

Making a Difference in Young People's Lives Since 1981

38th ANNUAL REPORT

Family Access Network

2018-2019

The cover of this Annual Report depicts the programs FAN runs to empower clients towards secure living arrangements, education, and personal development to achieve social and emotional wellbeing.



Family Access Network Inc.
Office: 1030 Whitehorse Road
Box Hill, Victoria
Mail: PO Box 141
Box Hill VIC 3128
Phone: (03) 9890 2673
Fax: (03) 9890 9919
Email: fan@fan.org.au
ABN: 68 473 447 026
www.fan.org.au



Table of Contents

SERVICE OBJECTIVES	2
CHAIR’S REPORT	3
CEO REPORT -	4
TREASURER’S REPORT	6
DAVID BURLEW – HONORARY LIFE MEMBER	7
BOARD OF GOVERNANCE	8
STRATEGIC PLAN 2017-2020	14
MISSION STATEMENT.....	14
FAN’S VISION	15
KEY STRATEGIC DIRECTIONS	16
FAN STAFF TEAM	18
PROGRAM REPORTS	19
ACHIEVEMENTS AND OUTCOMES.....	19
CLIENT SERVICES	20
HOMELESS SUPPORT SERVICES.....	20
ALSORTS - LGBTIQ RESPONSE	23
YOUNG FAMILIES IN CRISIS.....	24
JASPER PROGRAM	24
CREATING CONNECTIONS PRIVATE RENTAL BROKERAGE PROGRAM.....	25
LIFE SKILLS PROGRAM	26
VOLUNTEER PROGRAM.....	27
THE WHOLE PACKAGE – ENGAGE GRANT	28
CHILDREN’S PROGRAM.....	28
LGBTIQ CAPACITY BUILDING PROJECT.....	29
HOMELESS YOUTH DUAL DIAGNOSIS INITIATIVE	30
ORCADIA PROGRAM	30
EQUITY SUPPORT PROGRAM	31
PORTFOLIOS	32
RECOGNITION AND AWARDS	33
HONORARY LIFE MEMBERS	33
STEPHEN B McLOGHLIN ENCOURAGEMENT AWARD.....	33
RHYS FOX ACHIEVEMENT AWARD.....	34
LEO CLAREBROUGH VOLUNTEER RECOGNITION AWARD.....	35
OLIVE CLARK STAFF ENCOURAGEMENT AWARD	35
FINANCIAL REPORT	36
ACKNOWLEDGEMENT OF SUPPORT & DONATIONS	40

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 General Meeting for 2019.

This is my first year as Chair of FAN and it has been very exciting.

We have continued to provide excellent services for young people, young mothers and children and LGBTIQ young people in our community to provide pathways out of homelessness and case management to assist them with re-establishing their lives.

Often issues of family discord including family violence results in people being at risk of homelessness or becoming homeless and FAN is able to provide housing and case management support for our clients.

We have continued to deliver on our strategic directions and have been successful in securing additional funding from the Department of Health and Human Services to deliver expanded programs including LGBTIQ Capacity Building project and the Peer Leadership program funded through Rotary Club of Box Hill.

LGBTIQ Young People are over represented in experiences of homelessness and family violence, however are either not accessing or significantly under represented at mainstream services, Homelessness and Family Violence Services. LGBTIQ young people experience higher levels of service avoidance, due to well-intended though discriminatory exclusionary practice.

The worker will be reviewing existing FAN tools and processes in terms of how these can be packaged for broader sector use, provide onsite/primary/secondary consults to organisations to support embedded practice. This is a fantastic recognition of the innovative work, knowledge and expertise FAN has developed over time in responding to LGBTIQ people in our community and providing knowledge and assistance to other organisations to assist them to build their capacity.

The Rotary Club of Box Hill Peer Leadership Program funding will add greater capacity to engage young people with the "lived" experience in a variety of ways, both contributing to organisational thinking and planning as well as supporting development of projects, groups and in the process the learning they will gain from their involvement.

To continue to be a successful organisation responding to the needs of our clients and leading the way in many areas we are fortunate to have the support of fantastic staff led by Sue Carlile our CEO. Our staff and volunteers continue to provide excellent support to our clients.

I would also like to acknowledge and thank our board members, Jose Abalo, Deputy Chair, David Burlew, Secretary, Kelly Rafferty, Treasurer, Hannah Hodges, Bronwen Henry, Richard Scott and our newest board members Raylene Carr and Ange Morgan, who volunteer their time to ensure the organisations is operating as required.

We look forward to continuing to provide valuable services for our clients and the community and to further exciting opportunities in 2020.

Diane Godfrey
Chair



CEO Report - Making a difference in young people's lives since 1981

Family Access Network's fledgling beginning 38 years ago was built on a platform of community engagement, access to safe and secure housing, wrap around supports for young people and a genuine belief in making a positive difference; this continues to underpin our purpose in 2019. During the twelve month period to June 2019, a total of 550 young people, young families and accompanying children, including same sex attracted transgender intersex young people accessed FAN's services; of those children represent 191, with more than 90% aged between 0 and 5 years. To make sense of those numbers and the full dimension of what the team at FAN do to support clients to address multiple and demanding challenges, I encourage you to fully read the program reports that follow.

Although a small staff team, all are actively involved in program evaluation which is well established and demonstrates the active participation of the team across the following staff directed Portfolios: LGBTIQ, 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 our mid cycle Accreditation in the following Standards: Quality Improvement Council, Department of Health and Human Services, and Rainbow Tick.

We are delighted the LGBTIQ Capacity Building project commenced in April (DHHS) funded), Jordi Kerr hit the ground running in responding to sector capacity building through workshops at individual organisation, network presentations and in October 2019 will be facilitating an LGBTIQ session at the Council to Homeless Persons Conference.

FAN's core homelessness services funded through Department of Health and Human Services (DHHS) since 1985. We continually review needs to build learning and capacity, this has resulted in a range of services that respond to current and emerging needs. Enhanced responses are supported through a variety of funding sources, and in particular we acknowledge City of Whitehorse for existing and new initiatives, the Westpac Foundation, StreetSmart, Department of Premier and Cabinet and two very recent initiatives which are now in development and we will report on more fully over the coming year:

- Peer Leadership Program - Rotary Club of Box Hill, the initial funding is for 12 months and subject to successful evaluation will continue for a further 2 years. This is an opportunity to build on the skills young people develop while supported at FAN to provide leadership to other young people. This initiative provides a very valuable experience for Peer Leaders and young people to give voice to their lived experience, access training and development, and contribute to FAN's services
- Pathways to Resilience – Resulting from successful Family Violence Therapeutic Intervention submission with Uniting Wesley (Lead), EACH, Australian Childhood Foundation (ACF) and Safe Futures Foundation (SFF). FAN's component to provide a therapeutic response for LGBTIQ Young People, predominantly through group work with other support provided. Funding is not yet released so this is hot off the press news.

FAN is committed to working with our colleagues and partner agencies in tackling the issues of homelessness; we are therefore actively involved in community education and advocacy, local and statewide consultations, sector reforms, networks, partnerships, steering groups, peak bodies, reference committees and collaborations, sector partnerships and alliances.

The following represent some of our current collaborations:

- *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. The FAN-Anchor joint initiative of capacity building and resources for workers and young people is unique in the state. It is notable in the reporting year that the FAN PRBP component supported 2.5 times the number of targets for the program and had the highest housing outcomes since the program established more than 10 years ago. 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.
- *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. FAN team and clients have contributed to “Pregnancy & Homelessness” Research RMIT; Young and “Queer in the East” – Women’s Health East. These and previous projects also resulted in journal articles, conference presentations and participation in other initiatives resulting from research, for example the Safe Housing Network, LGBTI Program Advisory Group – West
- Once again this year FAN was an active supporter and participant of the Eastern Homelessness Service System Alliance Homeward Bound event, we are also a signatory to the Everybody’s Home campaign <http://everybodyshome.com.au/>
- Specialist Homelessness Sector (SHS) Transition Plan – Outcomes Working Party – CHP in partnership with Lirata Consulting

We are a committed team at FAN, we achieve great outcomes through the significant contribution of the Board, staff team and volunteers; all our efforts are rewarded through the young people who build on the support provided and demonstrate that we can make a difference. My thanks to all involved for ensuring FAN continues to be responsive and effective for all who seek our services. In particular I would like to acknowledge my fellow members of the Leadership Team, Maureen Higgins and Michelle Thompson, who go above and beyond to make sure FAN keeps ticking over year after year,

I conclude by drawing your attention to the three Awards, which will be presented at the Annual General Meeting (AGM) – congratulations to Allison Johnson for the Rhys Fox Achievement Award and Jamie Bowen and Casey McInroy for the Stephen B McLoghlin Encouragement Award. FAN’s Honorary Life Membership Leo will be presented to David Burlew, on his retirement from the FAN Board at the AGM after 11 years.

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, 2019.

While I'm sure that the FAN team will always manage our books with extreme diligence and rigor, this year there was a collective sigh of relief as we secured some fantastic grants and felt some budgetary respite. As a result, I again have the pleasure of presenting a financial position that is in excellent health.

During the 18/19 financial year the FAN team were successful in securing grants from:

- The City of Whitehorse
- Wyndham City Youth Services- HEY Grant
- DHHS – Youth Affairs – Engage Grant (2nd year funding)
- DHHS - LGBTIQ Capacity Building Project
- StreetSmart
- Linc.

These grants from state and local government and other philanthropic benefactors support a variety of client-based programs. In particular, we were most excited to receive funding from DHHS for our LGBTIQ project and we look forward to seeing the benefits this work will have for our clients.

Financial Results 30th June 2019 Audited by E Townsend & Co

Our asset to liability cover of 1.42: 1 whilst less than last year's result of 1.64:1 is more than sufficient to meet and exceed our operational requirements.

Surplus/Deficit

For the financial year ended June 30, 2019, FAN generated a surplus of \$5,321 against a budgeted surplus of \$1,085. Total revenue for the year was \$835,297. This was slightly less than budget but a significant increase of 7.9% from last year. Total expenses for the year were \$825,936. This was 7.2% below the budget. 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

David Burlew – Honorary Life Member



David Burlew is retiring at the AGM after 11 years of dedicated service – during that time David has held several Executive positions, including Chair, Treasurer, Secretary and most notable to cover other board members leave of absence two periods where he held two roles, Chair/Treasurer and Secretary/Treasurer. To say he has left a legacy and will be missed is indeed an understatement. It was a unanimous decision of the Board to acknowledge David's contribution through an Honorary Life Membership, to be presented at the 2019 Annual General Meeting.

In addition to bringing exceptional business, strategic and financial skills to the Board, David is well connected both personally and professionally and it is through his commitment to FAN and his significant reputation that following was possible, all of which led to financial and other benefits to FAN.

- Three band fundraisers as member of the band, Max Zero, who generously donated their time along with another former Board member Brett Philipp, whose band Fifty Shades of Grey also performed. Advance notice there will be a 2020 band fundraiser.
- Dagmar Cyrulla donated a painting valued at \$3000, which was raffled
- Loan vehicles from Nissan for client services without cost to FAN
- No interest loan from Nissan to purchase another vehicle for client services
- Donations of telephones, phone stands, camera bags for use in client programs as well as gifts for clients at Christmas
- Personal and professional connections that led to considerable financial donations
- Sponsored Board team building activities/dinners and other events

In conclusion as CEO my role is all the more possible when David as a member of the Board has a clear sense of FAN's vision, shares the values, reliable in attending, thoroughly prepares and follows through, adding value, available to contribute to complex legal and constitutional reviews, an ambassador, available to debrief and to guide and is respectful, supportive and a person of highest integrity – he almost sounds too good to be true, but believe me he is all of those things, and he made us laugh.....a lot.

Thank you David

Best wishes

Sue Carlile

Board of Governance

Diane Godfrey (Chair)
Jose Abalo (Deputy Chair)
Kelly Rafferty (Treasurer)
David Burlew (Secretary)

Richard Scott
Bronwen Henry
Hannah Hodges
Ange Morgan
Raylene Carr
Sue Carlile (CEO) – ex officio

Board Advisors

Caroline Symington
David MacKenzie

Diane Godfrey – Chair



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.

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 most recent role, in Corporate Social Responsibility with the Telstra Foundation. Kelly managed 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.

David Burlew B. Com; MBA; Dip Bus; AFAIM; MAICD – Secretary



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 Chair for Pain Specialists Australia, Director of db Consulting, and Director of Raleru Ltd trading as Camera House. 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.

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 a Director of Business Development & Marketing at Deloitte Australia.

Between 2012 and 2017 Richard was a Board member of the Asia-Pacific Profession Services Marketing Association (AP SMA), 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. Richard is currently the secretary for the Box Hill Tennis Club and sits on the Management Committee.

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.

Ange Morgan

Ange Morgan – MA (Art Th) - Registered Art Therapist

Pronouns: *They/Them*



Ange is a registered art therapist (ANZACATA) practicing in Victoria, Australia. Ange works with adult and child populations in mental health, homelessness and family violence sectors, within public, private and community settings. Ange also lectures in the Master of Art Therapy program, in the area of adult mental disorders, and provides supervision to students on clinical placement at La Trobe University.

Ange has a particular interest in art therapy in the service of adults who have experienced homelessness. Their practice in this area includes a focus on clients with complex co-occurring conditions. Ange is interested in the ways in which art therapy can support people from backgrounds of homelessness to experience equality, positive identity, social inclusion and stability.

Ange has presented their work on art therapy in the service of people experiencing homelessness, and on areas of consideration for TGD people, transition and the arts in health at a range of conferences locally and internationally. They have lectured and provided workshops at La Trobe University in Melbourne, Red Pencil/ Hagar International in Cambodia, and Whitecliffe College in Auckland, Aotearoa/NZ.

Ange holds a BA (Dance Performance) from VCA/Melbourne University, and a BA (Hons) in painting from RMIT. In 2007 their collaborative work *Chandelier* was chosen for the City of Melbourne Laneway Commission series, and occupied Warburton Lane in the CBD of Melbourne. They currently continue an arts practice exploring mixed media, hold an interest in Abstraction, and in reclaiming discarded materials and transformation as processes in art.

I joined the board recently, in 2019. Having worked as an art therapist within the family violence and homelessness sector with children and adults, and having a particular interest in art therapy in the service of people experiencing homelessness, I am glad to engage in this new role, and keen to locate areas I may be able to offer my experience towards the support of FAN. I am deeply interested in staff welfare, and its flow on to best outcomes for clients, and also interested in the provision in all healthcare services of environments that are inclusive. I am looking forward to serving as a board member of FAN, and to locating what this might look like for us all.

Raylene Carr



Raylene is a relatively new member to the board and comes with extensive experience in community engagement. She is currently a City of Whitehorse Councillor and in 2018 received recognition for 10 years of service to the community.

Raylene has a Diploma of Business and is a government accredited dog training instructor, a role she thoroughly enjoys and has volunteered for over 20 years. She has been happily married for 44 years, 42 of those living and working in the local area. Raylene & Kevin have 2 adult sons.

In former times, Raylene served on the Vermont South Community House Committee, while in recent times has enjoyed serving on a variety of advisory committees. In 1988 she established a home-based computer business which operated successfully for over 20 years. In the latter years of the business, she simultaneously held the position of secretariat for an asset finance brokers association for 11 years.

Raylene is keen to promote a greater understanding of social justice and equality in the community. She prides herself in treating all with respect regardless of ethnicity, gender, religion or race. She is a good listener and recognises there are always two sides to every story; she shows empathy when needed and can facilitate effective communication by maintaining an open mind.

Raylene is looking forward to the challenges ahead and working with the board to achieve a mutually beneficial partnership between herself, staff and board members.

Board Advisors

Caroline Symington



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.

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.



IDAHOBIT Day 2019

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 eight 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.

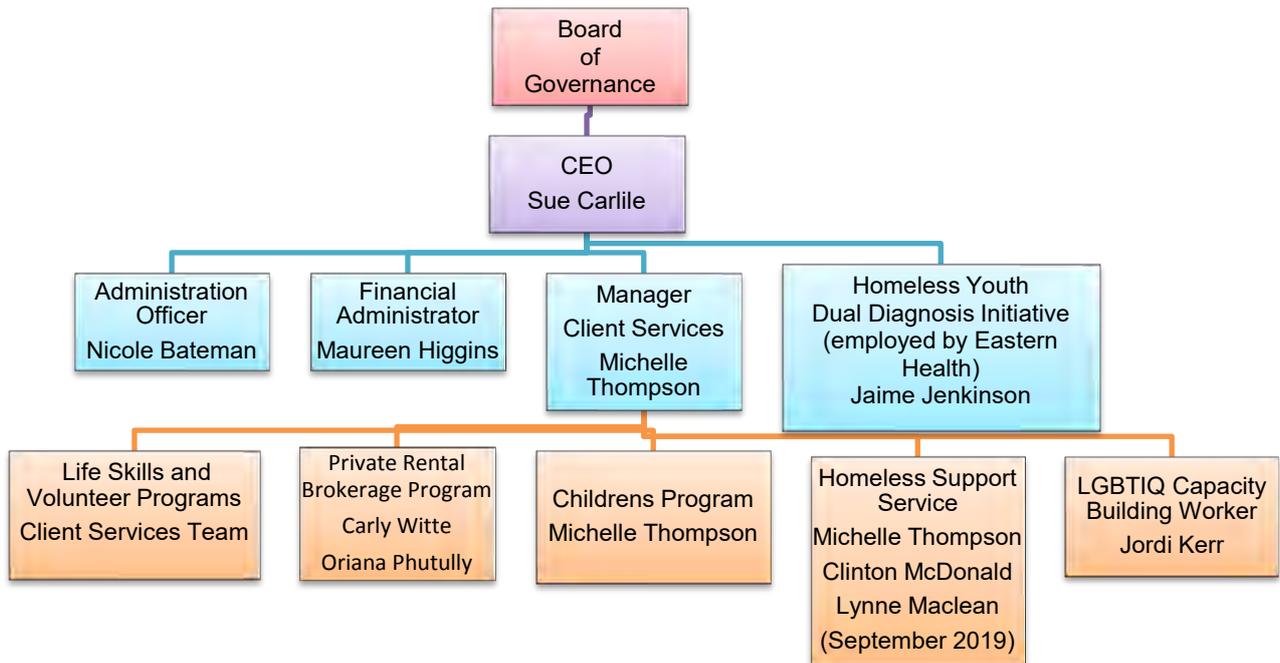
Goal 2: Further develop FAN's organisational profile and capacity to advocate for and on behalf of young people, promoting their participation and voice in internal and external research and development initiatives.

Goal 3: Further strengthen and foster internal research and development into FAN's model, programs and services.



Mother's Day Luncheon held by St Peters Mothers Union Box Hill

FAN Organisational Chart



FAN Staff Team



Sue Carlile
CEO



Maureen Higgins
Financial Administrator



Michelle Thompson
Manager Client Services Team



Nicole Bateman
Administration Officer



Oriana Phutully
Private Rental Brokerage Worker



Clinton McDonald
Youth Support Worker



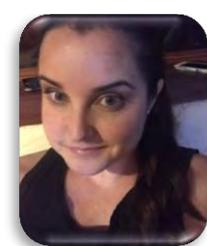
Carly Witte
Youth Support Worker
Private Rental Brokerage Worker



Lynne Maclean
Youth Support Worker (September 2019)



Jordi Kerr
LGBTIQ Capacity Building Worker



Jaime Jenkinson
Homeless Youth Dual Diagnosis Initiative

Program Reports

Achievements and Outcomes

Young people continue to be supported in partnership with workers to pursue their self-identified goals, prioritising some of the barriers that may have led them into homelessness in order to exit from THM's into safe, secure long term housing.

The HSS team continue to work from a strengths-based solution focussed approach and are proactive and flexible in order to provide a non-prescriptive case-managed response to best meet the needs of a diverse range of young people including their accompanied children. Young people have received support to address a variety of issues, inclusive of a range of complex mental and physical health issues, debt, legal and financial issues, re-engaging with education and sourcing employment, addressing parenting concerns and support to seek and secure affordable, long term housing.

The HSS team recognise the benefits of establishing strong working relationships in order to work collaboratively with other service providers in order to strengthen multi-disciplinary intervention seek funding and make appropriate referrals. In the past year our young people have been referred to and engaged with a range of different services inclusive of:

- Social support (FAN's EDG, Engage and YMG)
- Private rental and shared accommodation support (FAN's PRBP)
- Homeless Youth Dual Diagnosis Initiative (HYDDI)
- Family Violence support (Kara House & EDVOS)
- Counselling - general (FRMP)
- Counselling - sexual assault (ECASA)
- Counselling - LGBTIQ specific (Drummond St Queer Space)
- Counselling - child specific (Felix & Sage Psychology)
- Counselling – financial (Anglicare)
- Mental Health Support (CYMHS & Neami ITC)
- General Practitioners
- Sexual Health (Family Planning Victoria)
- Dental Care (Carrington Health)
- AOD Support (Anglicare)
- Parenting Support (Child FIRST, Cradle to Kinder program & Starting Out Young Mum's program)
- Maternal & Child Health Services
- Tenancy Support (PRAP)
- Legal support (ECLC & Legal Aid)
- Household Furnishings & Material Aid(Eastern Emergency Relief Network)
- Employment Support Services
- Post Care (Salvation Army)
- Educational pathways (STREAT Hospitality program & Box Hill TAFE)
- Whitehorse Community Resource Centre
- Private Tutors
- L to P Mentor program

Throughout the 2018-2019 reporting period, the HSS team have continued to provide support to young people to engage with education pathways and employment. Engagement in employment and education helps ensure our young people have a more successful transition to independent living. Within this year, a total of 15 young people have engaged in employment and 9 actively engaged in study pathways.

Brokerage from the Family Reconciliation Mediation Program (FRMP) has been an invaluable referral pathway, offering a number of individual therapeutic interventions for our young people to address past and present trauma and develop healthy coping mechanisms. Within this reporting period, FRMP has provided funding for our young people to access Neuro-Psych assessments, Art Therapy, general counselling and family therapy. The Neuro-Psych assessments have been purposeful for NDIS planning and providing evaluations for education and employment purposes. FRMP has also provided additional funding beyond the standard ten therapeutic sessions per calendar year and paid for transport costs when requested by the HSS team.

The Creating Connections Employment Education Program (CEEP) has supported young people to develop and sustain pathways into education, employment and training. During this reporting period our clients were approved for course fees, a lap top and a CPAP (sleep apnoea) machine.

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)
- LGBTIQ Capacity Building Project

It has been another busy year for the client services team. The team saw a total of 649 clients during the 2018-2019 reporting period, and of that number 178 were accompanying children. Some clients access multiple programs which means they are able to be supported more holistically.

Homeless Support Services

FAN's Homeless Support Services (HSS) program 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
- LGBTIQ young people
- Young pregnant and parenting women
- Young families

- Accompanying children

Throughout the 2018-2019 reporting period, a total of 92 people were supported by the HSS team. This total consists of 76 young people who were assessed and/or became clients and 16 accompanying children.

In addition to these figures, a further 32 young people and 13 accompanying children were assisted by accessing FAN's Housing Establishment Fund (HEF). These figures are a total of both those who accessed general HEF (17 young people, 9 accompanying children) and LGBTIQ specific HEF (15 young people, 4 accompanying children). On average, \$357 was spent per person with general HEF and \$560 per person for LGBTIQ HEF. The money spent enabled young people to access crisis accommodation, rent in advance, removalists and whitegoods.

Figure 1

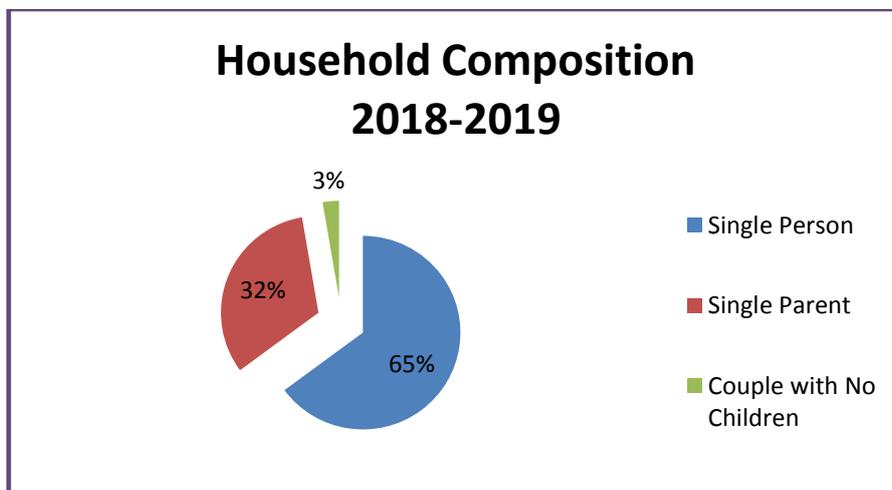


Figure 1 outlines the household composition for the young people who were supported by the HSS team during the 2018-2019 reporting period.

This reporting period once again saw an increase in the number of single young people supported (65%) when compared to the previous two periods, 2017-2018 (56%) and 2016-2017 (48%). This 9% increase from the previous report can be seen as a direct result of single young people moving out of the transitional properties more quickly than previous years, therefore freeing up properties for new single clients.

The number of single parents supported during the reporting period has remained the same when compared to last year's report (both at 32%). Supports for couples with no children are also the same as the previous reporting period (3%).

Figure 2

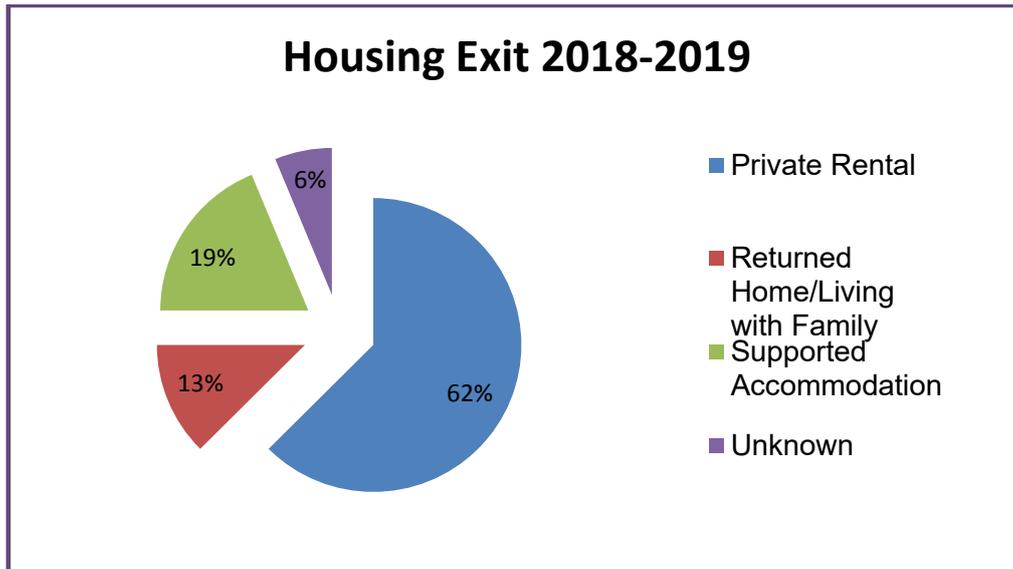


Figure 2 highlights the housing exits of the young people supported in transitional properties for the 2018-2019 reporting period.

As shown in figure 2, the largest housing exit is private rental (62%). This is an increase of 22% when compared to the previous reporting period (40%). This housing exit consists of the young people who moved into properties with a lease/subletting agreement in place, living with friends or living with their partner.

It should be noted that the drastic increase in private rental housing exits is due to the HSS team and the Private Rental Brokerage program (PRBP) workers recognising the challenges faced by client's when initially referred to the PRBP. The HSS team and PRBP workers responded by working more closely together to ensure clients were familiar and comfortable with PRBP workers when first engaging with the program. HSS workers spent more time with clients in the initial stages and offered more ongoing support throughout the process. PRBP also requested referrals be made to the program earlier to ensure enough preparation time with clients prior to their exit date. These changes resulted in earlier engagement with PRBP as well as a higher level of engagement throughout the later stages of their tenancies which lead to a higher private rental housing exit outcome.

This reporting period fewer young people (13%) returned home to live with family compared to the previous reporting period (32%). This significant decrease is a result of a large number of clients no being able to return home due to family violence. Whilst the HSS team encourages young people to try and resolve conflict/family breakdown, there are situation where this is not only impossible but unsafe to attempt.

Supported accommodation has seen a light increase from the last reporting period (19% compared to 16%). The housing exits for these young people have included:

- Specialist mental health accommodation
- Transitional housing after exiting the Young Families in Crisis property
- Transitional housing after exiting the Shared Parenting property

The figures for unknown housing exits remained similar to previous years at 6%. This housing exit is often the result of clients disengaging from not only the HSS team but all services they are supported by prior to leaving their transitional property. In these cases, the HSS team ensures they have exhausted all avenues for contact before closing support.

The HSS team has once again seen a decline in Office of Housing exits – previously 8% during the last reporting period. This reporting period there were no Office of Housing exits into public housing due to no families being offered properties.

Figure 3

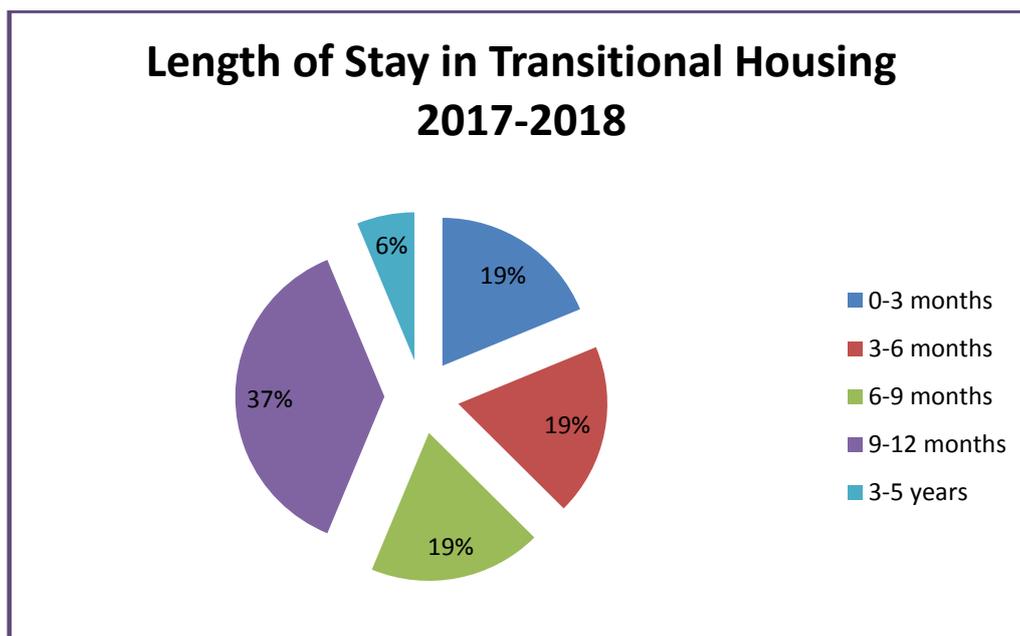


Figure 3 shows the length of time spent living in the transitional properties for the 16 young people and their children who moved out during the 2018-2019 reporting period.

As the figure highlights, 94% of young people exited their transitional properties within a 12 month period – the longest of these tenancies being 10 months and 28 days. With DHHS guidelines stating single young people are provided with a maximum of a 10 month lease, FAN's single young people have all been supported to ensure a positive exit within this timeframe.

The longer tenancy (3-5 years) was a direct result of circumstances outside of the young families control as well as their difficulty obtaining sustainable housing. The HSS team and the PRBP worked intensively with this family to ensure the best possible outcome. The young family ultimately moved interstate and into private rental accommodation.

Alsorts - LGBTIQ Response

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 part of the LGBTIQ community.

During the 2018-2019 reporting period, the Client Services team supported a total of 52 young people who identified as LGBTIQ, via FAN's ALSORTS Program. This program includes: transitional housing support offered by the HSS team to clients living in the LGBTIQ specific properties; LGBTIQ HEF and participants of both EDG and Engage.

Additionally, there were a further 27 LGBTIQ young people referred to FAN's LGBTIQ Transitional Housing Program who FAN were unfortunately unable to accommodate due to limited resources. These 27 young people were offered access to attend FAN's EDG and Engage programs as well as being provided with assistance to access support from external agencies. All 27 of these young people were placed on FAN's LGBTIQ housing 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 women aged 16-25 years who are pregnant and/or parenting young children. The project was initiated in 2010 as a pilot program. The program comprises of representatives from the Eastern Homelessness Services, allied sectors and the Department of Health and Human Services. YFIC provides young people and their accompanied children a case-managed crisis response which is delivered through five properties. FAN, Uniting Connections, Uniting Wesley and Anchor are the individual agencies who continue to work in partnership to deliver this response.

As the project is no longer in pilot phase it was agreed that meetings no longer needed to happen with practitioners and YFIC is now a standing agenda item at the Homelessness Service System Team Leader meeting

Jasper Program

The Jasper Program is a partnership between FAN and SalvoCare Eastern. The program commenced in 2013 and is targeted towards young people who are post residential care and/or experiencing/or at risk of homelessness. The program comprises of two properties guided by lead tenants; with a capacity to accommodate up to six young people. The lead tenants are live-in volunteers whose primary role is to mentor and support young people and act as a positive role model within the house and community. Our Lead tenants present as passionate and empathetic role models for this client group, some of whom present with complex needs and challenging behaviours.

The program provides a direct case-managed response to young people who are actively engaged or pursuing pathways in education, employment and training.

Salvocare Eastern and FAN work in partnership to ensure the lead tenants receive role specific training from agency staff so that they feel equipped to offer a safe, stable and caring living environment, enabling young people to have the opportunity to develop their independent living skills within a shared household. During this reporting period, an initiative commenced to provide fortnightly house dinners in which young people were given an opportunity to plan, shop and prepare a meal for all tenants. This activity was overseen by the lead tenant.

This program continues to be a successful platform for young people in order to gain valuable skills which support their transition to independent living.

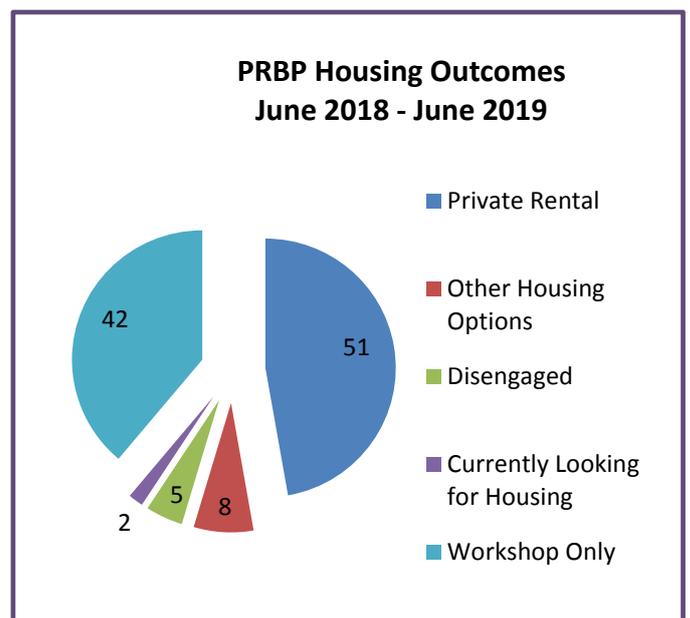
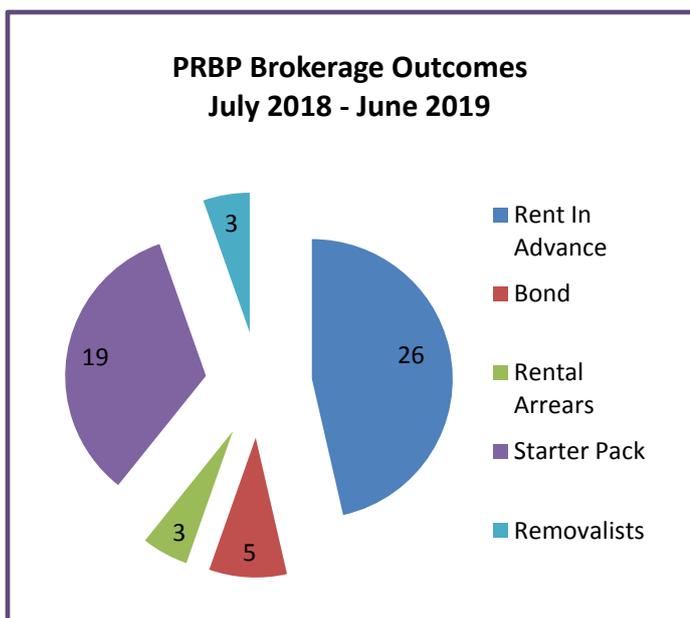
Creating Connections Private Rental Brokerage Program

Going on to its 12th year the Creating Connections Private Rental Brokerage Program (PRBP) has once again had another extremely successful year, with many young people securing private rental housing. FAN continues to provide assistance to young people in securing and sustaining private rental housing and ending their experience of homelessness. For the reporting year from July 2018 to June 2019 the PRBP has supported a total of **108** young people and children.

What sets the PRBP apart is the wrap around support provided to young people who are part of the program. The support provided addresses many barriers in which young people face in accessing housing in the private rental market. Young people receive support regarding private rental processes, gathering documents required, looking and applying for rental properties and additional support around things such as budgeting. Specific and specialised support is also provided around advocacy, knowledge around tenancies and things such as bond, leases and condition reports. Additionally the program also has the brokerage available for young people to use towards their start-up costs towards their rental property – which is also a big obstacle in which young people face in accessing a private rental property. The PRBP also provided on-going support once a tenancy is established and can also link young people in to advocacy and alternative services if their tenancy is at risk. The importance of such a program as the PRBP in the Specialist Homelessness Sector is immense.

The PRBP also continues to run the *Home of My Own* Workshop to young people who are not part of the program. This year the PRBP also ran **4** workshops at EACH ITC in Box Hill and **2** workshops at Youth Foyer in Glen Waverley with a total of **42** 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 Crating Connections Practitioners and Management Meetings, the Youth Homelessness Action Group and local LGA and homelessness sector network meetings.



Life Skills Program

FAN is in the twenty second 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.

Over twenty two 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 2018 to July 2019 a total of **267** young people participated in the Life Skills Programs along with **136** accompanying children bringing the overall total to **403** contacts attended across the scope of programs.

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 **102** mums and **103** children attended the weekly young mums group totalling **205** contacts for the reporting period.

The group enjoyed undertaking a range of activities, projects, guest speakers and outings including: guest speakers from Family Planning Victoria and Eastern Centre against Sexual Assault (ECASA), Sensory Play Activities and Story Time with the children. There were outings to the Melbourne Aquarium, Chesterfield Children's Farm and Lollipops Play Centre. St Peters Mothers Union also held a Mother's Day Luncheon for the Young Mums Group where they generously cooked lunch and provided a gift to each of the mums. Also an array of art and craft activities were conducted throughout the year including; Mother's Day picture frames, play doh, Easter craft activity, bath bombs, canvas tape painting and Christmas decorations.

In particular the mums group undertook 2 projects - *Chicks with Sticks Knitting Project* and the *Vision Boards Project*. The knitting project was for 3 – 4 sessions with an Art Therapist and each mum learned how to knit and created an item of clothing for themselves or children. The vision board project provided an opportunity for each mum to create a visionary piece on what they aspire to be, do or want in life.

One young mum reported the knitting helping with her anxiety another was able to use her new learned skill to finish a piece that had been started by someone who was terminally ill which was appreciated by the family. Another young mum with a child who frequents hospital said it helped make the time go faster as they sit in hospital for lengthy periods of time.

Eastern Diversity Group

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

It was an exciting year at EDG with activities including: outings to the cinema and mini golf in the CBD, cooking classes, educational workshops focused on healthy relationships with a guest speaker from ECASA as well as a variety of Arts and Craft activities (i.e. vision boards, pop up Easter cards and painting canvases). EDG had 11 young people attend with **94** contacts for the 2018 to 2019 reporting period.

EDG once again participated in International Day against Homophobia Transphobia and Biphobia (IDAHOBIT DAY) in Box Hill mall as part of City of Whitehorse Celebrations and the QEast Alliance's Rainbow Picnic. EDG is generally 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

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 2018-2019, thank you for investing so much of your time and effort into making what we do possible.

Brianna Hinojosa (Lead Tenant)

Brooke Fletcher (Lead Tenant)

Joe Horak (Lead Tenant)

Souphaphone Thoommavongsa (Lead Tenant and Mentor)

Peta Scully-Wicks (EDG and Mentor)

Sasha Calvert: (Lead Tenant) resigned December 2018

The Whole Package – Engage Grant

The Engage grant 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 which now funds The Whole Package program. Funding for this program will continue until the end of 2020.

The Whole Package is a program developed by FAN to address the issues of wellbeing and employability amongst young people experiencing or at risk of homelessness and/or disadvantage within the LGBTIQ community.

The Whole Package program aims to end the cycle of disadvantage by providing young people with opportunities to develop and refine the skills needed to gain and maintain employment. Due to isolation, transience and/or experiences of trauma, many LGBTIQ young people often lack the opportunity to develop a sense of self, resilience and teamwork. As a result, The Whole Package program comprises of three areas of development:

- Emotional wellbeing
- Practical skills for employment
- Interpersonal skills incorporating conflict resolution, teamwork, social skills and communication.

During the 2018-2019 reporting period, The Whole Package program supported a total of **49** LGBTIQ young people. This support was offered via workshops and activities including:

- 10 job readiness workshops facilitated by WorkingOUT (via Expression Employment), a LGBTIQ specific employment services provider.
- Art Therapy classes
- Yoga classes with trauma informed facilitator Anu from QTI Yoga
- First Aid Level 2
- Greater Connections – a youth representative committee

Young people also participated in:

- QEast Alliance's Rainbow Picnic
- Mental Health Week
- Youth Week
- Youth Homelessness Matters
- IDAHOBIT Day
- Refugee Week

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:

- Generalist Counselling

- Linked into carer support services
- Speech therapy
- Material Aid
- Assistance with school fees/uniforms
- Housing support letters
- Swimming lessons
- Auskick
- 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 2020.

The Children's support worker supported **22** young mums and **33** accompanying children during July 2018 to July 2019 period.

LGBTIQ Capacity Building Project

In 2019 FAN was awarded DHHS funding to provide LGBTIQ capacity building support for other service organisations. With funds to appoint a 0.5FTE Project Worker for 12 months, this work builds on the secondary consultation and inclusive practice support that FAN has been providing since the Alsorts program was first established in 2006.

The project began in April 2019, and has established four key goals:

1. The project aims are responsive to sector needs.
2. FAN continues to lead the sector in supporting LGBTIQ+ young people.
3. The sector is upskilled in supporting LGBTIQ+ young people.
4. The project is achievable and accountable.

In the 2018-2019 reporting period the project has completed its scoping phase, consulting with 21 organisations regarding the project aims, and ascertaining that local services desire organisation-specific support rather than opportunities to attend network-wide forums and training sessions. The project worker also established relationships with key stakeholders and potential partners, and participated in sector meetings – presenting at four of these about the new project, to a total of 76 workers.

The project is now entering its delivery phase, and has already provided capacity building support to two organisations. It has also developed resources for the Eastern Homelessness Network – both for distribution to their members, and for inclusion in the 2019 Homeward Bound walk. As well as its external capacity building work, the project has also provided internal support – contributing to FAN's LGBTIQ Portfolio, and making inclusive practice recommendations as part of FAN's continuous quality improvement. This has included updates to the client assessment form, and the inclusion of pronouns in staff email signatures.

Homeless Youth Dual Diagnosis Initiative

This initiative is a partnership between FAN and Eastern Health targeting 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 the young LGBTQI+ cohort. FAN, Kirrang Willam and Anchor have been the leaders in referring young people for co case management and brief interventions. Uniting Wesley have taken to using HYDDI for secondary consults and are considering reflective practice/case reviews during team meetings. The target set by DHHS per year is 16 cases. Since April 2019, this number has reached 6 so far this year. For the year of 2019, thus far, HYDDI has provided support to 6 young people for primary assessment/support and 8 for secondary consults with staff working with young people.

Networking is an important part of the HYDDI position, particularly to increase knowledge and uptake of the service. Eastern Homeless Network (EHN), Linkages meetings, Youth Connexions and other Youth Forums are attended on a regular basis.

Requests for training from services is ongoing, motivational interviewing, an overview of the public mental health system, and general drug/substance use education have been most popular.

Working 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 inner 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 program provides peer based support for HYDDI clinicians across the state, and allows for greater opportunity to collaborate on projects, and service development

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 who were residing vacated in April. A pregnant mother with one child is in the process of moving in.



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 475 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:

- Rotary Club of Box Hill – Items 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 14 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.
- St Kilda Mums: car seats, Mother's Day care packs and general items for babies and young children.
- Share the Dignity – Items to assist Client needs.
- Brian Waldron – Care Packs for Clients

Anonymous donors: financial donations, clothing and toys

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

Portfolios

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 Oriana and Nicole
- Policy and Legislation
- QIP/Accreditation
- Risk management
- OHS
- Environment
- Lesbian Gay Bisexual Transgender Intersex Queer (LGBTIQ): Chaired by Clinton; members Sue, Michelle and Jordi
- Client Participation & Citizenship: Chaired by Oriana; members Michelle; Clinton and Jaime
- Staff Wellbeing: Chaired by Nicole; members Clinton and Maureen
- Children & Young Families: Chaired by Michelle; members Sue and Oriana
- Young People & Family Violence: Chaired by Carly; members Sue, Michelle and Clinton



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)
David Burlew

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 2019 are:
Jamie Boyan & Casey McInroy

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
2018: Jeanne McMahon & Steffanie Connors



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
recipient for 2019 is:
Allison Johnson

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
2018: Lara Jamieson & Harley Bowra



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

2018: 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.



Financial Report

FAMILY ACCESS NETWORK INC STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30TH JUNE 2019

	2019	2018
	\$	\$
Income		
Government Funding		
Dept Health & Human Services	460,280	427,683
Dept Health & Human Services HEF	20,965	20,384
Dept Health & HS Brokerage	180,870	180,000
Dept Health & HS – Eastern Health / HYDDI	18,576	21,796
Dept Health & Human Services Engage (LGBTIQ)	26,000	9,000
	706,691	658,863
Other Funding Received		
City of Whitehorse	59,660	42,160
Philanthropic Trusts	9,020	1,500
Rotary Club of Box Hill	1,882	1,420
	70,562	45,080
General		
CEEP & Other Brokerage	4,959	3,700
Property Rental	15,438	15,860
Other Income	10,005	30,367
Donations received	13,512	16,647
	43,914	66,574
Interest Received	3,422	3,572
Surplus/(Deficit) on sale of property, plant, equip	10,708	(1,951)
TOTAL INCOME	835,297	772,138

Expenses	2019	2018
Housing Establishment Fund	13,200	13,754
Life Skills programs & Workshops	4,308	4,506
Life Skills (LGBTIQ)	11,174	0
Other programs / CEEP	22,899	14,154
Brokerage	62,374	49,341
	113,955	81,755
Depreciation	10,564	6,202
Audit	2,400	1,981
Office Operating	75,081	55,253
Office Utilities	19,767	16,797
Rent	16,968	16,656
Staff recruitment	1,696	0
Staff Oncosts	20,951	9,931
Superannuation	47,134	44,074
Volunteer Expenses	433	174
Wages	508,312	492,102
Workcover	8,675	8,310
Total General Expenses	711,981	651,480
Total Expense	825,936	733,235
Surplus from ordinary activities	9,361	38,903
Less Transfer to Reserves		
Program Development Reserve	0	15,000
Program Funding Reserve	0	15,000
Motor Vehicle Reserve	4,040	3,960
Net Surplus attributable to the association	5,321	4,943

FAMILY ACCESS NETWORK INC

STATEMENT OF FINANCIAL POSITION AS AT 30TH JUNE 2019

	2019	2018
	\$	\$
ASSETS		
CURRENT ASSETS		
Cash and Cash Equivalents	238,503	181,201
Trade and Other Receivables	2,188	0
Other Current Assets	201,565	148,886
TOTAL CURRENT ASSETS	442,256	330,087
NON-CURRENT ASSETS		
Property, Plant & Equipment	115,746	115,641
TOTAL NON-CURRENT ASSETS	115,746	115,641
TOTAL ASSETS	558,002	445,728
LIABILITIES		
CURRENT LIABILITIES		
Trade and Other Payables	32,418	30,265
Financial Liabilities	0	5,914
Current Tax Liabilities	14,678	12,806
Employee Entitlements Provision	100,253	81,715
Other	155,290	69,026
TOTAL CURRENT LIABILITIES	302,639	199,726
NON – CURRENT LIABILITIES		
Financial Liabilities	0	0
TOTAL NON – CURRENT LIABILITIES	0	0
TOTAL LIABILITIES	302,639	199,726
NET ASSETS	255,363	246,002
TOTAL EQUITY		
Retained Surplus	168,863	163,542
Reserves	86,500	82,460
TOTAL EQUITY	255,363	246,002

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.



Diane Godfrey

Chairperson

Dated this 2 September 2019



Kelly Rafferty

Treasurer

Dated this 2 September 2019

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.

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)

Alfred Felton Bequest	Allan Rogerson
Anglican Parish of Box Hill	Brett Philipp and Band (5 Shades of Grey)
Austbrokers Countrywide (Staff)	Brian Waldron
Australian Government DHS (Staff)	Carmel, Georgia and Christina Theodoris
Canterbury Council of Churches	Colin Bellis
City of Whitehorse	Darren Zappa of Red IT
Department of Health and Human Services	David Burlew and Band (Max Zero)
Department of Health and Human Services (Youth Affairs)	Debby Blakey
Eastern Relief	Irene Kay
Family Planning	Kelly Rafferty
Good 360	Liz Toffoletti
Kevcom	Malcom Romano of DesignsenseWeb
Kogo	Paul Linossier
Linc	Richard Scott
Melbourne Inclusive Church	Students of Thornbury High School
Orcadia foundation - Caroline and Derek Young	
PostNet Hawthorn	
Pride Foundation	
Ringwood Magistrates Court	
Rotary Club of Box Hill	
Salvocare Eastern	
Share the Dignity	
St Dominic's Parish, East Camberwell	
St Kilda Mums	
St Peter's Mothers Union, Box Hill	
StreetSmart	
Wyndham Youth Services – HEY Grant	
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.

ACF	Australian Childhood Foundation
AFAIM	Associate Fellow of the Australian Institute of Management
AGM	Annual General Meeting
ANZACATA	Australian, New Zealand & Asian creative arts
APSMA	Asia Pacific Professional Services Marketing Association
BA	Bachelor of Arts
BUDDYS	Building up Dual Diagnosis in Youth Services
CEEP	Creating Connections Employment Education Program
CEO	Chief Executive Officer
CHP	Council to Homeless Persons
CQI	Continuous Quality Improvement
CSV	Community Services Victoria
CYMHS	Child and Youth Mental Health Service
DHHS	Department of Health and Human Services
EACH	Eastern Access Community Health
ECASA	Eastern Centre Against Sexual Assault
ECLC	Eastern Community Legal Centre
EDG	Eastern Diversity Group
EDVOS	Eastern Domestic Violence Service
EHN	Eastern Homeless Network
FAN	Family Access Network
FRMP	Family Reconciliation Mediation Program
LGTBIQ	Lesbian, Gay, Transgender, Bisexual, Intersex and Queer
HEF	Housing Establishment Fund
HSS	Homeless Support Services
HYDDI	Homeless Youth Dual Diagnosis Initiative
IDAHOBIT	International Day Against Homophobia, Transphobia and Biphobia
ITC	Integrated Therapeutic Community
LGBTI	Lesbian, Gay, Bisexual, Transgender and Intersex
LLEN	Local Learning and Employment Network
MAICD	Member of the Australian institute of Company Directors
MBA	Master of Business Administration
NPAH	National Partnership Agreement - Homelessness
OHS	Occupational Health and Safety
PRBP	Private Rental Brokerage Program
QIP	Quality Innovation Performance
RFVP	Regional Family Violence Partnership
RMIT	Royal Melbourne Institute of Technology
SSAGD	Same sex Attracted and Gender Diverse
SSATI	Same Sex Attracted Transgender Intersex
SSF	Safe Futures Foundation
TAFE	Technical and Further Education
THM	Transitional Housing Management
YDA	Youth Development Australia
YFIC	Young Families in Crisis
YMG	Young Mums Group
YSAS	Youth Support & Advocacy Service



FAN

Family Access Network

Annual Report 2018-2019