



# **Family Access Network**

**37<sup>th</sup> Annual Report**

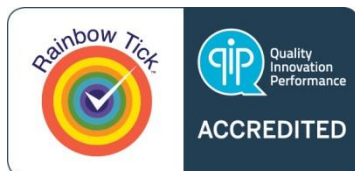
**2017 – 2018**



***Making a Difference in Young People's Lives Since 1981***



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## Service Objectives

Family Access Network (FAN) is governed by a Board of directors elected annually. The Board delegates operational, program and staffing matters to the CEO.

FAN provides a range of responses for young people, young families and children experiencing or at risk of homelessness. Support is provided through the Homeless Support Services; comprising the Transitional Support Program, Private Rental Brokerage Program, Children's Program – Early Years, Life Skills and Volunteer Programs and the Homeless Youth Dual Diagnosis Initiative.

The following define the broad objectives:

- Foster an environment that encourages self-expression and acceptance of racial, cultural, sexual and religious diversity
- Monitor trends and emerging needs consistent with a best practice model and adherence to sound case management and client centred practices
- Strategically plan for client needs, consistent with FAN's philosophy and service delivery policies
- Inform clients about local community supports and resources and foster social inclusion by encouraging and providing options for young people to participate in FAN's program models, reviews and research within the general community
- Develop and enhance social/emotional wellbeing through fostering a sense of connectedness, resilience and participation
- Empower clients to determine their own path towards secure, independent living and encourage re-establishment with family of origin where appropriate
- Facilitate individual counselling, family mediation and group work to young people and their families to address and resolve issues.
- Encourage clients to plan, facilitate and participate in a range of creative, educational and personal development workshops in a supportive and safe environment
- Support and act as a resource for young parents, staff and volunteers in the developmental needs and rearing of children and provide and/or refer to range of services and therapeutic interventions tailored to the needs of accompanying children
- Promote and encourage skill development in independent and shared living arrangements
- Work in collaboration with the broader service system and contribute to inter and intra-agency practice, sector reforms and policy interventions
- Promote public awareness of issues surrounding youth homelessness
- Provide a service to support homeless and/or at risk young people and young families to establish and maintain housing stability within the private rental market or to access other appropriate accommodation options
- Contribute to the broader service system's awareness and advocacy around children's unique needs within the homelessness sector
- Facilitate a learning environment; contributing to best practice, research and innovation
- Maintain effective data implementation and evaluation procedures

## Chair's Report

Welcome to the Family Access Network (FAN) Annual Report for 2018.

This has been another exciting year in our 37-year history.

As you know, FAN provides a variety of services to young people in our community. Sadly, there is no reduction in demand for our help and support and so we continue to provide a genuine pathway for those in need to help them overcome the impact of a wide range of issues.

Each year the impact of homelessness and the broader associated risks of homelessness, affect more and more in our local community. If it weren't for FAN and the broader community sector, I shudder to think of what might become of our clients.

Our current strategic plan covers a period of 2017-2020. I am pleased to report that we continue to meet our timelines in executing this plan. We continue our focus of maintaining our expertise in the support of young families with accompanying children and the successful management of the many programs that have resulted from our plan.

During our 37 years we have been the beneficiary of some great people who have made a substantial contribution to our clients and to FAN. Our staff and volunteers are the backbone of our organisation. Together with the support of our benefactors, we have been able to sustain a high level of service to our clients for the best part of four decades.

Successful organisations of all types and sizes require excellent leadership at its core. FAN's leadership can be found in its CEO; Sue Carlile. Sue's tenure predates FAN. Under her guidance and management, FAN is now identified as Best Practice within the community sector. FAN's reputation in the community sector is well-founded and this, for the most part, is due to Sue Carlile. On behalf of FAN, its clients and benefactors, I offer my sincere thanks to Sue.

I would also like to recognise my fellow Board members.

This is a group of professional individuals who volunteer their time, energy and expertise to support FAN in the execution of its plans and programs. Jose Abalo Deputy Chair, Kelly Rafferty, Treasurer, Diane Godfrey, Secretary, Hannah Hodges, David MacKenzie, Bronwen Henry and Richard Scott. On behalf of FAN, please accept my sincere thanks for your contribution this year.

Over the last few years I have concluded my report with a sobering reminder as to why we do what we do.

- There approximately 25,000 people in Victoria experiencing homelessness on any given night.
- Of these, nearly 3,500 are children under the age of 12 and nearly 6,500 aged between 12 and 24.
- From 2011 to 2016 the rate of homelessness increased by 11% (Source ABS 2016)

In any given year FAN assists 250+ young people and over 100 children. Since 1981 FAN has helped over 15,000 young people and over 2,000 children.

FAN is a valuable community organisation and whilst I thank you for your support, I encourage you to continue to assist us and to help us spread the word so FAN can continue its fine work long into the future.



David Burlew

A handwritten signature in blue ink, appearing to read 'David Burlew', written over a light blue horizontal line.

## CEO Report

Family Access Network's 37<sup>th</sup> year also coincides with release of the 2016 Census figures, with alarming numbers of more than 116,000 experiencing homelessness on any one night and of those 24,817 in Victoria, with 39% under the age of 25. Homelessness in Victoria rose by 43% from 2006 to 2016. We seek every opportunity to advocate on the need for affordable safe and secure housing, for the support needed to access and retain housing and to raise awareness about the critical need for both. During the past year FAN was an active supporter and participant of the Eastern Homelessness Service System Alliance Homeward Bound event which highlighted that homelessness is not a "city" only issue, we are also a signatory to the Everybody's Home campaign <http://everybodyshome.com.au/>

During the twelve month period to June 2018, a total of 524 young people, young families and accompanying children, including same sex attracted transgender intersex young people accessed FAN's services; of those accompanying children represent 167, with more than 90% aged between 0 and 5 years.

FAN's core homelessness services were established in 1981 and predominantly funded through Department of Health and Human Services (DHHS) since 1985. We recognise that the needs of clients can vary and as a result a number of enhanced responses have been developed supported through a variety of funding sources, in particular we acknowledge City of Whitehorse for existing and new initiatives, the Westpac Foundation, Streestmart and through the Department of Premier and Cabinet the Engage Grant, which made possible the establishment of a range of new initiatives including: tailored programs for LGBTI young people to support education and employment pathways, capacity building for responses to children, building links in the community for young families, supporting access to public housing, a range of activities for young parents and accompanying children, therapeutic and creative programs to build self-esteem and life skills. These initiatives complement and are in addition to the core programs outlined more fully in the Annual Report.

FAN recognises that tackling the issues of homelessness cannot be achieved in isolation; we are therefore actively involved in the broader community and the service system, community education and advocacy, local and statewide consultations, sector reforms, networks, partnerships, steering groups, peak bodies, reference committees and collaborations. Sector partnerships and alliances; monitored through Interagency Agreements, Terms of Reference, Service Models, reporting, data, evaluation and regular meetings involve management and direct service delivery staff.

The following represent some of our current collaborations:

- *Jasper Model* – in partnership with SalvoCare Eastern, a post care response for young people.
- *Homeless Youth Dual Diagnosis Initiative (HYDDI)* – in partnership with Eastern Health – Eastern Dual Diagnosis Service
- *Creating Connections* – Uniting Harrison, Anchor, SalvoCare Eastern, Uniting Wesley and FAN. FAN delivers the Private Rental Brokerage Program component. The FAN-Anchor joint initiative of capacity building and resources for workers and young people is unique in the state. Creating Connections also oversees the allocation of brokerage funds (CEEP) for employment and education pathways for young people within the homelessness service system
- *Young Families in Crisis* – FAN, Uniting Connections, Uniting Wesley, SalvoCare Eastern, and Anchor, to divert young families from unsuitable and unsafe crisis accommodation.
- *Children's Consultative Committee* - a working party of the Regional Family Violence Partnership, the development of a children's feedback and participation tool to be utilised across the family violence, homelessness and broader service system.
- *Box Hill Outreach Program* – in the Box Hill shopping and business district, with the emphasis on information and proactive interventions for young people. An initiative of the City of Whitehorse

supported through a partnership including FAN, EACH, Uniting Harrison, YSAS, Victoria Police and Box Hill Institute Reconnect Program.

- *QEAST* – The Q-East Alliance is committed to improving the health and wellbeing of same sex attracted and gender diverse (SSAGD) young people in the eastern region and the provision of resources for professionals working with SSAGD young people.
- Research and innovative projects are actively supported by FAN, inform our practice learning and contribute to policy development. During the past year FAN team and clients have contributed to “LGBTI and Homelessness” - Melbourne University; “Pregnancy & Homelessness” Research RMIT and Launch Housing; Young and “Queer in the East” – Women’s Health East. Most of these have also resulted in journal articles, conference presentations and participation in other initiatives resulting from the research, for example the Safe Housing Network.
- Innovation and good practice in our areas of expertise, young families and same sex attracted transgender intersex young people has led to a number of requests for FAN to share our learnings with others, this has increased considerably in the last 12 months with more services becoming aware of Rainbow Tick and LGBTIQ inclusive practice in particular. We continue to be the only homelessness service providing an LGBTIQ response in the state.

We are now in our 14<sup>th</sup> year of staff led portfolios – these include: SSATI, Staff Wellbeing, Client Participation and Citizenship; Children and Young Families; Young People and Family Violence, plus the standing committees Continuous Quality Improvement (CQI), Leadership Meeting and quarterly Program Reviews. The past year also included successful completion of Accreditation in the following Standards: Quality Improvement Council, Department of Health and Human Services, and Rainbow Tick, we were delighted to be awarded four Exceeded practice ratings, which are outlined further in the Annual Report. Further recognition of our contribution came through the Inaugural Council to Homeless Persons Diversity Award, presented at the state conference in 2017, and the Inaugural QIP/AGPAL Diversity Award presented at their national conference in 2018 – we were honoured on both occasions.

We are a small and committed team at FAN, the sum is definitely greater than the parts and all that we do is only possible through the significant contribution of the Board, staff team and volunteers; all our efforts are rewarded through the young people who have the courage to do what is needed to build a brighter future. My thanks to all involved for ensuring FAN continues to be a thriving and also safe place for all who seek our services.

I conclude by drawing your attention to the four Awards, which will be presented at the AGM—congratulations to Lara Jamieson and Harley Bowra for the Rhys Fox Achievement Award and Jeanne McMahon and Steffanie Connors for the Stephen B McLoughlin Encouragement Award. The Leo Clarbrough Volunteer Recognition Award will be presented to David Burlew, for ten years voluntary contribution on the FAN Board – he definitely goes above and beyond in his dedication to FAN.

**Regards**  
**Sue Carlile**





## Treasurer's Report

On behalf of FAN it is my pleasure to present to you the Treasurer's report for the year ended June 30, 2018.

It has been another year of watching our dollars and cents closely. The philanthropic dollar is still under pressure, with lots of non-profits, both within and outside of our sector looking for funding. During the financial year, the FAN team again displayed rigor and focus in managing the organisation's finances and when combined with a number of substantial grants, the financial position is looking much healthier than in previous years.

During the 17/18 financial year the FAN team were successful in securing grants from:

- The City of Whitehorse
- Street Smart
- DHHS – Health & Wellbeing – Engage Grant (across 3 years)
- RFVP (Regional Family Violence Partnership)

These grants from state and local government and other philanthropic benefactors support a variety of client-based programs. We also had two successful Board led fundraising events. We finished the year with an income shortfall against budget, but the results are an improvement on previous years and we were pleased to be able to continue to deliver our high level of service and support to the client base. On behalf of the clients with whom we work, we are grateful for the ongoing support that we have received.

## Financial Results 30th June 2018

### Audited by Eric Townsend – E. Townsend & Co.

Our asset to liability cover of 1.64:1 whilst less than our target of 2:1, is more than sufficient to meet and exceed our operational requirements. Whilst this is a slight drop on last year's result (1.68:1) it is a vast improvement on previous year's results.

## Surplus/Deficit

For the financial year ended June 30, 2018, FAN generated a surplus of \$4,942 against a budgeted surplus of \$406. Total revenue for the year was \$772,138. This was slightly less than budget but a small increase of 0.5% from last year. Total expenses for the year were \$733,235. This was 8% below the budget and a 4.3% decrease on last year. A breakdown of these expense lines can be found in the annual report.

## General Comments

Thanks to diligent financial management by the FAN team and the support of our philanthropic and government partners, we have delivered a sound set of financial results. Thanks to everyone who has supported FAN financially during the year and special thanks to the team of employees who bring FAN's purpose to life every day.

Yours Sincerely



Kelly Rafferty  
Treasurer



## Board of Governance

**David Burlew (Chair)**

**Jose Abalo (Deputy Chair)**

**Kelly Rafferty (Treasurer)**

**Diane Godfrey (Secretary)**

**Caroline Symington (February 2018)**

**David MacKenzie**

**Richard Scott**

**Bronwen Henry**

**Hannah Hodges**

**Sue Carlile (CEO) – ex officio**

### **David Burlew B. Com; MBA; Dip Bus; AFAIM; MAICD – Chair**



David joined the Board in 2008: “Having lived and worked in the area for some 15 years I decided it was time to give back’ to my community. So I looked for an opportunity to serve. Around that time FAN had advertised for a commercial-type person to serve as Treasurer. After a meeting with Sue and the Board, I was eager to accept the appointment”.

David has a commercial background with a 30 year career working with Pacific Dunlop, Ford, Goodyear and Nissan Motor Company. He managed the Mergers and Acquisitions function for a division of Pacific Dunlop and has international management experience across sales and marketing functions.

In addition to his position at FAN, he is the Chief Executive Officer for Adeal Pty. Ltd., Director of db Consulting, and is Head of Advisory Board for an Australian medical company. David holds a diploma in business, a bachelor’s degree in commerce and a master’s degree in business administration. He is an Associate Fellow of the Australian Institute of Management and a Member of the Australian Institute of Company Directors.

He is married with two children and in his spare time, he is a part time musician and pilot.

### **Jose Abalo - Deputy Chair**



José—a member of the FAN Board and Executive since 2011—comes to us with a wide range of experience. Originally from Uruguay, José lived and worked in Sydney where he read for a degree in Sociology and Latin American Studies at the University of New South Wales. Following his move to Melbourne, he continued his studies at Swinburne University, reading for a Post Graduate level degree in Urban Sociology and Public Policy.

José then worked for the then Department of Community Services (CSV) in the redevelopment of Kew Cottages before graduating in 1987 from La Trobe University with a Bachelor of Social Work. He also holds a Master of Social Work degree and is currently a Doctoral student at Charles Sturt University, exploring ways to better engage with early school leavers. During the late 1980s, Jose worked in health and child protection settings and in 1989 was appointed as one of the 6 Victorian Commissioners of Ethnic Affairs, providing high-level advice on Multicultural Issues to the then Victorian Premier, the Hon. John Cain.

José has extensive experience in Income Support Policy and Service delivery at the Federal level having worked with the Department of Social Security, Centrelink and more recently the Australian Government Department of Human Services. Whilst working for the Federal government, Jose developed experience in emergency management. Following the Victorian bushfires of February 7th 2009, and together with some 110 of his colleagues, Jose worked closely with the communities affected by this natural disaster to assist them in the recovery process.

Jose has had the privilege of not only being a Board member at FAN but also being able to work closely with a number of its staff on a variety of their programmes.

### Kelly Rafferty - Treasurer



Kelly is passionate about social justice and community connections. These focuses came early in her career and provided clear direction. They led to a 10 year career in Human Resources and carried through to her current role, in Corporate Social Responsibility with the Telstra Foundation. Kelly manages Telstra's employee supported giving programs, including the Telstra Kids Fund, a grass roots community grants program. Feminist, lifelong learner and crafter, Kelly holds a Bachelor of Arts, a Graduate Diploma in Human Resource Management and a Graduate Diploma in International and Community Development.

### Diane Godfrey – Secretary



Diane joined the Board in 2017 and has a wide range of experience in implementing and delivering programs and services.

Diane is currently employed as Deputy Executive Officer at Safe Futures Foundation in the Eastern Region. Safe Futures Foundation is a non-government organisation delivering crisis and outreach support for women and children experiencing and escaping family violence. Prior to taking up this role Diane worked for the Department of Human Services for over 30 years in a range of administration and program roles including disability services, institutional redevelopment, and more recently in a senior manager role in the homelessness and family violence unit in the Department. Working in a senior management role she was responsible for the delivery, development and implementation of new programs, delivery of programs on a state-wide basis and government and non government processes.

Diane has a range of skills that will contribute to her ability to participate in Board activities; including good communication skills, knowledge and experience in working with Government on a State and National level, good computer skills, experience in budget management and funding for programs and agencies.

Diane has a Bachelor of arts degree in Psychology and has undertaken post graduate qualifications in Adolescent and Child psychology and Neuroscience. Diane has a strong commitment to social justice and is looking forward to working with staff and Board members of FAN.

### David MacKenzie



David MacKenzie joined the Board in 2012 and is an Associate Professor at the Swinburne Institute for Social Research, Swinburne University. He has a record of research and development on youth issues and youth policy and is widely recognised in Australia for his work on homelessness.

In 2005, David established Youth Development Australia (YDA) as a not-for-profit charity to advance the cause of homeless young Australians and as a vehicle for innovation on youth policy and programs. The Youthworx program for homeless and at-risk youth and the social enterprise Youthworx Productions have been developed under YDA. In 2017, YDA will support the second National Youth Commission into Youth Employment and Transition, a 'citizen's royal commission' which will examine, in a solutions-focused way, the complex of issues/problems facing young Australians today.

Over the past 20 years, David has served on a several government advisory committees and taskforces. He is co-author of *Youth Homelessness: Early intervention and prevention* (1998) as well as many

reports and papers. In 2007-2008, David was one of the four Commissioners responsible for the National Youth Commission Inquiry into Youth Homelessness report, *Australia's Homeless Youth* (2008) which was influential in the development of the Federal Government White Paper, *The Road Home*. David's *Counting The Homeless* research pioneered a methodology for enumerating homelessness in Australia.

From 2010-2013, David served as Director of the Homeless Research Collaboration, a group of four universities, along with two other universities, that were funded to do research under the Homelessness Research Partnership Agreement. He is a leading exponent of The Geelong Project 'community of schools and youth services' model of early intervention and an advocate for the system reform that this model implies.

### Richard Scott



Richard joined the Board in 2018 and has worked across professional services firms (legal, consulting and accounting) and member associations in marketing, business development and sales roles for more than 17 years and is currently the Director of Business Development Middle Market at Deloitte Australia.

Between 2012 and 2017 Richard was a Board member of the Asia-Pacific Professional Services Marketing Association (APSMA), including serving two years on their Executive as the Corporate Secretary. Prior to this Richard served on the Camberwell Kindergarten and Childcare Centre Committee of Management.

Living in Box Hill for the past 15 years, Richard is married with two children and relaxes by hitting a ball at Box Hill Tennis Club, cooking, indulging in a lot of music and film and trying to surf (badly).

Richard was drawn to FAN after reading about the exceptional work undertaken and support provided in the local community to young people and families, and will use his commercial background, combined with his Board and Committee experience, to contribute to the great work already undertaken by FAN.

### Bronwen Henry



Bronwen joined the FAN Board in October 2017 and is currently the Executive Officer with Gateway LLEN.

She has more than fifteen years' experience in the community sector including working as a counsellor within secondary schools and program development and facilitation for at-risk youth. In her role as Executive Officer at Gateway LLEN, Bronwen works with a wide range of individuals and organisations to develop and build sustainable partnerships that provide innovative programs to improve education and successful transitions for at-risk youth to further education, training or employment for young people in the Gateway region.

In her down time, Bronwen is a yoga-loving mum of one and enjoys exploring Melbourne's hidden cafes and parks.

## Hannah Hodges



Hannah joined the Board in November 2017.

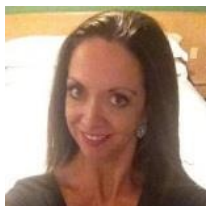
Hannah has completed her Law (Hons) and Behavioural Science degrees. She is currently a practicing lawyer with experience in insurance, banking and commercial disputes. Whilst working in private practice, Hannah established her firm's pro bono scheme to assist victims of crime and made new case law regarding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

## Caroline Symington – (Secretary - February 2018)



Caroline joined the Board in 2012 and has a background entrenched in the legal and commercial arena with over fourteen years' experience in property and commercial law as well as in wills and probate. She holds a Bachelor of Arts with a major in Criminology and minor in Psychology, a Post Graduate Diploma in Business with a major in Property Law and Conveyancing, a Bachelor of Laws and a Graduate Diploma in Legal Practice.

Caroline has a vast and varied professional history, with experience in sales and acquisitions of residential, commercial and rural property and of subdivisions and consolidations. This experience extends from standard home purchases, through to international corporate transactions and from simple 'will makers' through to estate disputes. Working alongside and on behalf of developers, financiers, foreign investors, first home buyers through to multi property investors, Caroline aims to provide a unique understanding of the law, both theoretically and practically.

Caroline has a strong commitment to education and a safe home environment and is thrilled to have the opportunity to support these basic human rights in her local community through the wonderful work of FAN.

## Strategic Plan 2017-2020

### INTRODUCTION

FAN is committed to a vision which is philosophically underpinned by housing as a basic human right and the eradication of homelessness. This commitment extends to participating in the creation of a service system response for young people which is client focussed, relationship based, wrap around and holistic, age and developmentally appropriate. A service system which acknowledges and addresses the diversity of responses required to address vulnerability, family relationships, social connection and creating a place of belonging – a “home”.

Based on the principles of community development FAN's early years service responses were innovative and grounded in the notion of promoting young people's 'connectedness' to family and community. The community development model, so richly embedded in the formation of the organisation, has continued through the past 35 years of operation and laid the foundation for many of the values and practice principles still held strongly at FAN today. These include building sustainable community connections for young people and fostering the involvement of the community.

### Organisational Overview

Originally formed in 1981 from the efforts of the local Box Hill community to respond to the increasing numbers of homeless young people in the area, FAN first began with a community placement service, shared private rental model and a volunteer support mentoring program. While thirty three years of operation has passed since the organisations inception, the core principles which first underpinned FAN's approach remain both relevant and active today.

FAN is underpinned by a strong client focused, rights-based approach that seeks to maximise positive outcomes for young people through timely intervention and strategic responses. FAN provides a range of services for young people, young families and accompanying children who are experiencing or at risk of homelessness including:

- Homeless Support Services, incorporating
  - Transitional Support Program;
  - Private Rental Brokerage Program;
  - and
  - Same Sex Attracted Transgender Intersex (SSATI) young people Program
  - Housing Establishment Fund
  - Homeless Youth Dual Diagnosis Initiative
- Life Skills and Volunteer Programs
- Children's Program – Early Years;
- Equity Support Program

### Mission Statement

Family Access Network will provide support to young people who are experiencing homelessness and those at risk of homelessness in the form of:

- Access to accommodation and support options including therapeutic interventions for both young people and accompanying children.
- Development of resources for young people, children and staff.
- Provision of social skill development opportunities for at risk young people and accompanying children.
- Engaging in high quality research while conducting in-house research on best practice and innovation.



## FAN's Vision

FAN's vision is 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 do this through:

### Supporting young people's right to self-determination

In recognition of the needs of homeless and at risk young people, young families and accompanying children, same sex attracted transgender intersex young people FAN provides services that offer individual support according to their identified needs;

### Assisting young people toward independence and empowerment over their own lives

To reduce homelessness, FAN supports and assists young people, young families and accompanying children, same sex attracted transgender intersex young people, who are experiencing homelessness to achieve independence and empowerment;

### Advocating for, on behalf of and with young people on the public and political stage

FAN undertakes advocacy and develops public awareness of the issues relating to homelessness in general, underpinned by our commitment to housing as a basic human right.

## Core Values

FAN board, staff and volunteers embrace, support and contribute to the following core values;

- Client empowerment, social inclusion and participation embedded in programs and services
- Upholding and promoting a rights based approach
- Person centred practice
- Respectful and embracing diversity
- Trust, honesty and integrity
- Improvement, innovation and best practice.

## State and Federal Policy Context

The development of this current strategic plan sits within a broader context incorporating reform across multiple service types, all of which have varying degrees of impact on the client group supported by FAN, including but not limited to;

- National Partnership Agreement on Homelessness (NPAH)
- Homelessness and Housing Sector Reform Vulnerable Children Framework and Child Safe Standards implementation
- Allied Sector Reform & Welfare Review
- National Disability Insurance Scheme
- Alcohol & Other Drugs Recommissioning
- Mental Health Community Support Services Recommissioning
- Royal Commission into Family Violence
- Royal Commission into Institutional Responses to Child Abuse

FAN in practice is an adopter of many of the elements of these reforms particularly with regard to client centred practice, outcomes based interventions, collaboration and partnership, improved referral pathways, local and place based responses, holistic wrap around support and responsiveness to current and emerging needs. As a result FAN will actively engage in the reform process, as aligned to the vision, mission and values of the organisation.

## Key Strategic Directions

The following five key directions have been developed in the context of FAN's history and roots, its commitment to a human rights framework and ensuring that the voice of young people is heard on the public and political stage.

### Key Direction 1 Direct Services

***Ensure that FAN's programs and services for young people are responsive to their needs and delivered within a strengths-based, client centred approach, continually seeking better ways to identify emerging or 'hidden' need/issues.***

- Goal 1:** Continue to strengthen and foster FAN's specialist response to young families and accompanying children, ensuring the needs of children are maintained as a central tenet in breaking the cycle of homelessness and enabling young parents and children to fulfil their potential.
- Goal 2:** Continue to foster improvements and best practice for Same Sex Attracted Transgender Intersex Young People (SSATI) who are experiencing or at risk of homelessness.
- Goal 3:** Further develop FAN's capacity to identify, respond to, and advocate for the unmet need of young people, young families and accompanying children who are experiencing or at risk of homelessness.
- Goal 4:** Ensure that the unique needs of young people with dual diagnosis who are experiencing or are at risk of homelessness are appropriately met.

### Key Direction 2 People and Culture

***Cultivate FAN's learning culture and workforce capacity ensuring that organisational structures promote a best practice approach to leadership and workforce development, community participation and community connectedness.***

- Goal 1:** Further develop and build the leadership capacity within the organisation ensuring that leadership development is driven and underpinned by FAN's mission, vision, values and philosophical principles.
- Goal 2:** Continue to investigate ways to foster and further develop FAN's organisational culture and style ensuring that staff, volunteers and young people are active participants in the process.
- Goal 3:** Continue to further strengthen FAN's capacity to attract and retain committed, skilled and innovative workers (including volunteers) who share – and can add value to - the FAN vision and mission.
- Goal 4:** Ensure that FAN's long term commitment to community connection and community capacity building is fostered and further developed.
- Goal 5:** Continue to foster the involvement and participation of volunteers ensuring that they are appropriately supported and guided in their activities and work with young people.



## **Key Direction 3      Robust and Quality Organisation**

***Expand and enhance FAN's resources to ensure the delivery of quality services within robust frameworks***

- Goal 1:** Financial sustainability and resilience.
- Goal 2:** Continue to seek out organisational growth opportunities ensuring that such activities are strategically managed in line with FAN's mission, vision, historical roots within the community and organisational capacity.
- Goal 3:** Maintain FAN's commitment to continuous quality improvement including participation in appropriate accreditation processes and reviews.
- Goal 4:** Build on current activities that support organisational sustainability and resilience ensuring that FAN's resources are adequate to meet organisational goals and assets are used to their maximum potential.

## **Key Direction 4      Strategic Alliances and Partnerships**

***Strategically develop new alliances and partnerships as well as maintain and foster current community sector and corporate relationships that enhance FAN's range of services and organisational capacity.***

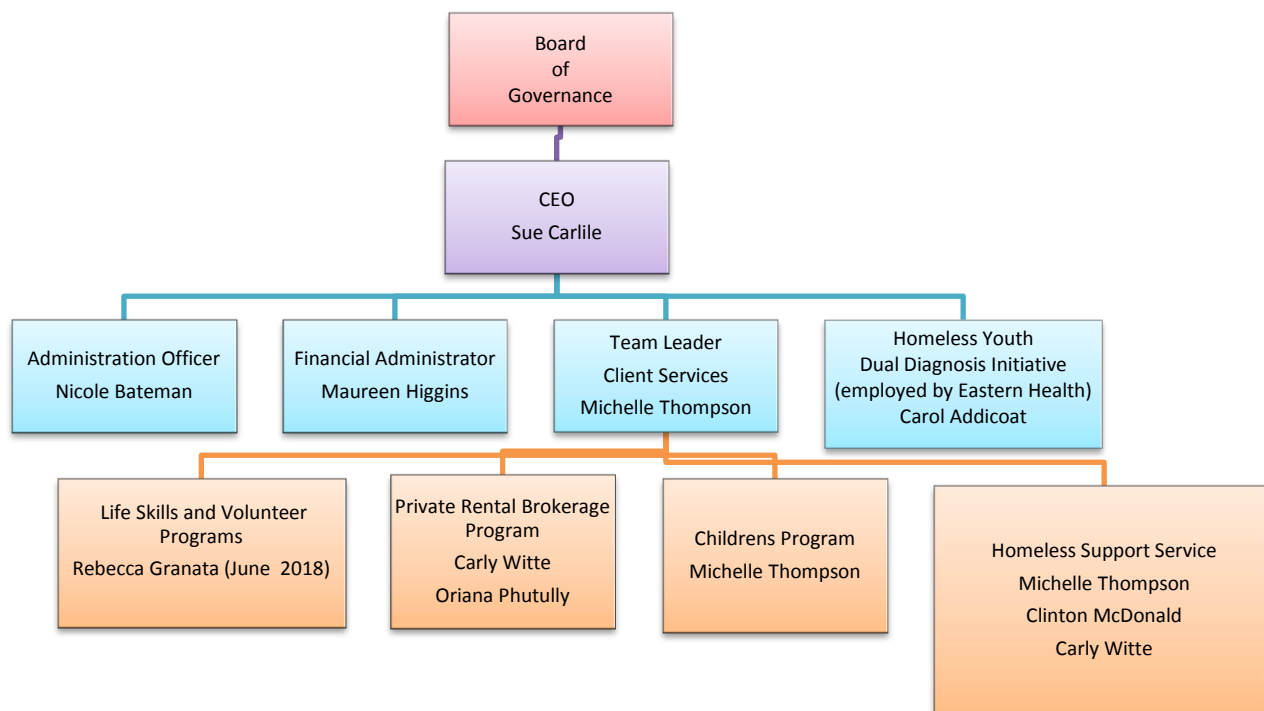
- Goal 1:** Ensure that all current organisational partnerships are appropriately assessed for their value and/or contribution to FAN's mission, vision and strategic goals.
- Goal 2:** Undertake risk management assessment for partnership development ensuring all future partnerships are appropriately assessed for risk and value to the organisation.
- Goal 3:** Further develop partnerships and alliances with appropriate external organisations, (including corporate business) within a framework of strategic selection for partnerships that will add value to FAN's mission, vision and strategic goals.

## **Key Direction 5      Research and Development**

***Continue to expand and promote innovation in service development and research.***

- Goal 1:** Continue to build on FAN's reputation as an innovator in service development and best practice.
- Goal 2:** Further develop FAN's organisational profile and capacity to advocate for and on behalf of young people, promoting their participation and voice in internal and external research and development initiatives.
- Goal 3:** Further strengthen and foster internal research and development into FAN's model, programs and services.

## FAN Organisational Chart



## FAN Staff Team



**Sue Carlile**  
CEO



**Maureen Higgins**  
Financial Administrator



**Michelle Thompson**  
Team Leader



**Nicole Bateman**  
Administration Officer



**Clinton McDonald**  
Youth Support Worker



**Carly Witte**  
Youth Support Worker  
Private Rental Brokerage Worker



**Oriana Phutully**  
Private Rental Brokerage Worker



**Rebecca Granata (June 2018)**  
Community Development: Life Skills & Volunteer Programs

## Quality and Accreditation

Family Access Network's commitment to continuous quality improvement is demonstrated throughout the organisation's history of research, best practice, innovation, collaboration and in more recent times confirmed and benchmarked via an external accreditation process.

Collaborative work built on reflection and identification of successes and gaps creates the pathway to systems consolidation and improvement. Since 2004 the staff led portfolios have provided the framework for the whole team to contribute to maintaining and expanding service improvements to meet current, unmet and emerging needs, one of those portfolios is the CQI Committee.

In November 2017, we undertook our fourth cycle of Accreditation and on this occasion assessed against three standards – Quality Improvement Council, Department of Health and Human Services, and the Rainbow Tick Standards – we successfully MET all Standards with 4 of those rated EXCEEDED. The following is an excerpt of the key comments from the external review panel, including the accreditation outcome ratings against the three sets of standards.

### Quality Improvement Council Standards

*FAN is a highly-regarded organisation, which delivers 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 service partnerships and networks has led the development of better service models for high-need young people.*

*FAN is an experienced and a highly valued collaborator in both the local and the state-wide service systems. The organisation is involved in numerous networks, including the Eastern Homelessness Network and the Victorian Homelessness Network, the Whitehorse Youth Issues Working Party, and Q-EAST (GLBTIQ Network).*

All 18 Standards were MET and within those Standards the following 4 were rated EXCEEDED

#### Planning Quality Services & Programs:

- 2.5 Coordinating Services and Programs

#### Sustaining Quality External Relationship

- 3.2 Collaboration and strategic positioning
- 3.3 Incorporation of and contribution to good practice
- 3.4 Community and Professional Capacity Building

### Department of Health and Human Services Standards

All 4 Standards were met. These standards no longer have an exceeded practice to achieve.

*Due to scale of service, FAN is able to provide clients seamless integration across its programs and activities. It is well embedded in the local and broader service systems and able to refer or broker specialist services for clients. Clients and staff confirmed through interviews the range of service supports coordinated for the benefits of clients, supporting marginalised young people through collaborations and coordination of activities and resources.*

*Client support and outcomes are complemented by a range of groups (Eastern Diversity Group (EDG), Young Mums and FAN volunteers) and Programs (Orcadia, Dual Diagnosis Initiative and Life Skills) that add value to the lives of young people, the community and the organisation.*

*There was compelling feedback from participants in the Young Mums Group about the significant changes their involvement had made to their lives in terms of social connectedness, improved self-esteem and their capacity to engage confidently with the community.*

## **Rainbow Tick Standards**

*Staff and managers were able to describe in detail a range of systems whereby Family Access Network (FAN) has embedded Same Sex Attracted Transgender Intersex (SSATI) inclusive practices within its organisational systems. Stakeholders and clients confirmed the strength of the SSATI culture and how FAN is considered a sector resource for information on inclusive practices.*

*Social support for SSATI-identifying young people is provided through FAN's Eastern Diversity Group (EDG,) through the Life Skills Program and via a case managed response to young people living within transitional housing. Clients confirmed how safe they felt on account of the atmosphere provided by staff, not only within EDG but within FAN as a whole.*

*There were many examples of how FAN not only keeps up to date with current SSATI trends but also contributes to advancing knowledge within the sector.*

All activities were included in the scope of the Rainbow Tick Accreditation:

- SSATI social and support group
- Life Skills program
- Volunteer program
- Young Mums Group
- Homeless Youth Dual Diagnosis Initiative
- Homeless Support Services – transitional support
- Private Rental Brokerage Program (PRBP)
- SSATTI Housing Establishment Fund (HEF)

FAN MET all 6 Standards, incorporating a total of 23 Criteria. Rainbow Tick Standard do not offer exceeded ratings.

It is worth noting that FAN was not under any funding obligation to undertake the Rainbow Tick Standards, but undertook to do so out of commitment to their work with SSATI young people. FAN's CEO contributed to the development of the Rainbow Tick Standards and Evidence Guide.



**Michelle Thompson (Team Leader) receiving the QIP Chair Diversity Award**

## Program Reports

### Achievements and Outcomes

Clients continue to strive toward their goals and use their time with FAN to achieve positive outcomes and exit into sustainable housing. The HSS team have continued to work from a Strength Based/client focused approach, assisting young people to identify and work toward varied goals around accessing long-term housing, reengaging with education, sourcing employment, budgeting, addressing debts and managing physical and mental health concerns. Workers continue to refer and collaborate with a number of different services in order to access funding and specialised support for clients. Clients are supported to access and engage with these services until they feel able to continue engaging independently. In the past year clients engaged with a range of different services, including:

- Social Support (FAN's EDG and YMG)
- Private rental and shared accommodation support (FAN's PRBP)
- Family Violence support (EDVOS)
- Counselling – sexual assault (CASA)
- Counselling – general (FRMP)
- Counselling – financial (Anglicare)
- Household Goods (Eastern Emergency Relief Network)
- Sexual Health (Family Planning Victoria)
- Dental Care (Carrington Health)
- Dual Diagnosis (HYDDI)
- Mental Health Support (CYMHS, EACH ITC)
- General Practitioners
- Immigration Support (BMA Lawyers)
- Tenancy Support (Tenancy Plus)
- Educational Pathways (STREAT, Hester Hornbrooke Academy MCM)
- Addiction Recovery Support (Gippsland Southern Health Service)
- Parenting Support (Child First)

Throughout the 2017-2018 reporting period, positive outcomes in regards to young people reengaging in education and joining the workforce has continued to be a priority. This period saw a total of **12** young people returning to work and **6** young people actively engaged in study.

Applications for Creating Connections Employment Education Program (CEEP) have remained an invaluable resource when assisting young people to overcome barriers relating to returning to work and study. This year our clients have been granted funding for: a computer for study; appropriate clothing for interviews/employment; Myki passes; car repairs; course fees and driving lessons, which provided extra guidance enabling the client to keep their licence and be safer on the road. TILA was accessed for clients to purchase a computer and printer to enable easier job searching and for car repairs. The Youth Support Worker also applied for FRMP funding in order to fund a client's much needed counselling to address past trauma.

### Client Services

FAN's client services team provides support to young people and young families between 15 and 25 years, and accompanying children who are homeless or at risk of homelessness. Homeless Support Service (HSS) is the core program and the other programs provide a wraparound service to support clients further, depending on their needs.

The client services team offers a range of programs to young people these include:

- Homeless Support Service (HSS)
- Private Rental Brokerage Program (PRBP)
- Life Skills including Young Mums Group and Eastern Diversity Group
- Volunteer Program
- Children's Program
- Homeless Youth Dual Diagnosis Initiative (HYDDI)

It has been another busy year for the client services team. The team saw a total of 524 clients during the 2017-2018 reporting period, and of that number 167 were accompanying children. Some clients accessed multiple programs which meant they were able to be supported more intensely.

### Homeless Support Services

FAN's Homeless Support Services (HSS) is a collection of specialist programs funded by the Department of Health and Human Services (DHHS). These specialist programs are targeted towards young people aged from 15-25 years, who are experiencing/at risk of homelessness.

HSS supports a diverse client group which consists of:

- Single young people
- Same-sex attracted, Transgender and Intersex young people (SSATI)
- Young pregnant and parenting women
- Young families
- Accompanying children

Throughout the year, a total of **101** young people were supported by the HSS team. This total consists of **65** young people who were assessed/become clients, **16** accompanying children and **20** participants in workshops facilitated by the HSS team.

In addition to this a further 36 young people and 7 accompanying children were assisted by accessing HEF during this reporting period. These figures are a combination of both mainstream HEF (27 young people, 7 accompanying children) and SSATI HEF (9 young people). The average amount of money spent per young person with mainstream HEF was \$300 and SSATI HEF was \$430. This money enabled young people to access crisis accommodation and pay for bond or whitegoods when moving into private rental.

Figure 1

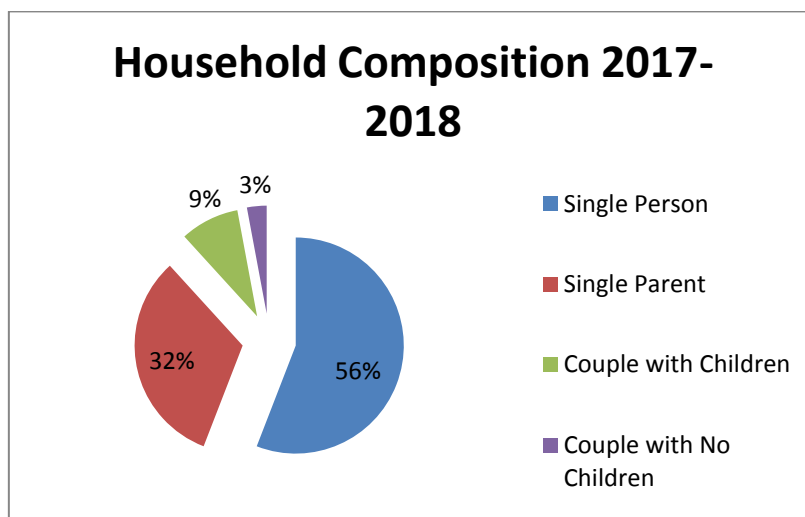




Figure 1 highlights the household composition for young people who were supported by the HSS team during the 2017-2018 reporting period.

This reporting period saw an increase in the number of single young people supported (56%) when compared to the 2016-2017 period (48%). This increase returns figures to what has commonly been seen in previous years (2015-2016 - 59%).

Whilst supports for single young people have seen an increase, the number of single parents supported has decreased (37% to 32%) along with the number of couples with children (13% to 9%). This decrease in supported family units can generally be attributed to properties being offline due to maintenance for extended periods of time – sometimes as long as 179 days (5 months, 28 days).

The number of couples with no children has remained steady, increasing from 2% in the 2016-2017 period to 3% in the current reporting period.

**Figure 2**

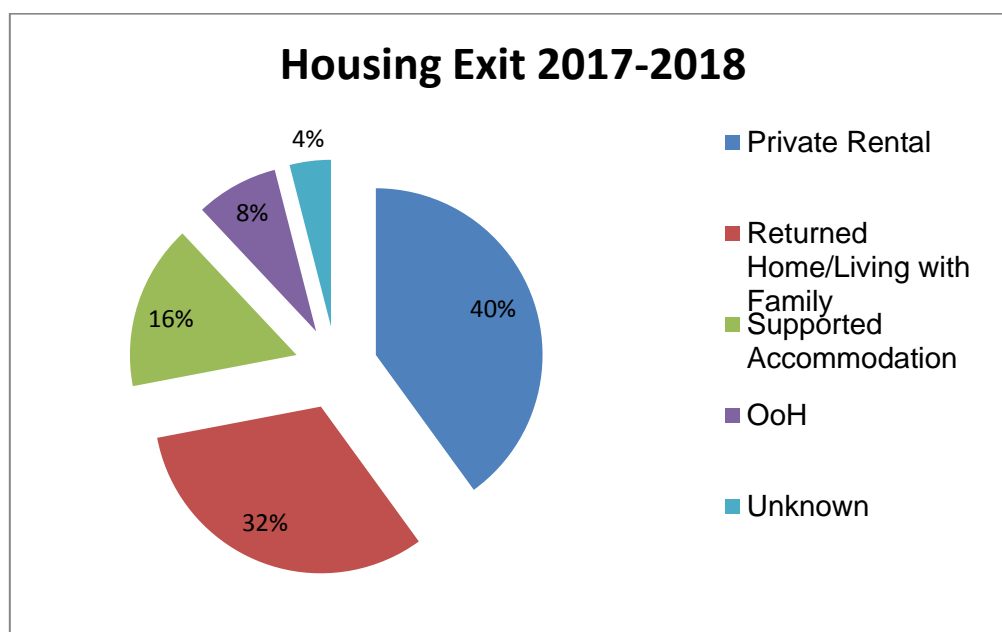


Figure 2 outlines the housing exits of young people supported in transitional properties for the 2017-2018 reporting period.

Making up the largest housing exit at 40% is private rental accommodation. This is an increase of 3% from last year and an 8% increase from the 2015-2016 reporting period. This group of young people consisted of those who exited with a lease/subletting lease agreement in place – entering into already existing share houses, living with friends or living with their partner.

This reporting period, the HSS team supported 32% of young people to return to live with family members upon their exit. This is a 7% increase from last year's reporting period which is the result of both a higher number of singles being supported during this time as well as a number of families resolving conflict/family breakdown and deciding to return home.

At 16%, supported accommodation exits for young people have increased by 13% when compared to the last reporting period. These exits have included: specialist mental health accommodation options, intensive family support accommodation, semi-supported private rental and transitional housing after exiting the Young Families in Crisis property. Many of these exits have been the result of HSS team members identifying the young persons need for intensive support whilst also sourcing these specialist

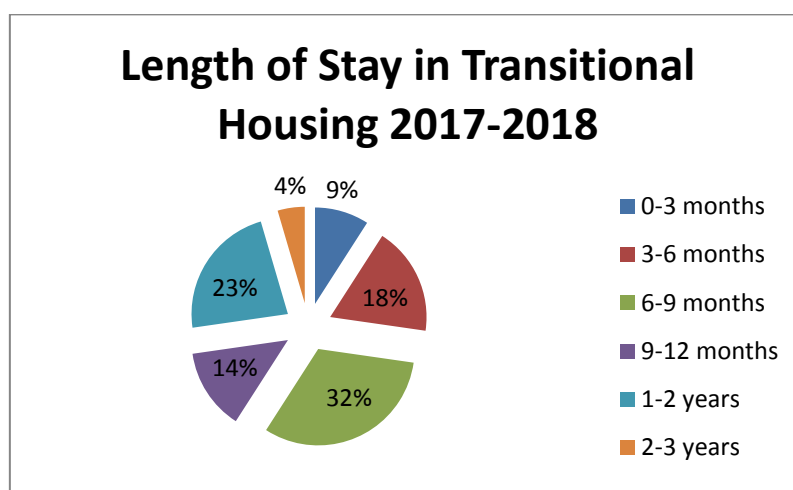


housing services. This identification of needs can often be the difference between young people having the ability to continue addressing their challenges or exiting into homelessness.

Office of Housing (OoH) exits for young people supported by the HSS team has continued to decline. The 2017-2018 reporting period saw a total of 8% of clients exit into public housing. This is an 8% decrease from the previous report period. This is generally explained by both the extensive wait times for housing offers as well as fewer families with OoH outcomes – as discussed previously with single parent families returning to their family home instead.

The 'unknown' group has seen a drastic decrease from the 2016-2017 reporting period (13%) to the current reporting period (4%). This group consists of young people who did not advise the HSS team of their new housing upon exiting the transitional property. This is generally seen as the direct result of young people who are evicted from their transitional property due to continuous non-engagement, breaking THM guidelines or not paying their rent. For all of the young people in the 'unknown' group, support was offered both during their tenancy to address these challenges as well as after their tenancy had ended to ensure they were supported in finding alternative accommodation.

**Figure 3**



Highlighted in figure 3 is the length of time spent in transitional housing for the 22 young people who moved out during the 2017-2018 reporting period.

As can be seen, 73% of young people exited their transitional property within the first 12 months during this period - a slight decrease of 4% when compared to the previous reporting period. This high number of young people exiting within 12 months is due to the number of tenancies held by singles whose exits generally include: family reunification and private rental/shared accommodation.

The longer lengths of time spent in transitional housing (1-3 years) is occasionally due to young people with significant challenges who need longer periods of support but is generally attributed to families waiting for OoH property offers.

## HSS CASE STUDY

The young people that are supported by the HSS program are not a homogenous group; their life experiences, skill sets, barriers and challenges are unique and nuanced as the individuals themselves. The one common factor is that they have all survived and overcome significant hardships. The work we do with each client is matched and surpassed by the work they do themselves in their day to day lives; whether it's getting out of bed when they are affected by a deep depression; finding the words to express themselves when it seems too difficult; playing with their child when they're close to exhaustion; landing their dream job; making new friends when they feel overcome by shyness or being accepted into their chosen education pathway. The strength and resilience that clients consistently demonstrate should be recognised and celebrated. The time we have to work with them often seems to pass quickly, but the personal growth and achievements we witness in that time is admirable.

Lara recently exited our HSS program and has written a piece about her experience and time at FAN that she wished to share.

*"They say that one year can make a world of differences. If I were to disagree with that statement I'd be lying. Just one year ago I was trapped in a toxic relationship with someone who had turned from a loving boyfriend into an abusive and controlling monster who physically, sexually and verbally abused me on a daily basis. I couldn't leave him because I thought he'd surely kill me but none of my family was able to support me. I thought I had no options until I told wellbeing worker at my TAFE who set up an appointment for me at Uniting Care. I took that afternoon off and went to Uniting Care at Knox, who put me down as a priority and said they'd do their best to find me a property but they had no control over what area it would be in. In just three weeks I moved out of my Ex's home and into a FAN property. When I first moved in I was so disconnected with myself and society I didn't know how to ask for help from my workers and I also didn't understand how a lot of what I had gone through had impacted me. To deal with my emotions I drank heavily, smoked weed and chain smoked. I didn't think about seeking help for what I had gone through or even seeing a psychologist until my FAN worker suggested it. It took a few weeks but my worker helped me get in touch with CASA who work specifically with people who are survivors of sexual assault. Little bit by little bit through therapy and encouragement from the network of youth workers supporting me, things grew clearer and I was able to understand. It was hard. Letting go of my blame and hatred for those who had hurt me, and taking responsibility for my own happiness was one of the hardest things I've had to do. I slipped up more than once but I got back up again. I had learnt to value myself and love myself not as a victim of domestic violence but as a survivor. A year later and it's still not easy, I had to cut a lot of people out because they were just too negative and belong to my past. I'm now two months sober and three weeks smoke free. It's difficult dealing with my emotions without substances or cigarettes but I'm just taking it one day at a time. For anyone who's starting out their journey at FAN I'd say have a really good think about where you want to go and who you want to be in life and trust in yourself that you can get there. One step at a time."*

-Lara

## **Alsorts - Same Sex Attracted Transgender Intersex Program (SSATI)**

Established in 2006, FAN's Alsorts program was the outcome of a partnership with the ALSO Foundation – a specialist organisation that worked with the Lesbian, Gay, Bisexual, Transgender, Intersex and Queer (LGBTIQ) community. Although the ALSO Foundation came to an end in 2012, FAN has continued to offer state-wide support via a specialised and holistic response to young people who identify as same-sex attracted, transgender and intersex (SSATI).

Throughout the 2017-2018 reporting period, the Client Services team supported a total of 37 young people who identified as same sex attracted, transgender and intersex (SSATI), via FAN's ALSORTS Program. In addition to these figures, there were also a further 16 SSATI young people referred to FAN's SSATI Transitional Housing Program who FAN were unfortunately unable to accommodate due to limited resources. These 16 young people were offered assistance to access support from external agencies and were placed on FAN's SSATI waitlist – to be notified of possible vacancies in the future.

## **Young Families in Crisis**

The Young Families in Crisis (YFIC) Project is a crisis response targeting young people aged 16-25 years who are pregnant and/or have accompanying children. The project commenced in 2010 as a pilot project, and involves representatives from Eastern Homelessness Services, related sectors, and the Department of Health and Human Services. YFIC offers young people a case managed crisis response delivered through five properties, supported by four separate agencies including FAN, Uniting Connections, Uniting Wesley and Anchor. FAN has continued to work collaboratively with partner services during the reporting period.

## **Jasper Program**

The Jasper Program is a partnership between FAN and SalvoCare Eastern. The program was established in 2013 and comprises of two lead tenanted properties - the Sapphire property and Amber property. The program has capacity to accommodate a total of six young people at any given time, and is targeted toward young people who are post residential care and/or experiencing homelessness or at-risk of homelessness.

The program provides a case managed response to young people who are actively engaged or working towards education, employment and training pathways, and integrates life and living skill development.

Salvocare Eastern and FAN work collaboratively to ensure that Lead Tenants, who model life and living skills for clients, feel supported and are comfortable seeking guidance when needed. Lead Tenants will be meeting regularly with FAN and the other Lead Tenants in order to access training and peer support. Lead Tenants are a big part of ensuring that the Jasper properties feel like a home for the clients. A new initiative will be starting which funds fortnightly house dinners in which all clients participate in the planning, shopping and preparation of a dinner for all tenants with guidance from the Lead Tenant. The young people living in the Jasper properties gain skills throughout their stay which enables them to live healthier and more independent lives.

This program continues to be a successful stepping stone for young people to gain access to the private rental market.

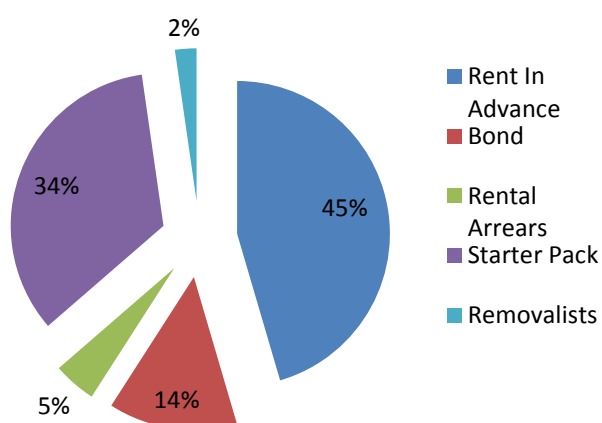
## Creating Connections Private Rental Brokerage Program

Going on to its 11<sup>th</sup> year the Creating Connections Private Rental Brokerage Program (PRBP) at FAN continues to provide assistance to many young people in securing and sustaining private rental housing and ending their experience of homelessness. For the reporting year from July 2017 to June 2018 the PRBP has supported a total of **82** young people and **7** children.

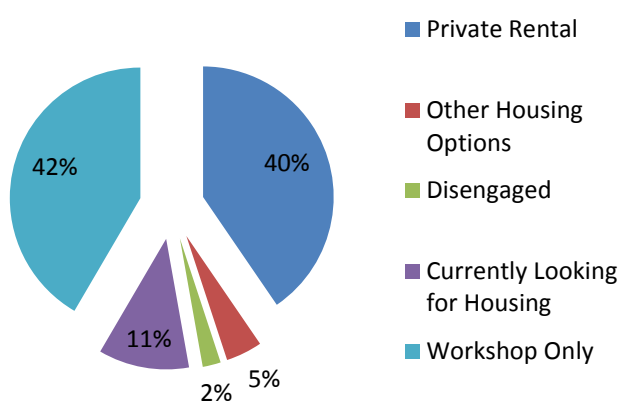
The PRBP also continues to run the *Home of My Own* Workshop to young people who are not part of the program. This year in partnership with PRBP at Anchor, PRBP at The Salvation Army Crisis Service (St Kilda) and Launch Housing Youth Foyer (Glen Waverley) **2** private rental workshops for young people who are currently living at youth foyer. Additionally the PRBP also ran **2** workshops at EACH ITC in Box Hill and at the Eastern Diversity Group with a total of **37** young people participating in workshops for the reporting year. The workshops are an important part of the program and are tailored to suit the needs of the clients at the different organisations. The workshops aim to provide relevant and essential information about accessing private rental in a fun, interactive and stress-free environment. Seeking, applying for and securing private rental is often an overwhelming experience for young people – the workshops allow young people to gain the knowledge, confidence and skills to be successful in securing long term sustainable housing.

The PRBP has also maintained a strong presence in network and partnership meetings Creating Connections Practitioners and Management Meetings, the Youth Homelessness Action Group and local LGA and homelessness sector network meetings.

**PRBP Brokerage Outcomes**  
July 2017 - June 2018



**PRBP Housing Outcomes**  
June 2017 - June 2018



## Orcadia Program

The Orcadia Program was developed from Caroline and Derek Young, of the Orcadia Foundation, generously providing FAN the use of a centrally located property. The Orcadia Program offers young families a supported and educational pathway from Transitional Housing into private rental accommodation. For the reporting year a young mother and her 3 children are currently living in the property and are now working with the private rental worker on accessing housing through the private rental market.

## Life Skills Program

FAN is proud to report we are in the twenty first year of offering the Life Skills Program. First developed in 1997 through funding received from the City of Whitehorse it was one of the first in the eastern region. This program was developed for young people aged 15-25 years and their accompanying children to offer flexible workshops/programs that enhance life skills development and nurture areas of self-esteem, connectedness, self-growth and development. Over the twenty year period the Life Skills Program has been able to offer an extensive range of programs.

Twenty years on we continue to work with young people who are socially isolated in particular parenting young women and men as well as sexually and or/gender diverse young people. Although the program has evolved over the years our aim remains as it once was, to create programs that strengthen living skills, resilience and community connectedness.

Programs continue to be supported through local partnerships and collaboration which include but are not limited to; City of Whitehorse, Maternal Health Services, Eastern Domestic Violence Service, Box Hill TAFE, Youth Connexions and many more.

Currently the program offers two ongoing programs; the Young Mums Group (YMG) and the Eastern Diversity Group (EDG). The consideration of current trends, needs and confronting issues forms the basis of programs developed within the Life Skills Program. Participants are actively involved in shaping these groups and the future of them.

During June 2017 to July 2018 a total of **86** young people participated in the Life Skills Program along with **102** accompanying children bringing the overall total to **188** people attended across the scope of programs.

## Outreach Life Skills (SSATI Response)

Thanks to the Street Smart grant the Life Skills worker was able to offer Outreach and attend the FAN SSATI properties to offer an in-house life skills program to the clients. This program included cooking, creation of cooking manuals, guides on healthy living, planting a vegetable and herb garden, budgeting workshops and social outings. This meant FAN was able to respond to the groups needs over the course of the program. A planning session with the young people involved was organised so they could have input into the program

## Young Mums Group

Young Mums Group (YMG) is for young women aged 15-25 who are parenting and/or pregnant and their accompanying children. The group provides a space for young women to share and learn parenting knowledge and life skills without fear of judgement or discrimination. The group provides opportunities to young women to form support networks, reduce social isolation and reduce stigma around being a young mum.

In total **64** mums and **102** children attended the young mums group for the reporting year.

This reporting year 2017-2018 the group enjoyed undertaking many activities including: Private Rental Readiness Workshop, Story Time at the Local Library, Mums & Bubs Movie Session, BBQ Lunch at the Park, Chesterfield Farm, Sexual Education Workshop, Photoshoot Session, Visit to the Miniature Steam Rail, Baby Massage techniques, Child Development Session, Mother's Day Luncheon held by St Peters Mothers Union and also an array of art and craft activities during the year.

Additionally in August to September 2017 FAN in collaboration with Anglicare ran the 'Tuning in to Kids Program' – this program covered topics such as:

- How to raise emotionally intelligent children
- Understand children's emotions
- Self-care, problem solving and coaching fears and worries
- Emotion coaching our child's anger
- Emotionally intelligent parenting



Photoshoot in YMG

### Eastern Diversity Group

Established in 2009, the Eastern Diversity Group (EDG) is a social support group for young people who are sexually and/or gender diverse. The program was developed as an extension of the 'A/sorts' response with its core aim to provide a safe space for young people to freely express their sexuality and gender identity. As with all FAN's A/sorts responses EDG is a state wide program.

EDG had a busy year with participation in a number of activities including: Sausage Sizzle at Surrey Park Lake, social outings at Bounce and Bowling, attendance in educational workshops around the private rental market and sexual health and an array of various Arts and Craft activities were completed by the group. EDG had **22** young people with 167 contacts for the 2017 to 2018 reporting period.

Annually EDG also participate in International Day against Homophobia Transphobia and Biphobia (IDAHOBIT DAY) in Box Hill mall as part of City of Whitehorse Celebrations. EDG is held at Youth Connexions Box Hill, A very special Thank You is extended to the staff at Youth Connexions and the City of Whitehorse for continuing to support this program and its participants.



## **Volunteer Program**

“Live life to the fullest and focus on the positive.” – Matt Cameron

Volunteers play a vital role in the continuing care and support of young people by contributing in areas such as:

Lead Tenants - Provide enhanced housing support to assist in the development of living skills by role modelling appropriate behaviour in everyday conditions in a shared house environment

Mentors - provide enhanced support and one on one long term friendship to a young person strengthening self-worth, trust and relationships

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.

FAN's Volunteers continue to substantially contribute to the lives of FAN clients and are highly valued for their ongoing support and dedication. We would like to express our sincere thanks and appreciation to the following Volunteers for their selfless contributions during 2017-2018, thank you for investing so much of your time and effort into making what we do possible.

Sasha Calvert: (Lead Tenant)

Brooke Fletcher (Lead Tenant)

Souphaphone Thoommavongsa (Lead Tenant)

Jacqueline Bennett: (Lead Tenant) resigned in December 2017

Dimi Hoppe: Program Support (EDG)

Steve McGrath - Santa

## **The Whole Package – Engage Grant**

Engage is part of the Victorian Government's vision that every young person should have the opportunities and support they need to reach their full potential, including those who face disadvantage. FAN was successful in receiving an Engage grant in January 2018. This funding is for 3 years. The successful grant is funding a new program called The Whole Package

The Whole Package is a program developed by FAN to address the issues of employability amongst young people experiencing or at risk of homelessness and/or disadvantage within the LGBTI (Lesbian Gay Bi Transgender Intersex) community.

The program aims to break the cycle of disadvantage by assisting young people with the skills needed to effectively obtain and sustain employment. These skills are often a natural part of development, such as developing a sense of self, resilience and teamwork but if a young person has been isolated from their community and has experienced transience at a young age these invaluable skills can often be missed.

The program comprises of three areas of development;

1. Emotional Wellbeing
2. Practical Skills for employment
3. Interpersonal Skills incorporating conflict resolution, teamwork, social skills and communication

A total of **44** young LGBTI people have been involved in the program.



## Children's Program

Thanks to the City of Whitehorse we have been able to continue working with the accompanying children of young families. The project has a focus on linking children and their families into mainstream services. Young mums who attend our groups and who are in our Transitional properties find attending other services daunting and will quite often not attend their appointments. The young mums have reported to FAN staff that they feel judged about being a young mum and don't like going. By having a support worker we have been able to create partnerships with local services, providing a supported referral, and practical support and assistance to young mothers.

Young families were assisted and supported with various items such as:

- Linking into local playgroups, childcare and kindergartens
- Generalist Counselling
- Speech therapy
- Material Aid
- Financial counselling
- Assistance with school fees
- Swimming lessons
- Advocacy
- Community Health Dental

We piloted this project from July 2015 until July 2016 and have had great success with the linking in to other services of the young mums. The program is primarily targeted at FANs young mums group and we have also supported young mums and their accompanying children in FANs other programs in particular the Homeless Support Services program. We are pleased that the City of Whitehorse will be funding this program for a further 12 months until 2019.

The Children's support worker supported **24** young mums and **35** accompanying children during July 2017 to July 2018 period.

## Homeless Youth Dual Diagnosis Initiative

A partnership between FAN and Eastern Health, now into its seventh year targeted at young people (16-25) experiencing homelessness and difficulties with mental health and alcohol and other drug problems. The program aims to increase early intervention to young homeless people with complex needs to reduce drug taking, improve mental health and to increase the sustainable housing outcomes. The program is also targeted at sector capacity building.

HYDDI has seen an increase in the number of primary consultations from youth refuges. FAN, Kirrang Willam and Anchor have been the leaders in referring young people for co case management and brief interventions. Wesley121 utilise HYDDI for team meetings and secondary consults. The target set by DHHS per year is 16 cases. Since October 2017, this number has been surpassed. HYDDI has provided support to 21 young people and more for secondary consults. Services not heard from within a 2 month period are reminded of the services HYDDI can provide (either by a phone call or service visit). Victoria Police on occasion seek secondary consultation.

Networking is an important part of HYDDI to increase knowledge of the service. Eastern Homeless Network (EHN), Linkages meetings, Youth Connexions and other Youth Forums.

Requests for training from services is ongoing, Reasons for Use Scale (Alcohol and other Drugs) has been particularly popular. Motivational interviewing was provided to the entire team at Anchor Housing. All NDIS staff at Box Hill branch was provided training in risk and challenging behaviours.

Work with youth is person centred based on strengths and recovery principles. Clients appreciate the non-judgemental approach and seek to improve understanding of themselves and the innate qualities and strengths they have. There has been an increase in the number of youth referred to HYDDI with backgrounds of domestic and family violence, requiring ongoing referral to support groups.

HYDDI continues to be involved with BUDDYS (Building up Dual Diagnosis in Youth Services). This year is the 7<sup>th</sup> year of holding a Forum: this year's theme is Youth Dual Diagnosis in a changing landscape. We are following the same format as 2017: Enhance and Diversify your Skills. It is now an Expo with all speakers providing take away tips, guidance, tools that are of benefit to workers. We also included a marketplace with resources. The 2017 Expo was a great success.



**Sue Carlile (CEO) receiving the CHP 2017 Victorian Homelessness Achievement Award**

## Portfolios

The FAN portfolio system—developed in 2004 has supported the development and funding of specific programs as well as fostering a learning environment. Such an environment facilitates engagement of the staff team more broadly in research, good practice and a commitment to innovation that has become embedded practice at FAN. Staff members participate in self-directed teams, sharing their practice knowledge and influencing as well as implementing strategic directions. In the process, these experiences provide opportunities for individuals to enhance their broader knowledge and skills.

The activities of the various portfolios are reported regularly to the full staff team, the Board and are reviewed annually.

### Current Portfolios

The FAN portfolio system—developed in 2004 has supported the development and funding of specific programs as well as fostering a learning environment. Such an environment facilitates engagement of the staff team more broadly in research, good practice and a commitment to innovation that has become embedded practice at FAN. Staff members participate in self-directed teams, sharing their practice knowledge and influencing as well as implementing strategic directions. In the process, these experiences provide opportunities for individuals to enhance their broader knowledge and skills.

The activities of the various portfolios are reported regularly to the full staff team, the Board and are reviewed annually.

### Current Portfolios

- Continuous Quality Improvement (CQI) including OHS: Chaired by Michelle; members Sue, Maureen and Nicole
  - Policy and Legislation
  - QIP/Accreditation
  - Risk management
  - OHS
  - Environment
- Same Sex Attracted Transgender Intersex (SSATI): Chaired by Clinton; members Sue, Michelle and Carly
- Client Participation & Citizenship: Chaired by Michelle; members Carly, Clinton and Carol
- Staff Wellbeing: Chaired by Nicole; members Clinton and Maureen
- Children & Young Families: Chaired by Michelle; members Sue, Carly and Oriana
- Young People & Family Violence: Chaired by Carly; members Sue, Michelle and Clinton



Young Mums Group

## Recognition and Awards

### Honorary Life Members

Wendy Brooksbank (dec)  
Ted Long (dec)  
Olive Clark (dec)  
Tony Sell (dec)  
Rex & Sue Filson  
Colin Bellis

Robert Joynt  
Sue Carlile  
Allan Rogerson  
Rae Cook  
Caroline Young  
Helen Killmier

Debbie Brown  
Steve McLoughlin (dec)  
Leo Clarebrough (dec)  
David Webster  
Shirley Ingram (Baird) (dec)

### Stephen B McLoughlin Encouragement Award

Stephen McLoughlin was the Youth Development Worker at the former Box Hill City Council (a predecessor of the City of Whitehorse) in the 1970's and 80's; and the founder of FAN. He was instrumental in the development of many youth projects and was one of the earliest instigators of leadership programs for young people. FAN as we know it officially commenced in April 1981, however, the foundation work by Stephen McLoughlin preceded that by several years.

As a person known for his ability to inspire, it was appropriate that an annual Stephen B McLoughlin Encouragement Award be introduced at the FAN AGM in 2010, as a tribute to his vision and a permanent memorial to his legacy.

Stephen B McLoughlin Encouragement  
Award recipients for 2018 are:  
***Jeanne McMahon & Steffanie  
Connors***

#### Previous recipients:

2010: Rebecca Carr & Xavier Evertiz  
2011: Nick Flannery & Maria Ho  
2012: Natalie Sewell  
2013: Gabrielle Hollowood  
2014: Tegan Averay  
2015: Ashleigh Lanko  
2016: Tori Binns & Justin Bonney  
2017: Khaleah Smythe & Kayla Diegan



Children playing at the YMG

## Rhys Fox Achievement Award

During the late 1970s and early 1980s Rhys Fox, through his voluntary involvement contributed to the emerging youth homelessness services in the Eastern Metropolitan Region. In his will he bequeathed a sum of money to FAN which has been placed in Trust. The interest earned each year is allocated to the Rhys Fox Achievement Award. The presentation at each year's Annual General Meeting recognises his legacy to the community in a way that both honours his commitment and acknowledges the exceptional achievements of young people. FAN is proud that this tradition dates from 1994.

The Rhys Fox Achievement Award  
recipients for 2018 are:  
***Lara Jamieson & Harley Bowra***

### Previous Recipients:

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

2006: Gypsy Bates & Bronwyn Smith  
2007: Erin McLoney & John Newton  
2008: Illaria Starlit, Stacy Palmer & Melinda  
Waterworth  
2009: Jess Portuguese, Apryl Ennis & Mary  
El-Hennawi  
2010: Xavier Evertiz & Samuel Rhodes  
2011: Racheal Hughs & Skylar Rush  
2012: Simron Shivagni & Elle Marcombe  
2013: Jessica Pagramm & Monique May  
2014: Claire Kelly & Jordan Smith  
2015: Lauren Abbot  
2016: Natalie Robson & Ryan Kennedy  
2017: Abby Schwav & Gabrielle Hollowood



**2017 Client Christmas Party**



## Leo Clarebrough Volunteer Recognition Award

Leo Clarebrough, Honorary Life Member, OAM for his contribution to science and the community, was one of the founding members of Family Access Network. His involvement extended for many years as Board Secretary, Landlord, and until a few years ago Santa at the Annual Client Christmas Party. Leo touched the lives of many and we were the better for knowing him, it is a fitting tribute to his memory of service to the community that we introduced the Leo Clarebrough Volunteer Recognition Award in 2016. David Burlew will be presented with the Award at the 2018 AGM for his 10 years of contribution on the FAN Board.

### Previous Recipients:

2016: Alan Rogerson

2017: Dimi Hoppe

The Leo Clarebrough Volunteer  
Recognition Award recipient for 2018 is:

***David Burlew***

## Olive Clark Staff Encouragement Award

Olive Clark, Honorary Life Member has been providing financial support to FAN for more than 30 years. Olive for many years personally wrote a letter of encouragement to us for our work with each cheque, this always touched us and the warmth and generosity of her support for so long is a testament to her character. In her memory we will maintain a range of staff wellbeing activities for the team.



**2017 Client Christmas Party**

**FAMILY ACCESS NETWORK INC**

**STATEMENT OF PROFIT OR LOSS AND OTHER  
COMPREHENSIVE INCOME**

**FOR THE YEAR ENDED 30<sup>TH</sup> JUNE 2018**

|  | <b>2018</b>    | <b>2017</b>    |
|--|----------------|----------------|
|  | <b>\$</b>      | <b>\$</b>      |
| <b>Income</b>                                  |                |                |
| <b>Government Funding</b>                      |                |                |
| Dept Health & Human Services                   | 427,683        | 409,148        |
| Dept Health & Human Services<br>HEF            | 20,384         | 19,985         |
| Dept Health & HS Brokerage                     | 180,000        | 176,468        |
| Dept Health & HS – Eastern<br>Health / HYDDI   | 21,796         | 23,938         |
| Dept Health & Human Services<br>Engage Grant   | 9,000          | 0              |
|  | <b>658,863</b> | <b>629,539</b> |
| <b>Other Funding Allocated</b>                 |                |                |
| City of Whitehorse                             | 42,160         | 54,191         |
| Philanthropic Trusts                           | 1,500          | 47,080         |
| Service Clubs : Lions Box Hill                 | 0              | 1,000          |
| Service Clubs : Rotary                         | 1,420          | 0              |
|  | <b>45,080</b>  | <b>102,271</b> |
| <b>General</b>                                 |                |                |
| CEEP & Other Brokerage                         | 3,700          | 3,670          |
| Property Rental                                | 15,860         | 15,600         |
| Other Income                                   | 30,367         | 6,155          |
| Donations received                             | 16,647         | 10,006         |
|  | <b>66,574</b>  | <b>35,431</b>  |
| Interest Received                              | 3,572          | 3,435          |
| (Deficit) on sale of property,<br>plant, equip | <b>(1,951)</b> | <b>(1,527)</b> |
| <b>TOTAL INCOME</b>                            | <b>772,138</b> | <b>769,148</b> |



## FAMILY ACCESS NETWORK INC

|  | 2018           | 2017           |
|--|----------------|----------------|
| <b>Expenses</b>                                    |                |                |
| <b>Client Services</b>                             |                |                |
| Housing Establishment Fund                         | 13,754         | 16,235         |
| Life Skills programs                               | 4,506          | 7,341          |
| Other programs / CEEP                              | 14,154         | 16,439         |
| Brokerage  | 49,341         | 52,137         |
|  | <b>81,755</b>  | <b>92,152</b>  |
| <b>General Expenses</b>                            |                |                |
| Depreciation                                       | 6,202          | 8,996          |
| Audit Fees   | 1,981          | 1,729          |
| Office Operating                                   | 55,253         | 54,203         |
| Office Utilities                                   | 16,797         | 14,781         |
| Rent   | 16,656         | 16,487         |
| Staff recruitment                                  | 0              | 355            |
| Staff Oncosts                                      | 9,931          | (671)          |
| Superannuation                                     | 44,074         | 49,604         |
| Volunteer Expenses                                 | 174            | 618            |
| Wages  | 492,102        | 522,450        |
| Workcover  | 8,310          | 8,288          |
| <b>Total General Expenses</b>                      | <b>651,480</b> | <b>676,840</b> |
| <b>Total Expenses</b>                              | <b>733,235</b> | <b>768,992</b> |
| Surplus from ordinary activities                   | <b>38,903</b>  | <b>156</b>     |
| <b>Less Transfer to Reserves</b>                   |                |                |
| Program Development Reserve                        | 15,000         | 0              |
| Program Funding Reserve                            | 15,000         | 0              |
| Motor Vehicle Reserve                              | 3,960          | 0              |
| <b>Net Surplus attributable to the association</b> | <b>4,943</b>   | <b>156</b>     |

# FAMILY ACCESS NETWORK INC

## STATEMENT OF FINANCIAL POSITION

AS AT 30<sup>TH</sup> JUNE 2018

|  | Note | 2018<br>\$     | 2017<br>\$     |
|--|------|----------------|----------------|
| <b>ASSETS</b>                          |      |                |                |
| <b>CURRENT ASSETS</b>                  |      |                |                |
| Cash and Cash Equivalents              | 3    | 181,201        | 96,881         |
| Trade and Other Receivables            | 4    | 0              | 0              |
| Other Current Assets                   | 5    | 148,886        | 145,651        |
| <b>TOTAL CURRENT ASSETS</b>            |      | <b>330,087</b> | <b>242,532</b> |
| <b>NON-CURRENT ASSETS</b>              |      |                |                |
| Property, Plant & Equipment            | 6    | 115,641        | 113,163        |
| <b>TOTAL NON-CURRENT ASSETS</b>        |      | <b>115,641</b> | <b>113,163</b> |
| <b>TOTAL ASSETS</b>                    |      | <b>445,728</b> | <b>355,695</b> |
| <b>LIABILITIES</b>                     |      |                |                |
| <b>CURRENT LIABILITIES</b>             |      |                |                |
| Trade and Other Payables               | 7    | 30,265         | 22,687         |
| Financial Liabilities                  | 8    | 5,914          | 5,483          |
| Current Tax Liabilities                |      | 12,806         | 14,353         |
| Employee Entitlements Provision        |      | 81,715         | 75,429         |
| Other                                  | 9    | 69,026         | 24,730         |
| <b>TOTAL CURRENT LIABILITIES</b>       |      | <b>199,726</b> | <b>142,682</b> |
| <b>NON – CURRENT LIABILITIES</b>       |      |                |                |
| Financial Liabilities                  | 8    | 0              | 5,914          |
| <b>TOTAL NON – CURRENT LIABILITIES</b> |      | <b>0</b>       | <b>5,914</b>   |
| <b>TOTAL LIABILITIES</b>               |      | <b>199,726</b> | <b>148,596</b> |
| <b>NET ASSETS</b>                      |      | <b>246,002</b> | <b>207,099</b> |
| <b>TOTAL EQUITY</b>                    |      |                |                |
| Retained Surplus                       |      | 163,542        | 158,599        |
| Reserves                               |      | 82,460         | 48,500         |
| <b>TOTAL EQUITY</b>                    |      | <b>246,002</b> | <b>207,099</b> |

## STATEMENT BY MEMBERS OF THE BOARD OF GOVERNANCE

The Board has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements

The Board, declare that in the Board's opinion:

- 1 The financial statements and notes satisfy the requirements of Australian Accounting Standards the Associations Incorporation Reform Act 2012 and the Australian Charities and Not-for-profits Commission Act 2012.
- 2 At the date of this statement there are reasonable grounds to believe that Family Access Network Inc is able to pay all of its debts as and when they become due and payable.

Signed in accordance with the Associations Incorporation Reform Act 2012 and the Australian Charities and Not-for-profits Commission Act 2012.



David Burlew

Chairperson



Kelly Rafferty

Treasurer

Dated 4 September 2018

Dated 4 September 2018

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The accounts have been audited by Eric Townsend of E. Townsend & Co. which was an unqualified Audit opinion. A full copy of the Audited Accounts can be obtained from our office on request.

## Equity Support Program

Family Access Network's Equity Support Program—through financial and in-kind donations—provides assistance for some of the most vulnerable in our community. The generous support again of many people and organisations has enabled the provision of food and personal care parcels; transport for training and medical appointments; financial assistance for education and job training. As well as being able to assist young mums with clothing and toys for babies and young children. Once again we were able to have a Christmas party for our clients, and provide suitable gifts for them and all the young children. FAN have been fortunate enough this year again through the generosity of our supporters to be able to provide warm clothing, material aid and assistance to young people, families and accompanying young children on over 340 occasions. Thankyou on behalf of FAN.

The support we get for this program helps young people that normally would not be able to afford to buy these items themselves, and in particular this year we have found the need high for assistance with food. The resources we are able to offer not only provides aid in a time of need but also offers hope for a brighter future.

On behalf of all the clients we have been able to assist, Family Access Network and staff recognise the invaluable support of; and thank the following individuals and organisations for their financial and in-kind donations:

- Box Hill Lions Club and members: towards scholarship awards.
- Rotary Club of Box Hill – Donation to support client needs.
- Canterbury Council of Churches: donation
- Kogo Distribution – Soft Toys and knitted blankets
- St. Dominic's East Camberwell Parish - Justice and Peace Group: towards warm winter bedding for clients.
- Ringwood Magistrates Court.
- Caroline and Derek Young of the Orcadia Foundation: the provision and maintenance of a property for our clients – for over 13 years.
- The Staff of Austbrokers Countrywide: Christmas presents for clients and their children
- St Peter's Mothers' Union: blankets, clothing and baby nappies and Mother's Day lunch and gifts
- Anglican Parish of Box Hill: continued support in supplying FAN with suitable rental space.
- The Allanah and Madeline Foundation: buddy bags including age appropriate toys and clothing.
- St Kilda Mums: car seats, Mother's Day care packs and general items for babies and young children.
- Anonymous donors: financial donations, clothing and toys.

***If you are able to donate towards our Equity Support program please contact our office – all of our contact details are inside the cover of this report.***

## Acknowledgement of Support & Donations

FAN's services and programs are made possible by the generous support of the following organisations, agencies, local governments, companies, members and individuals:

### Funding Bodies & programs supported

- Department of Health & Human Services [Homeless Support Services]
- Department of Health & Human Services [Housing Establishment Fund - including SSATI HEF]
- Department of Health & Human Services [Private Rental Brokerage Program]
- Department of Health & Human Services [Youth Affairs]
- City of Whitehorse [Life Skills; Eastern Diversity Group (EDG) and Volunteer Programs]
- City of Whitehorse (Children's Program)

|   |  |
|---|--|
| 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)             | Colin Bellis                               |
| Canterbury Council of Churches                | Darren Zappa of Red IT                     |
| City of Whitehorse                            | David Burlew and Band (Max Zero)           |
| Department of Health and Human Services       | David MacKenzie                            |
| Eastern Relief                                | Debby Blakey                               |
| Family Planning                               | Gerald Meyer-Heinrich of Steedman Creative |
| Good 360                                      | Irene Kay                                  |
| Kevcom  | Liz Toffoletti                             |
| Kogo  | M.A Rewell                                 |
| Lions Club of Box Hill                        | Paul Linossier                             |
| Melbourne Women's Fund                        | Richard Scott                              |
| Orcadia foundation - Caroline and Derek Young | Steven Zervas of Fletchers Canterbury      |
| PostNet Hawthorn                              | Students of Thornbury High School          |
| Family Planning                               |  |
| 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            |  |
| The Allanah and Madeline Foundation           |  |
| Westpac Foundation                            |  |
| Youth ConneXions—Whitehorse City Council      |  |

## Acronyms

Table 1 below shows the acronyms which are found in this report and which are commonly used throughout the sector.

|                 |  |
|-----------------|--|
| <b>AFAIM</b>    | Associate Fellow of the Australian Institute of Management     |
| <b>AGM</b>      | Annual General Meeting   |
| <b>APSMA</b>    | Asia Pacific Professional Services Marketing Association       |
| <b>BUDDYS</b>   | Building up Dual Diagnosis in Youth Services                   |
| <b>CASA</b>     | Centre Against Sexual Assault                                  |
| <b>CEEP</b>     | Creating Connections Employment Education Program              |
| <b>CEO</b>      | Chief Executive Officer  |
| <b>CHP</b>      | Council to Homeless Persons                                    |
| <b>CQI</b>      | Continuous Quality Improvement                                 |
| <b>CSV</b>      | Community Services Victoria                                    |
| <b>CYMHS</b>    | Child and Youth Mental Health Service                          |
| <b>DHHS</b>     | Department of Health and Human Services                        |
| <b>EACH</b>     | Eastern Access Community Health                                |
| <b>ECASA</b>    | Eastern Centre Against Sexual Assault                          |
| <b>EDG</b>      | Eastern Diversity Group  |
| <b>EDVOS</b>    | Eastern Domestic Violence Service                              |
| <b>EHN</b>      | Eastern Homeless Network                                       |
| <b>FAN</b>      | Family Access Network  |
| <b>FRMP</b>     | Family Reconciliation Mediation Program                        |
| <b>GLBTIQ</b>   | Gay, Lesbian, Bisexual, Transgender, Intersex and Queer        |
| <b>HEF</b>      | Housing Establishment Fund                                     |
| <b>HSS</b>      | Homeless Support Services                                      |
| <b>HYDDI</b>    | Homeless Youth Dual Diagnosis Initiative                       |
| <b>IDAHOBIT</b> | International Day Against Homophobia, Transphobia and Biphobia |
| <b>ITC</b>      | Integrated Therapeutic Community                               |
| <b>LGBTI</b>    | Lesbian, Gay, Bisexual, Transgender and Intersex               |
| <b>LLEN</b>     | Local Learning and Employment Network                          |
| <b>MAICD</b>    | Member of the Australian institute of Company Directors        |
| <b>MBA</b>      | Master of Business Administration                              |
| <b>NPAH</b>     | National Partnership Agreement - Homelessness                  |
| <b>OAM</b>      | Order of Australian Medal                                      |
| <b>OoH</b>      | Office of Housing  |
| <b>PRBP</b>     | Private Rental Brokerage Program                               |
| <b>QIP</b>      | Quality Innovation Performance                                 |
| <b>RFVP</b>     | Regional Family Violence Partnership                           |
| <b>SSAGD</b>    | Same sex Attracted and Gender Diverse                          |
| <b>SSATI</b>    | Same Sex Attracted Transgender Intersex                        |
| <b>TAFE</b>     | Technical and Further Education                                |
| <b>THM</b>      | Transitional Housing Management                                |
| <b>TILA</b>     | Transition to Independent Living Allowance                     |
| <b>YDA</b>      | Youth Development Australia                                    |
| <b>YFIC</b>     | Young Families in Crisis                                       |
| <b>YMG</b>      | Young Mums Group   |
| <b>YSAS</b>     | Youth Support & Advocacy Service                               |







**Family Access Network**

**Annual Report 2017/2018**