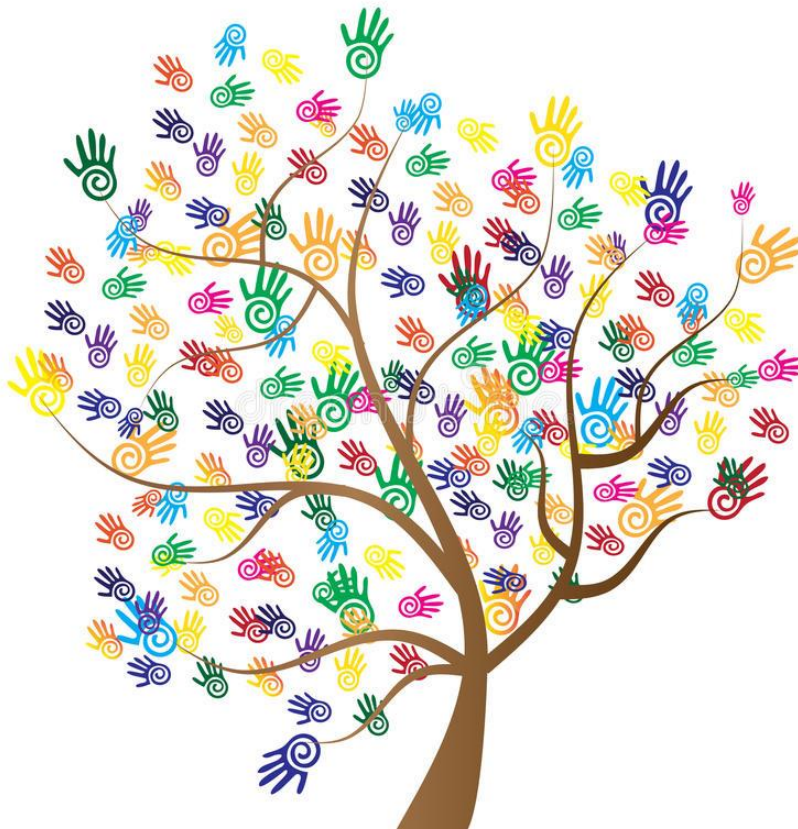




Family Access Network

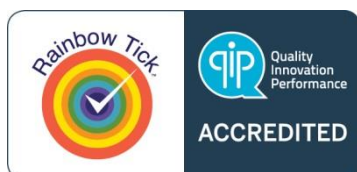
36th Annual Report
2016 - 2017



Celebrating 20 Years of the Life Skills Program



Making a Difference in Young People's Lives Since 1981



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



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Service Objectives

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

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

The following define the broad objectives:

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

Chair's Report



Welcome to the Family Access Network (FAN) annual report for 2017.

If you're new to FAN, I encourage you to read this report. Inside you'll discover there is a small group of staff and volunteers who work to make a difference in our community.

What must it be like to be homeless or to be facing some risk to either yourself or your family? For those of us who are fortunate enough not to be in this position, it is perhaps prudent to stop for a moment and contemplate the fate of so many in our community.

For 36 years now FAN has been working to assist a wide range of young people, young families and children that are homeless or at risk. A wide range of people bring with them a wide range of challenges. These problems can only be met through well planned and executed responses.

Over this period FAN has been fortunate to have some amazing people pass through its doors in the form of staff and volunteers. These amazing people, together with our generous benefactors give us the wherewithal to do this very important work.

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

Successful organisations can be measured in a variety of ways. But they all have one thing in common and that's great people. FAN is no different.

Sue Carlile has been with FAN from day one. I don't know of any other individual that has demonstrated a greater commitment to FAN and FAN's clients. FAN has an enviable reputation in the community sector and this, for the most part, is due to Sue Carlile. On behalf of FAN, its clients and benefactors, I offer my sincere thanks to Sue.

I would also like to recognise my fellow Board members.

This is a group of professional individuals who volunteer their time, energy and expertise to support FAN in the execution of its plans and programs.

Jose Abalo (Deputy Chair), Brett Philipp (Treasurer), Caroline Symington (Secretary), David MacKenzie, and Kelly Rafferty. During the year we had the privilege of Ronda Jacobs as a Board member. We recently and reluctantly accepted her resignation as demand for her professional expertise meant that she was unable to continue as a Board member. However, even after her resignation, she continues to support FAN in a variety of ways. On behalf of FAN, please accept my sincere thanks for your contribution this year.

In last year's Chair report, I concluded with this final statement. Whilst I have the privilege of Chairing this organisation, I will continue to conclude my report with the same statement, as I believe it is a sobering reminder of our core purpose.

Finally, let me remind you all why we do what we do.

- There are 23,000 people in Victoria experiencing homelessness on any given night.
- Of these, nearly 6,000 are children under the age of 12.
- From 2006 to 2011 the rate of homelessness increased by 20% (Source ABS 2011)

In recent years FAN has assisted 500+ young people including over 100 children. Since 1981 FAN has helped over 15,000 young people and over 2,000 children.

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



David Burlew



Having fun at the Young Mums Group

CEO Report

Family Access Network's 36th Annual Report also celebrates 20 years of the Life Skills Program. The Life Skills Program, supported through City of Whitehorse and multiple philanthropic and other grants, offers a range of skill development and personal support programs. One of those has been a continuous weekly Young Mum's Group – two of the early years participants will be sharing their experiences with us at the AGM. We will also have the benefit of the participation of existing members of the Young Mum's Group, and a photographic project on display from the participants of Eastern Diversity Group (EDG).

During the twelve month period to June 2017, a total of 512 young people, young families and accompanying children accessed FAN's services, of those a total of 161 accompanying children, more than 90% aged between 0 and 5 years.

Services provided include: case management and homelessness specialist support; same sex attracted transgender intersex (SSATI) programs; private rental brokerage program, housing establishment fund, homeless dual diagnosis initiative, life skills programs, volunteer support/mentoring; children's program, young people and family violence, education and employment pathways, and a broad range of financial and material aid interventions. All of these are outlined more fully within the Annual Report.

FAN's core homelessness services, are primarily funded through Department of Health and Human Services (DHHS). A number of enhanced responses are supported through multiple sources, in particular we acknowledge City of Whitehorse for existing and new initiatives, the Westpac Foundation, and the Sydney Myer Fund which made possible the establishment of a range of new initiatives including: capacity building for responses to children, parenting after family violence, building links in the community, supporting access to public housing, a range of activities for young parents and accompanying children, therapeutic and creative programs to build self-esteem and life skills.

FAN actively participates in the broader community and the service system, community education and advocacy, involvement in local and statewide consultations, sector reforms, networks, partnerships, steering groups, peak bodies, reference committees and collaborations. Sector initiatives and service gaps, responding to emerging trends and areas of unmet need are key drivers in partnerships and alliances; guided through Interagency Agreements, Terms of Reference, Service Models, reporting, data, monitoring, evaluation and regular meetings plus, and most importantly, commitment to open and transparent collaboration built on trust and positive relationships.

The following represent some of our current collaborations:

- *Jasper Model* – in partnership with SalvoCare Eastern, a post care response for young people.
- *Homeless Youth Dual Diagnosis Initiative (HYDDI)* – in partnership with Eastern Health – Eastern Dual Diagnosis Service
- *Creating Connections* – Uniting Harrison, Anchor, SalvoCare Eastern, Uniting Wesley and FAN, commenced in 2006, funded by DHHS. FAN delivers the Private Rental Brokerage Program component. The FAN-Anchor joint initiative of capacity building workshops for workers and resources for workers and young people is unique in the state. Brokerage funds (CEEP) for employment and education pathways are also managed through this collaboration
- *Young Families in Crisis* – collaboration with FAN, Uniting Connections Starting Out, Uniting Wesley, SalvoCare Eastern, and Anchor, to divert young families from unsuitable and unsafe

crisis accommodation. Since the project commenced it has expanded from 2 properties to 5 providing a crisis response for young families.

- *Children's Consultative Committee* - a working party of the Regional Family Violence Partnership, the development of a children's feedback and participation tool to be utilised across the family violence, homelessness and broader service system.
- *Box Hill Outreach Program* – an outreach response to young people in the Box Hill shopping and business district, with the emphasis on information and proactive interventions. An initiative of the City of Whitehorse and supported through a partnership approach including FAN, EACH, Uniting Care 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. Consisting of community development and youth workers, the Q-East Alliance provides resources for professionals working with SSAGD young people.
- Research, best practice and innovative projects are actively supported by FAN, contributing to the culture of learning and continue to inform our practice, as well as shared routinely by request, which has increased significantly. During the past year FAN team and clients have contributed to a current research project "LGBTI and Homelessness", being undertaken by Melbourne University; FAN is one of the four case studies identified for the research. We are also involved in the "Pregnancy & Homelessness" Research being undertaken by RMIT and Launch Housing.

Staff led portfolios, established in 2004, foster the engagement of all staff – these include: SSATI, Staff Wellbeing, Client Participation and Citizenship; Children and Young Families; Young People and Family Violence, plus the standing committees Continuous Quality Improvement (CQI), Leadership Meeting and quarterly Program Reviews. The past year also included preparation for our Accreditation in November 2017; Quality Improvement Council, Department of Health and Human Services, and Rainbow Tick Standards.

All that is achieved at FAN would not be possible without the shared vision and dedication of the Board, staff team and volunteers and importantly the young people who take positive steps to create a better future. In a small organisation everyone's contribution makes a difference, I thank each of the team for the contribution they make – my role would be impossible without them.

The FAN Board has oversight for the development and implementation of the Strategic Plan, and ensuring financial and organisational resilience, they have fulfilled those roles with the best interests of FAN paramount. The reporting period saw the successful completion of the First Year Implementation Plan of the 2017 – 2020 Strategic Plan.

I conclude by drawing your attention to the four Awards, which will be presented at the AGM – congratulations to Abby Schwav and Gabrielle Hollowood for the Rhys Fox Achievement Award and Khaleah Smythe and Kayla Diegan for the Stephen B McLoughlin Encouragement Award. The Leo Clarebrough Volunteer Recognition Award will be presented to Dimi Hoppe, for ten years voluntary contribution to the Eastern Diversity Group



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, 2017. The FAN 2016-2017 financial year has shown a positive result.

The FAN team have again completed many submissions to a wide variety of funding sources. Whilst total revenue was slightly down on last year (3.4%), with prudent expense control FAN has been able to generate a surplus this year of \$156

Generating a small surplus for this financial year is an outstanding result. But it should also be noted that in addition to posting a surplus, FAN was able to maintain a Program Development Fund and a Program Development Reserve. FAN met or exceeded its statutory requirements in both reporting and service delivery for the year. On behalf of the clients with whom we work, we are grateful for the ongoing support that we receive.

This financial year the FAN team were successful in securing a number of grants and personal donations. I would like to recognise the following for their continuous support of FAN over time;

- The City of Whitehorse (Life Skills and Volunteer Program) & (Keeping Connected Program)
- Westpac Foundation
- Other Philanthropic Benefactors

These contributions provided support to a variety of client-based programs, and also enabled planning for programs for the commencement of the 2017-2018 financial year. In addition, FAN received ongoing funding from DHHS (Department of Health & Human Services) for our core homeless support services.

Financial Results 30th June 2017

The equity position improved a fraction of 0.1% from last year. Our asset to liability cover of 1.68 : 1 whilst less than our target of 2:1, is more than sufficient to exceed our operational requirements and is a 12% improvement on last year's result. The financial risks associated with this balance sheet should be rated as low.

Surplus/Deficit

For the financial year ended June 30, 2017, FAN generated a surplus of \$156 against a budgeted surplus of \$248. As mentioned before the surplus and maintaining the two reserve accounts was a strong result made possible by securing some extra funding and the professional management of expenses.

Total revenue for the year was \$769,148. This was approximately 3.4% down on last year and around 5.8% below budget. Total expenses for the year were \$768,992. This was 5.8% below the budget and 3.3% above the previous year expenses, a good result taking into account CPI and other general rising business costs. A breakdown of these expense lines can be found in the annual report.

General Comments

The 2016-17 financial year has shown a satisfying result in a competitive climate for funding. The management and staff continue to execute the strategic plan with diligence and success. The financial results have been audited, which was an unqualified Audit opinion.

A handwritten signature in blue ink, appearing to read 'Brett Philipp', written over a horizontal line.

Brett Philipp; Treasurer

Board of Governance

David Burlew (Chair)

Brett Philipp (Treasurer)

Jose Abalo (Deputy Chair)

Caroline Symington (Secretary)

David MacKenzie

Kelly Rafferty

Ronda Jacobs (resigned)

Sue Carlile (CEO) – ex officio

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



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

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

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

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

Brett Philipp - Treasurer



Brett has been on the Board of FAN since 2011 and in that time has held many roles including Chair of the Executive Board in 2016.

Brett is a Licensed Estate Agent and Auctioneer, who owns his own real estate office in Surrey Hills with the internationally renowned franchise group Harcourts. In his spare time Brett enjoys volunteering his services with different charities, sporting clubs and local schools to help raise much needed funds. It was through this association that he was introduced to a staff member of FAN who in turn spoke to Brett about a student who FAN was assisting that urgently needed books and other associated items to complete their course of study. Brett was able to assist with a donation and as a result of hearing of the success of the student applied to become a Board member to continue to be of further assistance to FAN.

Jose Abalo - Deputy Chair



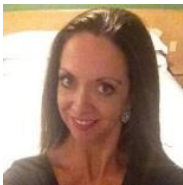
José—a member of the FAN Board and Executive since 2011—comes to us with a wide range of experience. Originally from Uruguay, José lived and worked in Sydney where he read for a degree in Sociology and Latin American Studies at the University of New South Wales. Following his move to Melbourne, he continued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

Caroline Symington - Secretary



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 on 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.

Kelly Rafferty



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

Kelly holds of Bachelor of Arts, a Graduate Diploma in Human Resource Management and is currently studying towards a Masters in Community Development

Ronda Jacobs – July 2017



Ronda joined the Board in June 2015 and has held executive and non-executive positions within the private and public healthcare sector for more than 25 years. Ronda is currently CEO of Carrington Health, a community service provider located in Melbourne's eastern suburbs providing more than 30,000 dental and allied health client visits per year.

Ronda's non-executive roles have included Relationships Australia (VIC); Greater Metropolitan Cemetery Trust; and President of the Complementary Healthcare Council.

In 2004 and 2006, Ronda was nominated for the Telstra Business Woman of the Year. Ronda's experience lies in business development and innovation, communication and stakeholder relationships, change management and strategic vision and implementation.

INTRODUCTION

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

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

Organisational Overview

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

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

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

Mission Statement

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

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

FAN's Vision

FAN's vision is a 'community which acknowledges and values the dignity and worth of all citizens and enables individuals to deal positively with adverse situations in their lives'. We do this through:

Supporting young people's right to self-determination

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

Assisting young people toward independence and empowerment over their own lives

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

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

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

Core Values

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

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

State and Federal Policy Context

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

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

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

Key Strategic Directions

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

Key Direction 1 Direct Services

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

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

Key Direction 2 People and Culture

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

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

Key Direction 3 Robust and Quality Organisation

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

- Goal 1:** Financial sustainability and resilience.

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

Key Direction 4 Strategic Alliances and Partnerships

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

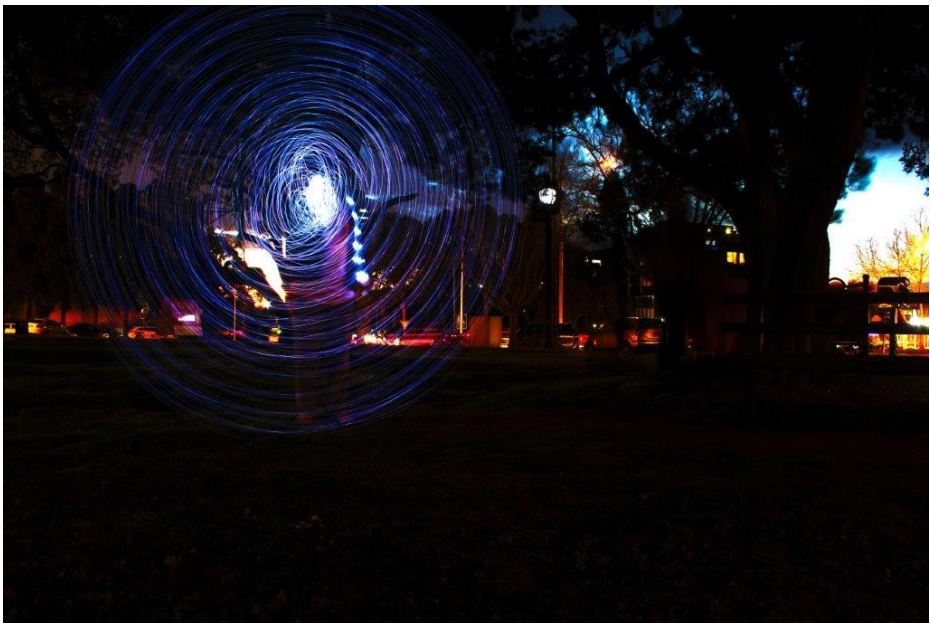
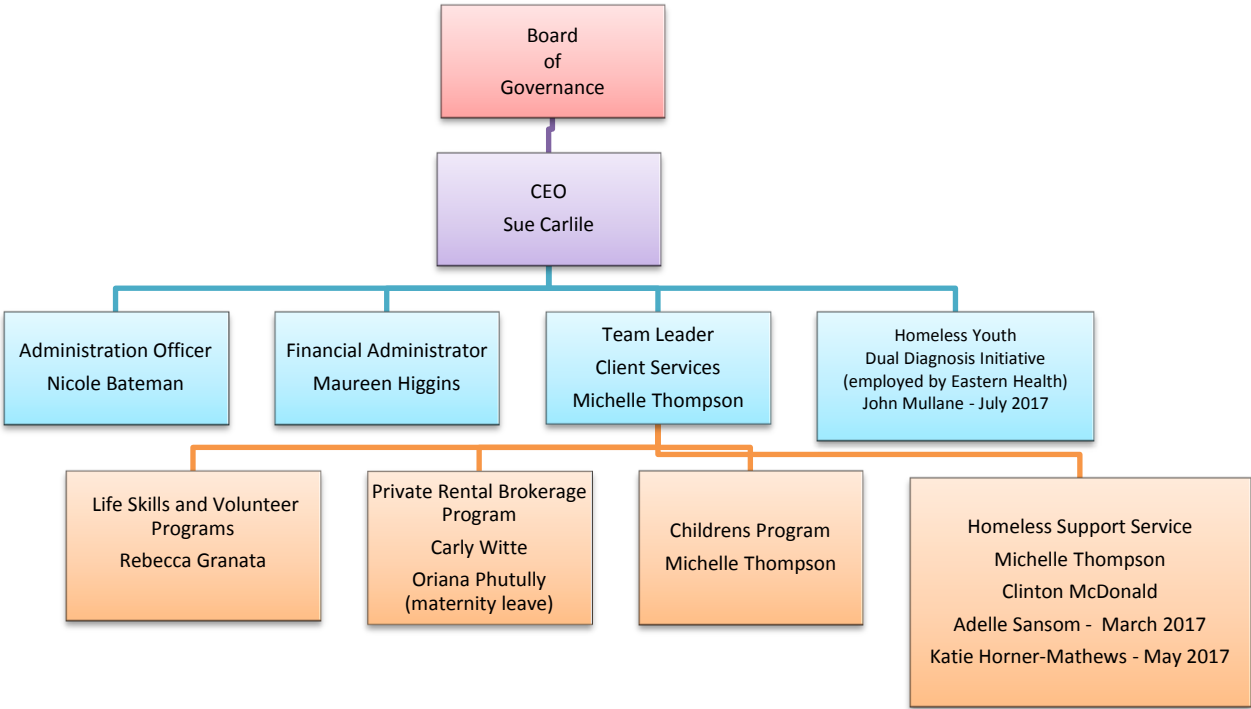
- Goal 1:** Ensure that all current organisational partnerships are appropriately assessed for their value and/or contribution to FAN's mission, vision and strategic goals.
- Goal 2:** Undertake risk management assessment for partnership development ensuring all future partnerships are appropriately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

Key Direction 5 Research and Development

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

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

FAN Organisational Chart



Creative work by the Eastern Diversity Group

FAN Staff Team



Sue Carlile
CEO



Maureen Higgins
Financial
Administrator



Nicole Bateman
Administration
Officer



Rebecca Granata
Community
Development: Life
Skills and Volunteer
Programs



Michelle Thompson
Team Leader



Clinton McDonald
Youth Support
Worker



Carly Witte
Youth Support
Worker



Oriana Phutully
Private Rental
Brokerage Worker
(maternity leave)



**John Mullane –
July 2017**
Homeless Youth
Dual Diagnosis
Worker (HYDDI)



**Katie Horner-
Mathews – May
2017**
Youth Support
Worker



**Adelle Sansom –
March 2017**
Youth Support
Worker

Program Reports

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 wrap around service to support clients further, depending on their needs.

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

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

It has been another busy year for the client services team. The team saw a total of 512 clients during the 2016-2017 reporting period, and of that number 161 were accompanying children. Some clients accessed multiple programs which meant they were able to be supported more intensely.

Homeless Support Services

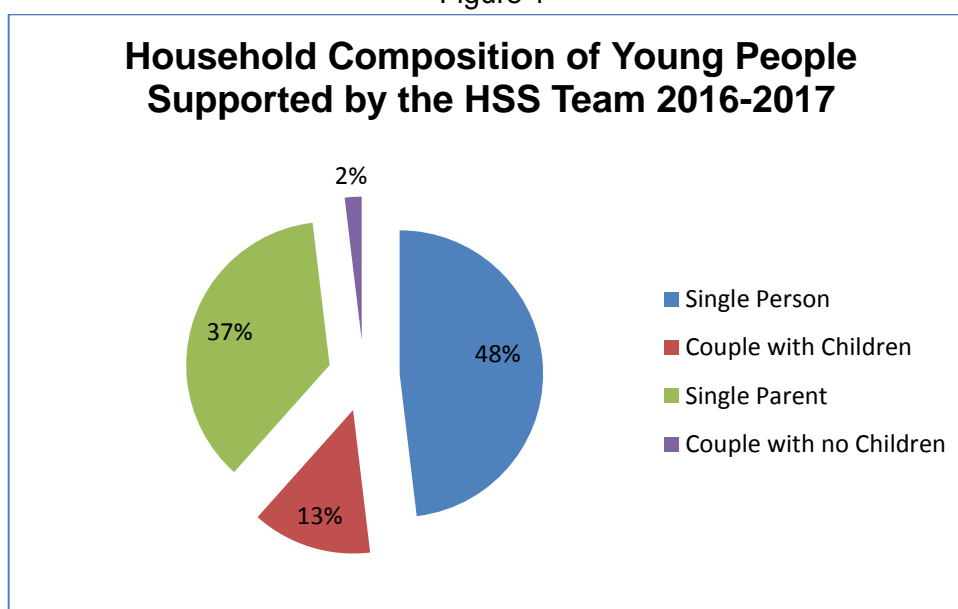
FAN's Homeless Support Services (HSS) is a collection of specialist programs funded by the Department of Health and Human Services (DHHS). These specialist programs are targeted towards young people aged from 15-25 years, who are experiencing/at risk of homelessness.

HSS supports a diverse client group which consists of:

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

Throughout the year, a total of 91 clients were supported by the HSS team. This total consists of 22 families with a total of 59 young people and 32 accompanying children. In addition to this a further 32 young people and 11 accompanying young children were supported with HEF.

Figure 1



A breakdown of the household composition for young people supported by the HSS team during the year can be seen in figure 1.

The 2016-2017 reporting period has seen an 11% decrease in the number of singles being supported by the HSS team (59% to 48%). This decrease for singles has been distributed amongst couples with children (3% increase), single parents (6% increase) and couples with no children (2% increase).

Figure 2

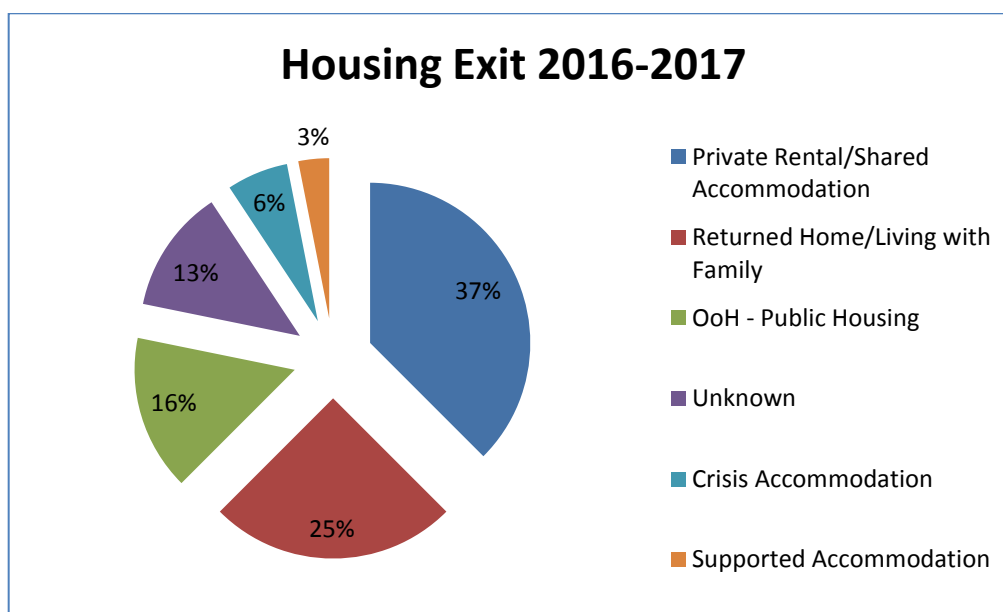


Figure 2 outlines the housing exits of young people supported in transitional housing properties for the 2016-2017 reporting period.

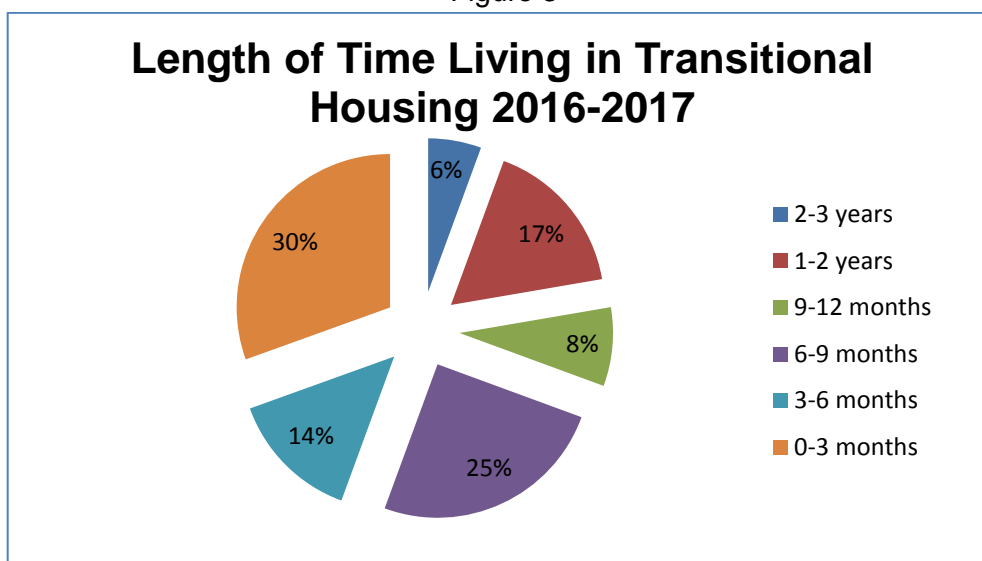
Making up the largest housing exit at 37% is private rental/shared accommodation. Showing a 5% increase from the previous reporting period, this group consists of those who exited with a lease in

place (short-term and long-term), clients that chose to live with friends, those who house sat for extended periods and those who moved into student specific accommodation. It was noted that 25% of all young people supported by the HSS team returned to living with family members upon their exit. While a decrease of 4% has been seen for this group when compared to the previous reporting period, this decrease can be seen as the result of the HSS team supporting larger numbers of young families. For the majority of these families, a desire to establish their independence and create their own household was their preferred outcome.

Once again, largely due to the increase in families supported by the HSS team, OoH exits saw a slight increase of 2%. This brought the group to 16% of total exits for the reporting period. The 'unknown' group (13%) consists of young people who did not notify the HSS team of their new housing upon exit. This is generally seen as the direct result of young people who are evicted from their transitional property due to continuous non-engagement, breaking THM guidelines or not paying their rent. For all of the young people in the 'unknown' group, support was offered both during their tenancy to address these challenges as well as after their tenancy had ended to ensure they were supported in finding alternative accommodation.

Accounting for 9% of total exits were young people who moved into crisis accommodation and supported accommodation, 6% and 3% respectively. This 9% was identified as having needs that were best met by specialist services, such as mental health organisations who offer accommodation with professional support workers onsite at all times.

Figure 3



Identified in figure 3 is the length of tenancy or period of time a family or individual has spent residing in Transitional Housing upon their exit. As shown, 77% of young people exited their transitional property within the first 12 months during the 2016-2017 reporting period. This is only a slight decrease of 5% when compared to the previous reporting period. This figure is seen as a result of the number of tenancies held by singles whose exits are generally family reunification, private rental/shared accommodation and boarding/rooming houses. The longer lengths of time spent in transitional housing (1-3 years) is generally attributed to families waiting for OoH property offers and the significant wait list.

Achievements and Outcomes –

The HSS team have continued to work from a Strength Based/client focused approach, assisting young people to identify and work toward varied goals around accessing long-term housing, reengaging with education, sourcing employment, budgeting, addressing debts and managing physical and mental health concerns. The individual client support plans provided opportunities for referrals to/collaboration with a range of different services, including:

- Social support (FAN's EDG and YMG)
- Private rental and shared accommodation support (FAN's PRBP)
- Family Violence support (EDVOS)
- Counselling – sexual assault (ECASA)
- Counselling – general (Eastern Access Community Health and Family Reconciliation Mediation Program)
- Counselling – financial (Family Mediation and Counselling)
- Household Goods (Eastern Emergency Relief Network)
- Sexual health (Headspace, Knox)
- Dental care (Carrington Health)
- Drug and alcohol support (EACH)
- Mental health support (Neami, Eastern Health Triage)

Throughout the 2016-2017 reporting period, positive outcomes in regards to young people reengaging in education and joining the workforce has continued to be a priority. This period saw a total of 15 young people actively engaged in study and 3 young people returning to work. Applications for Creating Connections Employment Education Program (CEEP) have remained an invaluable resource when assisting young people to overcome barriers relating to returning to work and study. Via CEEP applications, young people are granted the funding to pay for: course fees, appropriate clothing for interviews/employment and Myki passes.

Alsorts - Same Sex Attracted Transgender Intersex Program (SSATI)

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

During the 2016-2017 reporting period, the Client Services team supported a total of 48 young people who identified as same sex attracted, transgender and intersex (SSATI), via FAN's ALSORTS Program. In addition to these figures, there were also a further 8 SSATI young people referred to FAN's SSATI Transitional Housing Program through the reporting period who FAN were unfortunately unable to accommodate. These 8 young people were provided with the necessary resources to gain assistance with external agencies and were placed on FAN's SSATI waitlist – to be notified of possible vacancies in the future.

Young Families in Crisis

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

Connections UnitingCare, Wesley and Anchor. FAN has continued to work collaboratively with partner services during the reporting period, reviewing the service model to embed Child Safe Standards and ensuring the smooth establishment of feedback processes.

Jasper Program

The Jasper Program is a partnership between FAN and SalvoCare Eastern. The program was established in 2013 and comprises of two lead tenanted properties - the Sapphire property and Amber property. The program has capacity to accommodate a total of six young people at any given time, and is targeted toward young people who are post residential care and/or experiencing homelessness or at-risk of homelessness. The program provides a case managed response to young people who are actively engaged or working towards education, employment and training pathways, and integrates life and living skill development. The Lead Tenant has an active role in modelling life and living skills, providing young people with a learning experience to gain self-reliance and independence. This program continues to be a successful stepping stone for young people to gain access to the private rental market.

Creating Connections Private Rental Brokerage Program

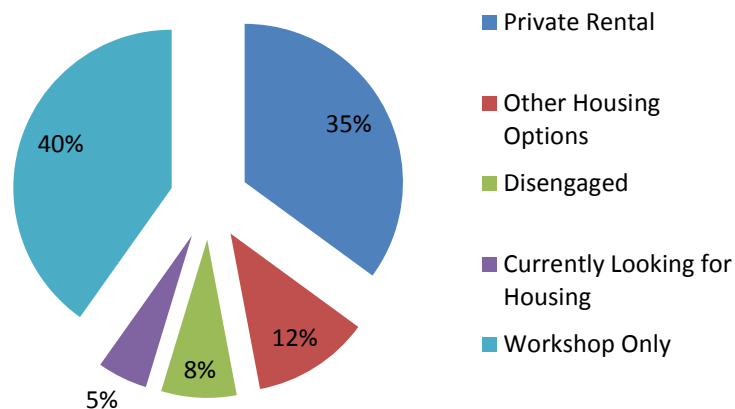
The Creating Connections Private Rental Brokerage Program (PRBP) at FAN has once again had another extremely successful year, with many young people securing private rental housing and ending their current experience of homelessness. For the reporting year from July 2016 to June 2017 the PRBP has supported a total of 117 young people and 19 accompanying children.

The PRBP in partnership with the PRBP at Anchor, PRBP at The Salvation Army Crisis Service (St Kilda) and Launch Housing Youth Foyer (Glen Waverley) ran a series of private rental workshops for young people who are currently living at the Holmesglen Youth Foyer. A total of 6 workshops were run at the Holmesglen Youth Foyer with a total of 47 young people participating.

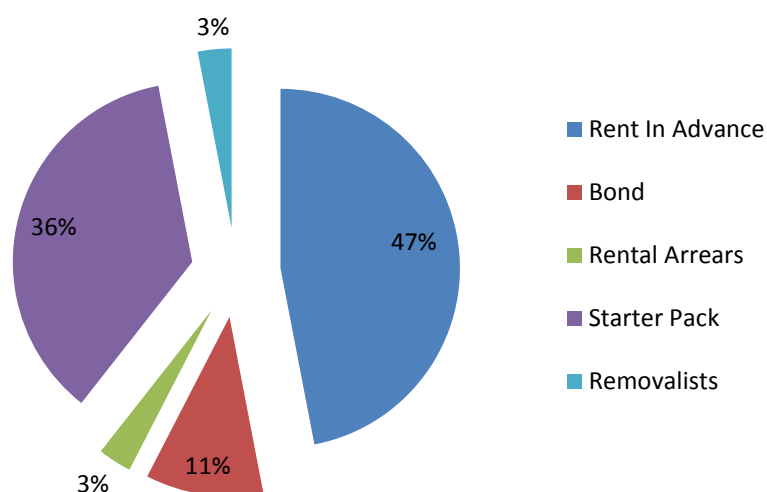
The PRBP has also maintained a strong presence in networks and partnerships, in particular being an active participant the *Private Rental Access Workers Network* (PRAWN), which is a state-wide network for private rental workers. This year the PRAWN Network ran a state-wide private rental forum called '*Private Rental Ready - State-Wide Housing Workers Forum*' in September 2016 which had a total of 100 workers across the state attending.

Through the collaboration fostered by Creating Connections, the PRBP worker has been a part of the *Youth Homelessness Action Group*. Together the group has identified a gap in services for young male family violence survivors and has been meeting to develop a program to best address the needs of this cohort. The program will aim to enable the participants to recognise problem behaviours and how to manage them; encourage communication skills, particularly in terms of articulating emotional states; understand and develop healthy relationships in their lives, including challenging gender stereotypes in intimate relationships; strengthen community connections through sporting groups or other areas of interest and provide a safe space for the young men to build resilience and self-confidence. Research indicates that the impact that family violence can have on a young person can be mitigated when strong protective factors are in place; this understanding is central to informing the development of this program.

PRBP Housing Outcomes July 2016 - June 2017



PRBP Brokerage Outcomes July 2016 - June 2017



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

In April, following refurbishment FAN supported a young mother and her two children to move into the property. The young woman is engaging with the Youth Support Worker at FAN and is also working

with the Private Rental Brokerage Worker to enable her to gain understanding about the private rental market and access appropriate housing for her family.

The previous clients who were made up of two young parents and their two children moved into a private rental property in the outer eastern suburbs of Melbourne after living at the Orcadia property for just over 12 months. By being able to obtain a rental reference from FAN it assisted in them securing a property quite quickly. One of the parents was in employment and the other studying at the time of moving. Another positive outcome.

Life Skills Program

FAN is proud to report we are in the twentieth 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 programs such as:

- The Safe Kids Project; aimed at young parents and their children
- First Aid training
- Parents and Children Swimming lessons; for toddlers aged 1-4 and tiny tots aged 6-12 months
- Gym/Fitness passes
- Sporketa; a sports program for children aged 2-4 years
- Parents Cooking Program; to assist parent and children in exploring healthy eating options
- Positive Parents means Positive Kids Program; including confidence and self-esteem building
- Healthy Relationships workshops
- Sexual Education
- Music Lessons
- Art Therapy

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

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

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

During June 2016 to July 2017 a total of 115 young people participated in the Life Skills Program along with 67 accompanying children bringing the overall total to 182 people attended across the scope of programs.

Program	Young People	Children
EDG	25	
YMG	14	18
First Aid	8	
Art Therapy	5	9
Lullababy Music Therapy	10	12
Pamper Day	6	3
Sexual Education Workshops	13	8
National Youth Week	22	11
Dentist Education Workshops	4	6
IDAHOT Day	8	
Total	115	67
Total combined	182	

Young Mums Group

Young Mums Group (YMG) is for young women aged 15-25 who are parenting and/or pregnant and their accompanying child/ren.

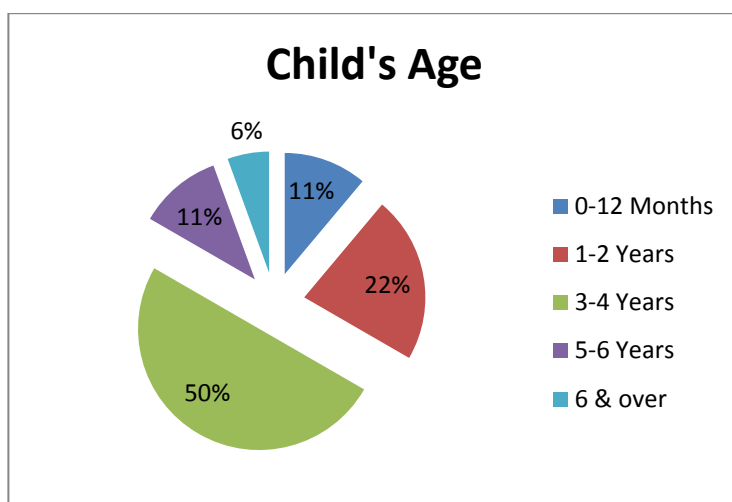
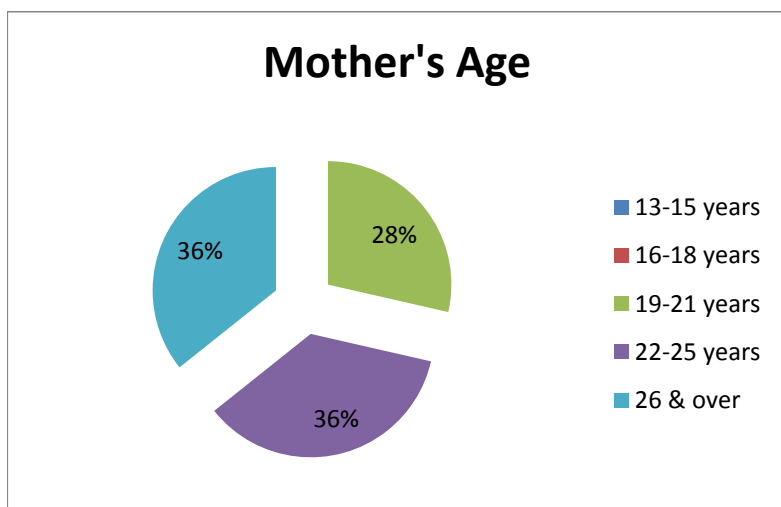
In 2007 the Young Mum's Group turned ten, a picnic in the park was held including current and former young mum's and their children as well as volunteers and staff involved during that time. A very successful event and one which showed the importance of the group as many shared how friendships formed at the YMG continued to be influential and supportive many years later.

FAN continues to provide a space for young women to form lasting support networks thereby reducing social isolation, share parenting knowledge and embrace open discussions without fear of judgement or discrimination.



The Young Mums Group

During the 2016-2017 reporting period a total of 14 mothers accessed the program along with 18 accompanying children, 21% of young women had more than one child. Mother's ages range from 19 to above 26, with the highest rates aged 22 years and above.



Quote by Member of YMG;
“Mums group has meant so much to me, it was a space where I wasn’t judged for being young and it offered me support when I needed it most. There are so many mums out there that could benefit from this and it could change their lives for the better”

We held a graduation ceremony at the end of term two to farewell three of our mothers and their children. One of the mothers had been coming every week since 2012, the next since 2013 and the final mum since 2014. They thanked FAN and expressed how much this group had meant to them.

A letter to FAN from a graduate of YMG

“My letter to fan

My first day at young mums group was the best thing I ever did. I am a very shy person so it took a lot for me to take this step but I did it as I had just had my son Tyler and I didn't have many mummy friends. I was told about FAN, the first time I went we went to a Cafe and had cake, Tyler was 8 weeks old and I met some beautiful people.

It took me a while to feel comfortable to talk with some of the other mums but as I kept going every week I become more comfortable to start talking to the other mums and I also asked my other mummy friend's to come.

We did such amazing activities and we went on outings. I remember we went to the aquarium play centres ,movies parks ,and that was so much fun. We did a lot of fun craft activities like making photos lamps, soap and chocolate, pasta frames, play dough, painting and did amazing Mandala painting's and so much more.

I thank FAN so much for giving me and my boys the best opportunity to make friends and help me fight my shyness and meeting such wonderful people. FAN is an awesome place to be, Thank You so much for letting me be a part of such a great organisation (they throw amazing Christmas parties too). I am going to hold the memories forever. Thank you all so much I loved every moment I was there it's such a great place"

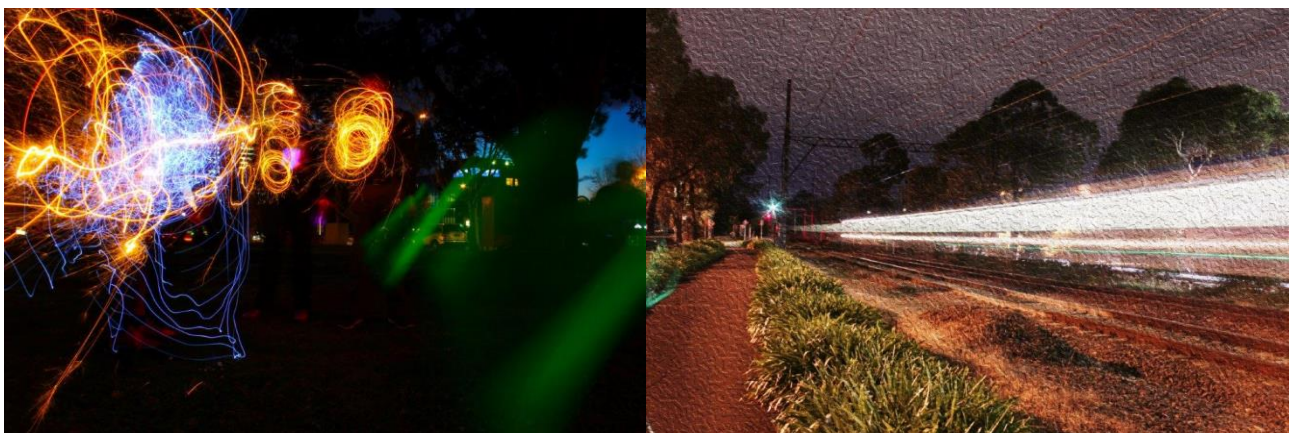
Kayla Diegan

Eastern Diversity Group

Established in 2009, the Eastern Diversity Group (EDG) is a social support group for young people who are sexually and/or gender diverse. The program was developed as an extension of the '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 FAN's Alsorts responses EDG is a state wide program.

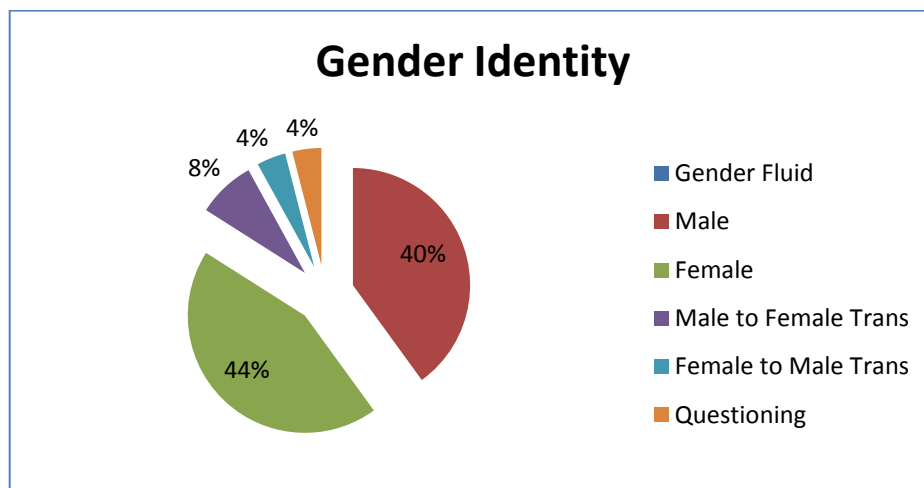
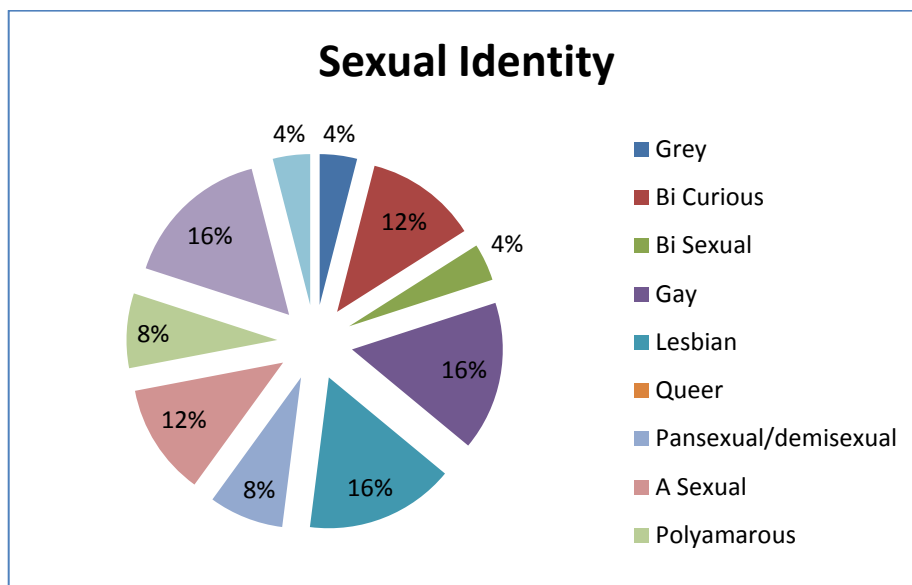
EDG participated in a photography project titled 'Paint the World' where they underwent 6 weeks of training and finished with an array of beautiful images that will be exhibited at this year's AGM. Paint the world explored light and taught the group techniques in light painting and long exposure photography, the group took some truly amazing photographs.

EDG were also involved in social outing such as Bounce, a great way to introduce fitness in a fun environment. Family Planning Victoria completed two Sexual health workshops for LGBTIQ young people, at both sessions clients were very engaged and enjoyed the workshops. Lastly EDG participants volunteered on International Day against Homophobia Transphobia and Biphobia (IDAHOBIT DAY) in Box Hill mall as apart of City of Whitehorse Celebrations, they helped to set up, serve food, face paint and mingle with the public. It was a great event with lots of interest from the general public

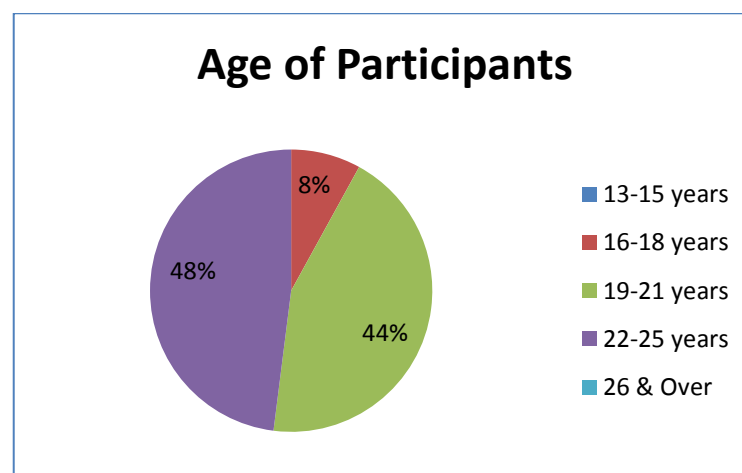


'Paint the World Project' artwork designed by the EDG participants

A total of 25 people participated in the EDG program, a breakdown of participants Gender identity and Sexuality is as follows;



Ages ranged from 16 to 25 with the highest percent between the ages of 22-25 years as represented below;



EDG is held at Youth Connexions Box Hill, A very special Thank You is extended to the staff at Youth Connexions and the City of Whitehorse for continuing to support this program and its participants.

Volunteer Program

"Life's most persistent and urgent question is, What are you doing for others?" — Martin Luther King.

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.



Allan Rogerson; Volunteer playing Santa

10 Year Anniversary

A warm and grateful Thank You is extended to Dimi Hoppe, for her continued dedication to the young people that access FAN's services. Dimi first started Volunteering at FAN in September of 2007. She has contributed ten years to assisting FAN in various roles throughout the years.

Dimi connects with clients and offers them a positive grounded role model they can turn to when they need advice or a nonjudgmental ear to listen too. She is truly selfless, dedicated and thoughtful and has touched the lives of so many young people she has worked with over the course of ten years at FAN. Thank you Dimi, it takes a special kind of person to dedicate their lives to others.

A young person wrote;

"Dimi is an amazing person, who has provided endless hours of baking cakes for all our birthdays, just so we feel special while attending EDG. I wouldn't know what to say to express our thanks. Thank you for spending your time and energy on us, you are one of a kind and someone you can trust, THANK YOU' - Justin Bonney EDG Member

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 2016-2017, thank you for investing so much of your time and effort into making what we do possible;

Dimi Hoppe: Program Support (EDG)

Stephanie Parker: Lead Tenant (Jasper Program)

Sasha Calvert: (Lead Tenant)

Jacqueline Bennett: (Lead Tenant)

Allan Rogerson: All round Volunteer and Santa



Left; Beck Granata, Community Development Worker. Right: Dimi Hoppe Program Volunteer

Children's Program

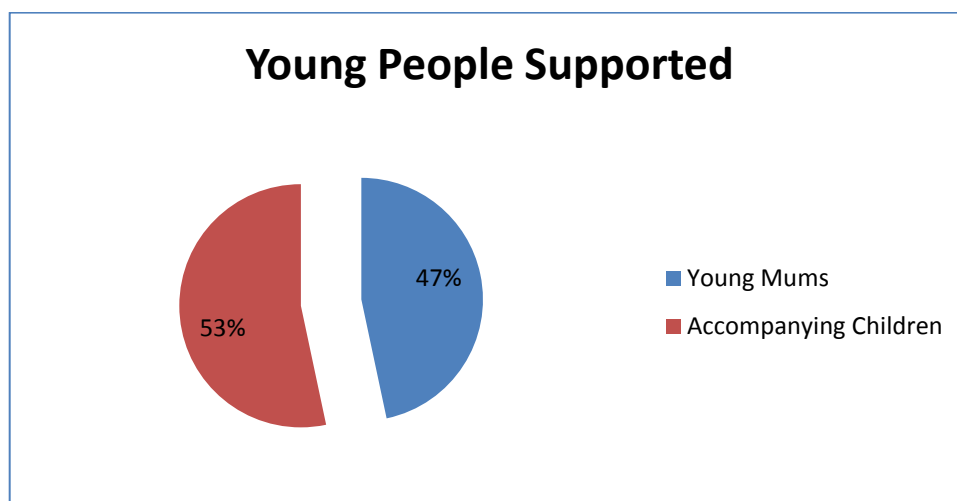
Thanks to the City of Whitehorse we have been able to continue working with the accompanying children of young families. The project has a focus on linking children and their families into mainstream services. Young mums who attend our groups find attending other services daunting and will quite often 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:

- Referrals to counselling both individual and couple
- Assistance with getting to medical and allied health appointments
- Financial assistance with GAP fees for these appointments
- Material Aid
- Links to playgroups and kindergarten
- Referrals for family violence support

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 but 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 2018. Our life skills worker cannot dedicate her time to a case management role so the extra support has shown great benefit to the young mums who need it.

The Children's support worker supported 28 young mums and 32 accompanying children during July 2016 to July 2017 period.



Homeless Youth Dual Diagnosis Initiative

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

Training continues to be a major component to building the capacity of the sector with three training events held on a range of topics related to youth dual diagnosis. Along with providing opportunities for the development of skills, knowledge and confidence for workers in the sector, the training has provided a valuable opportunity to promote the initiative to a wide audience.

Involvement in networks has ensured further opportunities to promote the Initiative as well as opportunities to highlight the challenges faced by young people struggling with dual diagnosis and the various resources available to services and youth homelessness support workers to assist them in their day-to-day work.

In June 2017, John Mullane resigned from the Homeless Dual Diagnosis Initiative, after 7 years in the role. HYDDI is a statewide model and John was the only continuous worker in the role over that time. In his role he provided direct support to young people, secondary consults to youth workers in the homelessness service system and related, and at FAN he was a part of the team. In that role he supported the case review model linked to the Client Services meetings, and was Chair of the Client Participation and Citizenship Portfolio.

Eastern Health are currently undertaking the recruitment process for a new worker in collaboration with FAN.



Eastern Diversity Group Participants

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. Also financially assisting with Childcare costs in respite circumstances. 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 450 occasions. Thankyou on behalf of FAN.

The support we get for this program enables young people to participate more fully in community life. Many of the young people we work with have limited community involvement and can be left feeling isolated. The resources we are able to offer not only provides aid in a time of need but also offers hope for a brighter future.

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

- Box Hill Lions Club and members: towards scholarship awards and donation
- Canterbury Council of Churches: donation from "Carols in Canterbury Gardens": towards education, material aid and the Children's program.
- Kogo Distribution – Soft Toys and knitted blankets
- St. Dominic's East Camberwell Parish - Justice and Peace Group: towards swimming lessons for 6 month to 4 year olds
- Ringwood Magistrates Court.
- Caroline and Derek Young of the Orcadia Foundation: the provision and maintenance of a property for our clients – for over 12 years including recent painting and upgrades.
- The Staff of Austbrokers Countrywide: Christmas presents for clients and their children and also a donation towards the client Christmas party.
- 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 and areas to hold workshops and meetings.
- The Allanah and Madeline Foundation: buddy bags including age appropriate toys and clothing.
- St Kilda Mums: car seats, Mother's Day care packs and general items for babies and young children.
- Anonymous donors: financial donations, clothing and toys.

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

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

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Current Portfolios

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

Recognition and Awards

Honorary Life Members

Wendy Brooksbank (dec)	Robert Joynt	Debbie Brown
Ted Long (dec)	Sue Carlile	Steve McLoughlin (dec)
Olive Clark (dec)	Allan Rogerson	Leo Clarebrough (dec)
Tony Sell (dec)	Rae Cook	David Webster
Rex & Sue Filson	Caroline Young	Shirley Ingram (Baird) (dec)
Colin Bellis	Helen Killmier	

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 2017 are:
Khaleah Smythe & Kayla Diegan

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

Rhys Fox Achievement Award

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

The Rhys Fox Achievement Award
recipients for 2017 are:
Abby Schwav & Gabrielle Hollowood

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

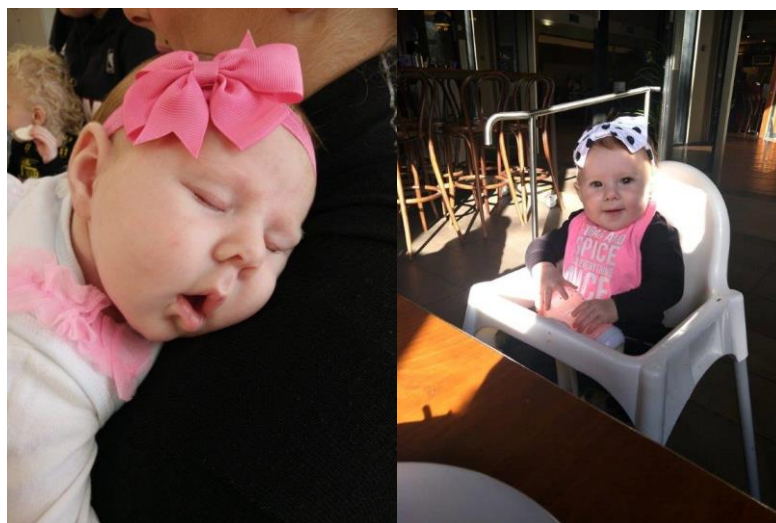
2006: Gypsy Bates & Bronwyn Smith
2007: Erin McLoney & John Newton
2008: Illaria Starlit, Stacy Palmer & Melinda Waterworth
2009: Jess Portuguese, Apryl Ennis & Mary El-Hennawi
2010: Xavier Evertiz & Samuel Rhodes
2011: Racheal Hughs & Skylar Rush
2012: Simron Shivagni & Elle Marcombe
2013: Jessica Pagramm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

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 and the first recipient was Alan Rogerson. Dimi Hoppe will be presented with the Award at the 2017 AGM for her 10 years of contribution to FAN/EDG.

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 a testament to her character. In her memory we will maintain a range of staff wellbeing activities for the team.



Children from the Young Mums Group

Family Access Network Inc

ABN 68 473 447 026

Income and Expenditure Statement For the year ended 30 June 2017

Income	\$ 2017	\$ 2016
Government Funding		
- Dept Health & Human Services	402,424	385,633
- Dept Health & Human Serv - Accreditation	6,724	-
- Dept of Health & Human Services - HEF	19,985	19,592
- Dept of H & HS - Brokerage	176,468	169,105
- Dept of H & HS - Eastern Health/HYDDI	23,938	17,916
	<hr/> 629,539	<hr/> 592,246
Other Funding Received		
- City of Whitehorse	54,191	41,350
- Lord Mayors Charitable Foundation	11,500	53,500
- Other Program Grants - Westpac, Harcourts, Gandel, RACV, Telstra, Sydney Myer Fund, Melbourne Women's	35,580	28,000
- Service Clubs: - Lions Box Hill	1,000	500
	<hr/> 102,271	<hr/> 123,350
General		
- CEEP & Other Brokerage	3,670	9,936
- Property Rental	15,600	14,895
- Other Income	6,155	22,470
- Donations Received	10,006	27,078
	<hr/> 35,431	<hr/> 74,379
Interest received	3,435	3,743
(Deficit) on sale of property, plant, equip	(1,527)	2,762
Total income	<hr/> 769,148	<hr/> 796,479

Family Access Network Inc

ABN 68 473 447 026

Income and Expenditure Statement For the year ended 30 June 2017

Expenses	\$ 2017	\$ 2016
Audit fees	1,729	1,760
Client Services		
- Life Skills Programs	7,341	7,433
- Other Programs/CEEP	16,439	26,671
- Brokerage	52,137	51,983
	<hr/>	<hr/>
	75,917	86,087
Depreciation	8,996	8,342
Housing Emergency Fund (HEF)	16,235	11,467
Office Operating	54,203	50,987
Office Utilities	14,781	15,558
Rent	16,487	16,508
Staff recruitment	355	129
Staff Oncosts	(671)	(6,133)
Superannuation	49,604	45,557
Volunteer Expenses	618	696
Wages	522,450	504,954
Workcover	8,288	8,410
	<hr/>	<hr/>
Total expenses	768,992	744,323
Surplus from ordinary activities	<hr/> 156	<hr/> 52,157
Program Development Reserve	-	(24,500)
Program Funding Reserve	-	(24,000)
	<hr/>	<hr/>
Net Surplus attributable to the association	156	3,657
Total changes in equity of the association	<hr/> 156	<hr/> 3,657
	<hr/>	<hr/>
Opening retained surplus	74,795	71,139
Net surplus attributable to the association	156	3,657
	<hr/>	<hr/>
Closing retained surplus	74,951	74,795

Family Access Network Inc

ABN 68 473 447 026

Statement of Financial Position as at 30 June 2017

Assets

	\$ 2017	\$ 2016
Current Assets		
Cash assets	96,881	150,159
Receivables	-	3,005
Other	145,652	143,547
Total Current Assets	242,532	296,711

Non-Current Assets

Property, plant and equipment	113,163	123,686
Total Non-Current Assets	113,163	123,686
Total Assets	355,695	420,397

Liabilities

Current Liabilities

Payables	22,687	43,186
Financial liabilities	5,483	5,483
Current tax liabilities	14,353	11,314
Provisions	75,429	79,611
Other	24,730	62,463
Total Current Liabilities	142,682	202,057

Non-Current Liabilities

Financial liabilities	5,914	11,397
Total Non-Current Liabilities	5,914	11,397
Total Liabilities	148,596	213,454
Net Assets	207,099	206,943

Reserves

Reserves	132,148	132,148
Retained surplus	74,951	74,795
Total Reserves	207,099	206,943

Family Access Network Inc

ABN 68 473 447 026

Statement by Members of the Board of Governance

For the year ended 30 June 2017

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.

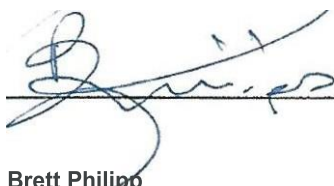
In the opinion of the Board the Income and Expenditure Statement., Statement of Financial Position, and Notes to the Financial Statements:

1. **Presents fairly the financial position of Family Access Network Inc as at 30 June 2017 and its performance for the year ended on that date.**
2. **At the date of this statement, there are reasonable grounds to believe that the association will be able to pay its debts as and when they fall due.**
- 3.

This statement is made in accordance with a resolution of the Board and is signed for and on behalf of the Board by:



David Burlew
Chair



Brett Philipp
Treasurer

The accounts have been audited by ASSUR PTY. LTD. 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]
- City of Whitehorse [Life Skills; Eastern Diversity Group (EDG) and Volunteer Programs]
- City of Whitehorse (Children's Program)

Adeal Pty Ltd

Anglican Parish of Box Hill

Austbrokers Countrywide (Staff)

Australian Government DHS (Staff)

Canterbury Council of Churches

City of Whitehorse

Department of Health and Human Services

Eastern Relief

Gandel Philanthropy

Harcourts Foundation

Kevcom

Kogo

Lions Club of Box Hill

Melbourne Women's Fund

Orcadia foundation - Caroline and Derek Young

PostNet Hawthorn

RACV Foundation

Ringwood Magistrates Court

Salvocare Eastern

Share the Dignity

St Dominic's Parish, East Camberwell

St Kilda Mums

St Peter's Mothers Union, Box Hill

Telstra Kids Fund

The Allanah and Madeline Foundation

The Jack Brockoff Foundation Ltd

The Lord Mayor's Charitable Foundation

Westpac Foundation

Youth ConneXions—Whitehorse City Council

Allan Rogerson

Brett Philipp and Band (5 Shades of Grey)

Carmel, Georgia and Christina Theodoris

Caroline Symington

Colin Bellis

David Burlew and Band (Max Zero)

David MacKenzie

Debby Blakey

Grace West-Thompson

Irene Kay

Jose Abalo

Kelly Rafferty

Margaret Ogilvie

Paul Linossier

Ronda Jacobs

Rose West-Thompson

Acronyms

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

ACSO	Australian Community Support Organisation
AGM	Annual General Meeting
CEEP	Creating Connections Employment Education Program
CEO	Chief Executive Officer
CQI	Continuous Quality Improvement
CSV	Community Services Victoria
DHHS	Department of Health and Human Services
EACH	Eastern Access Community Health
ECASA	Eastern Centre Against Sexual Assault
EDG	Eastern Diversity Group
EDVOS	Eastern Domestic Violence Service
FAN	Family Access Network
HEF	Housing Establishment Fund
HSS	Homeless Support Services
HYDDI	Homeless Youth Dual Diagnosis Initiative
IDAHOBIT	International Day Against Homophobia, Transphobia and Biphobia
LGBTI	Lesbian, Gay, Bisexual, Transgender and Intersex
LGBTIQ	Lesbian, Gay, Bisexual, Transgender, Intersex and Queer
NPAH	National Partnership Agreement - Homelessness
OAM	Order of Australian Medal
OoH	Office of Housing
PRAWN	Private Rental Access Workers Network
PRBP	Private Rental Brokerage Program
QIP	Quality Innovation Performance
SSAGD	Same sex Attracted and Gender Diverse
SSATI	Same Sex Attracted Transgender Intersex
THM	Transitional Housing Management
YDA	Youth Development Australia
YFIC	Young Families in Crisis
YMG	Young Mums Group
YSAS	Youth Support & Advocacy Service



Family Access Network

Annual Report 2016 / 2017