



Update from the CEO

Dear Readers,

Welcome to the FAN winter edition of the newsletter. You may have received follow up contact recently from Felicity Green regarding the updating of our mailing list, transitioning to electronic mail out where possible, many thanks to those who have replied and if you have not had a chance to as yet it is not too late, please email fgreen@fan.org.au.

As advised in the previous newsletter, the Volunteer Program is now aligned with the Client Services Manager Kate Crawshaw; I know that Kate has been following up with current volunteers about a time to meet. We value the contribution volunteers make to FAN and look forward to those continuing as well as welcoming new members. Kate is in the process of developing a recruitment strategy, including training and ongoing support meetings. If you would like more information about volunteering at FAN please contact Kate on kcrawshaw@fan.org.au or 9890 2673.

As ever it has been a busy time as FAN continues to be actively involved in multiple partnerships, collaborations, networks and peak bodies to ensure the voice of our client group are considered in key reforms and other initiatives. We've also been working on the Strategic Plan objectives in this first year of Implementation, as well as reviewing our Risk Management Plan and finalising our Quality Workplan to guide the next three years. For some this is where your eyes glaze over, if they haven't already – however keeping on top of why we do what we do and how we keep the systems running so that everyone has access to that information effectively and

and safely, is essential to maintaining the best possible services for clients. We are always interested in hearing your thoughts on what else we could do to improve our services, please feel free to contact me scarlile@fan.org.au or any other member of the team at FAN.

Since the last newsletter Lea Young has joined the team as Community Development Worker for the Life Skills Program. Lea has lots of ideas and has already hit the ground running with the Young Mum's Group, Eastern Diversity Group and some new projects we hope to promote soon. At the same time Brook Shearer commenced in a locum role for three months, Brook brings lots of diverse experience. We are currently in a transition period while we recruit a Team Leader, I would like to take this opportunity to thank the FAN team for their hard work, dedication and commitment – it is very much appreciated.

FAN continues to benefit from the support of the community, business and philanthropic trusts – please note the very generous and much needed support acknowledged in our list of supporters within the newsletter. For the mothers out there, a belated happy mother's day – I'd also like to thank the St Peter's Mother Union for their spectacular afternoon tea for the Young Mum's Group on 15 May; the passion fruit sponge was my particular favourite.

The newsletter is full of interesting and important program updates which I invite you to read, including one from the FAN Board of Governance Treasurer, David Burlew.

Please contact FAN on fan@fan.org.au if you have comments about the newsletter or if you would like to contribute an article for the next edition, which is due on 1 September. In the interests of reducing paper use we are keen to expand the newsletter circulation via electronic means. If you are currently receiving it in hard copy and have the capacity to receive it via email please let us know.

On a final note I do hope you are keeping warm out there, winter is a time when we all value the safety and comfort of a place to call "home".

Regards

Sue Carlile
CEO



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Go Green!

Do your bit for the environment and sign up to receive our newsletter via email.

Send your email address to Felicity at fgreen@fan.org.au



Homeless Support Services

The HSS staff team welcomes several new young mothers to our client base as well a young single female. We have also been able to readvertise our capacity for interim response outreach services and have been able to support clients with housing, education and employment goals.

Our partnership with Big Fat Smiles has been a continued success and we were able to offer one of our new young mothers a photo-shoot for her and her new young family. The day was a beautiful and memorable experience and our mother has a series of cherished photos to fill her walls at home.

Getting closer to the middle of the year the HSS staff team are encouraging all clients to think about enrolment in education for Semester 2 in 2012. Changes in funding allocations within the sector will enable better access to education and funding so we are working hard to identify education and training goals.

Regards

HSS Team



Private Rental Brokerage Program

The Creating Connections Private Rental Brokerage Program is continuing to achieve its core goal which is to assist young people to access and sustain private rental housing and end their experience of homelessness.

It achieves this through a number of ways including: delivering a skill based program and flexible support packages to young people and developing collaborative working relationships with real estate agents, homeless services and other specialist services.

The importance of the Private Rental Brokerage Program is shown through the words of Emily. Emily was part of the program and articulated in her feedback form that,

'Without the private rental brokerage program it would have taken us much longer to get a home and pointed out the important things to add in when filling out an application. Thank you so much!'

On behalf of Family Access Network I would like to congratulate Emily and her partner on their new home and for this great achievement.

If anyone has any enquires in regards to the Creating Connections Private Rental Brokerage Program please contact Oriana Lardieri on 9890 2673.

Regards

Oriana Lardieri

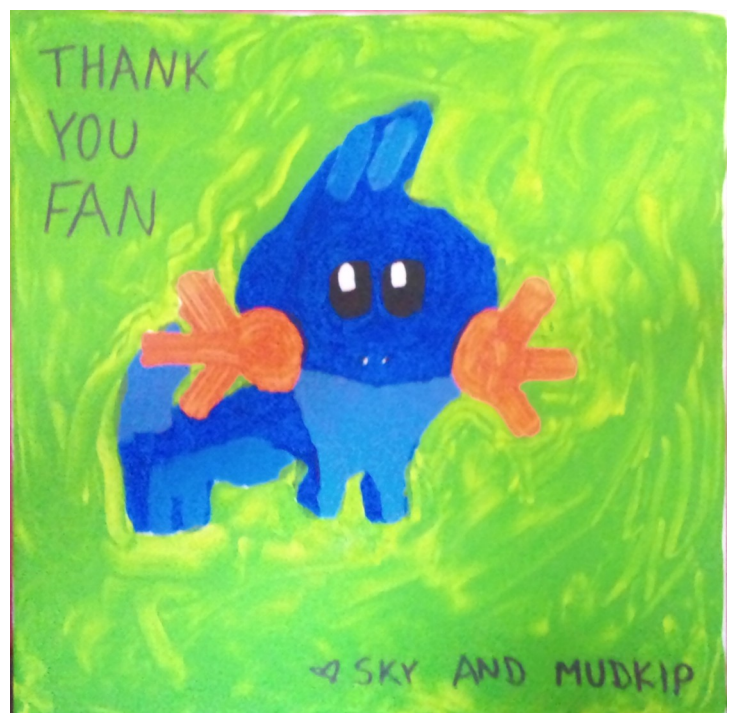


Counselling & Family Mediation

Counselling & family mediation has been provided to many young people, some of which have been ongoing, one off referrals and one family mediation session.

Many of the needs for counselling have been continued support with relationship break down, parenting issues, self-esteem, isolation and addictions.

Any queries or referrals please contact Kate Crawshaw 9890 2673 or kcrawshaw@fan.org.au



Children's Program – Early Years



The program has been busy preparing for some future workshops in which Lea the recently new Community Development Worker will be assisting with. There will be a dance workshop, swimming program and through FAN's Young Mum's group assistance with parenting skills.

Any queries please contact Kate Crawshaw 9890 2673 Or kcrawshaw@fan.org.au

Regards

Kate Crawshaw

Volunteers

I would like to thank all our volunteers at FAN, two of which are linked in with the Young Mum's group and Eastern Diversity Group which adds value to the lives of the young people.

For the second part of 2012, we will need assistance with several workshops and one on one mentoring.

Please for anyone interested in becoming a volunteer at FAN see the contact details below.

Interested in Volunteering call Kate Crawshaw on 9890 2673 or kcrawshaw@fan.org.au or fan@fan.org.au

Introducing

LEA

Hi all I'm Lea, the new Community Development Worker here at FAN. I started in April and have been made very welcome by both the staff and the young people who access FAN.

After many years volunteering with the Scout Association working with young people to develop their life skills I undertook a Bachelor in Youth Studies at Victoria University which I completed in 2011. During my studies I worked with Free 2 B Me, a program for 14 -20 year olds who identify as same sex attracted or gender diverse, at Knox Youth Services .

Here at FAN I'm looking after the Life Skills programs which currently include the Young Mum's Group (YMG) and the Eastern Diversity Group (EDG). My hope is to expand on the programs offered to include Driver Education, Cooking, Health & Wellbeing and any other areas of interest young people identify as being important to them.

I look forward to meeting many new young people, volunteers and workers from other agencies. Please say hi when you are at FAN, give me a call on 98902673 or e-mail lyoung@fan.org.au

Dual Diagnosis

Project i (long-term research project into youth homelessness) by Melbourne Uni found ...

- 73% young people surveyed reported issues with alcohol or other drugs
- 26% reported mental illness and of those young people
- 22% experienced alcohol or drug and mental health issues
- (DHS Sept 2009)

As the above evidence identifies, there are many young people who are struggling with co-occurring mental health and alcohol and drug issues.

Case managers across the region are welcome to call to discuss any potential referral. Assistance with assessments, facilitating practice reflection, and training is available to

youth homelessness programs in the Eastern Metropolitan Region.

Some really useful websites with lots of dual diagnosis information:

- www.dualdiagnosis.ning.com
- www.dualdiagnosis.org.au

If you would like some further mental health and/or alcohol and drug training, both Gippsland TAFE and Moreland Hall offer some very good on-line training. Just Google their websites.

Regards

John Mullane

Life Skills Program

YMG

The Young Mum's Group has had a range of activities happening over the last month and some exciting ones ahead. All the group's activities are decided by the mum's and reflect their interests or areas they wish to develop skills in. With winter on the way we have learnt to make a hearty casserole and plan to make soup & scones soon. We've had a dance session, a Mother's Day afternoon tea and explored out creative sides. Many mums would like to obtain their drivers licence so we're off to METEC for a day of driving practise in June.

Come along and enjoy socialising with other young mums. We welcome all 15 – 25 year old mums and their children. The group meets 1pm – 3pm Tuesdays, lunch is provided. Drop into FAN for a copy of the monthly calendar or phone Lea 98902673 for more details.



The Eastern Diversity Group provides a safe space for 15 – 25 year olds who may identify as gay, lesbian, bisexual, gender diverse or questioning their sexuality to talk, get support, hear from others, get information and enjoy activities decided by the group.

Over the last month we've had a musical performance, games, relaxation techniques and discussion nights. We farewelled volunteer Janelle and welcomed Dimi. Thank you both for your dedication. The group is small in numbers at present as some members are studying however inroads into secondary schools has been identified as an area to be addressed. The group welcomes new participants and afternoon munchies are provided.

Contact Lea 98902673 for more details.

Project Officer & CQI Committee Chair

Following our successful QICSA accreditation late last year in which we received excellent results— including the highest accolade available for 5 standards — FAN has submitted and had approved its Quality Workplan (QWP) to guide the organisation's continuous quality improvement (CQI) work over the next 2 ½ years.

It takes a lot of effort from all staff and the board to prepare an organisation for accreditation and for an organisation the size of like Family Access Network to do so well is a credit to all. The legacy of that hard work is a more robust organisation, a staff team that is skilled

and experienced beyond their day to day roles, and a CEO and Board that can be confident in leading an organisation that is built on sound systems and practices, continues to learn and develop, and is willing and able to embrace each challenge as it presents.

Regards

Peter Stephenson
Project Officer and CQI Committee Chair

From the Board

I joined the FAN Board as Treasurer in 2009.

With 20 plus years of international commercial experience, it seemed an easy fit to provide support and governance to FAN.

But I have zero experience in the community sector and so it has been a steep learning curve over the last three years. I am constantly amazed at the high volume, high quality work delivered by FAN's staff and volunteers. Warmed by the disciplined approach to a client-focussed outcome, energised by an uncompromising standard that continually strives for a better outcome for a community group in need, all underpinned by a resolve to go the extra mile.

This is something you do not see often in my commercial world.

This may read as a paid political advertisement for FAN. That is not my intention. But if you're a client of FAN, then I hope you agree with my thoughts on this topic. If you're a staff member or a volunteer, then I have only one thing to say to you.

Thank you

David Burlew
Treasurer



Thank you to our supporters

{also}

Austbrokers Countrywide (staff)
 Big Fat Smile Group
 Canterbury Council of Churches
 City of Whitehorse
 City of Maroondah
 Collier Charitable Foundation
 Department of Human Services/Office of Housing
 Destination Event Management
 Kogo Distribution
 Lions Club of Box Hill
 Nissan Australia
 Nunawading Rotary Club
 Orcadia Foundation – Caroline and Derek Young
 Ringwood Magistrates Court
 Rotary Club of Box Hill
 St Dominic's Parish, East Camberwell
 St George Foundation
 St Peter's Anglican Parish of Box Hill
 St Peter's Mothers Union, Box Hill
 Streetsmart
 The Allanah and Madeline Foundation
 The Alfred Felton Bequest
 The Benjamin Andrew Footpath Library
 The Jack Brockhoff Foundation Ltd.
 The Lord Mayor's Charitable Foundation
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 Brett Philipp
 Debbie Ollis
 Helen Buckingham
 Jutharmart Nattanyanop
 Leo Clareborough
 Loredana
 Margaret Ogilvie – Disadvantage Youth Fund
 Ivan Mahlstedt
 Nance Morsby
 Olive Clark
 Paul Linossier
 S Fong

Thank you all on behalf of all FAN's clients and accompanying children.

Family Access Network Update

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

Useful Contact Numbers.....

Housing Assistance	
Eastern Region Opening Door	1800 825 955
Melbourne Youth Support	9614 3688
Crisis Counselling	
Lifeline – 24hrs	13 11 14
Suicide Helpline- 24hrs	1300 651 800
Kids Help Line – 24hrs	1800 551 800
Mens Line	1300 789 978
Parentline	13 22 89
Sexual Assault	
Eastern CASA	9870 7330
Sexual Assault Line A/H	9349 1766
Health	
Family Planning Victoria	9257 0100
Maternal & Child Health A/H	13 22 29
Nurse On Call – 24hrs	1300 60 60 24
Domestic Violence	
Womens Crisis Service	1800 015 188
Child Abuse	
Child Protection Crisis Line	13 12 78
Child Abuse Prevention Services	1800 688 009
Legal Aid	
Eastern Community Legal Centre	9285 4822
	Box Hill
	Boronia 9762 6235
Alcohol & Drugs	
Direct Line 24hrs	1800 888 236
Youth Substance Abuse Services – 24hrs	1800 014 446
Eastern Drug & Alcohol Services	1300 650 705
Sexuality & Gender Identity	
Gay and Lesbian Switchboard	9663 2939
{also}	9660 3900
Transgender Victoria	9517 6613