



FAMILY ACCESS NETWORK UPDATE

June 2009 • Volume 68

"One kind word can warm three winter months."



Update from the Manager

Dear Readers,

Welcome to the winter edition of the FAN newsletter - I hope you find the information provided by the staff, program updates and general news items of interest. Please contact FAN on fan@fan.org.au if you have feedback on the newsletter. If you are a client, volunteer, supporter or partner agency you are most welcome to submit a contribution for the newsletter.

In previous newsletters I have drawn your attention to research, best practice and other sector related projects involving or developed by FAN. Rather than list them here I encourage you to visit the FAN website on www.fan.org.au

FAN has been approached to participate in a photographic project involving young people, if you would like to know more about this please speak with your support worker.

I am pleased to advise that the hard work of the staff team and board has resulted in a successful QICSA/HASS

Accreditation with three Exceeded Practice ratings. My congratulations in particular to the internal contacts Jemmah McKie and Victoria Sobh, leading up to and including the Accreditation, and to all at FAN for valuing the importance of good effective systems and continuous quality improvement, which we more commonly refer to as practice reflection.

During the three months since the last newsletter two valued members of staff have left for new and challenging roles in the sector. Carol Martyn has left FAN to undertake a new position at Hanover in their Volunteer Program. Carol was at FAN for five years and contributed much to the projects, collaborations and activities in the Life Skills and Volunteer Programs. Victoria Sobh after more than three years of dedicated service at FAN in a variety of key roles including support worker, Private Rental Brokerage Worker in Creating Connections, QICSA Internal Contact and other areas of responsibility has joined the Family Reconciliation and

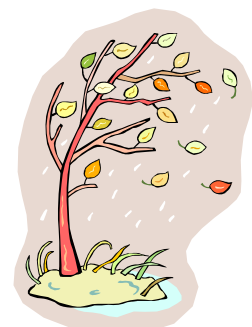
Mediation Program (FRMP). On behalf of their colleagues inside and beyond FAN, clients and the Board I extend our appreciation and best wishes for the future.

I am pleased to advise that Samuel Headberry has been appointed to the Private Rental Brokerage Program position and we are in the process of finalising the appointment to the Life Skills and Volunteer Programs position.

I encourage you to read in more detail, within the body of the newsletter, the activities of FAN's programs as reported by the dedicated FAN team.

Regards,

Sue Carlile
MANAGER



PROGRAM UPDATES

Homeless Support Services



This is my first article for the newsletter in the role of Team Leader which I assumed 3 months ago when Jemmah moved on to the challenge of working in her husband's family business. Since then many other changes have occurred at FAN.

Victoria, to our disappointment, accepted a role at Family Reconciliation and Mediation Program run by Melbourne City Mission. FAN wishes to express its thanks to Vic who was significant in helping create the Private Rental Brokerage Program model and also congratulate Sam on his successful application and appointment to the role. Sam recently completed his probationary period with FAN's Homeless Support Service team and is enthusiastic about the new role. Anyone needing assistance with Private Rental is welcome to contact him.

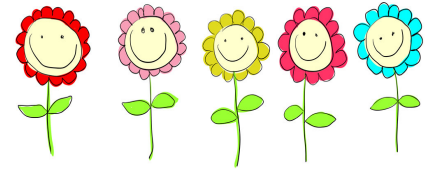
Mollie Kerbie has also resigned to dedicate more time to her studies and as a result we have appointed two new Support Worker staff to the HSS team. They are due to begin on the 3rd August, so when the time comes I hope you will all make them welcome.

A big thank you to Jacqui who continues to excel in her role as Children's Worker.

She has been extremely supportive of myself and Sam in the process of learning the new jobs and FAN structures and of course has been maintaining high quality service to her clients at the same time.

By the time you read this I will have departed for Europe to celebrate my wife's birthday with her family there. I have been planning this trip for sometime and was lucky that Sue and FAN were supportive of my need to attend.

It will be a difficult transition over the next month with limited staff and many changes. Please be tolerant if we are not able to respond as quickly and efficiently as we have previously.



Young Mums Group

Whats on...

7 July

Face Painting & Sausage Sizzle

Grab a yummy bite and let your child's imagination run wild!

14 July

Scrapbooking

A great way to spend time with your children while learning fun craft skills.

21 July

Pancake Making

Dust off those aprons and get cooking.

28 July

Birthday Cake!

Celebrate the July Birthdays!

All activities run on Tuesdays, 1-3pm at 1030 Whitehorse Road.

For more information contact Jacqui on 9890 2673 or jgabriel@fan.org.au

Children's Program - Early years



The Children's Program – Early Years continues to develop a number of therapeutic responses tailored to young families and accompanying children.

Currently we are in the process of developing a therapeutic group counselling program for parents who are survivors of child sexual abuse, with scope to develop partnerships with agencies who may be interested in this opportunity to help mothers and fathers who may be at a vulnerable time in their lives. This has been identified as a need through the current children's data analysis and number of clients disclosing information of sexual abuse. The group will focus on how such issues impacts on their parenting, ways to deal with frustration, and isolation, building supports and trusts within the group.

FAN's weekly Young Mum's Group has been extremely successful as the number of mums is rapidly growing and opportunities for mums to re-establish positive social support has led mothers to further partake in day trips and outings, external to FAN.

FAN's Children and Young Families Support Worker is committed to developing further therapeutic interventions and partnerships tailored to the needs of young families and accompanying children, based on recent client responses, their identified needs, data analysis and client feedback.

FAN would also like to say a big thank you to the Allanah and Madeline Foundation for their continued support to many children in emergency care, crisis, THM and foster care. The Buddy Bag Program run through the

foundation was developed in response to the high demand of children entering care with no essential items and usually wearing just the clothes on their back. Buddy Bags provide children with a backpack containing essential and personal items, all of which are brand new, including a teddy bear, clothing, toiletries, colouring books and so on. It is theirs to keep, providing them with belongings of their very own, and will help begin the process of restoring a sense of safety and security into their lives. Fan has so far had the opportunity to provide young people and accompanying children with 42 buddy bags and clothing.



An introduction from our new HSS Team Leader...

Hi! My name is Rod Tresise, and I have just arrived at FAN From a 3 year stint in the Refugee Minor Program at DHS. I am 2 months into the new job replacing Jemmah and must applaud her strength. I was perhaps a little ambitious in also undertaking prior to starting a fulltime Masters Course in Youth Health and Education Management which is somewhat demanding. I am exhausted with so much to learn and feel ready to take a much needed break. So I am off to Europe to visit some family. (Already planned when I started) I am however thrilled and motivated to be a part of FAN, and I look forward to the challenges this role will offer.

Please feel free to drop in and say hello. I would welcome it.

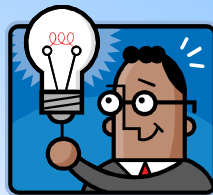
A big hello from Sam....

It is with great pleasure that I write to you as the newest Youth Support Worker of Family Access Network. The past three months have been filled with new challenges, change, and lots of laughter and above all else, plenty of support from the HSS team which I am extremely grateful for.

After arriving at FAN, I was unsure of what to expect after being heavily involved with Youth service providers in the western suburbs and hearing all sorts of rumours regarding the 'Front Doors'. Yet, after a week in the office and tonnes of support from the FAN's fantastic team, I began to understand the methodology of the system and have experienced its many positives!

I look forward to providing direct case management to marginalised young people in the eastern suburbs and to being a positive contribution to the HSS team.

Thanks for your time and support,



Samuel Headberry

Life Skills Program

The driver's education program has been servicing many young people in the eastern suburbs for many years with great success. Yet, with the sad departure of Carol Martin as life skills coordinator, the driver's education program was left without someone behind the wheel (pun intended). Samuel Headberry of the HSS team offered his assistance in Carol's absence to maintain this program until a new worker was announced in the role of Life skills coordinator of FAN.

After an initial review of the program which highlighted its great outcomes of 100% success rate of marginalised young people gaining their

learners permit. Samuel Headberry has re-established a time line for the program and has tweaked its engine (oops, I mean) made some changes as identified in the drivers education program review to better service young people in the eastern suburbs.

We hope that this program continues to be of service to young people in the Eastern suburbs and may grow with the new driver of the life skills program.



Private Rental Brokerage Program

It is with much sadness that I write my last report as the PRBP coordinator for the newsletter, however I would like to take this opportunity to thank Sue Carlile and all the staff at FAN for such a wonderful 3 years here.

The program continues to be successful with on average of 77% of clients securing private rental and the number of referrals being made continue to rise.

I am looking forward to hearing about the future achievements that will be made by the program and am positive that the number of positive outcomes made possible by FAN will only grow.

Victoria Sobh

FAN would like to thank the following supporters and funding bodies:

**Alfred Felton Bequest
Lord Mayor's Fund
William Buckland Foundation
The ALSO Foundation
The Alannah and Madeline Foundation
The Helen McPherson Foundation
Orcadia Foundation—
Derek and Caroline Young
Department of Human Services /
Office of Housing
City of Whitehorse
Canterbury Council of Churches
St Peter's Anglican Church
St Peter's Mothers Union, Box Hill
City of Maroondah
Streetsmart Australia
Lions Club, Box Hill
Olive Clark
Ringwood Magistrate Court
Southern Youth & Family Services Assc.
Gary & Michele Gannaway
Margaret Ogilvie—Disadvantaged Youth Fund**

Child Abuse Prevention Service (CAPS).

CAPS is a national service, running a 24 hour, free confidential telephone support line. Its aim is to alleviate child abuse in all its forms. It provides information, support, crisis intervention and referral to parents, carers and concerned members of the community. It also takes calls from children and adults who are/have experienced abuse.

The telephone service is available to everyone in the community and I wanted to draw your attention to its presence in case they can be of service to you. If you ever need any information, or support in dealing with a child protection issue please feel free to get in touch with them.

Due to the 'all-hours' nature of the service and its national scale, the telephone number is also a great resource for parents, carers and anyone in the community who deals with children and may need support.

www.childabuseprevention.com.au



Counselling & Family Mediation Program

Family Access Network has been providing services to young people since 1981 and is committed to responding to the diverse needs of young people experiencing homelessness or at risk. Our services philosophy is underpinned by a client focused rights-based approach. We operate in the belief that timely intervention maximises positive outcomes.

As part of the Homeless Support Services FAN now offers a counselling and family mediation program for young people aged 15-25 with links to the City of Whitehorse. In partnership with Reach Out for Kids and UnitingCare East Burwood Centre, FAN provides the youth counseling and family mediation component within the Whitehorse Counselling Services Alliance funded by the City of Whitehorse. An onsite counsellor is available for individual counselling sessions, early intervention programs and workshops for young people and where appropriate their families to resolve and prevent personal difficulties from reaching crisis point



Family mediation & conflict resolution

Mediation is a process whereby the participants together with the assistance of a neutral third person isolate the dispute issues in order to develop options, consider alternatives and reach an agreed outcome that will accommodate all needs.

Mediation is a process which emphasis the participants own responsibility for making decisions that affect their lives.



Counselling

Free generalist counselling is available for up to eight sessions for young people ages 15-25. We cater for all youth, supporting a broad range of issues and areas of need in a peaceful space where young people can feel safe and respected.

Counselling is a **PRIVATE** place to explore issues, worries and concerns that you may have. It is also a place that is:



SAFE



CONFIDENTIAL



NON-

JUDGEMENTAL

For further information about any of our services and programs, please give us a call on 9890 2673 or email us at fan@fan.org.au

Or alternatively log on to our website : www.fan.org.au

If you would like to receive this newsletter electronically, or would like to add someone to our mailing list, please email Emily at ETodorov@fan.org.au

Referral Process

For further information and referrals please contact FAN or check out our website at www.fan.org.au

Important Contacts...

Immediate housing assistance

Eastern Region Front Door

1300 558 484

Melbourne Youth Support

9614 3688

Crisis Counselling

Lifeline 24hrs

13 11 14

Suicide Helpline

1300 651 251

Kids Help Line 24hrs

1800 551 800

Parentline 24hrs

13 22 89

Sexual Assault

Eastern CASA

9870 7330

Sexual Assault Line A/H

9349 1766

Domestic Violence

Womens DV Crisis Service

1800 015 188

Child Abuse

Child Protection Crisis Line 24hrs

13 12 78

CAPS

1800 688 009

Legal Aid

Eastern Community Legal Centre

9877 5777



Family Access Network Update

If undeliverable please return to
Family Access Network Inc
PO Box 141
BOX HILL VIC 3128