

# Family Access Network Update :

## Autumn 2018 : Volume 102

### CEO Update

Welcome to the FAN Autumn newsletter. It is only a week since I returned from extended annual and long service leave as a result I still have my catch up wheels on.

It is encouraging to return to the completion of our Accreditation, where FAN achieved all requirements to satisfy meeting the following standards: Human Services (incorporating Child Safe Standards), Rainbow Tick and Quality Improvement Council where we received an Exceeded practice rating for "Sustaining Quality External Relationships – Community and Professional Capacity Building". The assessors noted the following:

*"FAN is a highly-regarded organisation, considered to deliver excellent services, well over and above its funding requirements. They 'do more with less', and are leaders in a number of areas, in particular LGBTI young people, and young families in crisis. The organisation is an experienced and skilful collaborator, and its commitment and persistence to the client groups over time, as well as its participation in and leadership of numerous partnerships and service networks has led the development of better service models for high-need young people"*

Congratulations to Michelle Thompson and Oriana Phutully for their respective roles as Continuous Quality Improvement (CQI) Champions and all related liaison internally and with the Accreditation Provider QIP, which Michelle in particular undertook leading up to during and post onsite review in November. This is the fourth round of Accreditation undertaken by FAN and the consistent positive results highlight the commitment to quality and improvement across the entire organisation, which is underpinned by the Board, staff, and executed through a continual CQI Committee and a range of Portfolios where staff reflect on trends, client needs, partnerships and improvements – it is embedded practice. We are very proud to be one of only 20 organisations who have achieved

Rainbow Tick Accreditation, and the significant work towards this undertaken

by the staff led Same Sex Attracted Transgender Intersex (SSATI) Portfolio, which has been in place since 2006.

Within the newsletter is an introduction by newly elected Board member Hannah Hodges, together with program updates and a selection of photos from the client Christmas party. Although the Christmas party/gifts donors were acknowledged in December it is worth repeating that their generosity supported approximately 80 young people and children to enjoy Christmas.

2018 is shaping up to be another year of working in collaboration on important research with an almost completed "Pregnancy & Homelessness" with Launch Housing, LGBTIQ Sexual Reproductive Health (SRH) research with Women's Health East, soon to commence "Homelessness & Education Pathways" with Gateway LLEN, and consolidating the establishment of the "LGBTIQ Safe Housing Network" through a VicHealth grant, which developed from the collaboration in the "LGBTI & Homelessness" Research 2017.

FAN is also thrilled to be successful with a 3 year DHHS Engage grant specifically focussed on LGBTIQ young people, with a range of projects to build employability and community engagement, including a youth representative committee.



Regards  
Sue Carlile

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## WELCOMING HANNAH TO THE FAN BOARD

Hannah joined the Board in November 2017.

Hannah has completed her Law (Hons) and Behavioural Science degrees. She is currently a practicing lawyer with experience in insurance, banking and commercial disputes. Whilst working in private practice, Hannah established her firm's pro bono scheme to assist victims of crime and made new case law regarding insurers' ability to decline drink driving claims.

Hannah currently works in-house at a not for profit organisation resolving insurance and financial planning disputes. During this time, she has helped develop protocols for victims of family violence and worked on a submission to change the insurance industry's approach to disputes involving family violence.

After 8 years as a volunteer solicitor at a community legal service, Hannah is particularly passionate about assisting victims of family violence. She believes that all adults and children are entitled to live without violence in their home.

Hannah was drawn to FAN for its ethos and holistic approach to supporting young people experiencing homelessness and family violence. She believes the right help at the right time can lead to positive outcomes both now and in the future. Hannah is excited about her new role and is looking forward to contributing to FAN's great work.



## Homeless Support Services

Everyone spends time thinking about aspects of their life they would like to change. However, thinking about these things alone won't actually change anything. We need to put in time and effort to create the change we desire. Here are some really easy steps you can take to assist you in achieving your goals and creating the life you want.

### Identify 3 goals that you really want to achieve –

By limiting the number of goals you set yourself to 3 at a time, you will be able to focus more of your time on each one. As you achieve one goal, you can replace it with a new one.

These goals can be anything that you want, i.e. going for a walk each day, watching less tv, attending regular appointments with support workers, buying a car, etc.

It is recommended to have a mixture of time frames to achieve these goals so you don't get too overwhelmed.

### Break the goals into manageable steps.

By breaking your goal down into smaller, more manageable steps, you will not only feel a sense of accomplishment as you achieve each step but you will also make larger goals less daunting and more attainable.

If your goal is to return to study, you could break this goal down to make it more manageable:

1. Brainstorm areas of interest, think about how long you would like to study/how much time you could commit – certificate (6-12 months), diploma (12-18 months), degree (3-4 years) and if you prefer to study online or face to face.
2. Research TAFEs and universities that will be accessible to you (i.e. public transport).

3. Research courses offered by the TAFEs and universities that are accessible to you. Look at the entry requirements for each course, the duration and cost. Are government subsidised places available? Are you eligible for one of these places?

4. Attend information sessions for courses of interest.

5. Apply for course.

Always include a timeframe with each step to keep you motivated and focused.

### Check back in with your goals and your progress often –

Taking the time once a week to look at your list of goals will help to keep you on track and remind you of any follow up tasks that you need to complete.

Don't forget to celebrate and reward yourself as you achieve your goals and move closer to creating the life you want.





## Life Skills Program

### Young Mums Group (YMG)

Welcome to 2018! We can't wait to get up and running again. We have lots of great activities planned for Term 1 which include things like Tiny Tots Story Time at Nunawading Library, a visit to Chesterfield farm and BBQ at Surrey Park Lake.

We are reopening on 6<sup>th</sup> of February 2018 and are on the lookout for new members. So if you or someone you know are interested please get in contact on 9890 2673 or alternatively you can email Beck on [rgranata@fan.org.au](mailto:rgranata@fan.org.au)

### Eastern Diversity Group (EDG)

EDG reopens for Term 1 2018 on February 8<sup>th</sup>. We have lots planned for Term1, including Private Rental Workshops, Sexual Ed workshops, bowling and much much more.

In January we met with the CEO Claire Vissenga of Family Planning Victoria (FPV) and FPV team member Jonas Ropponen who presented FAN with \$800.00 donation to the Eastern Diversity Group.

The amazing staff at Family Planning Victoria raised the money through a series of fundraising efforts including a virtual walk to Cairns.  
We would like to take this opportunity to say Thank You for your incredible donation.



We farewelled Jacqui Bennett our SSATI Program Lead Tenant in December. Jacqui had dedicated over a year to the program; we thank you for your service and wish you all the best in your future endeavours.

We welcomed a very new Lead Tenant in November, Brooke Fletcher. Brooke has settled in very well and is doing an incredible job, thanks Brooke for all your hard work!

We would like to thank Nadini, who donated many gifts for our clients at Christmas and who came along to our Christmas party. Nadini is waiting to be linked with a mentee and we are hopeful that happens early 2018.



### **We need your HELP!**

You never know who might be interested in giving back to their community so it's worth spreading the word; we would like to bring to your attention the current Volunteer Vacancies;

#### **LEAD TENANT**

FAN is currently seeking to engage a Lead Tenants aged 21 or over to assist us to support three young people in a shared living house. This is a voluntary live-in position that involves a 12 month commitment in exchange for rent free accommodation. You will have your own bedroom and bathroom.

The Lead Tenant is required, in liaison with the agency, to ensure that house rules are maintained. The Lead Tenant is not a professional support role but rather a positive role model living in a shared property. The Lead Tenant would pay for their own food and cleaning products, utility bills are approx. \$27.00 per week.

Ideally suited to someone who is interested in, or actively studying, in the Human Services Field. This position offers ongoing training and support. The purpose of the position is to act as a role model for young people to help them to live and share in independent accommodation.

If you or someone you know is interested in becoming a Volunteer at Family Access Network please call Beck on 9890 2673 or alternatively you can email [rgranata@fan.org.au](mailto:rgranata@fan.org.au)

#### **CHILD PLAY SUPERVISORS**

Child Play Supervisors engage in a range of child friendly, age appropriate activities with children while their parents attend appointments, meet with Support Workers or participate in workshops attached to various FAN Programs.

#### **VOLUNTEER MENTORS**

The aim of the Volunteer Mentor is to act as a neutral and consistent role model and provide friendship and support (on a one to one basis) to a young person between the ages of 15-25 years. Mentors and young people meet on a weekly basis – at a time and place that is mutually agreed - and engage in a range of low cost activities that build positive adult relationships and community connection.

## Children's Program

If you have a child aged between 6 months and 5 years and are interested in them having swimming lessons please contact Michelle at FAN on 9890 2673 so we can arrange a lesson time that suits you!



**First aid for burns and scalds starts with checking how bad the burn is. If you're not sure, get medical help immediately. Treat the burn with cool running water only.**

### **First aid for burns and scalds: key steps**

If you're not sure how severe a burn is, contact a doctor, hospital or medical centre immediately.

Otherwise, take the following first aid steps:

1. Make sure the area is safe and that there's no further risk of injury. Take the child to a safe place if possible.
2. Take off the child's clothing immediately, but only if it's not stuck to the skin. Remove any watches or jewellery the child is wearing, but only if you can do so without causing more pain or injury.
3. Treat the burn with water only. Cool the burned area under running water for 20 minutes. This will reduce tissue damage and pain. You can usually do this for up

to three hours after the burn. Hold the child to provide comfort.

4. When you've finished the water treatment or while you're taking the child to see a doctor, cover the burn with a loose, light, non-sticky dressing like plastic wrap or a clean, wet cloth.

5. Raise burned limbs.

### **When to call an ambulance for a burn**

Call an ambulance if the burn is:

- to the face, airway, hands or genitals larger than the size of the child's hand.

### **When to get medical help for a burn**

Go to a doctor, hospital or medical centre if:

- the burn or scald is the size of a 20-cent piece or larger
- the burn is deep, even if the child doesn't feel any pain
- the burn looks raw, angry or blistered the pain persists or is severe you're not sure how bad the burn is.

(sourced raising children's network)



## Creating Connections Private Rental Brokerage Program

The Private Rental Brokerage Program (PRBP) aims to support young people between 15 and 25 years of age in their goal to attain and sustain private rental accommodation. For many young people supported through the PRBP this is their first time looking for private rental. The program is designed to enable young people through the different processes of finding a rental property in a step by step manner. The first step of accessing the program is being referred by a worker and meeting with the Private Rental Brokerage Support Worker for an assessment to establish whether the young person is eligible for the program and is “private rental ready”. Private rental readiness is determined by a number of factors including the young person’s engagement with other supports and their independent living skills.

With private rental becoming less affordable and available for young people the process of obtaining a room in a share house or property of their own is often long and tiresome, with many applications, inspections and rejections before securing a place. Young people with limited incomes, such as those only receiving youth allowance, have a more difficult time finding a place. The young people that find a place more quickly than others are those that are able to utilise the skills learnt in the program, put in the hard work and are also able to keep motivated and persist throughout the process.

Another Private Rental Ready workshop was held last year in November, in collaboration with Anchor and Salvation Army St Kilda, at Launch Housing’s Youth Foyer to increase knowledge and understanding among young people that are planning on seeking private rental in the future. The PRBP is currently working with 22 young people to search for and obtain private rental and to establish their tenancies with the information and skills to sustain their housing and live their lives with the security of having a safe, stable place to live and a home.

If you have any queries regarding the PRBP please contact the Private Rental Brokerage Worker at FAN on 9890 – 2673.

## Homeless Youth Dual Diagnosis Program

### Youth, homelessness and physical health.

The growing years from adolescence to adulthood is a time of major change in both the body and brain. Developmental milestones may or may not be achieved depending on environment, stability of lifestyle, personal relationships, physical and social activities. There is strong evidence to suggest that child and adolescent health outcomes are directly linked to health and mental health in adulthood.

This article recognises the multitude of factors that impact on development, though will focus on the effects of nutrition and physical health of young people experiencing homelessness.

Adequate and nutritional food can take a back seat to finding a place to stay overnight. Fast food, missed meals, food van and emergency material aid may be the only sources of food available. The high cost of fruit, vegetables, protein etc, and lack of cooking and storage facilities and finances lead to poor eating choices, hence poor health status. The micronutrients, (Folate, selenium, manganese, magnesium, zinc, and B group vitamins) needed for healing and healthy brain development as well as good mental and physical health are lacking.

Social services in the community provide many different types of health interventions from drop in services, on site GP's and counsellors, food, sexual health counselling. Dental and vision examinations are scarce and can have long waiting lists. A once a year check up with a GP for an overall health check is advisable, though many young people will not have this as a priority. As service providers it is an important issue to consider. When was your last health check or blood test?

Most young people experiencing homelessness do not have a regular General Practitioner.

Youth do not always trust services and may wait until in dire poor health before reaching out for help. Lifestyle factors, fear of reporting to authorities, barriers to and lack of knowledge on how to access treatment, and the chaotic nature of homelessness can contribute to a downward spiral in health status. Prevention and early intervention is the goal.

Providing opportunities for youth to become involved in pro social activities, cooking groups, outreach, extended hours services, and assisting with linkages and transport to health services and are only some of the ways we can create chances to engage.

Improving the health of the youth today can lead to better outcomes as an healthy adult in the future.



## Client Christmas Party Celebrations



## A Special Thank You to our Supporters

### Family Planning Victoria

We thank the amazing staff of Family Planning Victoria who joined forces last year to raise \$800 for the Family Access Network (FAN) through a series of fundraising efforts including a virtual walk to Cairns.

The CEO Claire Vissenga proudly presented the cheque to Michelle Thompson from FAN as pictured on page 4.

Funds will help the FAN Eastern Diversity Group which supports LGBTI young people, a community close to our hearts.

### Rotary Club of Box Hill

Once again members of the Box Hill Rotary Club through their fundraising efforts made a generous donation to FAN over the Christmas period to support the emergency needs of our young people.

During the long history of FAN the Box hill Rotary Club has supported FAN in the way of providing personal kits for young people when it was learned that many were going into properties that did not have necessary items. The kits included doonas, covers, pillows, sheets, and personal toiletries. They have also provided funding for the Life Skills Program in previous years. We thanks you again for your generosity and ongoing Support.



## THANKYOU TO OUR SUPPORTERS

Adeal Pty Ltd	Allan Rogerson
Anglican Parish of Box Hill	Brett Philipp and Band (5 Shades of Grey)
Austbrokers Countrywide (Staff)	Carmel, Georgia and Christina Theodoris
Australian Government DHS (Staff)	Caroline Symington
Canterbury Council of Churches	Colin Bellis
City of Whitehorse	David Burlew and Band (Max Zero)
Department of Health and Human Services	David MacKenzie
Eastern Relief	Debby Blakey
Family Planning Victoria	Elwyn Murray
Good 360	Grace West-Thompson
Harcourts Foundation	Jose Abalo
Kevcom	Kelly Rafferty
Kogo	Margaret Ogilvie
Lions Club of Box Hill	Paul Linossier
Melbourne Women's Fund	Richard Drennan in Memory of Leo Clareborough
Orcadia foundation - Caroline and Derek Young	Ronda Jacobs
PostNet Hawthorn	Rose West-Thompson
RACV Foundation	
Ringwood Magistrates Court	
Rotary Club of Box Hill	
Salvocare Eastern	
Share the Dignity	
St Dominic's Parish, East Camberwell	
St Kilda Mums	
St Peter's Mothers Union, Box Hill	
Telstra Kids Fund	
The Allanah and Madeline Foundation	
The Lord Mayor's Charitable Foundation	
Westpac Foundation	
Youth ConneXions—Whitehorse City Council	



## Contact Us

Visit us: 1030 Whitehorse Rd, Box Hill

Mail: PO BOX 141, Box Hill, VIC 3128

P: (03) 9890 2673

F: (03) 9890 9919

E: fan@fan.org.au

W: www.fan.org.au



## Useful Contact Numbers

Housing Assistance		
Eastern Region Opening Doors		1800 825 955
Melbourne City Mission Youth Support		9614 3688
Crisis Counselling		
Lifeline – 24hrs		13 11 14
Suicide Helpline- 24hrs		1300 651 251
Kids Help Line – 24hrs		1800 551 800
Mens Line		1300 789 978
Parentline		13 22 89
Sexual Assault		
Eastern CASA		9895 3281
Sexual Assault Crisis Line		1800 806 292
Health		
Family Planning Victoria		9257 0100
Maternal & Child Health line		13 22 29
Nurse On Call – 24hrs		1300 60 60 24
Domestic Violence		
Safe Steps Family Violence Response Centre		1800 015 188
Eastern Domestic Violence Service (EDVOS)		9259 4200
Child Abuse		
Child Protection Crisis Line		13 12 78
Child Abuse Prevention Services		1800 688 009
Legal Aid		
Eastern Community Legal Centre	Box Hill	9285 4822
	Boronia	9762 6235
Alcohol & Drugs		
Direct Line 24hrs		1800 888 236
Youth Substance Abuse Services – 24hrs		1800 458 685
Eastern Drug & Alcohol Services		1300 650 705
Sexuality & Gender Identity		
Gay and Lesbian Switchboard		9663 2939
Transgender Victoria		9517 6613



Community Award  
FINALIST 2014