

## Homeless Support Services (HSS)

FAN's Homeless Support Services encompasses a client focused, case management framework providing support and assistance to young people who are homeless or at risk of becoming homeless.

FAN's Homeless Support Services encapsulates the Transitional Support Program, the Private Rental Brokerage Program, the Children's Program - Early Years and Counselling and Family Mediation Program.

Funding for FAN's Homeless Support Services is funded through the Victorian government's Housing and Support Services (HSS). Previously, funding was provided via the former Supported Accommodation and Assistance Program (SAAP) established in 1985 and a partnership between Australian and State and Territory Governments. The aims of the HSS are consistent with those of the former SAAP program in seeking to assist assist people who are homeless or at risk of becoming homeless to achieve the maximum possible degree of self-reliance and independency. Funding received from HSS enables FAN to provide transitional housing and support to young people and young families aged 15-25, and their accompanying children.

Our target group comprises young people who are homeless or at risk of homelessness aged 15-25, and include young people from CALD backgrounds, indigenous, same sex attracted transgender intersex and young people with a history of statutory involvement.

For more than 30 years, FAN has proudly provided exceptionally high quality service delivery and client focussed case management to assist young people and their accompanying children with accommodation and various support needs. Housing assistance includes searching for private rental; exploring the possibility of family reunification; accessing public housing where appropriate; and obtaining student or shared accommodation or other identified housing options. Support needs include assistance with finding employment; engaging or reengaging with education; dealing with family breakdown; individual counselling; access to income support; access to health services; and advocacy for a range of needs. In accordance with funding guidelines, the Department of Human Services (DHS) standards and FAN's client intervention policies; support workers provide individualised case management to young people, their families and accompanying children as defined in the following key elements: entry screening, assessment, planning, direct service, co-ordination, monitoring and review, exit-planning and follow-up.