Parity, a professional journal of the Council to Homeless Persons, on our unique role in supporting homeless young families, the article was published in the February edition.

In 2003 FAN completed major renovations to the existing office site, providing new and enhanced meeting, interview, and a warm and inviting office space for clients, volunteers and workers alike. The office is well located, easily found (next door to the Town Hall) and within walking distance to all forms of public transport, with free onsite parking also available. FAN also has access to the St Peter's undercroft and hall for a range of Life Skills Program activities and is noted as a participant/interested party in the City of Whitehorse Box Hill Town Hall Redevelopment (due for completion in November 2006), which will enable access to meeting and interview space and provide access to a range of ancillary services for FAN's clients. In 2003 a FAN Life Skills Program photographic project "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".

Since 2004 UnitingCare Harrison Community Services have co-located two programs at FAN, Job Placement Employment and Training (JPET) and Wesley Harrison Information Support Housing (WHISH). This has proved to be a very successful arrangement and the shared project activities fostered with the JPET co-location have continued in the recent survey of young people's needs, identifying new projects in addition to the number of jointly run projects and workshops. This enhances the outcomes for clients and facilitates their access to other services.

In 2004 FAN was invited to participate in the final Project i/Council To Homeless Persons report "Making A Place to Belong" – Dr Shelley Mallet and Dr Deb Keys, as one of only six services across the state. FAN was identified due to the reputation for innovative service responses to young families. It is notable that the Youth Homelessness Action Plan launched in May 2004 identified that 20% of all homeless young people are pregnant and parenting, with specific service responses requiring review and attention. The "Making a Place To Belong", Shelley and Keys, report was launched at the Council to Homeless Persons Statewide Forum on "Exclusion/Inclusion" in March 2005, where FAN was invited as a speaker and panel representative.



## Happy 25th Birthday - Family Access Network continued

The success of this project led to FAN being invited by Dr Deb Keys Melbourne University KeyCentre for Women's Health to go into partnership for a research to consider "*young motherhood and the positive interventions*", which was successfully funded by Telstra. The project commenced in 2006 with a steering group drawn from across the state, with a FAN client contributing to the Steering Committee and the development of the youth specific questionnaires. FAN, staff and clients, along with other services supporting young women who are parenting, are in the process of being interviewed with a final report, sector training and resources due in late 2006 early 2007.

In 2004 FAN jointed the inaugural Children In Homelessness Best Practice Group EMR and until it's completion in 2006, was a consistent and committed participant. It is also notable that FAN has been an active member of the Eastern Homelessness Network Reference Group, representing young families, for a number of years. In that role FAN has been a consistent and committed participant.

In 2004 the Volunteer Program was incorporated within the Life Skills Program. It is encouraging to see that 25 years down the track FAN is still offering a volunteer mentor program although the community placement program closed in 2001 as a result of changing client needs. With a continuous volunteer contribution since inception literally hundreds of volunteers have enriched and added significant value to FAN's programs.

Throughout much of 2004 and 2005 FAN was an active participant in the Homelessness Services Systems Development Project, workshops, conferences, sector consultations leading up to and post the implementation of the Front Door Trial. FAN initiated the re-allocation of the housing Establishment Fund HEF resources for the duration of the Front Door Trial as a support to the integration of the resources across the Front Doors, contributing \$6,700 to the EMR Initiative. FAN was invited by DHS to facilitate Youth Specific Practice workshops in the Advanced Training Modules for Front Door Intake Workers. The Front Door Trial has resulted in five intake points across the EMR for all homeless people to access crisis and transitional housing response and support.

2005 was a busy year with FAN contributing to the combined submission with Council to Homeless Persons, and the Homeless Advocacy Service on the "*Charter of Rights For Children and Young People*". FAN actively participated in a number of regional and statewide consultations on the development of the Family Reconciliation and Mediation Program (FRMP) and the Youth Employment Education and Training Initiative (YEETI), both outcomes from the Youth Homelessness Action Plan. FAN has been noted as a leading agency across the state in accessing brokerage resources from YEETI and the success lies in facilitating positive outcomes for young people. FAN to date has accessed more than \$89,000 in brokerage funds to facilitate a young person's access to education and employment options.



## Happy 25th Birthday - Family Access Network continued

FAN will be working closely with YEETI to provide a thorough evaluation of this YHAP initiative and FAN has specifically modified SMART Data to include YEETI Data.

Similarly, FAN is working closely with the FRMP team in order to improve the relationships between homeless and at risk young people and their families in the areas of reconciliation, mediation and other interventions. Both the SAAP and Life Skills programs of FAN meet with the Coordinator of FRMP regularly to strengthen this partnership and FAN SAAP staff attend the bi-monthly EMR Family Reconciliation Peer Support Group.

The FAN Breaking the Cycle Over Breakfast was so successful and led to several presentations to Real Estate Agents, the Eastern Homeless Network and contributed to a young mother in FAN becoming a “youth ambassador”. The young person concerned spoke at a number of public events including the Homeless Expo and FAN’s AGM. In 2005 City of Whitehorse introduced a Young Person of the Month Award. In the course of the year five young people linked with FAN’s homeless and Life Skills Programs, were awarded Young Person of the Month and one of them then went on to become the first City of Whitehorse Young Person of the Year, which was presented at the Australia Day Ceremonies in January 2006.

The ALSO Foundation, approached FAN in September 2005 to become partners in their same sex attracted transgender intersex (SSATI) youth transitional housing project. The last year has been a particularly active one with the development of interagency agreements, awareness training for all staff, Board and volunteers, organisation audit of resources, language and assessment processes supported through consultation with Twenty10 in Sydney and Daniel Whithaus of “*pride and prejudice*”. The project “*alsorts*” was launched in June 2006 and is seen as a necessary direction in addressing sector wide gaps in the provision of safe and suitable housing responses for SSATI young people. It is also notable that YHAP (May 2004) noted this as a sector wide gap. In 2006 Dr Lynne Hillier, Researcher and Lecturer at Latrobe University and author of “*Writing Themselves In*” and “*Writing Themselves In Again*” – which are both seminal works in identifying gaps and presenting needs for SSATI young people, joined the FAN Board.

In 2005 Council to Homeless Persons invited FAN to participate in the development of a Statewide Youth Practitioner’s Network. FAN is an active member with the peak and has contributed over the years to a number of initiatives both at Regional and Statewide level.

In 2006 FAN was successful in a submission for three years funding from the Alfred Felton Bequest to develop a Children’s Program – Early Years. This has enabled FAN to undertake the necessary organisational, office space and program audits, and led to the introduction of more appropriately tailored responses for accompanying children, most of whom are aged 0 – 5 years.



## Happy 25th Birthday - Family Access Network continued

FAN was a presenter at the March 2006 National Homeless Conference in Sydney and the July 2006 Victorian Homelessness Network Agency Practice Statewide Forum. A comprehensive paper from the Conference is available on the AFHO website [www.afho.org.au](http://www.afho.org.au) and has been circulated amongst the broader service system.

In a recent update sent to the EMR through the Eastern Homelessness Network (EHN) and the Whitehorse Youth Issues Working Party it was pleasing to note the number of direct contacts made with FAN congratulating the innovations and initiatives and seeking advice and support in establishing similar. This led to FAN approaching the EHN Network Coordinator to set up what has now become regular private rental working party to consider housing options by working more closely with the real estate industry. This has proved to be a very successful direction for FAN in the “Breaking The Cycle Over Breakfast” and this year led to FAN being invited to speak at the Real Estate Institute of Victoria Board. Earlier this year FAN was also invited to participate in the Tenants Union of Victoria/Council To Single Mothers State wide Working party on private rental barriers experienced by women who are parenting, with particular reference to what interventions can be introduced to address these barriers. FAN continues to be an active participant in this group.

The FAN courtyard project was made possible through the direct assistance and resources of Levi Strauss, which also enabled two mosaic projects to be completed involving young people. The two mosaic projects allowed young people access to creative skill development and the legacy of mosaic artworks, tables, and totem poles now on permanent display in the FAN courtyard. The completed courtyard and mosaic totem poles were launched at the FAN 2005 AGM.

FAN is very encouraged that the focus on Youth Homelessness Action Plan 2, due for release soon, is on practice enhancements and the importance of practice reflection in the context of youth work, addressing responses to young families and same sex attracted young people and recognition of the importance of Life Skills development in the context of interdependence. FAN is particularly well placed in regard to all of these priorities, having identified and developed appropriate and enhanced program responses.

### **Practice Reflection, The Present and The Future**

In the past five years FAN has undergone considerable changes in the nature of the client-group and as a result the tailored responses offered. A key feature is the consistent growth of young parents, young families and accompanying children. In 2004 FAN undertook a ten year trends analysis which formed the basis of a report presented at the Annual General Meeting and led to the establishment of new initiatives, driven by a staff led portfolio system. This has proved to be a highly successful development and has contributed to some excellent FAN initiatives and interventions, and a diverse flexible range of programs and workshops offered through the homeless services response (SAAP)



## Happy 25th Birthday - Family Access Network continued

and the collaborative activities of the Life Skills Program and the significant contributions of volunteers across all aspects of FAN's services.

The Portfolio system enables staff to identify key areas of interest and for FAN to look at how to enhance service delivery in response to the emerging needs of clients. The direction was well supported by the already existing FAN model of practice reflection, trends and data analysis resulting in service enhancements for clients. A number of initiatives have resulted, many of which led to successful submissions and partnerships: Private Rental Assistance Scheme; Breaking the Cycle Over Breakfast; Get Smart Education Program for Young Mum's; Youth Health Day; Young People as Ambassadors; Children's Program – Early Years; Peer Leadership Program; Project i/Melbourne University Research projects; ALSO – FAN *alsorts* same sex attracted, transgender, intersex youth transitional project, to name but a few.

In recent years FAN has presented on its innovative practice at Regional Networks, working groups, community and service groups, as well as the July Statewide Agency Practice Forum and at the National Homelessness Conference in Sydney in March 2006. However a commitment to public awareness has been evident throughout the life of FAN and reflected in numerous radio appearances, newspaper articles, speaking engagements, school presentations and others as requested.

FAN maintains a commitment to reflective practice embedded across all aspects of client service provision as demonstrated in formalised supervision strategies, debriefing, peer practice reflection, weekly staff meetings, sector participation and comprehensive professional development. FAN is fortunate to attract staff who are committed to the best practice model of service delivery and embracing of continually refining and enhancing services for homeless and at risk, young people, young parents and accompanying children.

The management committee model has evolved into a governance structure with the Manager responsible for operational matters, and the now, FAN Board of Governance, setting policy frameworks and strategic direction. In the twenty-five years of operation, FAN has been enormously assisted by the dedication, goodwill and guidance of many members of the community. The FAN Board are currently finalising the Strategic Framework for the 2007 – 2010 years, underpinned by the commitment to offering flexible and responsive services to an evolving client group and their presenting needs.

The 2006 Portfolio system has recently been reviewed with some exciting projects highlighted for the coming year including but not exclusive to: enhanced parenting projects including a young dad's group; wholistic services incorporating integrated counselling responses/projects across the range of individual, family and relationship issues; education programs and research projects.



## Happy 25th Birthday - Family Access Network continued

### Key Sponsors and Funding Bodies

The City of Whitehorse, as noted earlier, through the efforts of the youth development worker fostered the development of FAN in the early years from 1981 to the introduction of SAAP in 1985. SAAP is administered by Department of Human Services (DHS) and funds the provision of case managed responses for homeless and at risk young people, which is the core funding and therefore a significant partner in FAN's delivery of services. The City of Whitehorse has funded the Life Skills Program since 1997 and in 2002 the Rotary Club of Box Hill joining in partnership with City of Whitehorse, has enabled the Life Skills Program to continue to grow and develop.

In March 2006 The Alfred Felton Bequest, administered by the ANZ Trustees, allocated three years funding to FAN's Children's Program – Early Years. This exciting development resulted from the data and trends analysis which occurred at FAN in 2004 and the subsequent Portfolio developments and submission applications. It is encouraging for FAN to now be in a position to act on the needs of accompanying children into the homelessness and Life Skills Programs at FAN. It is the hope of FAN that positive interventions made possible through the Alfred Felton Bequest, will ensure that the children's needs are recognised and provided in a way, which is appropriately tailored and cognisant of their vulnerability.

### Funding and Resources at FAN

FAN is currently a committed staff team of 8 with a total income of less than \$600,000 per annum. FAN's experience has shown that the capacity to be responsive and creative has contributed to timely and innovative practice, services fostered through alternative funding streams. This in no way reduces the impetus for appropriate government funded interventions or diminishes the commitment to the fundamental philosophies of social justice and human rights. It does however, in the interim enable FAN to offer a range of tailored and appropriate services here and now, while at the same time maintaining a commitment to keeping the issues of homeless and at risk young people, young parents and accompanying children on the agenda.

### Donors and Supporters

Olive Clark (Honorary Life Member) has been a continuous donor to FAN's programs since the inception – this is an extraordinary commitment of an individual and one which makes a significant contribution in addition to inspiring us all in our efforts, with her notes of warmth and encouragement. FAN's enhanced services and programs have been made possible by the consistent and ongoing support of the Lord Mayors Charitable Fund for many years, which has enabled the provision of equity support services to young people, young families and children in regard to their immediate and basic needs. The Lord Mayor's Fund has also facilitated FAN's application to other trusts for specific projects and activities – these have included Percy Baxter Fund, Levi Strauss, Youth In Philanthropy to name a few. In addition regular supporters have included: Canterbury Council of Churches, Highfield Road



## Happy 25th Birthday - Family Access Network continued

Uniting Tennis Club, St Dominic's East Camberwell Parish, Nance Morsby, Fred Fahey, Robert Leydon, Jan Lawson, E McRae, Andrew and Glenda Simpson, Dawn Bladin, Caroline and Derek Young, Box Hill Lions Club , Rotary Club of Box Hill.

For a number of years staff at Countrywide Tostrup has donated Christmas presents for clients and their accompanying children to receive at FAN's annual Christmas Party. CCI Insurances provided start up kits of toasters, kettles, crockery and other household items for clients, in addition to an espresso machine, sewing machines and craft items for the Young Mum's group.

Margaret Ogilvie (previous community placement caregiver)– Disadvantaged Youth Fund provides regular financial support to FAN through the sale of recycled gift cards. These funds have assisted in education costs, prior to the implementation of YEETI and a range of specific supports to young people.

Caroline (Honorary Life Member and previous Volunteer Mentor) & Derek Young through the Orcadia Foundation in 2004 purchased, furnished and continue to maintain a property for FAN for the provision of longer term housing options for homeless and at risk young families. The Orcadia property has enabled the capacity for FAN to offer a response to vulnerable families and support them in stabilising and working towards longer term housing options. The Orcadia Foundation through Caroline and Derek Young, also provided seeding funding for the Children's Program – Early Years, as well as ongoing and long term support of FAN's programs for many years.

In the last year a number of one off and ongoing projects have been supported as a result of successful submissions to The Youth Issues Working Party, The Inger Rice Foundation, The Whitehorse School Focussed Youth Service and the Department for Victorian Communities – Community Strengthening and Volunteering. The Foundation of Graduates in Early Childhood Studies also provided funding for Kindergarten Start Up Packs that includes access to child care fees to enable parent's to engage in further education, attend counselling and other significant appointments.

### **Partnerships and Co-located Services**

UnitingCare Harrison Community Services Job Placement, Employment and Training (JPET) program was co-located at FAN for two successful years until recently. The JPET program targets young people aged 15 – 21 years of age who had school-learning difficulties and/or are at risk of homelessness with the purpose of assisting these young people to return to school-based learning or prepare for employment. The co-location of the JPET service at FAN provided a vital source of support for existing FAN clients in addressing their education, employment and training needs, in collaboration with both their FAN Support Worker and JPET Worker. The co-location fostered a strong partnership between JPET and FAN's Life Skills Program in the delivery of projects and workshops, an association that will continue.



## Happy 25th Birthday - Family Access Network continued

Dale Carrol, Venus Quinlavin, Carrolyn Agius and Gab Killeen. UnitingCare Harrison Community Services WHISH Program co-located at FAN two days a week for a three month period to September 2006. The WHISH Program assists tenants of public and social housing in respect to issues surrounding their tenancies which impact on maintaining their tenancies. FAN is delighted to have worked with both Harrison programs as guided by Xanthe Whitney and Stephanie Webber, Director of Client Services.

The partnership development with Alternative Lifestyle Organisation (ALSO) to set up a same sex attracted transgender intersex (SSATI) young people housing response resulted in the alsorts youth transitional housing project launch in June 2006, and the house opening in October. FAN is excited about this initiative and the partnership with ALSO. Same Sex Attracted Transgender Intersex responses were highlighted as a key priority in the Youth Homelessness Action Plan, 2004, which was an outcome from the Victorian Homelessness Strategy.

A number of very successful partnerships enable a diverse range of workshops and project for the Life Skills Program, notable but not necessarily exclusive partners, in recent years include: Youth Connexions; Young People's Resource Centre; Whitehorse Community Health Service; Whitehorse Maternal Health Service; REFS; ROK; Harrison JPET; Starting Out; Resilient Kids; Juvenile Justice; Manningham YMCA; Springboard; Box Hill AMES; Wesley 121; Eastcare Casey Program – Gateways; Consumer Affairs Victoria; Eastern Community Legal Centre; Wattlebridge; Box Hill TAFE; Whitehorse Community Arts Centre; Mitcham Baptist Church; Box Hill Library; Whitehorse School Focussed Youth Service; Whitehorse Youth Issues Working Party; EDVOS; Anglicare Springboard Jenny and Dave's places.

The SAAP response has been enhanced by the capacity to provide value added services for clients. A recent important initiative the Breaking the Cycle Over Breakfast has facilitated the development of positive outcomes for clients entering private rental through the fostering of awareness amongst Real Estate Agents and has now grown to include a recent presentation at the Eastern Real Estate Institute of Victoria (REIV). Real Estate Agencies which have shown a particular interest and support to this project are: Philip Webb Box Hill and Ringwood offices and Treeby Real Estate Ringwood; Appleby Blackburn; Stockdale and Leggo Blackburn; The Professionals Mooroolbark.

St Peter's Anglican Church entered into partnership with FAN to complete the major office refurbishment. While the bulk of the funding was made by a low rate loan to FAN, St Peter's did make a significant cash donation to the project and continue to support FAN's activities in a range of ways including access to the undercroft and the hall for FAN's Life Skills, Young Mum's Group and other programs in addition to a long term lease to ensure that FAN can continue to provide services from this site for many years to come.



## Happy 25th Birthday - Family Access Network continued

### Young people as Ambassadors and Participants

Young people supported at FAN over these 25 years would add up literally to thousands. Many of them at various stages return or re-contact to advise of new developments and positive outcomes in their lives. For many of us choosing a career in the profession this is one of many rewards that inspire and nourish us through the sometimes more difficult or less positive times. FAN's model is built around a client-focussed rights based approach. It underpins all aspects of service delivery. As a result young people are encouraged to participate in fostering awareness within the broader community of the positive contribution that young people can make. At a recent City of Whitehorse event, hosted by the Mayor Cr Sharon Ellis, five young people were acknowledged for their City of Whitehorse Young Person of the Month and Young Person of the Year Awards. Of the five young people, four of them were directly linked with FAN's services, including the young person of the year. FAN is particularly proud of their achievements and congratulates them for their community spirit: Kathryn Lea – Young Person of the Month in May 2005 and Young Person of the Year and FAN's Rhys Fox Award Recipient 2004; Jaycie Duncan – Young Person of the month in November 2005 and also FAN's Rhys Fox Award Recipient for 2005 and speaker at Breaking The Cycle Over Breakfast, The Eastern Homelessness Network Homeless Expo 2005 and guest speaker at FAN's 2005 AGM; John Newton — Young Person of the month August 2005 and young committee representative for FAN's Youth Health Day December 2005 and currently attending the Peer Leadership Program; Nathan Carlyon Young — Person for the Month December 2005 for his contribution to the Box Hill Miniature Railway; Gypsy Bates — Young Person of the Month October 2006; speaker at Mitcham Winter Sleepout August 2006 and is linked with Volunteer Mentor Program; Bronwyn Smith — Young Person of the Month July 2006 and she regularly attends the Young Mum's Group, is linked with a Volunteer Mentor and is attached to the Peer Leadership Program.

Since 1994 FAN has acknowledged the particular efforts of selected young people at the Annual General Meeting as recipients of the Rhys Fox Encouragement Award. The Award was made possible through the bequest from the estate of Rhys Fox who was active in the development of housing responses for homeless and at risk young people in the eastern suburbs, during the 1980's and 1990's. Recipients of the Rhys Fox Award are: Katrina White, Emma Morecroft, Amanda Dwyer, Kareem Hamid, Annerliegh Parkinson, Melissa Plain, Angela Boyd, Paul Waterworth, Matt Jones, Kerry Warren, Kylie Ives, Andrea Fox, Cherie Davis, Mellisa Clemans, Lauren Jones, Lani Elkin, Tessa Daniels, Katrina Vanderwief, Kathryn Lea, Matthew Richardson, Jaycie Duncan, Elise Ramage and this year's recipients: Gypsy Bates and Bronwyn Smith.



## Happy 25th Birthday - Family Access Network continued

During the many years of FAN's service a number of projects have been enhanced and in some cases facilitated by the involvement of young people. FAN is encouraged and proud of their efforts and sees enormous potential in fostering further opportunities for young people to contribute. Projects in the last year enhanced by young people's participation include:

- In 2005 a very successful Youth Health Promotion Day, funded through the Lord Mayors Youth in Philanthropy Program, was held at FAN. The success of the event was made possible through the active involvement of a youth committee made up of interested and committed young people from or linked with FAN's services. The youth steering committee met weekly, involved at all levels of the development and on the day facilitation. More than 100 young people attended and demonstrated a hugely successful outcome as well as giving the youth committee an opportunity to developing organisational and networking skills.
- FAN's Youth Ambassadors who were young clients over the past 12 months have contributed to *Breaking the Cycle over Breakfast* presentations through sharing their stories of homelessness and how obtaining private rental changed their lives in positive ways. It takes courage to do any form of public presentation and particularly in an arena where young people have previously been stigmatised and disadvantaged. These young people's presentations did much to show young people in a positive light and break down some of the perceived barriers real estate agents held as well as showing the reality of youth homelessness. In addition young people have contributed as Ambassadors of FAN and the wider community by presenting at the Homelessness, Housing and Domestic Violence Expo in 2005, and the Winter Sleepouts in 2005 and 2006.
- The Peer Leadership Program was introduced in July 2006, following extensive development of a model, and in response to the successful engagement of young people in various activities. Considering the gains already achieved by young people through the City of Whitehorse Young People of the Month/Year, the activities of key youth ambassadors, the energy and enthusiasm of the Peer Leadership Program participants is encouraging. A core group of Peer Leaders developed a video in response to a youth participation project funded model.



## Happy 25th Birthday - Family Access Network continued

- In a survey conducted by FAN in 2005, the growing numbers of parenting young women wanting to complete their education was demonstrated. The young parents identified barriers in returning to school: accessing affordable childcare; lack of confidence in approaching education providers; lack of financial resources to sustain full-time study; and for many it was identified that studying in isolation prevents this goal from being achieved. FAN's is seeking funding and tailored packages to support parenting female clients in successfully completing their education by assisting with addressing barriers and creating opportunities for a combination of sessional, group and self-directed learning. Assisting parenting young women to complete their education will contribute to reducing inter-generational homelessness by giving parents a greater chance of employment and in turn their children a better quality of life.

Over the past 25 years of service delivery to homeless or at risk young people, FAN has actively encouraged client participation in our delivery of services and contributions within the broader community. It has been FAN's experience that fostering a young person's contribution and participation is an empowering involvement for them and an enriching one for FAN.

### Honorary Life Members

Many volunteers, committee/board and staff members have contributed their time, efforts and energy to the vision and development of FAN, some however have gone the extra distance in fostering the culture of FAN. Their hard work and conviction have enabled FAN's services to develop and flourish. FAN has acknowledged key people for their individual effort with the presentation of Honorary Life Membership at the Annual General Meeting. Recipients to date include: Olive Clark, Wendy Brooksbank (dec), Caroline Young, Tony Sell (dec), Rex and Sue Filson, Shirley Ingram (Baird) (dec), Leo Clarebrough, Rae Cook, Ted Long, Steve McLoughlin, Debbie Brown, Robert Joynt, Allan Rogerson, David Webster and Sue Carlile.

### Acknowledgements

It is said that we are measured by the company we keep the successes at FAN are measured therefore by the people who have made up the company. In considering those to acknowledge a yardstick on founding status or longstanding contribution, in excess of three years, is the basis. For those whose contribution to FAN is unacknowledged in this report, please be assured that your input is appreciated and lives on in the legacy of programs and services provided and the difference you have made. To those who played key roles as staff and Board members again your contribution nourished and enhanced the vision of FAN.



## Happy 25th Birthday - Family Access Network continued

### Committee/Board

Notable founding and/or long serving members include: Steve McLoughlin, Allan Rogerson, Tony Silke (dec), Tony Sell (dec), Fr Peter Clifford, Br Paul Noonan, Tony Wood, Myrine Long, Ted Long, Phil Gruchy, Bernie Oke, Shirley Baird (dec), Rae Cook, Chris Grace, Paul Linossier, Debbie Brown, Robert Joynt, David, Tolstrup, David Webster, Leo Clarebrough, Gerry Thurlings, Ted Russell, Lynne Hahn. Those who served one term (2 years or less) and provided great assistance to FAN include: Judy Davidson, Tara Frichittavong, Warren Anderson, Chris Menneilly, Kate Coleman. The current FAN Board are: Bruce Argyle – Chair, Colin Bellis – Deputy Chair, Michael Smith – Treasurer, General Board: Jackie Bramwell, Roy Longworth, Helen Killmier, Dr Lynne Hillier, Sue Carlile (ex officio).

### Staff

SAAP: As the longest running funded program at FAN the SAAP response has benefited from a diverse, committed and hardworking team who keep on keeping on, including and in order of appointment: Sue Carlile, Helen Ryan, Julie Fisher, Wendy Brooksbank (dec), Faye Reeves, Peter Turley, Brigitte Hammer, Marc Billing, Neil Morrison, Peter Stephenson, Melissa Beers, Lyn Thomas, Vanessa Walker, Anne Tuke, Donna Boon, Steve Hewitt, Kelle Castellano, Yasmin Thomas, Katy Grimes, Carla Di Stefano, Jemmah Drew and Victoria Sobh. Along the way many students on placement and locum workers have contributed to the capacity of both the SAAP and Life Skills Programs, they offered scope for FAN to learn as well as mentor, which has continued to nourish the spirit of reflection. In the last few year's two students, Lauren Davidson and Rebecca Granata, have taken on an extended role at FAN.

Life Skills: The Life Skills Program has been greatly enhanced by the enthusiasm of its Program Coordinators, Melissa Urquart, Chrissy Singh, Kelle Castellano, Polly Williams, and Carol Martyn.

Volunteer Program: Sue Carlile, Carol Martyn

Tenancy Support Program: The program was particularly well supported by the dedicated staff team of Cathryn Taylor, Jill Campbell, Christina Andrews and Lynne Hahn.

Finance, Administration and Reception: Lynne Hahn, Cathy Oliver, Kellie Robinson.

Children's Program – Early Years: A new program and a new worker - Kristie Lennon

### Volunteers

Notable longstanding Volunteers, who offered in excess of five years service to FAN across a broad range of areas including community placement caregivers, mentors and other supports, include: Angela Aaltink, Shirley Baird(dec) and Glen Ingram (dec) Jeannie Baker, Graeme Barnett, Joanne Bevilacqua, Debbie Brown, Natalee Cairns, Tracy Carter, Joanne Close, Rae and Rick Cook (dec), Carmelita Davies, Rex and Sue Filson, Rosemarie Harrison, Dimity and Ian Fifer, Debbie Golding, Maureen Glover, Terry Grayson, Brad Harris, Joanne Hofner, David Holden,



## Happy 25th Birthday - Family Access Network continued

Penny Hughes, David Hutchinson, Sue Jackson, Robyn Keleher, Shane Kelleher, Liz Kelly, Kerry Letson, James Leviston, Arlene Lambie, Tim Lockwood, Chris McAleer, Claire and Richard Mataska, Glenda Maxwell and Roy Padmore, Daniel Mellman, Oliver Mellman, Gerri O'Connor, Margaret Ogilvie, Beth Oswald, Jonathon Paschke, Carolyn Pearson, Claire Pidoto, Kerryn Pryde, Tania Reid, Peter Robertson, Sue Rochford, Fiore Rosenberg, Gerard Sharkey, Sharryn Sloper and Joseph Stanley, Michael Sheahan, Andrea Snoxell, Kate Stack, Doug Smith, Cheryl Teng, Ruth and Peter Tesdorpf, Melissa Urquart, Candy Vulling, David Webster, Caroline Young. If you have been a volunteer of five years standing or longer and have been omitted from this list, please accept my sincere apology.

To everyone else who played a part in the past twenty-five years, thank you for your contribution, encouragement, commitment and support in translating a vision into the reality that is Family Access Network.

### Maintaining the Vision

There is a synergy in reflecting on the quarter century of FAN at a point of changing systems, operations, programs, and staffing at FAN. It confirms and affirms that FAN is ever flexible and constantly evolving. It is timely therefore to be in a position of capturing this “snapshot” for the 25<sup>th</sup> birthday, acknowledging those who have paved the way, reflecting on trends, FAN’s current programs and future priorities. The growth and development at FAN, have also contributed to changes within my role and capacity.

In 2004 I relinquished the management of the Volunteer Program, I returned from Long Service Leave in January 2006 to the decision that case managing clients was unsustainable and in May FAN introduced a team leader role to the SAAP service. For someone who is nourished by the mentoring and fostering of volunteers, staff and in particular clients this is a significant direction and challenge. It was suggested to me that I conceptualise these exciting developments and new directions in the spirit of “passing on the baton” while at the same time honouring the history. The portfolio system, recently reviewed, was inspiring with the depth and range of ideas and enhanced services identified by the staff team. A FAN staff member recently observed that she was very proud to be a part of FAN – I can only concur.

It is pleasing that for a relatively small organisation FAN has contributed to Regional, State and National sector development in its long history, and in recent months, this has included a presentation at the March National Homelessness Conference and a presentation at the July Statewide Agency Practice Forum. This snapshot view of FAN demonstrates that offering appropriate, responsive, client focussed and driven services tailored to the needs of homeless and at risk young people, young parents, and accompanying children is embedded in FAN’s practice and embraced across all aspects of the organisation.

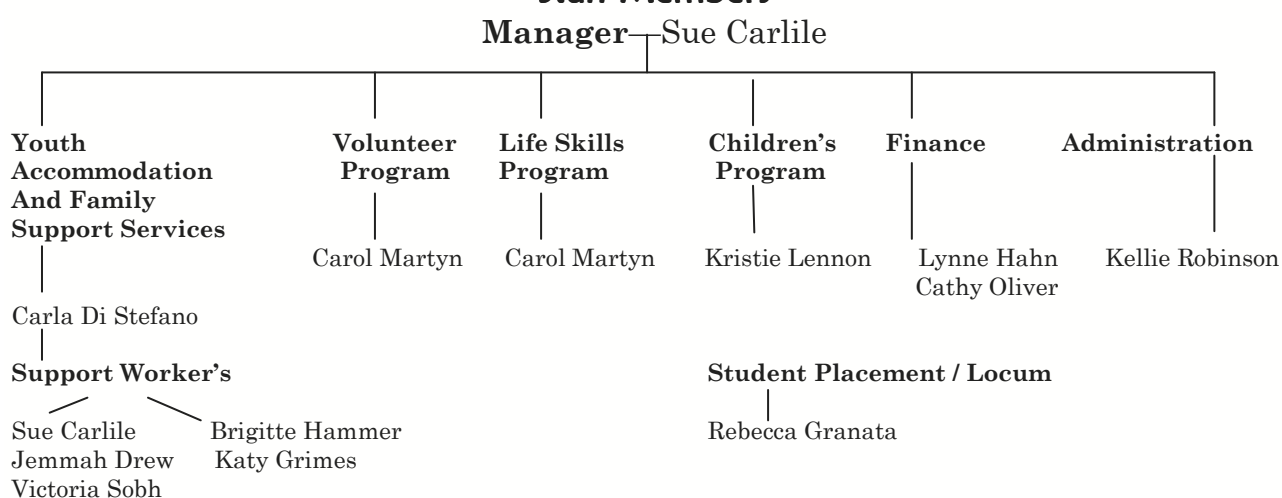
**Sue Carlile**  
Manager



## Management Board Members

<b>Chair</b>	Bruce Argyle	
<b>Deputy Chair</b>	Colin Bellis (Public Officer)	
<b>Treasurer</b>	Michael Smith	
<b>General Committee</b>	Jackie Bramwell Helen Killmier Lynne Hillier	Sue Carlile Roy Longworth
<b>Minute Taker</b>	Lynne Hahn	

## Staff Members



## Honorary Life Members

Olive Clark	Wendy Brooksbank (dec)	Caroline Young	Tony Sell (dec)
Rex & Sue Filson	Shirley Ingram (Baird) (dec)	Leo Clarebrough	Rae cook
Ted Long	Steve McLoughlin	Debbie Brown	Robert Joynt
Allan Rogerson	David Webster	Sue Carlile	

## Rhys Fox Award Recipients

1994	Katrina White & Emma Morecroft	2001	Melissa Clemans
1995	Amanda Dwyer & Kareem Hamid	2002	Lauren Jones & Lani Elkin
1996	Annerliegh Parkinson	2003	Tessa Daniels & Katrina Vanderwiel
1997	Melissa Plain, Angela Boyd & Paul Waterworth	2004	Katheryn Lea & Matthew Richardson
1998	Matt Jones & Kerry Warren	2005	Jaycie Duncan & Elise Ramage
1999	Kylie Ives	2006	Gypsy Bates & Browyn Smith
2000	Andrea Fox & Cherie Davis		



## **Supported Accommodation & Assistance Program**

### **Introduction to SAAP**

The Support Accommodation and Assistance Program (SAAP) is currently in its fifth service agreement (SAAP V), providing Federal and State funding to services assisting homeless or/at risk people. The SAAP V agreement enables FAN, to provide transitional housing and support to young people and young families aged 16-25 years, and their accompanying children. In doing so, SAAP workers assist clients to secure stable housing and address any other issues impacting upon them in their lives to ensure they can ultimately function independently of SAAP.

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

As in previous years, FAN continues to provide an exceptionally high level of client focussed case management to assist young homeless or at risk clients and their children in exploring their housing options and addressing their support needs. Housing assistance includes searching for private rental, exploring possibility of family reunification, accessing public housing where appropriate, obtaining student and shared accommodation, just to name a few. Support needs include issues around employment, education, family breakdown, individual counselling, income, health, and advocacy. In accordance with the SAAP Guidelines, FAN SAAP workers provide individual case management to young clients, their families and accompanying children as defined in the key elements: entry screening, assessment, planning, direct service, co-ordination, monitoring and review, exit-planning, and follow-up.

### **Transitional Accommodation**

FAN has access to 14 transitional properties through Community Housing Limited (CHL) and Salvation Army EastCare. Of these properties, the vast majorities are located within the City of Whitehorse; however several properties are located within the City of Boroondara and the City of Manningham. As detailed in the following sections, the inclusion of a transitional property specifically designed for same-sex attracted and transgender intersex (SSATI) young people will be supported by FAN once the house is completed in October 2006. This property is located in Hawthorn and will take FAN's total access to transitional properties to 15.

### **Long Term Accommodation**

The continued support and generosity of Caroline and Derek Young of the Orcadia Foundation make it possible for FAN to provide a long-term housing option to clients. In 2003 the Orcadia Foundation generously offered FAN the opportunity to oversee the management of a three bedroom house in Box Hill. This partnership has continued into 2006 and is currently housing a young family. This longer term housing option is specifically designed for FAN clients who have moved through a transitional housing period successfully and demonstrated previous and ongoing commitment to FAN's support. The purpose of this property is to enable young families increased access to the private rental market following a 12 month tenancy. This enables clients to have a private rental history behind them complete with appropriate references offered by FAN.



## Supported Accommodation & Assistance Program continued

### Sector Developments, Client Trends & FAN Initiatives

In ensuring we provide inclusive practice of all people regardless of age, gender, race, ethnicity, religion, sexual orientation, family composition, or disability, FAN's SAAP Program has developed the following initiatives in response to client presenting needs, emerging trends and service gaps:

#### Breaking the Cycle over Breakfast

In responding to the needs of young people experiencing barriers in accessing the private rental market, FAN developed an initiative called *Breaking the Cycle Over Breakfast*. This initiative was developed in August 2005 in response to FAN identifying that networking with real estate agents/ agencies fosters and enhances relationships between the private rental market and the homelessness sector. FAN workers advocate on issues faced by clients in order to break down the social stigma attached to homelessness, particularly young homeless people and their families, and how case managed supported private rental increases positive outcomes for tenants. This presentation takes place quarterly with local estate agents and is funded through the City of Whitehorse's Youth Issues Working Party.

#### Private Rental Assistance Scheme (PRAS)

The Private Rental Assistance Scheme was also a FAN initiative in responding to the needs of young people accessing private rental. This initiative is a financial assistance scheme that is available only to FAN clients that meet the eligibility criteria. In short, FAN subsidises the clients rent over a 6 month period, where at the commencement of the lease the tenant pays 40% of the rent and FAN makes a payment of the balancing 60% directly to the landlord. Each month the tenant will increase their contribution by 10% until the full rent amount is met, no more than six months later. PRAS is funded by donations to FAN.

#### EMR Private Rental Working Party

As a result of responding to the barriers young people experience in the private rental market with our *Breaking the Cycle over Breakfast* initiative FAN's SAAP team have been invited to speak on this initiative to wider audiences at the Eastern Real Estate Institute of Victoria (REIV) meeting and at the Victorian Homelessness Agency Practice Forum. Due to FAN's leading practices, FAN initiated the *EMR Private Rental Working Party* in collaboration with the Eastern Homelessness Networker in order to respond to the growing demand and interest from other homelessness services across the Eastern Metropolitan Region.

#### Alsorts Project

In responding to the growing need of young people presenting in the homelessness sector who are same-sex attracted transgender intersex, FAN, in partnership with the ALSO Foundation, are in the process of establishing Victoria's first transitional housing response specifically designed for same-sex attracted transgender intersex young people.



## Supported Accommodation & Assistance Program continued

Over the past year FAN and ALSO have worked collaboratively on a project to develop a tailored SSA housing response – *alsorts youth transitional housing project*. Although all staff, volunteers and board members at FAN have received internal training during this time to ensure everyone involved at FAN is aware with the issues young SSATI people face, the SAAP team has obtained further and more extensive training in ensuring FAN provides an inclusive environment for clients with diverse sexual and gender orientations. Becoming aware of the issues same sex attracted young people face has prompted FAN, particularly the SAAP team, to review our documents, physical environment, and intake and assessment process to ensure we are SSATI inclusive in all aspects of our service delivery.

The alsorts transitional youth project will open its first house in October 2006, with client case management and volunteers services provided by FAN. FAN and ALSO will be monitoring the development of the project, the data and needs with the focus on how this initiative can be strengthened and expanded within the service system.

### Youth Health Promotion Day

In December 2005, FAN secured funds to run a Youth Health Promotion Day in collaboration with a youth steering committee. The Youth Health Promotion Day aimed to enhance marginalised and disadvantaged young people's knowledge about local health services and encourage health services to adopt an understanding of youth health needs. The aim was also to reduce young people's anxiety about accessing health services. The target group for the day was young people who are currently involved with local youth services within the cities of Whitehorse, Knox, Boroondara and Manningham, however it was not limited to just these areas.

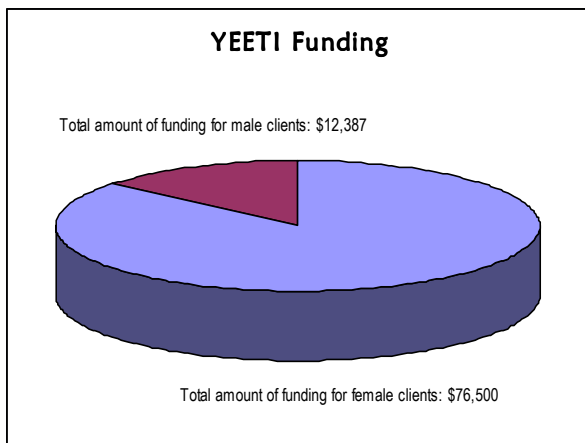
FAN also responded to two direct directives from the Youth Homelessness Action Plan: Youth Employment Education Training Initiative (YEETI) and Family Reconciliation and Mediation Program (FRMP).

### Youth Employment Education and Training Initiative (YEETI)

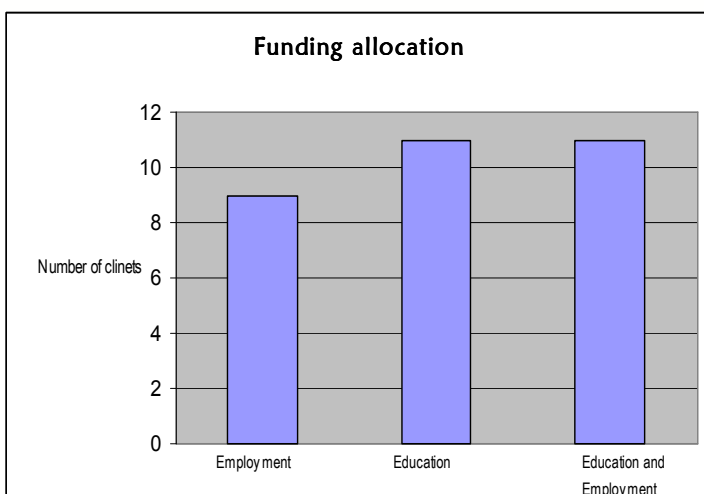
FAN is one of the leading support agencies in the state of Victoria accessing YEETI funds and to date have accessed in excess of \$89,000 for clients over the reporting period. FAN will continue to support young people to access YEETI brokerage to achieve the best possible education, employment and training opportunities. FAN has specifically modified our SMART Data to include YEETI brokerage funds to monitor our clients' specific needs in securing and maintaining education, employment and training. These specific needs are most often identified by our young people as transport, child care, tuition fees, clothing, car/expenses, grooming materials, tools, computers and school books.



## Supported Accommodation & Assistance Program continued



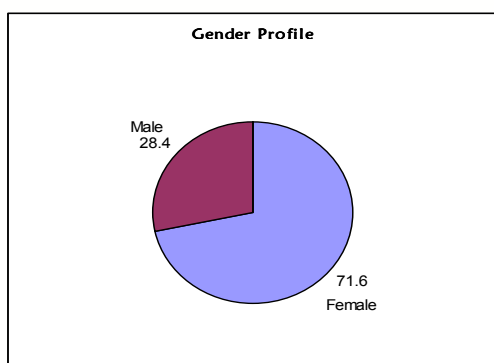
**Graph 1**  
FAN has accessed in excess of \$89,000 in YEETI funding for clients.



**Graph 2**  
The YEETI brokerage assists young people in employment, education and training opportunities. As indicated in this graph FAN clients utilise the YEETI funding almost equally for employment, education or employment and education.

### Family Mediation Reconciliation Program (FRMP)

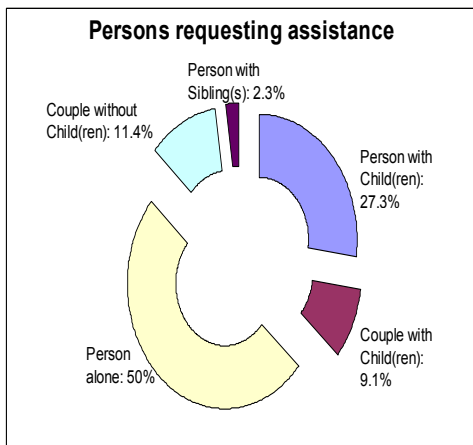
Similarly, FAN is working closely with the FRMP team to improve the relationships between young people and their families through reconciliation, mediation and other types of interventions that support young homeless or at risk clients to improve their relationship with “family.” FAN most often access these FRMP funds in providing individual counselling and family mediation for clients.



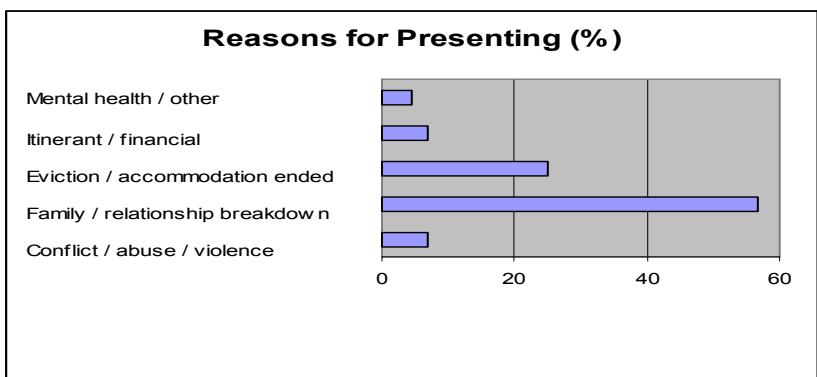
**Graph 3**  
71.6 % of clients presented as females whilst 28.4 % were male.



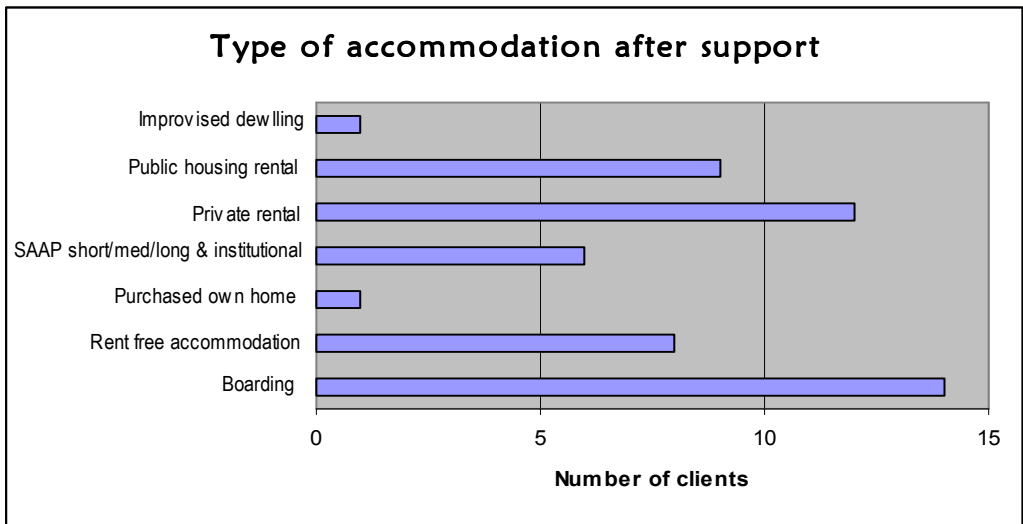
## Supported Accommodation & Assistance Program continued



**Graph 4**  
50% of person's assisted presented alone, 50% presented as a family unit.



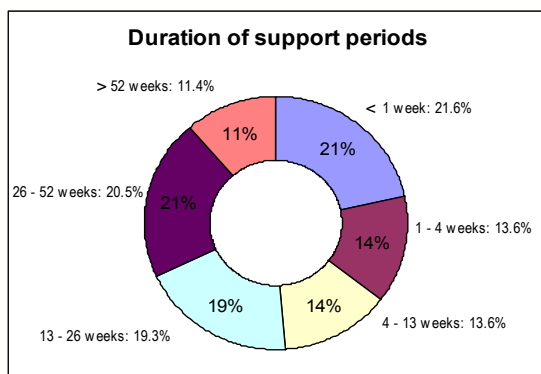
**Graph 5**  
The main reasons why clients presented to FAN: family/relationship breakdown(56.8%); eviction/accommodation ended (25%); Conflict/abuse/violence (6.8%) itinerant/financial (6.8%), mental health/other (4.6%).



**Graph 6**  
This graph highlights that 18% of clients have been successful in the private rental market, indicating that FAN's initiatives of PRAS and Breaking the Cycle over Breakfast continues to assist young people. This graph also indicates that 13% of clients were successful in securing public housing which is identical to last year's figures.

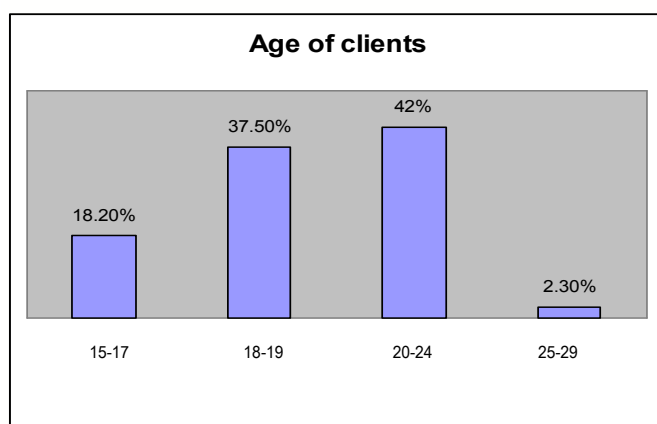


## Supported Accommodation & Assistance Program continued



**Graph 7**

As consistent with previous years FAN clients require longer support periods in establishing housing outcomes, due to the increasing complex needs of clients, representing 51% in the reporting period. However, 49% of clients accessed FAN'S services for duration of one day – 13 weeks, which is a significant increase from the 15.8% of clients that accessed the same duration of support last reporting period.



**Graph 8**

This graph depicts a 7% increase in presenting clients between 15-19 age groups (55.7%) 42% of clients fall into the 20 -24 age group.

### Summary of Observations

- The introduction of the Front Door Trial, with five intake points for accessing crisis, transitional and support services for homeless people, in the Eastern Metropolitan Region has seen a reduction in the number of young people presenting as homeless or at risk of homelessness at Front Door services.
- Due to the new prioritisation method associated with the Frontdoor referral system (the more issues clients have, the higher the score they receive), SAAP workers are working with more and more complex clients and therefore, the standard 13 week SAAP support period is no longer appropriate in being able to work significantly with these clients. As indicated in our 2005-2006 data, 51.2% of our clients were supported for more than the recommended 13 week support period.
- There has been a significant increase in the number of younger clients presenting as homeless or at risk, and as result requiring longer support periods. In the 2005-2006 support period 55.7% of clients were aged 15-19 years of age compared to 49% of clients of the same age in 2004—2005 and 44% in 2003—2004.



## Supported Accommodation & Assistance Program continued

### Summary of Observations continued

- The breakdown of young clients in relation to gender is almost identical to last year's breakdown, in that 71.6% of clients are female (72% 2005) and 28.4% of clients are male (28% 2005).
- The predominant reason for young people presenting at FAN's homelessness services continues to be due to family breakdown. The 2005-2006 data indicates that 56.8% (38.5% in 2004-2005) of young people stated family breakdown was the primary reason for being homeless, which is significantly more than the previous years' data.
- The summary of data for the 2005-2006 period reflects that 50% of clients are presenting as a family unit, and 50% are presenting as single – an even split. This client breakdown is significantly different to the previous year's data, in that 65.7% of clients in 2004-2005 presented as a family unit, and reflects the reducing vacancies that FAN has been able to offer to young families due to the current client group's extended tenancies while resolving key issues and/or awaiting public housing allocations.
- In regard to housing outcomes it is very encouraging to note that 13% of young people exited into public housing, 18% into private rental and 21% into private boarding.
- FAN's redirection of HEF resources to the Front Door Trial has resulted in approximately 20 less clients supported by FAN, albeit often short term interventions.
- Clients are taking longer to exit transitional housing into public housing due to the ever growing demand for public housing and shortage of property stock to meet this demand. This reflection provides some explanation for clients requiring longer support periods, as they are remaining in transitional housing until a public housing offer is made, which can often take 6 months to 2 years.

It is also important to note that the Eastern Metropolitan Region has the least amount of public housing and affordable private rental in the state. While this affects all homeless people it is a factor which significantly impacts on homeless young people in particular.

**Carla Di Stefano, Jemmah Drew, Victoria Sobh – SAAP Team**



## Supported Accommodation & Assistance Program continued

### In Their Own Words

The SAAP Team asked our clients to write in their own words their responses to the question: *What does it mean to you to be a FAN client?* Their heartfelt responses are as follows:

"Its awesome. Every ones great. FAN has changed my life."

"Somewhere to go when you need to talk. Great help when no one cares."

"Having the support you need to move forward."

"It means that I have some direction in my life. Knowing that I have support makes me feel like I have somewhere to go in life and that I can achieve what I want. Thanks guys."

"To become a FAN client has been a big step for me in life,  
Before the FAN angels came along I'd been in a lot of strife,  
From housing to drugs, from family to thugs,  
The problems had amounted,  
But when I joined up with FAN, I felt like my life counted,  
They helped me with problems big or small,  
AND now I can finally stand tall."

"It means a lot. I have someone to talk to when I need it and some to help me find other people to help me. So pretty much it means a lot."

"To me being a FAN client means to me to be supported and guided and also advocated through for a range of different issues related to housing, education, access to health services, volunteer programs, and the most beneficial of all to me the mentor program, all made possible by the direction encouragement and guidance of my very own support worker whom I have been fortunate enough to had been linked with since I had joined the service in mid December 2005 with presenting homelessness issues and many other complex personal issues in conjunction with a long period of isolation, (FAN) and in particular with the help of my support worker (FAN) has helped me achieve the position of stable housing which includes the transitional property I am currently living in now as well as a public housing property that I am due to be housed in soon. I feel as through (FAN)s ongoing opportunities to support links and services have been nothing but beneficial in a more personal sense in helping me achieve these goals, I feel that (FAN) has helped me understand my true potential to succeed in life and fulfill my dreams and many goals."

To be a FAN client, to me, is to know that whatever happened to me, I know that there is someone who will listen to what I have to say, and give me the dignity that is sometimes lacking in society. It's a feeling of acceptance and an opportunity for me to feel like there is so much more that I can do."

"Support and guidance from the workers, respect and acceptance of my individuality, these and more are my expectations of FAN... And all of them have been fulfilled."



## Children's Program — Early Years

### Introduction and Overview

As outlined in previous Annual Reports, FAN identified the need to establish a tailored response to the needs and rights of accompanying children within the homelessness sector. Following the analysis of FAN's data and trends, it was highlighted that there was a significant increase of presenting young families who were either pregnant or parenting, representing 65.7% of FAN's clients in 2005. In response to this compelling data, FAN established a portfolio priority to advocate for and support the needs of accompanying children.

FAN prepared a profile on the presenting needs of young parents, and accompanying children, which formed the basis of a fundraising campaign. FAN is delighted that The Alfred Felton Bequest, have granted three years' funding for a Children's Program – Early Years FAN believes that the integration of a Children's Worker will directly benefit the children, predominantly aged 0—5 years, parents, and staff at FAN and the broader community. The benefits identified are primarily by reducing the risk of future homelessness, behavioural, psychological and social dysfunction and through the promotion of improved health, well-being and community connectedness.

The Children's Program – Early Years, provides a more tailored response to children as clients in their own right. By addressing the program's service objectives through the development and implementation of the Children's Program – Early Years and through maintaining positive, child-centred work practices, it is anticipated that children's lives will be enriched by minimising the impact of homelessness by enabling them to participate in age and stage appropriate experiences that assist their development.

### Program Developments

The implementation of the Children's Program – Early Years, although in its developmental stages, has already impacted positively on those associated with FAN, in consultation with Support Workers, key staff and the young parents. It is encouraging that within a short period of time, such positive outcomes have been identified.

In recent months, a number of child-focussed enhancements have been established at FAN which include: an audit of the physical office environment; equipment, literature; policies and practices. A positive and visible outcome has been the establishment of a children's corner with the aim of ensuring the children feel a sense of recognition and acknowledgement within this service, and they now have the opportunity to engage in therapeutic play whilst their parents are at appointments.

This enables the Children's Worker to get to know the children individually, begin assessing and supporting their needs and establish, in consultation with parents and Support Workers, the most suitable supports and interventions for the children.



## Children's Program — Early Years continued

The Children's Worker—Early Years contributes to the Young Mum's Group on a weekly basis, by providing the mums with ideas and hands-on strategies for managing difficult and confronting behaviours, and providing ongoing support for their children's needs. Presenting the mums with the opportunity to voice their concerns about their children's behavioural, developmental or health concerns in a supportive environment has been an empowering and beneficial experience for them. So much so, that it was requested by one of the mums to delegate a regular time slot on the Young Mum's Group's monthly calendar, to a session called '*Learning with Kristie.*' Such candid contributions and feedback from the mums has been a very powerful experience for all involved.

FAN's Early Childhood Manual is currently being developed, offering a resource to staff and volunteers in the context of child-centred practice. Some of the information and procedures outlined in this manual includes:

- A wholistic approach to children's safety and security.
- Child-centred practice, operating from a strengths-based approach.
- Information on parenting needs, support and strategies (i.e. strengthening the parent/child relationship, linking them into specialist programs such as speech therapy and counselling) Children's development, typical stages, health and general well-being.
- Information surrounding identifying risk factors for accompanying children
- Legislative policies, and
- Procedures for best practices, such as promoting and role-modelling respect and empathy for others, maintaining a healthy sense of self, coping strategies, cooperation and improved behaviours and skills.

There is scope within the Children's Program – Early Years, to incorporate parent/child activities such as day-trips and outings, specialised art and craft activities, school holiday programs and educational workshops. These initiatives are aimed at focussing on enhancing the parent/child relationship and children's self-esteem and general well-being through strengths-based activities and positive interactions with their peers.

**Kristie Lennon**

**Children's Program — Early Years Worker**



## Life Skills Program

### Overview

Nine years on, the Life Skills Program continues to successfully deliver a variety of programs that meet the needs of young people in our local community and this has been made possible due to the generous support of the Rotary Club of Box Hill and the City of Whitehorse.

The Life Skills Program aims to address the fundamental needs of young people to develop greater knowledge about living skills, focus on enhancing positive coping skills and build stronger links into the community.

### Target Group

All programs target young people aged between 16-25 years with links to the City of Whitehorse who may be experiencing—or at risk of—any of the following: homelessness, social isolation, alienation, depression, family breakdown, pregnant and/or parenting issues, mental health issues, settlement and or/cultural issues or those who are same sex attracted transgender intersex (SSATI).

### FAN Initiatives

Not all clients have had the opportunity to be captain of a sport team or excelled academically at school, however FAN believes everyone has the potential to develop their leadership skills. *The Peer Leadership Program* commenced in early July and while in its early stage, aims to provide an opportunity for young people to be trained in areas that develop their leadership skills enabling them to co-facilitate workshops for their peers. A core group of dedicated young people have been meeting weekly thanks to initial funding of \$1,000 from the Box Hill Lions Club.

FAN has a large number of clients who do not have the support from family to navigate the often overwhelming process of getting their learners permits nor the finances to make this happen. As a result the *Driver Education—Learners Permit Program* was developed thanks to initial funding from the Whitehorse School Focused Youth Group. The program included a one day defensive driving course and to date has had a 100% success rate with young people obtaining their Learners Permit the first time they apply.

Some of FAN's clients may have limited education in managing money and often present with large outstanding debts, which can often spiral out of control. *Money Matters* works on a personal, individual basis and aims to empower clients by increasing their awareness around spending habits while offering them an opportunity to gain an understanding of basic budgeting and savings.



## Life Skills Program continued

FAN has developed a strong working relationship with Harrison UnitingCare JPET Program and the Young Peoples Resource Centre. The three agencies recently sought input from young people to identify preferred workshops and projects. The feedback was overwhelming, resulting in the organisations taking a collaborative approach in designing workshops that reach a larger target audience.

### Program Achievements/Activities

The women attending the *Young Mum's Group* have expressed an interest in expanding their knowledge base and developing new skills resulting in the women regularly leading sessions within the group. The Young Mum's Group has included regular cooking demonstrations, scrapbooking, story telling and nursery rhymes and has been a powerful self-affirming experience for the women to recognise they do have something of value and worth to contribute. Some of the women have also developed friendships that have extended beyond the group and the level of support offered to each other makes it a welcoming, safe place for mothers and their children. With the recent introduction of Kristie, the Children's Worker – Early Years, the Young Mum's Group has been further enhanced by addressing some of the developmental needs of the children. During the course of the past 12 months a community knitting group attached to Spotlight Box Hill had made a range of colourful blankets that were donated to the children and these were popular as winter approached. As has been a tradition for the past few years, the women attached to St Peter's Church and The Mothers Union provided an afternoon tea for the Young Mum's Group and donated an array of books for their children. It was encouraging to see the women come together in a relaxed, social environment and support each other in their journey of motherhood.

A single mother with three young children who has been attending the Young Mum's Group, the *Peer Leadership Program* and is linked with a Volunteer Mentor was the recipient of the City of Whitehorse Young Person of the Month Award that acknowledges the contribution young people make in the local community. Congratulations to Bronwyn and other FAN clients linked to the Life Skills Program who were recipients of the award over the past 12 months including John Newton who is a current Peer Leader and it's encouraging to see positive role modeling being recognised in young people by the local community.

There has been a variety of creative programs on offer over the past 12 months and these have included a *Stencil Art Workshop* involving the student lounge at the Box Hill TAFE, *Mosaic Workshops* including the totem poles at FAN's office, plus creative card and gift making with Christmas and Easter themes.

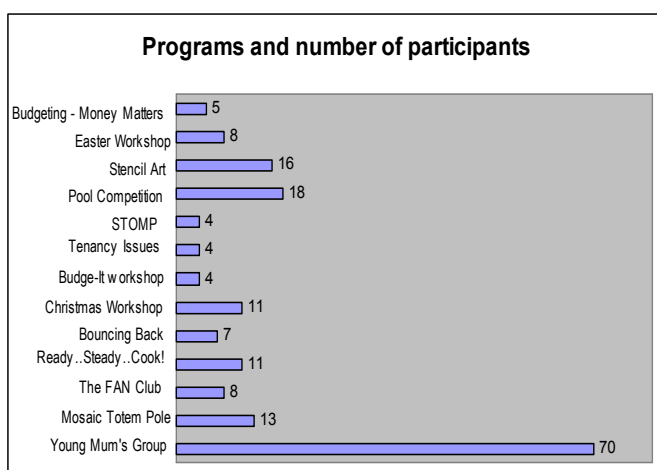


## Life Skills Program continued

Further enhancing the life skills of young people, FAN ran a variety of programs that addressed these needs including several *cooking workshops* using basic utensils and ingredients found in a pantry, and educating young people to prepare simple, nutritious meals on a budget. Other workshops included: *Budge-It* a one day workshop on basic budgeting, which led to the development of *Money Matters* as previously mentioned above; A Home Of My Own exploring *tenancy issues* and how young people can increase their chances of finding private rental; to workshops on self esteem and confidence such as *Bouncing Back* and *STOMP* (Strength, Togetherness, Ownership, Maturity and Power).

Workshops with a focus on team building and social integration included *pool competitions* and *table tennis tournaments* and were hugely popular across the 16-25 year age group.

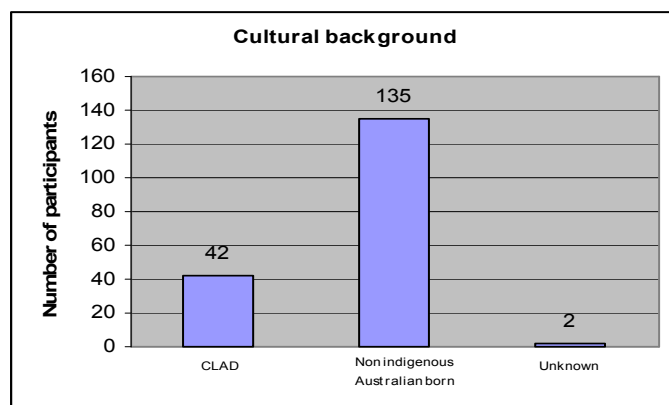
**Carol Martyn,  
Coordinator, Life Skills Program**



**Graph 1:**

A total of 179 young people attended workshops over the past 12 months. Those that tapped into the creative skills of young people were hugely popular.

As the graph indicates, on average there were higher than expected numbers of attendees in most workshops. The Young Mum's Group also indicated a higher than predicted number of contacts during the support with the total of 70 attendees.

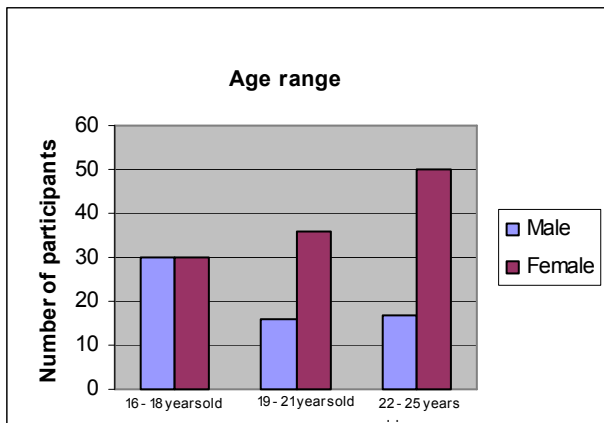


**Graph 2:**

Most young people who attended workshops were identified as being non-indigenous Australian; however a total of 42 out of 179 young people identified themselves as coming from culturally and linguistically diverse backgrounds and 2 unknown.



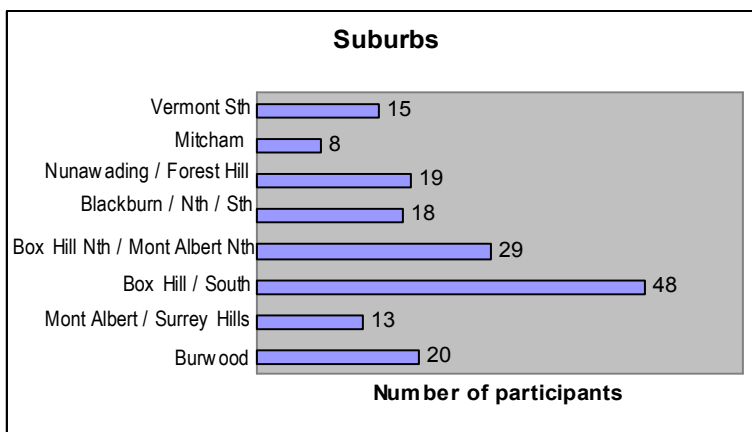
## Life Skills Program continued



**Graph 3:**

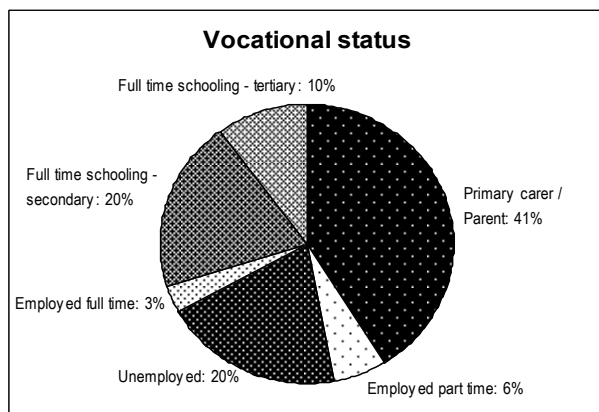
This graph highlights more females than males attended workshops, however this may be due to some programs being specifically tailored to women, such as The Young Mum's Group.

It's interesting to note an equal number of males and females aged between 16-18 years attended workshops and this may be due to the Drivers Education – Learners Permit Workshop that again was tailored to a particular age group.



**Graph 4:**

While the Life Skills Program is available to young people with links to the City of Whitehorse, this graph clearly indicates most clients live in the Box Hill/South area with the lowest number coming from Mitcham.



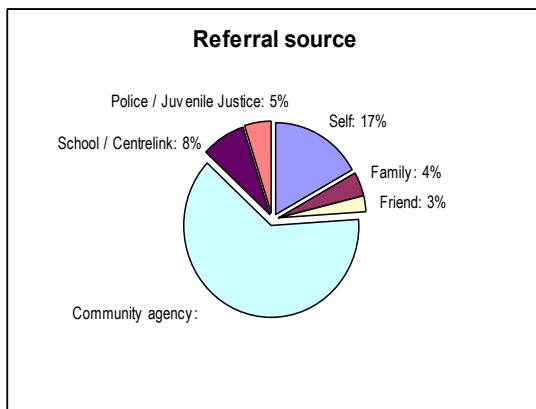
**Graph 5:**

As the graph indicates, the highest percentage of clients who attended programs were the primary carer / parent (41%) and the lowest percentage were employed full-time (3%).

It's interesting to note there were an equal number of young people who were unemployed attending programs as those who were in full-time secondary schooling (20 % each).

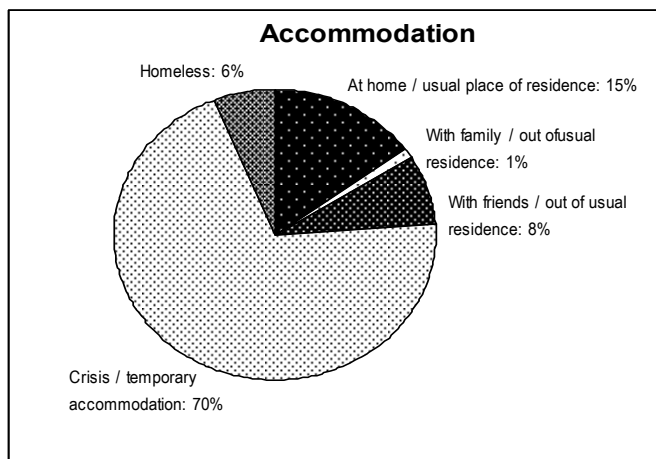


## Life Skills Program continued



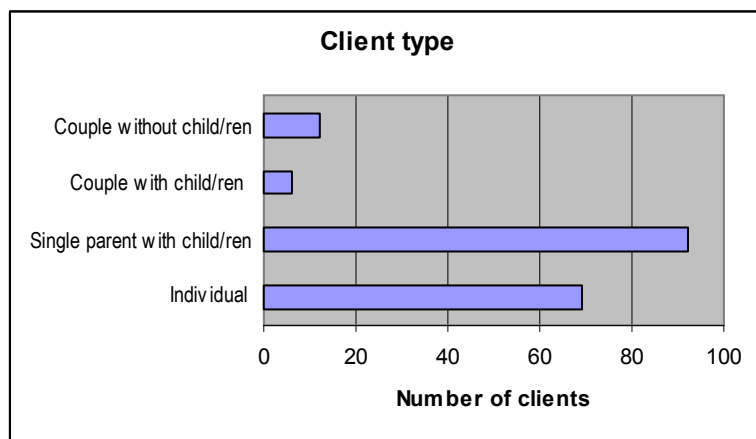
**Graph 6:**

The highest referrals came from community agencies and this is reflective in the collaborative approach FAN has taken



**Graph 7:**

70% of clients identified as being in crisis/transitional accommodation. There is a significant jump in numbers with the second highest being 15% of clients who identified as living in their usual place of residence / at home, with only 1% of clients who were living with family/ or of usual place of residence.



**Graph 8:**

Most clients identified as being the sole parent with child/ren and these high numbers may be due to those who attended The Young Mum's Group.



## Volunteer Program

The Volunteer Program was successful in receiving 12 months funding from The Department for Victorian Communities Community Strengthening and Volunteering, this has enabled FAN to recruit more volunteers, and offer them opportunities to update their skills and participate in monthly support meetings. FAN identified the need for Mentors, Lead Tenants and Child Play Supervisors to have First Aid Certificates and the training was recently held at FAN's office.

A social game of 10 pin bowling was recently organised and the volunteer and young person with the highest score had their names engraved on a plaque that's on display in FAN's reception area. Due to the success of the evening and based on feedback from young people and volunteers, FAN aims to make this an annual event.

The first same sex attracted couple were recently recruited as volunteer Lead Tenants for the alsorts property and FAN is in the process of recruiting volunteers who will be Mentors for the young people living in the house.

### **Mentors / Role Models**

Volunteers Mentors are matched with a young person and undertake a 12 month commitment to meet on a one-on-one basis for a minimum of 2 hours per week. Often young people express an interest in learning a particular skill and where possible they are linked with a Mentor who is able to provide this, such as how to play a particular sport or to expand their life skills such as to learn how to cook. In some cases young women with accompanying children are linked with a Mentor who is also a parent and the Volunteer offers support and guidance in this area.

Mentors are also recruited to support the workshops attached to the Life Skills Program, as often volunteers have particular skills that can be utilised within a group format. An example is a Volunteer Mentor who is working with young people who have expressed an interest in improving their numeracy and literacy skills.

### **Lead Tenants**

These are live in roles, whereby the volunteers reside in one of the shared accommodation houses with several young people. The Lead Tenants role is to replicate an every day living environment that's consistent within most shared houses in the wider community while acting as a positive role model. FAN has the view that involving a stable adult in the home maximises the young person's capacity to live independently upon leaving their accommodation.



## Volunteer Program continued

### Child Play Supervisors

Some clients with accompanying children do not have the support from or availability of extended family or friends that would enable them to attend workshops attached to the Life Skills Programs or to attend meetings with their Support Workers. The Child Play Supervisors are available to spend time with the children in order for this to happen. In the past Child Play Supervisors have attended the Young Mum's Group.

### FAN Volunteers

The Volunteer Program would not be possible without the dedication and support from the amazing team who invest so much of their time and energies into making what we do happen. In recognition of their contributions, we take this opportunity to sincerely thank the following wonderful people and we look forward to your continued support:

Allan Rogerson	Aly Johns	Amy Harmer	Cara Hudson
Caroline Lauck	Christina Teoh	David Grant	Elisa Lim
Helen Barnes	Jacque Arulanandam		Jenny Ryan
Joe Balta	Kim Walsh	Matthew Harrison	Ruth Thomas
Stefanie Oakes	Trish Morris	Troy Harris	Veronica Fong
Zillah McLaren			

### Volunteer Statements

*"I guess that being a Lead Tenant, all the girls I've lived with have taught me something more about life and I sometimes wonder what difference I could possibly make. I've been amazed by their resilience, strength and determination and that's what I think has been the best thing about being a volunteer, that I've had the chance to get to know all the girls I've lived with and have been inspired in some way by all of them!"* Cara – Lead Tenant

*"It is still almost incomprehensible that that such a small effort on my behalf can have such a large influence on someone's life"-* Troy – Mentor

*"A relaxed environment where the mother's could get support and encouragement. By helping out, they gained confidence in themselves and that is the key to them being a better parent. I was welcomed and embraced warmly by Carol and the girls and I miss them and hope for the best for them"* – Kim – Child Play Supervisor

*"FAN introduced me to three things: The world of volunteer mentoring, A great group of people to learn skills and share amazing stories and life experiences with, and most of all...a beautiful, courageous, empowering and talented (in so many, many ways) young lady, who has shown me the real meaning of "life is what you make it" and has provided me with a wonderful friendship and many happy and humourous memories!"* – Aly – Mentor

### Carol Martyn, Coordinator, Volunteer Programs



## Training

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

- SAAP Induction to Homelessness Assistance
- Advanced Case Management
- Segmented Waiting List Homelessness Training
- Mind Your Own E-Business
- Equal Opportunity
- Supporting Students with Mental Illness
- Eastern Victims Assistance and Counselling Program
- Multiple Tenancies Workshop
- Building Self-Esteem and Confidence
- Working with Children
- SMART Training
- Family Mediation & Reconciliation Strategies for Young People and their families
- Family Violence – Understanding and Responding
- First Aid Training
- What has culture got to do with domestic violence?
- Introduction to Mediation
- Working with gender and sexual diverse young people
- Managing Change
- National Homelessness Conference
- Stress Management
- Quality Improvement systems - QICSA
- Grief and Loss
- Occupational Health and Safety
- Homelessness and Human Rights – PILCH
- Human Rights and the Law – EMR/ECLC
- Choose With Care
- Cross Sector Orientation and Networking Forum
- Money Minded
- Identifying and Responding to Child Victims of Sexual Assault
- Infant Mental Health and the Impact of Family Violence
- Parent to Child—Australian Childhood Foundation
- Celebrating Good Practice in Protecting Children – DHS



## Consultations

- Children's Welfare Association of Victoria (CWAV) Members Forums
- City of Whitehorse Consultations
  - Municipal Youth Plan
  - Housing Plan
  - Town Hall Redevelopment Project
- Homelessness, Housing and Domestic Violence Expo 2005 Working Party
- Sector Wide Forums
  - Statewide Practice Forum
  - Youth Practice Network
- Department of Human Services
  - Homelessness Service System Development Project/Front Door Trial
  - DHS / SAAP / THM quarterly Managers Meeting
- Regional Consultations and Workshops
  - Homeless Assistance Service Standards
  - Family Reconciliation & Mediation Program
  - Youth Education Employment and Training Initiative
- Lord Mayors Percy Baxter Trust Round Table
- Motherhood Research Project — Melbourne University
- Multicultural Sports Network
- Project i
- Teenage Pregnancy Interest Group
- Victorian Homelessness Best Practice Agency Forum
- Volunteering Victoria Members Forums

## Networks / Reference Groups / Membership / Linkages

- ALSO Foundation
- Anglicare Springboard Program – Jenny's Place and Dave's Place
- Australian Federation of Homelessness Organisations
- Boroondara Youth Service Providers Network
- Box Hill Library
- Centrelink
- Child and Adolescent Mental Health Service
- Child Protection and SAAP
- Children in Homelessness Best Practice Group
- Children's Welfare Association of Victoria – Centre of Excellence
- Community Housing Limited
- Connexions – Starting Out
- Council to Homeless Persons (CHP)
- Eastern Community Legal Centre – Board
- Eastern Family Violence Network



## Networks / Linkages continued

- Eastern Community Legal Centre – Board
- Eastern Family Violence Network
- EastCare Housing Services / Gateways
- Eastern Homelessness Network
- Eastern Homelessness Network Reference Group
- EMR Private Rental Working Party
- Family Reconciliation Peer Support Group
- UnitingCare Harrison Community Services – JPET & WHISH
- Homeless People’s Association
- Managers of Volunteers Network – Eastern
- Migrant Settlement Committee – Eastern Region
- Multicultural Sports Network
- National Youth Mentoring Partnership Initiative
- Local Area Planning Committee Manningham
- Primary Care Partnerships Eastern Region
- Public Interest Law Clearing House (PILCH)
- Rainbow Network
- Regional Extended Family Services
- Resilient Kids – Children’s resource Project
- Service Providers Managers Meeting
- Same Sex Attracted Young People Support Group
- Single Parents Project Meeting
- Teenage Pregnancy Interest Group
- Victoria Council of Social Services (VCOSS)
- Volunteering Victoria
- Wattlebridge
- Whitehorse Community Arts Centre
- Whitehorse Enhanced Maternal Child Health
- Whitehorse Youth Issues Working Party
- Women’s Housing Limited
- Youth Employment Education and Training Initiative (YEETI)
- Youth Connexions (City of Whitehorse)
- Young Peoples Resource Centre (St Andrews Uniting Church Box Hill)
- YSAS – Box Hill



## Financial Report

Balance Sheet

Income Statement and Statement of Changes in Equity

Statement of Cash Flows

Statement of Members of the Board

Notes to the Financial Statements

Independent Audit Report



## Balance Sheet

Family Access Network Inc.  
 ABN 68 473 447 026  
 Balance Sheet  
 As at 30 June 2006

	2006 \$	2005 \$
<b>EQUITY</b>		
Capital Grant Reserve	83,648	83,648
Retained Surplus	123,362	152,208
	<hr/>	<hr/>
Total Equity	207,010	235,856
Represented By:		
<b>CURRENT ASSETS</b>		
Term Deposit	114,728	109,187
Cash at Banks	78,408	12,989
Interest Receivable	1,124	1,102
Sundry Debtors	2,150	6,784
Accounts Receivables	9,164	-
	<hr/>	<hr/>
	205,574	130,062
<b>NON CURRENT ASSETS</b>		
Leasehold Improvements	45,742	50,607
Less Accumulated Amortisation	23,471	14,322
	<hr/>	<hr/>
	22,271	36,285
Land & Buildings	83,648	83,648
	<hr/>	<hr/>
	83,648	83,648
Motor Vehicles	33,720	33,130
Less Accumulated Depreciation	4,505	3,566
	<hr/>	<hr/>
	29,215	29,564
Furniture & Equipment	17,554	16,214
Less Accumulated Depreciation	10,835	9,170
	<hr/>	<hr/>
	6,719	7,044
	<hr/>	<hr/>
	141,853	156,541
<b>TOTAL ASSETS</b>	<hr/>	<hr/>
	347,427	286,603
<b>CURRENT LIABILITIES</b>		
Sundry Creditors & Accruals	7,209	6,073
Provision for Employee Benefits	21,385	17,300
Provision for Long Service Leave	14,273	18,428
Unexpended Specific Purpose Grants	97,550	8,946
	<hr/>	<hr/>
	140,417	50,747
<b>TOTAL LIABILITIES</b>	<hr/>	<hr/>
	140,417	50,747
<b>NET ASSETS</b>	<hr/>	<hr/>
	207,010	235,856

The accompanying notes form part of these financial statements.



## Income Statement

	2006 \$	2005 \$
<b>INCOME</b>		
Consumer and Business Affairs	—	1,040
Donations	26,555	22,145
Childhood Development Project	9,163	—
Interest Received	6,096	6,100
Property Rental	23,248	16,669
Miscellaneous Income	300	10,729
Grants—Human Services SAAP	234,359	228,106
Grants—Human Services One Off	2,150	2,550
Grants—Office of Housing HEF	1,969	6,872
Grants—Life Skills	57,438	63,405
Profit on Sale of Non-current Assets	1,607	3,050
Loss on Sale of Non-current Assets	—	(194)
YEETI	59,424	—
	422,309	360,472
<b>EXPENDITURE</b>		
Building	—	2,040
Depreciation / Amortisation	17,391	18,901
Holiday Pay	5,785	—
Housing Emergency Fund (HEF)	1,236	6,241
Housing Expenses	6,125	7,849
Life Skills Program	4,817	3,169
Long Service Leave	13,551	—
Material Aid	3,076	8,041
Office Operating	23,330	24,653
Office Utilities	10,354	9,194
On-Costs	43,405	43,872
Other Program Costs	3,709	450
Property Costs	17,156	17,106
Salaries	230,728	230,503
Staff Training / Support	3,890	2,663
Traveling Expenses	5,790	6,799
Volunteer Program	1,387	827
YEETI	59,424	—
	451,154	382,308
<b>OPERATING LOSS</b>	(28,845)	(21,836)
<b>STATEMENT OF CHANGES IN EQUITY</b>		
Retained Surplus at the beginning of the financial year	152, 207	174, 044
Operating Loss attributable to members	(28,845)	(21,836)
<b>RETAINED SURPLUS AT JUNE 2006</b>	123,362	152,208



## Statement of Cash Flows

	2006	2005
<b>CASH FLOW FROM OPERATING ACTIVITIES</b>		
Receipts from Grants (Recurring)	234,359	228,106
Payments to suppliers and employees	(447,234)	(357,746)
Interest received	6,074	6,100
Receipts from Other Sources	<u>270,793</u>	<u>98,905</u>
Net Cash provided by (used in) Operating activities (Note 2)	63,992	(24,635)
<b>CASH FLOW FROM INVESTING ACTIVITIES</b>		
Placement of Term Deposits	5,541	(276)
Proceeds from (payment for) property, plant and equipment and motor vehicles	(2,947)	(1,785)
Leasehold Expenditure	<u>—</u>	<u>(5,150)</u>
Net cash provided by (used in) investing activities	2,594	(7,211)
Net increase (decrease) in cash held	66,586	(31,846)
Cash at beginning of year	<u>12,989</u>	<u>44,835</u>
Cash at end of reporting period	79,575	12,989
<b>RECONCILIATION OF NET CASH PROVIDED BY OPERATING ACTIVITIES TO OPERATING PROFIT</b>		
Operating Profit (Loss) after income tax	(28,845)	(21,837)
Depreciation / Amortisation	17,391	18,901
Profit on Sale of Fixed Assets	(1,607)	(851)
(Increased) / decreased in receivables	(4,552)	(5,579)
Increase / (decrease) in accruals / creditors	(8,629)	6,513
Increase / (decrease) in income in advance	88,604	(18,926)
Increase / (decrease) in provisions	<u>1,630</u>	<u>(2,856)</u>
	63,992	(24,635)

### FAN INC — STATEMENT BY MEMBERS OF THE BOARD

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

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

In the opinion of the Board the financial report as set out: Presents fairly the financial position of Family Access Network Inc. as at 30 June 2006 and it's performance for the financial year ended on that date.

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 Board and is signed for and on behalf of the Board by

.....  
Dated this            day of        2006



## Notes to and forming part of the Financial Statements

### NOTE 1 – STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

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

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

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

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

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

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

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

#### ( a )Fixed Assets

Freehold land and buildings are carried at cost. No valuation has been applied. Expenditures on fixed assets exceeding \$750 are capitalized. The depreciable amount of each fixed asset is depreciated over the useful life of the asset to the association commencing from the time the asset is held ready for use. Leasehold improvements are amortized over the shorter of either the unexpired period of the initial lease or the estimated useful lives of the improvements.

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

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



## Notes to and forming part of the Financial Statements continued

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

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

### (b) Employee Benefits

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

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

### (c) Cash

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

### Income Tax

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

### (e) Grants

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

### NOTE 2 – RECONCILIATION OF CASH

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

### NOTE 3 – COMMITMENTS

Rental payments – within 1 year	\$17,156
- 2007 to 2010	\$43,660



## Notes to and forming part of the Financial Statements continued

### NOTE 4 - ADOPTION OF AUSTRALIAN EQUIVALENTS TO INTERNATIONAL FINANCIAL REPORTING STANDARDS

The Association has prepared and managed the transition to Australian Equivalents to International Financial Reporting Standards (AIFRS) effective for the financial years commencing 1 July 2005. The adoption of AIFRS is reflected in the financial statements for the year ended 30 June 2006. On first time adoption of AIFRS, comparatives for the financial year ended 30 June 2005 are required to be restated.

The Board along with the auditors have assessed the significance of the expected changes and have prepared for their implementation. The impact of the alternative treatment and elections under AASB 1: First Time Adoption of Australian Equivalents to International Financial Reporting Standards has been considered where applicable.

The Board members are of the opinion that the key material differences in the association's accounting policies on conversion to AIFRS and the financial effect of these differences where known are as follows. Users of the financial statements should note however, that the amounts disclosed could change if there are any amendments by standard setters to the current AIFRS, or interpretation of the AIFRS requirements changes due to the continuing work of the Board.

#### Impairment of Assets

Under AASB 136: Impairment of Assets, the recoverable amount of an asset is determined as the higher of fair value less costs to sell and value in use. In determining value in use, projected future cash flows are discounted using a risk adjusted pre-tax discount rate and impairment is assessed for the individual asset or at the "cash generating unit" level. A "cash generating unit" is determined as the smallest group of assets that generates cash flows, which are largely independent of the cash flows from other assets or groups of assets. The current policy is to determine the recoverable amount of an asset on the basis of undiscounted net cash flows that will be received from the asset's used and subsequent disposal. It is likely that this change in accounting policy will lead to impairments being recognized more often.

Family Access Network Inc. has reassessed its impairment testing policy and tested all assets for impairment at 1 July 2005. The impact of the change is Nil.



# Independent Audit Report



J L C O L L Y E R & P A R T N E R S  
A C C O U N T A N T S & A U D I T O R S

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## INDEPENDENT AUDIT REPORT To the Members of FAMILY ACCESS NETWORK INC.

### INITIAL ENGAGEMENT

We confirm that

In our opinion –

- (a) The opening balances do not contain misstatements that materially affect the current period's financial report;
- (b) The prior period's closing balances have been correctly brought forward to the current period; and
- (c) Appropriate accounting Policies are consistently applied in accounting policies have been properly accounted for and adequately disclosed.

### SCOPE

We have audited the attached special purpose financial report for **FAMILY ACCESS NETWORK INC.** for the year ended 30<sup>th</sup> June 2006. The Committee of Management is responsible for the financial statements and has determined that the accounting policies used and described in Note 1 to the financial statements are appropriate to meet the requirements of the Associations Incorporation Act 1981 and the needs of the members. We have conducted an independent audit of the financial statements in order to express an opinion on them to the members of **FAMILY ACCESS NETWORK INC.** No opinion is expressed as to whether the accounting policies used are appropriate to the needs of the members.

The financial statements have been prepared for distribution to the members for the purpose of meeting the requirements of the constitution. We disclaim any assumption of responsibility for any reliance on this report or on the financial statements to which it relates to any person other than the members, or for any purpose other than for which it was prepared.

Our audit has been conducted in accordance with Australian Auditing Standards. Our procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial statements and evaluation of significant accounting estimates. These procedures have been undertaken to form an opinion as to whether, in all material respects, the financial statements is presented fairly in accordance with the accounting policies described in Note 1 to the financial statements. (These policies do not require the application of all Accounting Standards and UIG Consensus Views).

The audit opinion expressed in this report has been formed on the above basis.

### Audit Opinion

In our opinion, the financial statements give a true and fair view in accordance with the accounting policies described in the Notes to the financial statements and the requirements of the Associations Incorporation Act 1981, of the financial position of **FAMILY ACCESS NETWORK INC.** as at 30<sup>th</sup> June 2006, and the results of its operations and its cash flows for the year then ended.

Janet L Collyer  
J L COLLYER AND PARTNERS  
19<sup>th</sup> September 2006

DIRECTORS  
JANET L. FCPA LIONEL R.ARNOLD CA B.BUS



Family Access Network Inc: **Annual Report 2005-2006**



Chartered Accountants

## Acknowledgements

### Sources of Funding

Department of Human Services / Office of Housing — SAAP  
Department of Victoria Communities — Volunteer Program  
Alfred Fenton Bequest — Children’s Program — Early Years  
City of Whitehorse — Life Skills Program  
Rotary Club of Box Hill — Life Skills Program / Personal Kits

### Organisations

Angus & Robertson — Box Hill  
Box Hill Lions Club  
Bunnings — Nunawading  
Canterbury Council of Churches  
City of Whitehorse — Sleepout  
City of Whitehorse Youth Issues Working Party  
Countrywide Tolstrup financial Services  
Spotlight Box Hill Community Knitting Group  
Disadvantaged Youth Fund – M Ogilivie  
Eastern Emergency Relief Network Inc  
Epson Australia  
Foundation of Graduates in early Childhood  
Highfield Road Uniting Church Tennis Club  
Inger Rice Foundation  
Magistrates Court — Ringwood  
Minter Ellison Lawyers  
Mother’s Union—St Peter’s Church  
Orcadia Foundation  
Rizzos House of Linen  
St Dominic’s East Camberwell Parish  
The Body Shop — Doncaster  
The Lord Mayors Charitable Fund – Percy Baxter Trust  
- Youth in Philanthropy  
Toy Island  
Whitehorse School Focused Youth Group

### Individuals

Colin Bellis	Anna Burke	Jackie Bramwell	Olive Clark
Mr & Mrs Leo Clarebrough	Kate Coleman	Fred Fahey	Rex & Sue Filson
Pam Josph	Robert Joynt	Mrs K Lea	Robert Leydon
Mr & Mrs I & T Mahlsted	W Roy Longworth	Nance Morsby	Ted Long
Elizabeth McRae	Allan Rogerson	Gerry Thurlings	

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



## Acknowledgements continued

### Youth Health Promotion Day Sponsors

Angas Park  
Ansell  
Billy Hyde Music Blackburn  
Box Hill Hawks  
Coca-cola Amatil (Aust) Pty Ltd  
Heinz Co. Australia Pty Ltd  
Johnson and Johnson  
3WBC

Massage2u  
Pfizer Consumer Healthcare  
Safeway — Box Hill  
Shadow Dance  
Ski, Skate and Surf  
Tetley Australia Pty Ltd  
Triple R



### Who's Who at FAN

#### From top left:

Cathy Oliver—Financial Administrator

Sue Carlile—Manager

Kellie Robinson—Receptionist

Carla DiStefano—Team Leader/Support Worker

#### From bottom left:

Jemma Drew—Support Worker

Kristie Lennon—Children's Worker—Early Years

Victoria Sobh—Support Worker

Carol Martyn—Coordinator Lifeskills and Volunteer Programs

