

FAMILY ACCESS NETWORK

30TH ANNIVERSARY ANNUAL REPORT 2011



FAN

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Family Access Network

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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 at risk of homelessness. Support is provided through the Homeless Support Services; comprising the Transitional Support Program, Private Rental Brokerage Program and Dual Diagnosis. Additional services, Children's Program – Early Years, Counselling and Family Mediation, Equity Support, Life Skills and Volunteer Programs.

The following define the broad objectives:

- Create an environment that encourages self expression and acceptance of racial, cultural, sexual and religious diversity
- Maintain effective data implementation and evaluation procedures
- Monitor trends and emerging needs of clients consistent with a best practice model
- Foster a learning environment, contributing to best practice, research and innovation
- Strategically plan for client needs consistent with FAN's philosophy and service delivery policies
- Adhere to sound case management client centred practices
- Contribute to inter and intra-agency practice, sector reforms and policy interventions.
- Develop and enhance social/emotional wellbeing through fostering a sense of connectedness, resilience and participation
- Promote public awareness of issues surrounding youth homelessness
- Empower clients to determine their own path towards secure, independent living.
- Encourage re-establishment with family of origin where appropriate
- Encourage clients to plan, facilitate and participate in a range of creative, educational and personal development workshops in a supportive and safe environment
- Encourage and promote skill development in independent and shared living arrangements
- Inform clients about local community supports and resources
- Foster social inclusion by encouraging and providing options for young people to participate in FAN's program models, reviews, research within the general community
- Establish and maintain housing stability within the private rental market
- Provide a range of flexible financial brokerage packages and related forms of housing assistance and support
- Provide a service to support homeless and/or at risk young people, including young families to access appropriate accommodation options
- Diversity in and growth of private rental housing options for young people
- Support young people's positive experiences and transferable rental history in private rental accommodation
- Contribute to the broader service system's awareness and advocacy around children's unique needs within the homelessness sector
- Provide a range of services and therapeutic interventions tailored to needs of the accompanying children, either an individual or group response
- Support and act as a resource for young parents, staff and volunteers in the developmental needs and rearing of children lives
- Provide individual counselling, family mediation and group work to young people and their families to address and resolve issues within themselves and their relationships
- Provide a variety of workshops and programs that address the emotional needs of clients while fostering possible social interaction and a sense of community
- Recruit, train and support volunteers to assist in the building of positive relationships with clients and acknowledge the services those volunteers provide.

CHAIRPERSONS REPORT



Throughout the 2010/2011 year, FAN has continued to offer a rights-based, client focussed, holistic and wrap around service to a wide range of vulnerable young people, young families and children at risk of homelessness, as well as a growing number of young people presenting with significant and complex needs.

The year commenced with Board and organisational planning to develop a new strategic plan. Two important government policy directions have informed and shaped our thinking: the Victorian Homelessness 2020 Strategy and the Federal Government White Paper on Homelessness – The Road Home – A National Approach to Reducing Homelessness. The Strategic Plan 2011-2014 outlines 5 key directions which will provide a robust framework for FAN as we moving forward and plan for the future. The Board also undertook a review and self-assessment process and several Board members attended relevant governance training or workshops throughout the year.

This year FAN has continued its commitment to creating and maintaining partnerships with government, local government, other services and community groups to ensure our services are responsive and meeting emerging community need. We have also successfully submitted for a number of grants and funding opportunities which increase our capacity to be innovative in the work that we do.

My sincere thanks go to Board members Helen Buckingham, Colin Bellis, David Burlew, Lynne Hillier, Emma Sampson, and Sue Carlile for their professional input and tremendous contribution throughout the year.

I would like to thank and acknowledge our skilled and committed team of staff and volunteers who continue to respond to issues faced by young people, families and accompanying children with care, empathy and professionalism. The FAN team is led by our dedicated CEO, Sue Carlile who brings vision, strong leadership, a commitment to research and empirical practice and service excellence. It is worth noting that this year Sue celebrated her 26th year with FAN which is an outstanding achievement.

It has been another busy and successful year for FAN and there are many reasons to be proud of our significant achievements. The organisation remains committed to our history, based on strong foundations and values such as ethical practice, dignity, rights-based, and person-centred approaches as we all work together to provide a better future for young people.

Helen Killmier
Chair

TREASURER'S REPORT



Year ended 30 June 2011

1. Introduction

On behalf of FAN it is my pleasure to present to you the treasurer's report for the year ending 30 June, 2011.

FAN's financial results for the year are exceptionally strong and demonstrate another year of prudent financial management. The results have been audited and details of the audit are included within this annual report.

2. Financial Results 30 June 2011

a. Balance Sheet

The strong equity position from financial year 2010 has been maintained through 2011 at approximately \$266,000. This result is supported by approximately \$150,000 in term deposits and retained earnings from previous periods.

An asset to liabilities analysis demonstrates a more than adequate cover with a ratio of 2:17.

Cash on hand through the various operating accounts was \$217,895 which was more than sufficient to cover operational requirements.

In my opinion the financial risks associated with his balance sheet should be rated as extremely low.

b. Surplus/Deficit

For the financial year ended 30 June, 2011 FAN generated a surplus of \$378.19, against a budgeted loss of \$8,225. This result is in line with the previous year's result of \$988.98 and of course in keeping with FAN's Not For Profit status.

Total revenue for the year was \$664,747 against a budget of \$668,524, or 0.6% below budget.

Total expenses for the year were \$650,585.

A breakdown of these expenses is as follows and is expressed as a percentage of the total expense.

Property Expense	8.8%
Administration	6.2%
Employee	70%
Program	15%

Employee expenses were well managed with a 5.7% reduction in expenditure against the budget. This reduction was generated through an offset to Long Service Leave taken against the provision and a changeover period between staff appointments. So too administration costs were well controlled at 1.8% under budget.

Some over-budget expenditure was incurred in the area of repairs and maintenance as the kitchen and some office areas underwent repairs and refurbishment.

c. General Comments

FAN's financial position is very strong. Its finances are well-managed and its appetite for risk is low and yet FAN has a high capacity and capability to ensure its clients receive a superior level of service.

The FAN team is extremely active in developing and submitting funding submissions to a variety of organizations.

Yours Sincerely

David Burlew
Treasurer

BOARD OF GOVERNANCE



Helen Killmier - Chairperson

Helen is a community psychologist and a graduate member of the Australian Institute of Company Directors. She is currently employed as General Manager Community Services for Interact Australia. In this role she works in partnership development, community capacity building, social policy and strategic planning. Prior to this position she spent 12 years in Local Government in management positions working directly with communities. Her research interests are in sense of community, the built environment, place attachment, community development, community governance, health and community wellbeing.

Helen was appointed to the Board in 2005.



Helen Buckingham - Deputy Chair

Helen is married to Ian, and has two adult children Lisa and Nicholas. Helen qualified as a history and politics teacher and worked in the Government education system before having children. She returned to work in the private sector and gained post graduate qualifications in careers counselling - working for the next 12 years as a careers counsellor at Presbyterian Ladies College, Burwood.

Helen's community involvement includes serving on the Board of Box Hill Hospital (1994-96) and being elected as a Councillor in the City of Whitehorse in 1997 and again in 2000. She served a term as Mayor in 1998-99 and was the Labor Candidate for Deakin in 2001. In September 2002 Helen became the Labor candidate for Koonung Province and was elected on 30 November 2002. Helen retired from Parliament at the 2006 election. During this time, Helen was a member of the Parliamentary Education and Training Committee. Helen also chaired the Government Inquiry into the review of Body Corporate Laws, culminating in the approval of the Owner Operators Act 2006. Helen serves on five not for profit boards that are involved with education and health. Helen was a recipient of the 2010 Caroline Chisholm Society Award.



Colin Bellis - Secretary Public Officer

Colin's background is as a lawyer, having worked primarily in the area of personal injuries law, initially in private practice, and more recently with both the TAC and WorkSafe Victoria. His present role is as a Senior Legal Counsel / Manager, in WorkSafe's Dispute Management Division. Apart from being a husband and father of 2 teenagers, he lives locally and is involved with Scouting as a leader.

Colin has served on the Board for over 8 years.



David Burlew - Treasurer

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. He is currently the Head of Network for Nissan Motor Company. David holds a diploma in business, a bachelor's degree in commerce and a master's degree in business administration. He is married with two children and in his spare time, he is a part time musician and pilot.

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'.

BOARD OF GOVERNANCE



Associate Professor Lynne Hillier

Lynne is a social psychologist and Vic Health Senior Research Fellow at the Australian Research Centre in Sex Health & Society (ARCSHS) at La Trobe University. Her research over the last 16 years has focused mainly on the sexual health and well being of marginalised youth, in particular rural young people, homeless young people and same sex attracted young people. More recently, her main research interest over the last 10 years has been with same sex attracted youth. She joined the board of FAN in 2006 because she has a commitment to social justice and is very excited about the excellent work FAN is doing with same sex attracted young people.

On a personal note she lives on 5 acres in the bush north east of Melbourne with her partner of 28 years. They have 4 children between them and many grandchildren.

Sadly for FAN Lynne is retiring from the Board as of this year. We would like to thank her for her contribution and wish her all the best for the future.



Emma Sampson

Emma is currently a community psychologist, with almost 10 years of experience in community consultation and engagement at a local government level, currently Emma is working in a research and advocacy role, around issues of public interest (eg; homelessness, refugee policy) at the Australian Psychological Society.

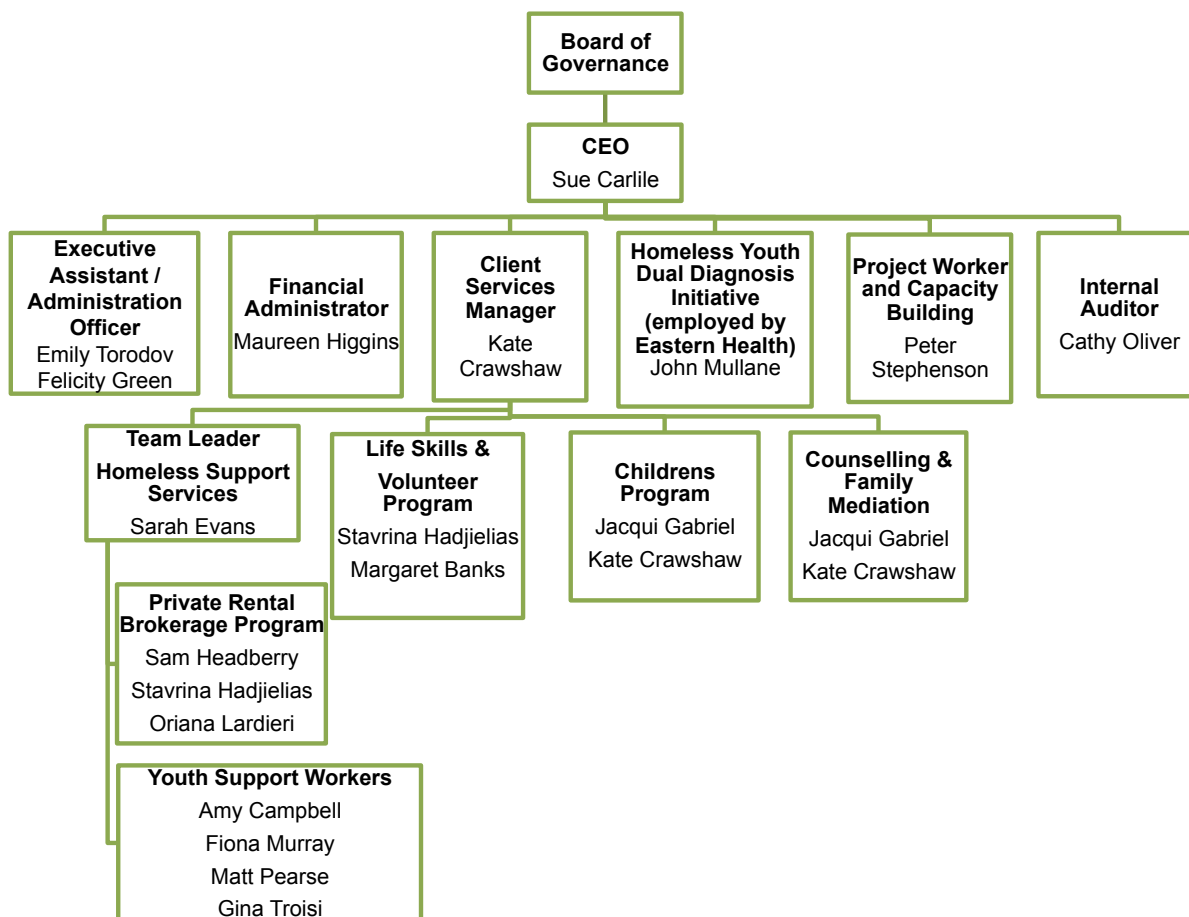
More recently, Emma has undertaken some small evaluations for an adult learning initiative and a transdisciplinary research program. She is currently involved in a research and advocacy capacity with the Australian Psychological Society's public interest team, addressing issues such as homelessness and refugee mental health and wellbeing.

Also Emma was responsible for overseeing the development of a municipal-wide Community Engagement Framework in 2007/08 (in the City of Whittlesea), which involved managing a reference group, the consultation of over 350 local residents and groups, liaison with local and state governments, as well other local organisations and the training and facilitation of volunteers and staff.

The community engagement process was underpinned by a commitment to inclusion and participation in both the process and outcomes, with Emma leading a process of involvement with residents participating in the development, analysis of findings, and presentation of the final framework.

In early 2009 she became a mother for the first time, and has since become involved in her local community (Whitehorse), by initiating and facilitating a community arts project for new mothers, starting a local playgroup and joining FAN in June 2010.

ORGANISATIONAL CHART



FAN STAFF



Sue Carlile

CEO



Peter Stephenson

*Project Worker
Capacity Building*



Maureen Higgins

*Financial
Administrator*



Felicity Green

*Executive Assistant/
Administration Officer*



Kate Crawshaw

*Client Services
Manager*



Sarah Evans

*Team Leader -
Homeless Support
Services*



Margaret Banks

*Life Skills &
Volunteer Worker*



John Mullane

*Dual Diagnosis
Worker*



Oriana Lardieri

*Private Rental
Brokerage Worker*



Matt Pearce

Youth Worker



RECOGNITION & AWARDS

HONORARY LIFE MEMBERS

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

STEPHEN B MCLOGHLIN ENCOURAGEMENT AWARD

Stephen McLoghlin (15 November 1949 - 8 July 2010) was the Youth Development Worker at Box Hill City Council (as it was then known) 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. In addition, a range of creative and personal development projects were conducted from the youth centre he opened in Box Hill, known as the Underground. His active involvement with young people, the community, and awareness of increasing homelessness led him to hold a range of public meetings, inspiring a group of interested community members to become involved. Some of these offered to take young people into their homes, others became mentors and some formed a committee to establish a local response. FAN as we know it officially commenced in April 1981 – however the foundation work by Stephen McLoghlin preceded that by several years.

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

2011 Recipients

Nick Flannery & Maria Ho

2010 Recipients

Rebecca Carr & Xavier Evertiz

RECOGNITION & AWARDS

RHYS FOX ACHIEVEMENT AWARD

During the late 1970's and early 1980's Rhys Fox, through his voluntary involvement contributed to the emerging youth homelessness services in the Eastern Metropolitan Region. In his will he bequeathed an amount to FAN, which has been placed in Trust. The interest earned each year is allocated to the Rhys Fox Achievement Award. The presentation at the AGM recognised his legacy to the community in a way that honours his commitment and acknowledges the exceptional achievements of young people. FAN is proud that this tradition is now in its sixteenth year.

This year's recipients are

Racheal Hughes & Skylar Rush



RHYS FOX AWARD RECIPIENTS

1994	Katrina White & Emma Morecroft
1995	Amanda Dywer & Kareem Hamid
1996	Annerliegh Parkinson
1997	Melissa Plain, Angela Boyd & Paul Waterworth
1998	Matt Jones & Kerry Warren
1999	Kylie Ives
2000	Andrea Fox & Cherie Davis
2001	Melissa Clemans
2002	Lauren Jones & Lani Elkin
2004	Katheryn Lea & Matthew Richardson
2003	Tessa Daniels & Katrina Vanderwiel
2005	Jaycie Duncan & Elise Ramage
2006	Gypsy Bates & Bronwyn Smith
2007	Erin McLoney & John Newton
2008	Illaria Starlit, Stacy Palmer & Melinda Steur
2009	Jess Portuguese, Apryl Ennis & Mary El-Hennawi
2010	Shar Boswell & Samuel Rhodes

FAN 30 YEAR HISTORY & CEO REPORT

In the Beginning – The Early Years

FAN's capacity to respond with initiative and innovation did not happen overnight, nor has it necessarily been a recent phenomenon. It is born from the history and culture of the agency, which is embedded in the philosophy and the practice. A client focussed and driven, rights-based approach is a fundamental Core Philosophy demonstrated since the commencement of the organisation.

Family Access Network formally emerged as an organisation in April 1981. Its development evolved from the efforts of the Box Hill City Council (now City of Whitehorse) youth worker, Steve McLoughlin, in drawing together a committee of people from within the local community to foster an accommodation response for the growing numbers of homeless and at risk young people. The development however emerged some years earlier from the late 70's through a series of public meetings, and community awareness activities led to the emergence of a steering committee. The community development model, so richly embedded in the formation of the agency, has continued and contributes much to the community participation, strong volunteer and donation base that enables FAN to continue to value add to services provided.

The City of Box Hill allocated worker time and resources to the development of the model, guided by the steering committee and subsequently from 1981 the Management Committee. Initially the service response was focussed around a community placement model and private rental shared houses – both of which made possible by the active involvement of volunteers as community placement caregivers and volunteer mentors supporting the shared houses. St Paul's Lutheran Church Box Hill, under the direct support of Bett Beaton and the Christian Brothers Novitiate, through the efforts of Br Paul Noonan, each provided onsite housing for young people to supplement the private rental and community placement options.

The then Ministry of Housing allocated a youth transitional property to FAN in 1982, which was used almost exclusively for young people for a period of more than 20 years and despite some ups and downs along the way was embraced by the local community, including the Neighbourhood House Coordinator. This supplemented the private rental stock managed by FAN.

In recognition that independent housing was not suitable for all young people, the shared housing model was enhanced by the strong pool of Community Placement Caregivers providing respite and ongoing housing options within a family environment. Many of the young people placed in the community placement program returned to their family homes, which enabled an excellent diversionary model for its 20 years of operation. FAN's first externally appointed worker in 1985, Coordinator of Volunteers, developed and managed the extensive numbers of volunteers, while the council youth worker provided the case management response. The model was very successful and laid the foundation for many of the values and practice principles still held strongly at FAN around building sustainable community connections for young people and fostering the involvement of the community.

In 1985 the Supported Accommodation Assistance Program, a Federal and State response, governed by the SAAP Act, emerged providing FAN with the capacity to employ workers to offer a case managed response, as well as an overarching framework, which remains an impressive document to this day.

In the mid 80's the issue of youth homelessness emerged as a major community issue, inspired to a large degree by the Equal Opportunity Commissioners Enquiry "Our Homeless Children" – which for many years was the cornerstone around which youth service models developed. It is also notable that FAN staff, including the current Manager, gave evidence at the original and reconvened Burdekin Enquiries "Our Homeless Children" in 1985 and 1987. FAN's evidence was based on appropriate ways of engaging and responding to the needs of vulnerable young people.

1987 was the International Year of Shelter for the Homeless. FAN participated at Regional and Statewide level in the campaigns to create increased community awareness, public advocacy and building pathways for acceptance. This was a very active time for social justice advocacy and led to significant service delivery policies and standards in the homelessness sector.

For the next ten years FAN offered a range of support and housing responses, which included a community placement program for younger people in the 15 – 20 year range, with the emphasis on

FAN 30 YEAR HISTORY & CEO REPORT

family reconnection made possible by the dedication of a pool of 25 caregiver “households”. For young people out of home for a period of time or where a “family” type housing response was less suitable, FAN also managed a number of shared house properties, by this stage all made available by the Office of Housing directly to FAN to manage. The involvement of a volunteer support team of up to three volunteers per household provided a strong positive role model to the young people, enhancing the case managed response of the team of professional staff. Members of FAN’s committee undertook landlord roles and property management and rental collection was managed separately from the role and function of caseworkers. Community Placement and Mentoring Volunteers were drawn from within the community, many of whom also benefited from the training and support offered by FAN, which contributed to many entering the sector in a professional role.

It is interesting to note that many years later Adolescent Community Placement (ACP) emerged as a model, developed by the Department of Human Services (DHS) in response to de-institutionalisation. A FAN worker, Helen Ryan, was seconded to DHS to assist with the original development of the ACP model. The impact on the lives of young people of the volunteer effort of the Community Placement Caregivers and the Mentors is one that for many young people has allowed a reconnection with a sense of community. Due to changing needs and presentation of clients the Community Placement concluded in 2001 after a strong and illustrious twenty years. During this period FAN also had a feature article presented in the Youth Studies professional journal.

The Middle Years - 1997 - Onwards

In the mid 90’s FAN’s client group started to change slightly at first, to reflect the growing numbers of pregnant, parenting young women, young families and accompanying children. FAN’s service responses shifted to meet the emerging trends and associated needs.

In 1997 FAN grew and changed quite significantly. The introduction of the Transitional Housing Managers – an initiative of the Victorian Government to separate the provision of housing from support (something which FAN had achieved already quite successfully with the tenancy administration worker) – led to some significant changes.

When the Transitional Housing Managers were introduced FAN developed an immediate response, sponsored by the Box Hill Rotary Club to provide personal kits to all young people when it was learned that many were going into properties that did not have necessary items. The kits include doonas, covers, pillows, sheets, and personal toiletries. These are provided to the young person directly and theirs to keep. This project has been running consistently ever since, jointly funded with Rotary, and has become an initiative replicated by other services.

In 1997 FAN was successful in the tender for the auspice of the Tenancy Support Program, funded through Consumer Affairs Victoria (CAV). The Tenancy Support Program offered tenancy support, advocacy and community education services centrally from the Box Hill office and also across five outreach locations, Chadstone, Oakleigh (Migrant Resource Centre), Ashwood, Boroondara (Camcare), Doncaster (Doncare), covering the four inner local government areas of Whitehorse, Boroondara, Manningham and Monash. The service in its seven years of operation (the statewide funding model was reviewed and centralised by CAV in 2004, which led to the closure of all 24 community based programs) averaged 1600 clients presenting for assistance each year. The Tenancy Support Program offered a vital role in supporting households to retain their tenancies, advocate and support tenants through VCAT hearings and offer a resource to landlords and real estate agents to facilitate positive housing outcomes. The program ran a number of community-development/education activities, contributed to literature on young people’s tenancy rights, it also formed the basis of FAN’s recognition that successful outcomes for tenants often rely on successful communication and linkages with the real estate industry.

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In 1997 FAN expanded further with funding from the City of Whitehorse to develop the Life Skills Program, tailored for homeless and at risk young people. The Young Mum's Group, a key Life Skills initiative, started in 1997 is still running and expanding today. The program is in its thirteenth year and for a period of five years received matched partnership funding from the Rotary Club of Box Hill. A range of personal development and creative workshops, which are frequently conducted in partnership with other community agencies and an ongoing Young Mum's Group are a feature of the Life Skills Program. The Life Skills Program was one of the first in the region and has contributed a great deal to a diverse range of projects, workshops, support groups and social activities for isolated and at risk young people.

In the mid 90's in response to a changing community climate, FAN was a key participant in an initiative developed in the Eastern Metropolitan Region – United Support Services. FAN as an Executive member undertook, in partnership with City of Whitehorse and Reach Out for Kids, the development of a set of comprehensive sector-wide policies, which were available on disk to enable member agencies to tailor them accordingly. This was valuable learning about how in a climate of competition great outcomes could be achieved through collaboration. USS was an incorporated body, set up to provide an umbrella group for smaller agencies, there were at least 18 member agencies. The group was very successful, and facilitated a Statewide Conference, opened by the Minister and by invitation gave presentations at a number of Regional DHS offices across the state, including the Eastern Metropolitan Region (EMR). The USS model was written up by the Children's Welfare Association of Victoria (their name at the time), as an innovative service response in a time of competition.

Since the late 90's FAN was instrumental in the development of a mentoring group for senior managers/CEO's. This has contributed to excellent outcomes, partnership approaches and productive professional relationships. Although not running as a consistent group it convenes and reconvenes to address particular issues and in recent times has focused on workforce issues, funding levels and salaries, resulting in agenda items, discussions and papers presented to the Local Area Service Network, as well as additional meetings with interested organisations resulting in participation from the Australian Services Union, and the peak bodies Council to

Homeless Person's and Domestic Violence Victoria. The discussions and advocacy continue.

FAN was very active in the Victorian Homelessness Strategy Statewide and Regional Consultations, including participation on working groups, consultation, peak body collaborations and contribution to discussion papers. The EMR response was one that FAN participated in and took copies, with DHS permission, to a series of sector presentations in Florida USA in 2003.

In 2001 FAN successfully participated in a DHS/EMR funded three-month project for the Enhanced Case Managed Crisis Response for young families and singles in the City of Whitehorse. Department of Human Services in its agency review of 2001 noted that FAN is "a highly efficient organisation, providing an exemplary service to its clients. The Committee of Management and staff are to be congratulated on this high level of service delivery".

FAN was a significant contributor in the development of two key Eastern Metropolitan initiatives in 2001. The local government forum on the development of social housing policies and partnership projects was targeted to the seven local governments in the EMR. In addition FAN had a key role in the first region wide Forum "Anyone HOMEless – A Community Epidemic", which was held over two and a half days and featured historic artworks from Council to Homeless Persons, keynote speakers/panels, playback theatre, and an industry expo. The Forum attracted over 300 participants including statewide peak bodies, ministers, central DHS representatives, as well as a strong representation from the EMR broader service system.

In 2002 FAN was invited to present an article to Parity, a professional journal of the Council to Homeless Persons, on our unique role in supporting homeless young families, the article was published in the February edition.

In 2003 FAN completed major renovations and additions to the existing office site, providing new and enhanced meeting, interview, and a warm and inviting office space for clients, volunteers and workers alike. The office is well located, easily found (next door to the Town Hall) and within walking distance to all forms of public transport, with free onsite parking also available. FAN also has access to the St Peter's undercroft and hall for a range of Life Skills

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Program activities and is noted as a participant/interested party in the City of Whitehorse Box Hill Town Hall Redevelopment. St Peter's Anglican Church entered into partnership with FAN to complete the major office refurbishment. While the bulk of the funding was made by a low rate loan to FAN, St Peter's did make a significant cash donation to the project and continue to support FAN's activities in a range of ways including access to the undercroft and the hall for FAN's Life Skills, Young Mum's Group and other programs in addition to a long term lease to ensure that FAN can continue to provide services from this site for many years to come.

In 2003 a FAN Life Skills Program photographic project "A Week In The Life Of" provided young people with the opportunity to document key events/people and themes in their lives. This project was exhibited at the Council to Homeless Persons Symposium on Youth Homelessness "Out of The Blue".

2003 also saw the introduction of the FAN initiative – Private Rental Assistance Scheme, to provide a flexible financial support package to link young people into private rental, through scaled rental payments over a period of time until the young person was ready to take full responsibility for the rental.

From 2004 - 2006 UnitingCare Harrison Community Services co-located two programs at FAN, Job Placement Employment and Training (JPET) and Wesley Harrison Information Support Housing (WHISH). This proved to be a very successful arrangement and the shared project activities fostered with the JPET co-location resulted in a number of jointly run projects and workshops. This enhanced the outcomes for clients and facilitated their access to other services.

In 2004 FAN was invited to participate in the final Project i/Council to Homeless Persons report "Making A Place to Belong" – Dr Shelley Mallet and Dr Deb Keys, as one of only six services across the state. FAN was identified due to the reputation for innovative service responses to young families. It is notable that the Youth Homelessness Action Plan launched in May 2004 identified that 20% of all homeless young people are pregnant and parenting, with specific service responses requiring review and attention. The "Making a Place to Belong", Shelley and Keys, report was launched at the Council to Homeless Persons Statewide Forum on "Exclusion/Inclusion" in March 2005; FAN was represented as speaker and panel member.

In 2004 FAN joined the inaugural Children In Homelessness Best Practice Group EMR and until its completion in 2006, was a consistent and committed participant. It is also notable that FAN has been an active member of the Eastern Homelessness Network Reference Group, representing young families, for a number of years. In that role FAN has been a consistent and committed participant.

In 2004 the Volunteer Program was incorporated within the Life Skills Program. It is encouraging to see that 30 years down the track FAN is still offering a volunteer mentor program although the community placement program closed in 2001 as a result of changing client needs. With a continuous volunteer contribution since inception literally hundreds of volunteers have enriched and added significant value to FAN's programs.

Throughout much of 2004 and 2005 FAN was actively engaged in the Homelessness Services Systems Development Project, workshops, conferences, sector consultations leading up to and post the implementation of the Front Door Trial. FAN initiated the re-allocation of the Housing Establishment Fund HEF resources for the duration of the Front Door Trial as a support to the integration of the resources across the Front Doors, contributing \$6,700 to the EMR Initiative. FAN was invited by DHS to facilitate Youth Specific Practice workshops in the Advanced Training Modules for Front Door Intake Workers. The Front Door Trial resulted in five intake points across the EMR for all homeless people to access crisis and transitional housing response and support.

2005 was a busy year with FAN contributing to the combined submission with Council to Homeless Persons, and the Homeless Advocacy Service on the "Charter of Rights for Children and Young People". FAN actively participated in a number of regional and statewide consultations on the development of the Family Reconciliation and Mediation Program (FRMP) and the Youth Employment Education and Training Initiative (YEETI), both outcomes from the Youth Homelessness Action Plan. FAN was noted as a leading agency across the state in accessing brokerage resources from YEETI and the success lies in facilitating positive outcomes for young people. FAN to date has accessed more than \$100,000 in brokerage funds to facilitate a young person's access to education and employment options. Similarly, FAN worked closely

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with the FRMP team to improve the relationships between homeless and at risk young people and their families in the areas of reconciliation, mediation and other interventions.

The FAN “Breaking the Cycle Over Breakfast”, linked to the Private Rental Assistance Scheme, to strengthen relationships with the real estate industry, was very successful and led to several presentations to Real Estate Agents, the Eastern Homelessness Network and contributed to a young mother in FAN becoming a “youth ambassador”. The young woman spoke at a number of public events including the Homeless Expo and FAN’s AGM. In 2005 City of Whitehorse introduced a Young Person of the Month Award. In the course of the first year five young people linked with FAN’s Homeless and Life Skills Programs, were awarded Young Person of the Month and one of them then went on to become the first City of Whitehorse Young Person of the Year, which was presented at the Australia Day Ceremonies in January 2006. Since then many young people who are clients of FAN have been successfully awarded City of Whitehorse Young Person of the Month and another two went on to receive recognition as Young Person of the Year.

The ALSO Foundation, approached FAN in September 2005 to partner in their same sex attracted transgender intersex (SSATI) youth transitional housing project. The first year was a particularly productive one with the development of interagency agreements, awareness training for all staff, Board and volunteers, organisation audit of resources, language and assessment processes supported through consultation with Twenty10 in Sydney and Daniel Whithaus of “pride and prejudice”. The project “alsorts” was launched in June 2006 and is seen as a necessary direction in addressing sector wide gaps in the provision of safe and suitable housing responses for SSATI young people. The Youth Homelessness Action Plan (May 2004) noted this as a sector wide gap. In 2006 Dr Lynne Hillier joined the FAN Board, as Researcher and Lecturer at Latrobe University and author of “Writing Themselves In”, “Writing Themselves In Again” – which are seminal works in identifying gaps and presenting needs for SSATI young people. FAN undertook to annually offer in-service awareness training, which has continued since 2006.

The FAN courtyard project was made possible through the direct assistance and resources of Levi Strauss, which also enabled two mosaic projects to be completed involving young people. The two mosaic projects allowed young people access to creative skill development and the legacy of mosaic artworks, tables, and totem poles now on permanent display in the FAN courtyard. The completed courtyard and mosaic totem poles were launched at the FAN 2005 AGM.

In 2005 Council to Homeless Persons invited FAN to participate in the development of a Statewide Youth Practitioner’s Network. FAN is an active member with the peak and has contributed over the years to a number of initiatives both at Regional and Statewide level.

The success of the 2004 “Making a Place to Belong” project led to Dr Deb Keys Melbourne University Key Centre for Women’s Health invitation for FAN to partner in a research to consider “young motherhood and the positive interventions”, which was successfully funded by Telstra. The project commenced in 2006 with a steering group drawn from across the state, including a FAN client contributing to the Steering Committee and the development of the youth specific questionnaires. FAN, staff and clients, along with other services supporting young women were interviewed. The research report “Young Motherhood and Homelessness – An Opportunity for Change” and resource booklet, was launched at a statewide Council to Homeless Persons forum in 2007, a former FAN client was a speaker, together with the FAN CEO who was also represented on the panel.

In 2006 FAN was successful in a submission for three years funding from the Alfred Felton Bequest to develop a Children’s Program – Early Years. This enabled FAN to undertake the necessary organisational, office space and program audits, and led to the introduction of more appropriately tailored responses for accompanying children, most of whom are aged 0 – 5 years. Alfred Felton Bequest extended the funding for an additional two and a half years in recognition of the key outcomes and the particular needs of children accompanying young families, experiencing homelessness.

Family Access Network CEO was a presenter at the March 2006 National Homeless Conference in Sydney and the July 2006 Victorian Homelessness Network Agency Practice Statewide Forum. An article was featured in Parity the same year.

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The successful initiative to engage the support of Real Estate through the “Breaking The Cycle Over Breakfast” led to FAN being invited to speak at the Real Estate Institute of Victoria Board in 2006. Earlier the same year FAN was also invited to participate in the Tenants Union of Victoria/Council To Single Mothers Statewide Working party on private rental barriers experienced by women who are parenting, with particular reference to what interventions can be introduced to address these barriers.

Youth Homelessness Action Plan 2 – Creating Connections was launched in 2006. In December of that year five agencies in the Eastern Metropolitan Region (EMR) – Harrison UnitingCare (lead agency), EastCare (Salvation Army), Wesley Homeless Services, Anchor Community Care and FAN came together to design and develop a comprehensive integrated partnership model to enhance service delivery and ensure improved outcomes for young people experiencing or at risk of homelessness. FAN in partnership with Anchor delivers the Private Rental Brokerage Program. FAN’s PRBP response covers the local government areas of Whitehorse, Manningham, Boroondara and Monash.

In 2006 the introduction of the Homelessness Assistance Service Standards, Victoria contributed to significant sector consultation, training and change. All homelessness services required to complete as a set of stand alone standards or part of an existing Accreditation framework, within a three year period. In 2007 DHS invited FAN to apply for a grant to share some of our learning’s around embedding quality through portfolios, research and related projects, resulting in a small grant to develop ‘Creating a Culture of Quality’ Report December 2007. The report was viewed as a tool for small – medium organisations, continues to be circulated and is available on the DHS and Council to Homeless Persons website. It has also proved to be a useful tool as an induction for new workers. The report has been circulated widely to other homelessness organisations both in electronic and hard copy.

In 2007 the Young Mum’s Group turned ten, a big event – 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. William Buckland Foundation commenced three year funding to the Life Skills and Volunteer Program. The Volunteer Program underwent a review offering enhanced responses to support client engagement in workshops and support through the introduction of Child Play supervisors, volunteers to assist in workshops/peer leadership program as well as the reintroduction of Volunteer Visiting Teams, in addition to the existing one on one Volunteer mentors and Lead Tenants.

In 2007 it was requested of FAN to share the framework of our comprehensive staff induction and orientation Manual, including a 13 week self directed schedule. To date in excess of 30 small – medium sized organisations have requested and been provided with the framework, including the two state peaks and a number of family violence services.

FAN presented evidence and lodged a written submission to the National Youth Commission’s “Australia’s Homeless Youth” inquiry in 2007. The report released in April 2008 sources FAN’s 2006 National Homeless Conference Paper.

In late 2007 Homelessness was put on the front page by the newly elected at the time Prime Minister, Kevin Rudd. FAN CEO invited to participate in 130 member delegation to the Government’s National Roundtable in March 2008. FAN embraced the opportunity to influence a new direction through further regional and state consultations and a written submission to the Homelessness Green Paper.

Through the Family Violence Reform and Young People Initiative best practice project, DHS provided funding in early 2008 for a report demonstrating FAN’s model development, processes, and implementation of the “alsorts” Same Sex Attracted Transgender Intersex Statewide pilot project in partnership with the ALSO Foundation. The projects aim was to support broader service system responsiveness to SSATI young people particularly in the homelessness and housing sector. The report was completed in July 2008 and launched with other best practice project reports at the Inaugural Council to Homeless Persons Youth Homelessness Conference. FAN participated in the Manningham and Eastlink Community Cabinets.

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In 2008 FAN was approached to undertake the youth counselling and family mediation component of the Whitehorse Counselling Services Alliance (WCSA), a partnership with Reach Out for Kids and Uniting Care East Burwood Counselling Centre. FAN commenced service delivery in July.

FAN participated in statewide consultations and contributed a written submission to the Vulnerable Youth Framework, an across government departments framework in working with 10 – 25 year old young people, which was released in late 2008.

“Making it Real – Sexual Health Communication for Young People Living with Disadvantage” partnership research between Deb Keys Melbourne University Key Centre for Women’s Health in Society, Family Planning Victoria, Adolescent Forensic Health Service, Onemda Indigenous Health Unit, Western Region Health Centre, Youth Substance Abuse Service and FAN – June 2008.

Other research FAN staff and clients contributed to in 2008 included “Exploring the Impacts of Homelessness on Families”, and “Mapping Gay Communities” project of Australian Research Centre in Sex, Health and Society Latrobe University and University of Melbourne.

In November 2008 FAN completed its first Accreditation through Quality Improvement and Community Services Accreditation (QICSA), including the mapped in Homelessness Assistance Service Standards. A huge task and one which was made possible by the dedication and commitment of the team, evidenced in the Creating a Culture of Quality report released the year before. FAN received three Exceeded Practice ratings for our HR systems, cultural diversity and contributing to the sector.

Also in November 2008 the CEO presented at the Council to Homeless Person’s Inaugural Conference on “Support for Young People”. An extract is in the FAN 2008 - 09 Annual Report.

In 2008 and 2009 “The Road Home” the national governments framework for responding to homelessness engaged the sector, government and philanthropy in finding new ways to ensure targets of halving homelessness by 2020 are achieved.

2009 commenced with an important piece of research in partnership with The Salvation Army, Melbourne University, Melbourne Citymission and FAN. “Does Camping Count” Children’s Experiences of Homelessness, a powerful body of work capturing

the voices of children, was launched in October 2009 by the Housing Minister in conjunction with the launch of the Victorian Homelessness 2020 Strategy. One of the researchers, Deb Keys, presented findings at the 2009 FAN AGM.

SSATI Best Practice report launched at the Council to Homeless Person’s Youth Conference in November 2009, in conjunction with other Creating Connections pilots and projects. This is available in limited copies on disk.

FAN was nominated for the National Diversity@work Awards as a result of our organisation wide responses/audits and commitment to embedding a whole of organisation SSATI response. FAN was delighted to be National Runner Up in 2009.

FAN CEO joined the Board of the state peak body Council to Homeless Persons in December 2009.

Sector reforms continued leading to the statewide implementation of the Opening Doors Framework in 2009 – 2010, the existing five Front Doors continuing in the EMR and the expansion of the previous Monitoring and Advisory Group, FAN CEO a representative, to a larger all of homelessness/family violence services Local Area Service Network. A number of parallel sector reviews occurred through much of 2009 and 2010 including Creating Connections undertaken by KPMG, Private Rental Brokerage Program – Innovative Models by RMIT. On both accounts the flexible implementation of the Private Rental Brokerage Program offering client focussed packages, well supported partnership development with the real estate industry proved to be the most successful.

Late 2009 FAN was invited to partner with Eastern Health for the delivery of the new model, Homeless Youth Dual Diagnosis Initiative a statewide response with one program located in each DHS Region. The following six months involved considerable work developing the partnership between FAN and specifically Eastern Dual Diagnosis Service of Eastern Health. It has proved to be a most successful partnership resulting in the appointment of the worker, based at FAN, in late 2010 to provide a regional clinical response and sector capacity building across the youth homelessness services in the EMR.

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In 2010 FAN revamped the SSATI Best Practice Report and through the assistance of a small grant from DHS was able to re-release the report – circulated both in hard and electronic copy. In April 2010 Fiona Murray FAN Youth Support Worker, published an article in Parity “Responding to the Needs of Same Sex Attracted Transgender and Intersex Young People in Homelessness and Housing Services”.

“Well Proud” a guide for inclusive practice for health and human services by the Ministerial Advisory Committee on Gay, Lesbian, Bisexual, Transgender and Intersex Health and Wellbeing, features the FAN SSATI response. The report was launched by Minister for Health in 2010.

“Beyond Homophobia” – A policy blueprint in meeting the needs of same sex attracted and gender questioning young people in Victoria – William Leonard, Daniel Marshall, Lynne Hillier, Anne Mitchell and Roz Ward, was launched in 2010. FAN staff and clients contributed to the research. Lynne Hillier presented at the FAN 2010 Annual General Meeting.

Other research projects that FAN staff and clients supported in 2010 include “Mitigating negative health outcomes of vulnerable and precarious housing” – Melbourne Citymission Hanover, Melbourne University, AHURI and Flinders University; and “Families on the Edge” a three year longitudinal study of Swinburne University, Australian Research Council and Hanover.

Partnerships continued to be an emerging direction in 2010, with two new models seeking FAN's response. Young Families in Crisis evolved from a valid concern that placing young families seeking a crisis response in motels was not a suitable outcome, albeit all that was available. FAN along with a steering group chaired by Cheryl Ritter of Eastern Health, and including representatives from Wesley, DHS, Starting Out, EACH, local government developed a model, including a referral pathway which was subsequently endorsed by the Local Area Service Network. Work on the construction commenced and the properties were available in mid 2011, two units on the same site. An identified purpose built housing response defined for the inner east with the potential to replicate that in the outer east. FAN to support one of the units and Starting Out the other. The other involves a pilot foyer model with wrap around supports was initiated by EastCare involving FAN and

Harrison in the service response, including development of the model, MOU and referral processes. An impressive property is aligned with the model enabling an appropriate space for a lead tenant, study space for clients, large recreational and excellent facilities to undertake life skills activities, cooking etc. Both models in their infancy and continue to be monitored around implementation and learning's.

During 2010 the FAN Private Rental Brokerage Program continued the workshops to support the private rental readiness of young people. A new workshop initiative emerged following feedback from youth workers in the region, to provide information and resources to workers to support them in assisting young people to access private rental – 20 workers attended the first session. The workshop material for the young people and workers, developed into resource booklets, which have been shared with other private rental models.

2011 has seen the continuation of the multiple partnership projects in place and the implementation and consolidation of models that were emerging in 2010. There is no doubt that additional programs and staff have placed pressure on the existing office space. As a result FAN has undertaken improvements to the existing office in 2011 including creation of a new office, renovation of the kitchen and successfully secured additional office space in the City of Whitehorse Box Hill Hub, alongside the FAN office. The additional office space due to be available before the end of 2011.

FAN participated in the DHS One Standards Steering Group, which commenced in 2010 and is now nearing completion of the Evidence Guide. The DHS One Standards will replace other sector specific standards e.g. HASS, and will be implemented from 2012. FAN CEO also participated in meetings and workshops relating to the development of the Rainbow Tick standards and evidence guide. The Rainbow Tick is an accreditation program developed by Gay and Lesbian Health Victoria in partnership with the Quality Improvement and Community Services Accreditation (QICSA) and with funding from the Victorian Department of Health. The Rainbow Tick guides organisations through a cycle of self assessment and review by external assessors to determine the extent to which the organisation (or a service within the organisation) meets the needs of gay, lesbian, bisexual, transgender and intersex (GLBTI) consumers. FAN has nominated to undertake one of the pilots.

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Reach Out for Kids, lead agency in the Whitehorse Counselling Services Alliance underwent a wind up and merger with Anglicare during the first half of 2011. Anglicare is now the lead agency in the WCSA, in the partnership that continues to include FAN and Uniting Care East Burwood Counselling Service.

In 2011 the FAN Private Rental Brokerage Program undertook an analysis of outcomes during the last two years, including follow up with clients to assess their current circumstances. The resulting evidence of 80% of young people supported in the past two years still remaining in private rental is an excellent outcome.

Since the commencement of the “alsorts” statewide SSATI response FAN has been liaising with DHS for specific funding. Since then a small grant was provided by DHS to write up the model as a best practice, statewide allocation of \$10,000 annually to support SSATI young people with Housing Establishment Fund and in 2011 DHS allocated recurrent funding for .5 EFT position. FAN is delighted with the outcome and supported the further embedding of SSATI response across the team by increasing existing staff hours. At the time of writing the updated history we are advised that FAN is once again nominated in 2011 for the Diversity@work National Awards.

In response to a Family Violence Forum in April 2011 FAN, Eastern Community Legal Centre, Eastern Domestic Violence Service and the family violence and youth liaison police officers, formed a steering committee to strengthen the response for young women experiencing family violence. Although the data for FAN reflects high numbers of young women experiencing family violence, the data is much lower in terms of their presentation to the specialist services of family violence, legal and police. Through a strengthened and collaborative approach enhanced responses for young women experiencing family violence is the desired outcome.

Department of Human Services conducted an onsite review of FAN's Programs in August 2011, although focussed on the key funded Programs of the Homeless Support Services, it also presented an opportunity to report on the full range of service responses, programs and initiatives. Feedback from DHS “we are impressed with FAN's dedication to working with homeless youth. We are confident that projects FAN is responsible for are run well, and you have proved FAN is an organisation we can rely on to do things well. We also recognise the partnership work with the homeless sector

(and more broadly) and grateful FAN are so willing to assist services by sharing FAN's learning's. It's great having you as an active member of the LASN and we look forward to a great working relationship into the future”.

Practice Reflection, Research & Innovation - The Present and The Future

In the past ten years FAN has undergone considerable changes in the nature of the client-group and as a result the tailored responses offered. A key feature is the consistent growth of young parents, young families and accompanying children. In 2004 FAN undertook a ten year trends analysis which formed the basis of a report presented at the Annual General Meeting and led to the establishment of new initiatives, driven by a staff led portfolio system. The portfolio model has proved to be a highly successful development and has contributed to some excellent FAN initiatives and interventions, and a diverse flexible range of programs and workshops offered through the Homeless Support Services and the collaborative activities of the Life Skills Program and the significant contributions of volunteers across all aspects of FAN's services.

The Portfolio system enables staff to identify key areas of interest and for FAN to look at how to enhance service delivery in response to the emerging needs of clients. The direction was well supported by the already existing FAN model of practice reflection, trends and data analysis resulting in service enhancements for clients.

A number of initiatives have resulted, many of which led to successful submissions and partnerships: Private Rental Assistance Scheme; Breaking the Cycle Over Breakfast; Get Smart Education Program for Young Mum's; Youth Health Day; Young People as Ambassadors; Children's Program – Early Years; Peer Leadership Program; Project i/Melbourne University Research projects; ALSO – FAN alsorts same sex attracted, transgender, intersex project, counselling and family mediation to name but a few.

In recent years FAN has presented on its innovative practice at Regional Networks, working groups, community and service groups, as well as statewide practice forums, state and national conferences. However a commitment to public awareness has been evident throughout the life of FAN and reflected in numerous radio appearances, newspaper articles, speaking engagements, school presentations and others as requested.

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FAN maintains a commitment to reflective practice embedded across all aspects of client service provision as demonstrated in formalised supervision strategies, debriefing, peer practice reflection, staff meetings, in house training, sector participation and comprehensive professional development. FAN attracts staff who are committed to the best practice model of service delivery and embracing of continually refining and enhancing services.

Key Sponsors and Funding Bodies

The City of Whitehorse, as noted earlier, through the efforts of the youth worker fostered the development of FAN in the early years from 1981 to the introduction of SAAP in 1985. Since then Department of Human Services (DHS) has funded the provision of case managed responses for homeless and at risk young people, which is the core funding and therefore a significant partner in FAN's delivery of services, with expanded funding and programs in the past ten years for Creating Connections, Homeless Youth Dual Diagnosis Initiative, SSATI HEF and SSATI responses. The City of Whitehorse has funded the Life Skills Program since 1997. Other key funding partners include Lord Mayors Charitable Fund, Lord Mayors Youth In Philanthropy, William Buckland Foundation, Alfred Felton Bequest – ANZ Trustees, Percy Baxter Fund, St George Foundation, Streetsmart Australia, Box Hill Rotary and Lions Club of Box Hill.

Nissan Australia has become a key corporate sponsor in 2010, supporting FAN through the provision of a vehicle, very nifty lavender Micra to match FAN's colours, as well as sponsoring the 30th Anniversary Annual General Meeting. Nissan has engaged Destination Event Management to oversee the AGM, including design, printing, catering, and entertainment. Destination Event Management is also supporting the event through the provision of many of their services without cost.

Funding and Resources at FAN

FAN is currently a committed staff team of 12, having grown by 50% since the 25th Anniversary report and history of 2006. FAN's experience has shown that the capacity to be responsive and creative has contributed to timely and innovative practice and enhanced services fostered through alternative funding streams. This in no way reduces the impetus for appropriate government

funded interventions or diminishes the commitment to the fundamental philosophies of social justice and human rights. It does however, in the interim enable FAN to offer a range of tailored and appropriate services here and now, while at the same time maintaining a commitment to keeping the issues of homeless and at risk young people, young parents and accompanying children on the agenda.

Donors and Supporters

Olive Clark (Honorary Life Member) has been a continuous donor to FAN's programs since the inception – this is an extraordinary commitment of an individual and one which makes a significant contribution in addition to inspiring us all in our efforts, with her notes of warmth and encouragement. FAN's enhanced services and programs have been made possible by the consistent and ongoing support of the Lord Mayors Charitable Fund for many years, which has enabled the provision of equity support services to young people, young families and children in regard to their immediate and basic needs. The Lord Mayor's Fund has also facilitated FAN's application to other trusts for specific projects and activities – these have included Percy Baxter Fund, Levi Strauss, Youth In Philanthropy to name a few. In addition regular supporters have included: Canterbury Council of Churches, Highfield Road Uniting Tennis Club, St Dominic's East Camberwell Parish, Nunawading Rotary, Ringwood Magistrates Court, St Peter's Mothers Union, Box Hill. Caroline and Derek Young – Orcadia Foundation, Nance Morsby, Fred Faher & Family, Robert Leydon, Jan Lawson, E McRae, Andrew & Glenda Simpson, Dawn Bladin, Allan Rogerson, Ivan & Toni Mahlstedt, Paul Linossier.

For eight years staff at Austbrokers Countrywide have donated Christmas presents that clients and their accompanying children receive at FAN's annual Christmas Party.

Margaret Ogilvie (previous community placement caregiver) – Disadvantaged Youth Fund provides regular financial support to FAN through the sale of recycled gift cards. These funds have assisted in education costs and a range of specific supports to young people.

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Caroline (Honorary Life Member and previous Volunteer Mentor) & Derek Young through the Orcadia Foundation in 2004 purchased, furnished and continue to maintain a property for FAN for the provision of longer term housing options for homeless and at risk young families. The Orcadia property has enabled the capacity for FAN to offer a response to vulnerable families and support them in stabilising and working towards longer term housing options. The Orcadia Foundation through Caroline and Derek Young, also provided seeding funding for the Children's Program – Early Years, as well as ongoing and long term support of FAN's programs for many years.

St Peter's Anglican Parish of Box Hill continues its support with suitable rental space and areas to hold workshops and meetings, for more than ten years. The St Peter's Parish supports FAN in a variety of ways as part of its pastoral care; examples of this are the support with a partnership approach to refurbish the office in 2003, routine minor maintenance items and assistance, baby items and lunches for the Youth Mum's Group through the St Peter's Mothers Union.

A number of one off and ongoing projects have been supported as a result of successful submissions to The Youth Issues Working Party, The Inger Rice Foundation, The Whitehorse School Focussed Youth Service and the Department for Victorian Communities – Community Strengthening and Volunteering. The Foundation of Graduates in Early Childhood Studies also provided funding for Kindergarten Start Up Packs that includes access to child care fees to enable parent's to engage in further education, attend counselling and other significant appointments. City of Maroondah supplied funding for our Driver's Education program. When needed The Alannah & Madeline Foundation supply Buddy Bags for children of our clients, Eastern Emergency Relief assist with furniture and Youth Connexions assist with meeting space to run our EDG Group.

Young people as Ambassadors and Participants

Young people supported at FAN over these 30 years would add up literally to thousands. Many of them at various stages return or re-contact to share with us new developments and positive outcomes in their lives. For many of us choosing a career in the profession this is one of many rewards that inspire and nourish us through the sometimes more difficult or less positive times. FAN's model is built

around a client-focussed rights based approach. It underpins all aspects of service delivery. As a result young people are encouraged to participate in fostering awareness within the broader community of the positive contribution that young people can make. At a FAN is particularly proud of their achievements and congratulates them for their community spirit.

Since 1994 FAN has acknowledged the particular efforts of selected young people at the Annual General Meeting as recipients of the Rhys Fox Encouragement Award. The Award was made possible through the bequest from the estate of Rhys Fox who was active in the development of housing responses for homeless and at risk young people in the eastern suburbs, during the 1980's and 1990's. Recipients of the Rhys Fox Award are: Katrina White, Emma Morecroft, Amanda Dwyer, Kareem Hamid, Annerliegh Parkinson, Melissa Plain, Angela Boyd, Paul Waterworth, Matt Jones, Kerry Warren, Kylie Ives, Andrea Fox, Cherie Davis, Mellisa Clemans, Lauren Jones, Lani Elkin, Tessa Daniels, Katrina Vanderwiel, Kathryn Lea, Matthew Richardson, Jaycie Duncan, Elise Ramage, Gypsy Bates, Bronwyn Smith, Erin McLoney, John Newton, Illaria Starlit, Stacy Palmer, Melinda Steur, Jess Portuguese, Apryl Ennis, Mary El-Hannawi, Shar Boswell and Samuel Rhodes.

In 2010 FAN introduced the Stephen B McLoughlin Encouragement Award in memory of his vision, commitment as founder of FAN. Congratulations to the first recipients in 2010 Rebecca Carr and Xavier Evertiz.

Over the past 30 years of service delivery to homeless or at risk young people, FAN has actively encouraged client participation in our delivery of services and contributions within the broader community, in the past six years this has extended to contribution to a wide range of research projects. It has been FAN's experience that fostering a young person's contribution and participation is an empowering involvement for them and an enriching one for FAN, the sector and the community.

Honorary Life Members

Many volunteers, committee/board and staff members have contributed their time, efforts and energy to the vision and development of FAN, some however have gone the extra distance in fostering the culture of FAN. Their hard work and conviction have

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enabled FAN's services to develop and flourish. FAN has acknowledged key people for their individual effort with the presentation of Honorary Life Membership at the Annual General Meeting. Recipients to date include: Olive Clark, Wendy Brooksbank (dec), Caroline Young, Tony Sell (dec), Rex and Sue Filson, Shirley Ingram (Baird) (dec), Leo Clarebrough, Rae Cook, Ted Long (dec), Steve McLoghlin (dec), Debbie Brown, Robert Joynt, Allan Rogerson, David Webster and Sue Carlile.

Acknowledgements

It is said that we are measured by the company we keep and the successes at FAN are measured therefore by the people who have made up the company. In considering those to acknowledge a yardstick on founding status or longstanding contribution, in excess of three years, is the basis for this report. For those whose contribution to FAN is unacknowledged in this report, please be assured that your input is appreciated and lives on in the legacy of programs and services provided and the difference you have made. To those who played key roles as staff, volunteers and Board members again your contribution nourished and enhanced the vision of FAN and I hope many of you will be present at the 30th Annual General Meeting.

Board of Governance

Notable founding and/or long serving members include: Steve McLoghlin (dec), Allan Rogerson, Tony Silke (dec), Tony Sell (dec), Fr Peter Clifford, Br Paul Noonan, Tony Wood, Ted Long (dec), Phil Gruchy, Bernie Oke, Shirley Baird (dec), Rae Cook, Chris Grace, Paul Linossier, Debbie Brown, Robert Joynt, David, Tolstrup, David Webster, Leo Clarebrough, Gerry Thurlings, Ted Russell, Bruce Argyle, Michael Smith. Those who served one term (2 years or less) and provided great assistance to FAN include: Judy Davidson, Tara Frichittavong, Warren Anderson, Chris Menneilly, Myrine Long, Kate Coleman, Jackie Bramwell, Roy Longworth.

The current FAN Board are: Helen Killmier – Chair, Helen Buckingham – Deputy Chair, Colin Bellis – Secretary, David Burlew – Treasurer, General Board: Dr Lynne Hillier, Emma Sampson, Sue Carlile (ex officio).

Staff

Homeless Support Services: As the longest running funded program at FAN it has benefited from a diverse, committed and hardworking team who keep on keeping on, including and in order of appointment: Sue Carlile, Helen Ryan, Julie Fisher, Wendy Brooksbank (dec), Faye Reeves, Peter Turley, Brigitte Hammer, Marc Billing, Neil Morrison, Peter Stephenson, Melissa Beers, Lyn Thomas, Vanessa Walker, Anne Tuke, Donna Boon, Steve Hewitt, Kelle Castellano, Yasmin Thomas, Katy Grimes, Carla Di Stefano, Jemmah McKie (Drew), Victoria Sobh, Jacqui Gabriel, Mollie Kerby, Samuel Headberry, Amy Campbell, Fiona Murray, Sarah Evans, Rebecca Granata and Matt Pearse. Along the way many students on placement and locum workers have contributed to the capacity of the Homelessness and Life Skills Programs, they offered scope for FAN to learn as well as mentor, which has continued to nourish the spirit of reflection.

Private Rental Brokerage Program: Victoria Sobh, Samuel Headberry, and Oriana Lardieri.

Life Skills: Melissa Urquart, Chrissy Singh, Kelle Castellano, Polly Williams, Carol Martyn, Stavrina Hadjielias, and Margaret Banks.

Volunteer Program: Sue Carlile, Carol Martyn, Stavrina Hadjielias and Margaret Banks

Tenancy Support Program: 1997 – 2004 Cathryn Taylor, Jill Campbell, Christina Andrews and Lynne Hahn.

Finance, Administration and Reception: Lynne Hahn, Cathy Oliver, Kellie Robinson, Felicity Green, Maureen Higgins, Emily Todorov, Lauren Wilson.

Children's Program – Early Years: Kristie Lennon, Jacqui Gabriel and Kate Crawshaw

Counselling and Family Mediation: Jemmah McKie (Drew), Rod Tresize, Jacqui Gabriel and Kate Crawshaw

Dual Diagnosis: John Mullane employed by Eastern Health, project in partnership between FAN and EH, which commenced in 2010. John is located at FAN.

Project & Capacity Building: Peter Stephenson

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Volunteers

Notable longstanding Volunteers, who offered in excess of five years service to FAN across a broad range of areas including community placement caregivers, mentors and other supports, include: Angela Aaltink, Shirley Baird(dec) and Glen Ingram (dec) Jeannie Baker, Graeme Barnett, Joanne Bevilacqua, Debbie Brown, Natalee Cairns, Tracy Carter, Joanne Close, Rae and Rick Cook (dec), Carmelita Davies, Rex and Sue Filson, Rosemarie Harrison, Dimity and Ian Fifer, Debbie Golding, Maureen Glover, Terry Grayson, Brad Harris, Joanne Hofner, David Holden, Penny Hughes, David Hutchinson, Sue Jackson, Robyn Keleher, Shane Kelleher, Liz Kelly, Kerry Letson, James Leviston, Arlene Lambie, Tim Lockwood, Chris McAleer, Claire and Richard Mataska, Glenda Maxwell and Roy Padmore, Daniel Mellman, Oliver Mellman, Gerri O'Connor, Margaret Ogilvie, Beth Oswald, Jonathon Paschke, Carolyn Pearson, Claire Pidoto, Kerryn Pryde, Tania Reid, Peter Robertson, Sue Rochford, Allan Rogerson, Fiore Rosenberg, Gerard Sharkey, Sharryn Sloper and Joseph Stanley, Michael Sheahan, Andrea Snoxell, Kate Stack, Doug Smith, Cheryl Teng, Ruth and Peter Tesdorpf, Melissa Urquart, Candy Vulling, David Webster, Caroline Young, Dimi Hoppe, Mandy Phull, Gael Trusler, Gena Haldoupis, Jana Hardgrove, Sam Tziaras, Lynne Wambeek, Emma Officer, Troy Harris, Allison McCKacken, Aly Johns, Amanda Leithead, Amada Weisz, Amy Harmer, Ann Voulter, Anthony Gartner, Arlene Lagunzad, Asha Pask, Bianca McCulloch, Caitlin Daly, Cara Hudson, Caroline Lauck, Charmaine Lowery, Charmaine McNally, Christina Teoh, Connie Murphy, Crystal Murphy, Elisa Lim, Emma Bregazzi, Jacquie Arlanandam, Jenny Ryan, Joe Balta, Kim Walsh, Kristin Brain, Les Eastman, Lucinda Sylvia, Nick Maxwell, Paul Whelan, Priya Lewis, Rick Sciessere, Ruth Thomas, Sarah Scerri, Stefanie Oakes, Zillah McLaren, Trish Morris, Janelle Corlass-Brown, Karen Bowman, Marisa Dinicolantonio, Linda Everest, Jacinta Moroney, Rachel Sharroch and Travis Thom. If you have been a volunteer of five years standing or longer and have been omitted from this list, please accept my sincere apology.

To everyone else who played a part in the past thirty years, thank you for your contribution, encouragement, commitment and support in translating a vision into the reality that is Family Access Network

Maintaining the Vision

Reflecting on the thirty years of FAN at a point of changing systems, operations, programs, and staffing at FAN, confirms and affirms that FAN is ever flexible and constantly evolving. It is timely therefore to be in a position of capturing this “snapshot” for the 30th anniversary, acknowledging those who have paved the way, reflecting on trends, FAN's current programs and future priorities. This snapshot view of FAN demonstrates that offering appropriate, responsive, client focussed and driven services tailored to the needs of homeless and at risk young people including same sex attracted transgender intersex, young parents, and accompanying children is embedded in FAN's practice and embraced across all aspects of the organisation – a focus which has informed the past and will continue to drive FAN's service delivery into the future.

The growth and development at FAN, have also contributed to changes within my role and capacity. In 2004 I relinquished the management of the Volunteer Program, I returned from leave in January 2006 to the decision that case managing clients was unsustainable and in May of that year FAN introduced a team leader role to the homeless response. Since then various organisational reviews and restructures have occurred, in 2010 in response to strategic plan priorities of succession planning and sustainability, a leadership review was undertaken, resulting in the creation of two new positions. The Client Services Manager, including service delivery for the existing Children's Program and youth counselling and family mediation response and Project & Capacity Building Worker. The leadership team was completed with the appointment of the Senior Worker/Team Leader in late 2010. In 2011, the previously developed Senior Management Team was reviewed to create a strengthened Leadership Team, guided by Terms of Reference with a focus on supporting organisational capacity across a range of service delivery, partnerships, staffing, training, monitoring and compliance, continuous quality improvement/accreditation, strategic plan implementation, funding/submissions, projects, research requirements and other areas as they emerge. The Leadership Team comprises: CEO, Client Services Manager, Project & Capacity Building Worker, and Homeless Support Services Team Leader. The work of the CQI Committee and the Leadership Team, leading up to Accreditation in November 2011 has been inspiring, and in particular Peter

FAN 30 YEAR HISTORY & CEO REPORT

Stephenson who has not missed a beat in guiding the CQI and Accreditation work during the past year – the level of work he has undertaken is huge and with my sincere thanks.

I extend my thanks and appreciation to the FAN Board for their support, guidance and excellent stewardship of FAN in the past year, including an active review of the concluding Strategic Plan and development of the Strategic Plan to guide the next three years. The Board offer a diverse set of skills, linkages, insight, and wisdom and in the past year have supported my role at both Board and Executive level. Lynne Hillier retires at the coming AGM, after five years on the Board offering enormous support and insight in particular the development and implementation of FAN's support to same sex attracted transgender intersex young people. The staff team and volunteers are to be congratulated for their dedicated work and commitment to clients and FAN services. As noted it has been a year (or thirty) of change and new directions. In late 2010 John Mullane joined the team responding to the Homeless Youth Dual Diagnosis Initiative, offering his skills and insight. The client services team and programs are very well supported under the guidance of Kate Crawshaw Client Services Manager and Sarah Evans Team Leader. I would also like to thank and acknowledge staff members who have resigned during this time for their contribution to FAN and wish them every success for the future – Emily Todorov, Samuel Headberry, Stavrina Hadjielias, Lauren Wilson, Amy Campbell and Fiona Murray. In the past few months we are also pleased to welcome to the team Margaret Banks, Oriana Lardieri and Matt Pearse. I was delighted to welcome back Felicity Green in December 2010 to the Executive Assistant/Administrative Officer position, who in spite of having a baby in April will continue to offer part time support to FAN and me in particular. Maureen Higgins Financial Administrator continues to work solidly in support of the range of financial requirements of FAN – small organisations don't have Finance/HR and related departments, Maureen's completion of all the financial requirements at FAN and the transitioning to a new salary sacrifice arrangement to improve outcomes for the staff team is greatly appreciated. This year also sees the completion of Cathy Oliver's support to the financial administration functions, with our many thanks for her tireless work since 2006.

The history update replaces the usual CEO report, please take the time to read the program reports, observations from clients, summary of the new Strategic Plan and not least acknowledgement of FAN's funding bodies, donors and supporters without whom the last thirty years would not have been possible.

In closing I would like to acknowledge the vision for FAN and the inspiration for its development rests with Stephen McLoughlin (dec), who's legacy will live on in the Stephen B McLoughlin Encouragement Award which was introduced in October 2010.

Sue Carlile

CEO

CLIENT SERVICES

Homeless Support Services;

- Transitional support – case management
- Alsorts – SSATI project
- Private Rental Brokerage Program Life Skills Program
- Homeless Youth Dual Diagnosis Initiative

Other Client Services/Programs:

- Children's Program – Early Years
- Counselling and Family Mediation
- Life Skills Program
- Volunteer Program
- Project & Capacity Building
- Equity Support Program

Homeless Support Services

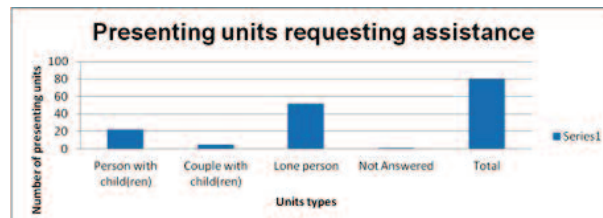
Family Access Networks' Homeless Support Services (HSS) provide client focused case management support to young people aged 15-25 and their accompanying children who are experiencing or at risk of homelessness. Our services, programs and staff have provided high quality support to young people and their children for 30 years in an environment that is flexible, welcoming and inclusive.

During the past year, FAN supported 126 young people and 38 accompanying children. Of the 126 young people; 80 were supported within a case management framework; 34 were assisted with Housing Establishment Fund (HEF); and an additional 12 were supported with Same Sex Attracted Transgender Intersex (HEF).

HSS Referral and support data

Figure 1 below shows the breakdown of presenting clients during the reporting period.

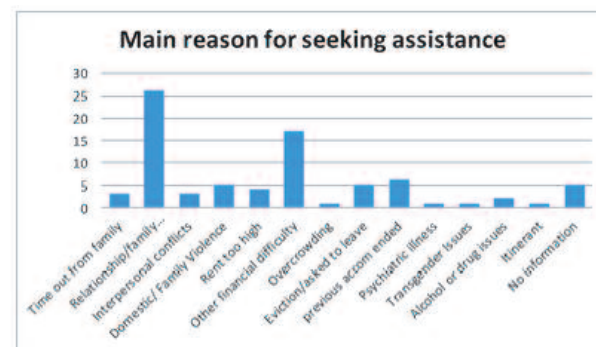
Figure 1



This data shows that just over half of presenting clients were alone, whilst a significant number of parents sought a service. One client did not provide information about their family status.

Figure 2 below shows the reasons given for young people seeking assistance.

Figure 2



The data demonstrates that consistent with the previous year, relationship/family breakdown continues to be the predominant reason for young people seeking assistance from FAN. Other reasons for seeking a service include financial difficulties; previous accommodation ending; being asked to leave or evicted from previous dwellings; and domestic/family violence.

CLIENT SERVICES

"FAN has been really supportive whilst I have been living in transitional housing and have assisted me with funding for my children"

Tara

"I don't know where I would be if I wasn't living in transitional housing"

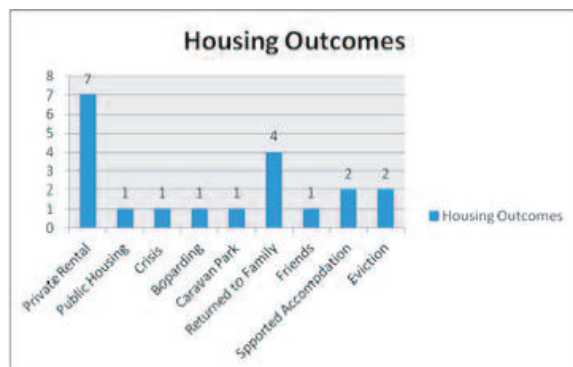
Jade

"I had to move into transitional housing, and it's good because it's affordable, and I don't have to keep all my stuff in plastic bags in other people's houses, and it's nice to know you have a place you can sleep. Also the workers are cool."

Sarah

Figure 3 below shows client housing outcomes

Figure 3



The above graph shows that seven clients being case managed by support workers have exited transitional housing and successfully obtained private rental accommodation. This has been a significant achievement and demonstrates the development in living skills and independence that clients experience during their time in transitional housing.

Support workers have also assisted clients with family relationships and mediation resulting in four young people returning home to their families. As you can see only one family have been successful in getting an offer and moving into an office of housing property due to the lack of housing stock.

Homelessness Support and Case Management Framework

FAN's case management response encourages clients to be in control of their own case plan. This includes identifying achievable goals using a client centred framework, with support workers assisting and providing the tools necessary for goals to be met. The case management process begins with advertising vacancies, accepting referrals, conducting assessments and creating case plans. An ongoing review process of goals and case plans occurs; whilst continuous support is provided in accessing long term sustainable housing, brokerage funds, referrals to specialist services, emotional support, parenting issues, budgeting, health and overall wellbeing. This support is also offered in an outreach and interim response capacity.

Transitional Accommodation

FAN works in close collaboration with Community Housing Victoria Ltd and EastCare Housing Services; both of which provide property management.

FAN is currently supporting young people living in eighteen properties. These include three targeted at singles/students; thirteen properties for families and/or pregnant or parenting young people; and two specifically tailored to Same Sex Attracted Transgender Intersex (SSATI) young people. Two of the student properties are Lead Tenant models designed to provide extra support and positive role modelling.

Opening Doors

Throughout 2008 to 2011 FAN has been an active participant in the planning and development of The Opening Doors Framework (formally known as Front Doors). The Opening Doors Framework has been introduced state wide with an aim to streamline the housing and homelessness systems, using 5 entry points in the Eastern Metropolitan Region (EMR) for young people presenting as homeless.

CLIENT SERVICES

Long Term Accommodation

We continue to thank Derek and Caroline Young of the Orcadia Foundation who have so generously donated the use of a long term housing option for young families since 2003. The three bedroom house in Box Hill for the past eight years, has assisted young families to gain a rental history and referees in readiness for entering the private rental market. The property is managed by FAN whilst a case managed response is provided from the transitional housing program.

Client Achievements

Homeless Support Services have supported 37 clients engaged in, reengaging, or pursuing an education, employment or training pathway. Of these clients, 24 have received direct financial support from various avenues of funding such as: Transition to Independent Living Allowance; Creating Connections Education Employment Pathways; and FAN's internal Employment Education and Training Fund; the latter which is supported by donations from organisations such as Whitehorse Rotary Club.

A mother of two has found full time employment in child care after being a stay at home mum for 4 years.

A single female client that has transitioned from and Alsorts property to private rental and is studying two part time TAFE courses.

One exceptional achievement that has stood out was a young person receiving a scholarship through Box Hill Institute to participate in an exchange program in Singapore.

Alsorts - SSATI Response

Family Access Network's response for same sex attracted, transgender and intersex (SSATI) young people aims to provide a holistic model of support for young people experiencing or at risk of homelessness. Services offered are case management; access to transitional housing; SSATI Housing Establishment Fund (HEF); access to FAN's life skills and volunteer program; brokerage for employment; education; counselling or family reconciliation; outreach services and a social support group.

The SSATI response aims to achieve integration within the youth homelessness service system. This is to ensure that SSATI young people have access to all the opportunities available within the service system, as well as enhancing the system's ability to recognise and respond to the specific needs of this group. The capacity to embed this further was achieved with DHS specific .5 EFT recurrent funding in 2011.

Alsorts Housing

The Alsorts housing program was established in 2006 in partnership between FAN and the ALSO Foundation, and is the first specialised model for housing and support for SSATI young people experiencing or at risk of homelessness.

In the past year 39 young people with a need for housing have been referred to the Alsorts program. Three young people have received housing and case managed support throughout the year, with seven clients in total being supported in properties. Four young people exited from Alsorts housing into private shared accommodation, often with assistance from FAN's private rental brokerage program. The average age of young people referred to the program was 18.5.

Among the achievements of the program this year was the successful establishment of a lead tenant in one property, with the aim of providing positive role modelling and increased support for younger clients who access transitional housing.

From the Young People:

"I was in a refuge and homeless for months, before coming to the Alsorts house. It's been tough learning to deal with life, but the people have been great and it's incredibly reassuring to feel safe about coming out around the workers without having to juggle homophobia, which is seen in many heterosexual properties."

Alsorts client, 18

SSATI HEF

Family Access Network's existing Alsorts response is complemented by SSATI HEF, which assists with the costs of transitioning to sustainable accommodation. A specific purpose of using HEF with SSATI young people is to provide crisis accommodation for those who find it difficult to access a refuge due to concerns over safety because of their sexuality or gender expression.

CLIENT SERVICES

Twelve young people were assisted with SSATI HEF. Nine of these requests were for crisis accommodation, and three for costs associated with establishing private rental accommodation.

EDG

Eastern Diversity Group was established in November 2009 and continues to meet the aims of; increasing awareness of issues relevant to SSATI young people, increasing access for SSATI young people to the broader SSATI community, and increasing social connectedness for young people in the east. While EDG is open to anyone in the East regardless of whether they are a FAN client, many of the young people who attend EDG have experienced or are currently experiencing homelessness. The average age of participants is 23. This suggests that the benefits of a social support group are needed by the older members of FAN's age bracket. FAN is also joined by a volunteer who assists with the general running of the group.

Activity highlights over the last 12 months include: development and display of photography project titled 'It's Personal,' guest speakers Daniel Witthaus, Sally Goldner and John Mullane, learning new skills during cooking workshop, members participating in ALSO's 'Sexy Playoffs' event, 'Drag' make-up workshop and a massage workshop.

EDG is funded through Streetsmart and Lord Mayors Fund – Youth in Philanthropy.

From the Young People:

"I like it because it's a good space and it's very friendly and you can talk freely."

Scot

"In the few weeks that I have been a part of this group, I have met some great and interesting people, it is refreshing to be able to act more like myself in an environment where I know that I am not judged based on my sexual orientation."

Joseph



Private Rental Brokerage Program

Family Access Network's Private Rental Brokerage Program (PRBP) assisted 153 young people in securing and maintaining private rental accommodation as a sustainable and long term housing option since it commenced in 2008, for the reporting period 55 young people were supported, exceeding the target of 42.

The program is gaining increasing importance as an option for young people to facing the challenges and complexities of today's private rental market and whilst breaking down barriers in which young people faced by young people seeking to accessing this housing option.

The success of the program is demonstrated by outcomes achieved by clients following participation and exit from the program. Contact with previous PRBP clients for the previous two years, showed that 80% of young people assisted by the program were still in private rental accommodation. Of the 20% who were not still in private rental, one of those had gone back to live with their parents. By any measure, this is a wonderful outcome also.

ANNUAL DATA 2010-2011

Data		2010 – 2011	2009-2010	2008-2009
Gender	Male:	27	29	6
	Female:	28	23	40
	Total :	55	52	46
Family Composition	Singles:	33	29	20
	Family :	10	18	26
	Couple:	12	4	-
	Total	55	52	46
Age	15-19:	14	16	11
	20-24:	39	34	29
	25+	2	2	6
	Total:	55	52	46
Outcomes	Re-presenting at entry points	7	2	4
	Private Rental(established &/or sustained)	39	36	28
	Disengaged:	6	4	4
	Public Housing	0	2	2
	Private Rental Pending:	3	1	0
	Starter Packs:	15	19	0
	Total	70	64	38

** Private Rental established and sustained either assisted clients with brokerage to establish private rental tenure through rent in advance or bond and/ or assist is sustaining their accommodation through rent scales or money towards rental arrears*

Workshops 2010-2011

Beating the Private Rental Blues	
Number of Workshops Held	1
Number of participants	20

Welcome Home	
Number of Workshops Held	5
Number of participants	12



ACHIEVEMENTS OF THE PRIVATE RENTAL BROKERAGE PROGRAM 2010 -2011

There have been many achievements over the past year including the success of the workshops, the continued development of relationships with real estate agents and youth services; and the promotion of the program.

The workshop 'Welcome Home' has continued to be a part of the Private Rental Brokerage Program. This workshop was designed and implemented in March 2010 and was held 5 times with some being held for individual clients only. 'Welcome Home' aims to assist young people accessing the private rental market by providing an interactive learning environment where they gain knowledge and skills which will further assist them to gaining a competitive edge in acquiring private rental accommodation.

The 'Beating the Private Rental Blues' workshop has also emerged as an important part of the PRBP and was held once this reporting year with a total of 20 participants. The workshop is designed for sector workers and aims to support workers in assisting their clients in accessing the private rental market. During the workshop, workers learn helpful suggestions about breaking down the barriers for their client in accessing the private rental market.

Furthermore, during the past year, FAN's PRBP has continued its successful relationship with Ham Kerr Real Estate in Balwyn, Victoria. Ham Kerr Real Estate holds a strong commitment to social justice and provides opportunities for clients being supported by the PRBP to access the private rental market. The success of this partnership shows that by working together, the challenges and barriers faced by young people in accessing the private rental market can be addressed.

It is our aim to foster similar relationships with other real estate agents throughout the region and have done so through the "Breaking the Cycle over Breakfast" initiative. Developed by FAN prior to the implementation of PRBP, this initiative has continued to be a successful avenue for engaging property managers and related staff in real estate.

Family Access Network Inc. is an active participant in the Creating Connections Practitioners Group; including collaborating with other Creating Connections Programs in joint presentations to various regional networks. The PRBP also maintains links to various youth service providers in the Eastern Metropolitan Region. The

promotion of the PRBP is an important aspect of the program and this is also achieved through maintenance of brochures at key agencies; electronic updates; information on the FAN website; and all FAN staff speaking of the PRBP at external forums and other presentations.

HOMELESS YOUTH DUAL DIAGNOSIS INITIATIVE (HYDDI)

It has been nearly twelve months since the Initiative got off the ground. A joint project between FAN and Eastern Health, the Initiative is funded through the National Partnership on Homelessness, the Department of Human Services and the Department of Health.

The Initiative has been developed in response to the Commonwealth Government's White Paper The Road Home: A national approach to reducing homelessness; which sets out some clear directions to reduce homelessness across Australia by 2020.

Recognising that within the youth homelessness population there are a growing number of young people who have particular, significant and complex needs, one of the actions arising from the White Paper has been to establish a specialist dual diagnosis response to assist young people aged 16-25 accessing homelessness services; whilst presenting with problematic drug or alcohol use and emerging mental health issues. These two occurring issues are recognised as having a significant impact on the ability of young people in keeping their lives on track, particularly when it comes to accessing and maintaining accommodation and support within the current youth homelessness service system.

The intent of the Initiative is to support the homeless, mental health and alcohol and drug service systems to work co-operatively to maximize recovery, towards building lives beyond homelessness for young people most at risk of becoming entrenched and graduating into adult homelessness.

To this end, the worker's role is to:

- Provide specialist case management support/ shared care
- Support better managed responses to episodes of substance use and/or mental health related crisis
- Support better coordinated access & responses between homelessness and clinical mental health and/or alcohol and drug services
- Support and enhance sector capacity in responding & managing complex issues within the youth homelessness service sector

Data: November 2010 – September 2011

Assistance with case management support	4 clients
Provision of brief interventions	17
Provision of secondary consultations	26
Provision of education/training	7 sessions/ 72 participants
Participation in networks	2

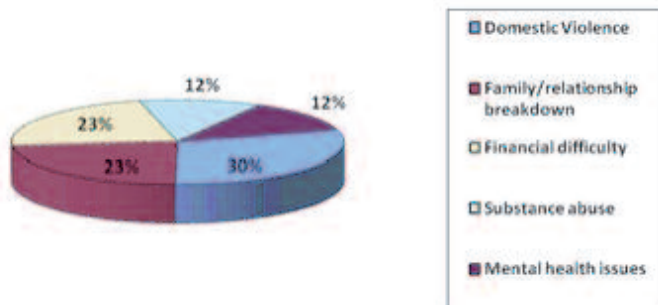
* 1 Project 1, the long term research project into youth homelessness led by Melbourne University, indicates that;

- 73% of young people surveyed reported issues with alcohol and other drugs
- 26% reported mental illness and of those young people
- 22% experienced both alcohol or drug and mental health issues

CHILDREN'S PROGRAM - EARLY YEARS

The Children's Program – Early Years has been successfully embedded into the Client Services Managers position and in the last year has continued to provide a holistic response to clients. The program has added value to FAN's homelessness response, assisting workers to develop skills, provided individual support to young parents in the developmental needs of their child/children, encouraged, supported, mentor positive attachment and parenting.

The Children's Program – Early Years has supported 108 children – 84 young families and 18 pregnant young women. Data demonstrates a number of children receiving support have been consistent with the last four years, reaching over 100 children per year. The predominant reasons for parents seeking support was domestic violence (30%) followed by family/relationship breakdown (23%), financial difficulty (23%), substance abuse (12%) and mental health issues (12%).



Family Access Network's (FAN's) Homeless Support Services has been the main source of referrals as well as the Young Mum's Group. Referrals have also been received from Department of Human Services Child Protection, Child First and Connections.

The past year has seen the success of facilitating the swimming program for young mums and bubs; this has proven to be very popular and offers many opportunities for mother's to learn new skills as well as fostering positive attachments with their child. The program also provides a relaxed and safe environment for parenting mothers to socialise and meet other Mum's in similar situations. Young Mums Group has also been successfully running every Tuesday, with plenty of new experiences offered for not only the Mum's but their children too.

The Client Services Manager has also been ensuring the organisation is compliant with relevant legislation. Direct Service Staff are provided with secondary consults, support, and relevant information and can access brokerage funding to support their clients. Brokerage may be utilised to assist young families with educational toys, clothing, and material aid support or child care arrangements.

Ongoing planning continues to look at best practice to strengthen FAN's response to presenting young families and pregnant young women. The Client Services Manager continues to foster strong links within the community to provide positive outcomes for all clients.



In 2008 FAN joined the Whitehorse Counselling Services Alliance, alongside Reach Out for Kids (ROK) and Uniting Care East Burwood Counselling Centre. Since the inception we have provided a counselling and/or family mediation response to 116 young people, of those 44 supported in the current reporting period. We continue to promote the program through our quarterly newsletters, sector meetings and local schools and youth services.

Observations in the last 12 months:

- Out of the 44 young people: 15 parents, 3 high school students, 21 individuals, 2 primary school children and 3 family support and referrals
- Referral sources have been wide and varied; FAN clients, Department of Human Services Child Protection, Self referrals, Youth Connexions, YSAS and schools in the local area
- Thirty of the young people lived within the City of Whitehorse, and the remaining 14 had links to the area through other programs offered at FAN and external agencies
- 41 of the young people were of Anglo ethnicity and 3 were of Chinese background
- Of the 44 clients 37 have exited the program. 18 exited due to meeting their counselling goals, 12 disengaged or did not commit to the counselling process, 6 were referred to a more appropriate service and 6 are ongoing. The 18 clients who met their counselling goals had weekly or fortnightly appointments.

The Client Services Manager has successfully taken on the counselling and coordination of the program since August 2010. The implementation of a holistic therapeutic response for FAN and external referrals, with all clients receiving a one off counselling session, has been a great success.

LIFE SKILLS PROGRAM

The Life Skills Program began in 1997 to support young people experiencing, or at risk of, homelessness, as well as young people who are disconnected within the community and disengaging from mainstream avenues.

The Life Skills Program provides a number of workshop based activities focusing on resilience, living skills, early intervention and coping mechanisms when addressing life situations. These workshops are facilitated through group work to enhance community involvement and connectedness, friendships, communication and leadership skills.

Programs are developed in consideration of the particular needs of young people accessing the service. These issues include but are not limited to: mental health; self esteem; disengagement from conventional education; employment readiness; family breakdown; parenting; relationships; sexuality; gender identity issues; and cultural and refugee issues.

Over the past year we have seen regular attendance by a core group of young people and their children who have accessed the program. Activities conducted within the Life Skills program have included a Young Mums' Group and Drivers' Education.

The Life Skills program encourages collaboration with other services, enhancing pathways and knowledge about local resources. These services include but not limited to: Police Youth Liaison Officer in Box Hill, METEC defence driving course and Youth Connexions.

Young Mums' Group

The Young Mums' Group is a weekly program where friendships are developed, self-esteem is enhanced through peer interaction, and information on parenting skills and child development is shared. Each session has an activity involving both the children and parent including social outings and crafts. A healthy lunch is always provided.



Some longstanding participants moved on from the group and the majority of young mums then coming in were aged 20 years and under. In 2011, assistance by two of the new volunteer mentors, Karen and Rachel, has been very much appreciated.

"I have been going to Young Mums' for over two years and I love it because I have made some good friends. It is a place where we can talk things over with other people, and we go on excursions and have activities for the children. It's fun because we get lots of choices to do all sorts of activities. It's good that people are together, and we learn about team work. I especially love the cooking."

Tiff

Driver's Education Program

The aim of this program is to offer learning, understanding, to acknowledge responsibility and to reduce fear and anxiety on the road. Twelve young people have attended the workshop, with some completing their Learners' Permits while others are still persevering. Two of the Volunteer mentors, Travis and Dimi put a huge effort into helping to develop and deliver the program.

The Driver's Education Program supports safety which has been assisted by the involvement of the Police Youth Liaison Officer. We have had presentations about road safety, relationships between police officers and young people; as well as the dangers of drugs, alcohol and speeding while driving. We also provide a day where the young people attend a defensive driving course provided by METEC, entitled Drive to Survive.

We are grateful to the Collier Charitable Fund for a generous grant of \$5,000 to enable more young people to be involved.



VOLUNTEER PROGRAM

We would like to express our sincere appreciation to our current volunteers:

Janelle Corlass-Brown (EDG)
Karen Bowman (YMG)
Marisa Dinicolantonio (Mentor)
Linda Everest (Child Play Supervisor)
Dimi Hoppe (Mentor & Drivers' Ed)
Jacinta Moroney (Lead Tenant)
Allan Rogerson (Santa and general support)
Rachel Sharrock (YMG)
Travis Thom (Drivers' Ed)
Gael Trusler (Mentor & YMG – Art)



These volunteers have greatly contributed to the quality of life of the young people with whom we work. It has been stated by clients that volunteers make them feel safe, heard, and part of the wider community.

The Volunteer Program has been running since FAN's commencement in 1981. Volunteers facilitate opportunities for young people to develop friendships and guidance through positive role modelling.

June 2011 we linked with the Victorian Youth Mentoring Alliance to develop a comprehensive training package for volunteer mentors of young people, and we now have a strong group of people committed to working alongside our young people.

Over the past year we received a number of referrals of volunteers from different sources including universities, TAFE, Volunteer Resource Centres from Eastern Volunteering, Monash, Manningham and Boroondara.

The positive contributions our volunteers make towards the lives of young people include:

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 - Provide an activity based environment to support the role of FAN's children's worker by focusing on the needs of children, particularly while clients attend appointments and workshops

Volunteer Support Teams - Meet at clients houses on weekly basis and provide a range of tailored responses that promote well being and community connectedness.

Volunteers are important and highly regarded as part of the FAN team: not only does it provide a sense of worth for young people but it can also be rewarding for the volunteer participating.

FAN is linked closely with Volunteering Victoria and the Victorian Youth Mentoring Alliance.

"I think that volunteering at FAN is important because in another life or change of circumstances it could be me needing help. The pleasure derived from helping someone else is of great benefit, and I find there is always something to learn from the young people who are often very brave despite great hardship"

Gael.

Volunteer Mentor since 2009

PROJECT & CAPACITY BUILDING

During the report year the project officer capacity building role has encompassed a wide range of 'back room' tasks, including taking a lead role in preparing the FAN for its second cycle of Homeless Assistance Service Standards (HASS) accreditation. A natural 'fit' with that role has been taking responsibility for the operation of the Continuous Quality Improvement (CQI) Committee. The committee has been extremely active, meeting every month and tackling an ambitious program of policy review and improvement projects with positive outcomes.

Early staff teams have set the bar high in relation to accreditation and for many of the current team; accreditation and the notion of CQI are quite new. Nonetheless, all should be pleased with the commitment and support that members of the CQI Committee and the rest of the team have demonstrated. It can be expected that their efforts will be recognised with a good result in November when the QICSA people 'come knocking'!

No less important work is the attraction of philanthropic funding to support the core funding provided by government and to provide the 'value add' for which FAN has become known and respected. In addition to preparing a number of submissions for funding to philanthropic and government agencies, the project worker has provided assistance to other members of the staff team with funding applications to support their particular program areas. It is pleasing to note the success rate of around 50% of submissions during the reporting period.

Other work undertaken by the project worker has included the delivery of training to the staff team in areas identified through review processes as required and research and advocacy tasks. Most notable of these were a literature review in relation to young people access interventions when victims of family violence; and a brief submission to the review of the City of Whitehorse's housing strategy. As we close in on the last quarter of 2011 and dare to think further ahead, thoughts begin to turn to the priorities of 2012.



PORTFOLIOS

The portfolios which were developed in 2004 are now in their seventh successful year, they have supported the development and funding of specific programs as well as fostering the learning environment that enables the engagement more broadly in research, best practice and innovation that has become embedded practice at FAN. Staff participate in self-directed teams in sharing their practice knowledge, influence strategic directions and in the process this enables enhanced skills and knowledge for the staff individually. The portfolios are reported regularly to the full staff team and are reviewed annually.

Current Portfolios: 2011

- OH&S
- Continuous Quality Improvement (CQI)
 - Policy and Legislation
 - Accreditation
 - Risk management
- Same Sex Attracted Transgender Intersex (SSATI)
- Education and Employment
- Client Participation & Advocacy
- Staff Wellbeing

Achievements: 2010 - 2011

- Recurrent funding for the SSATI response
- Review of policies and procedures
- Website updated
- Team building
- Staff health checks
- Youth Week Event
- Education support for clients

The annual review determined the following directions for the next 12 months:

- Consolidation of portfolios from nine to six
- Publicity & Promotions portfolio would no longer be a stand-alone but instead would be embedded in every portfolio
- The Client Participation, Client Wellbeing & Holistic Response and Human Rights & Advocacy would collapse into one large portfolio as all three have shared vision. This portfolio is now named Client Participation & Advocacy.
- Each portfolio will develop Terms of reference, clear objectives and supported by seeding funding to assist future projects

EQUITY SUPPORT PROGRAM

Family Access Network's Equity Support Program provides assistance for some of the most vulnerable in our community. The generous support of many people and organisations have enabled us to provide food and personal care parcels; transport tickets; bedding and towels; to assist parents with childcare costs; and to give Christmas gifts to children and young people. This past year has also seen us able to contribute towards education costs for more clients; both for those at Secondary School and others with TAFE and other post vocational courses. Education costs include fees, uniforms, books, transport and other training needs. Additionally, the program enabled the provision of driver education programs for clients and swimming programs for accompanying children. A total of \$10147 was spent in direct aid to help young people and families on 164 occasions.

Areas of support that benefitted from these generous donations were:-

Education	51.46%	Children's & Babies Needs	15.04%
Food & Personal Care	9.61%	Transport	8.97%
Towels & Linen	8.77%	Family Packs	3.44%
Transport	2.71%		



On behalf of all the clients we have been able to assist, Family Access Network recognises the invaluable support of; and thanks the following individuals and organisations for their ongoing support:

- Olive Clark: FAN Honorary Life Member
- Youth in Philanthropy (through the Lord Mayor's Fund) :towards all of our equity support programs
- Box Hill Rotary: towards the provision of towels, linen and family packs.
- Nunawading Rotary towards client education, food and travel.
- Box Hill Lions Club and members: towards education expenses and driver's education.
- Margaret Ogilvie – Disadvantaged Youth Fund: towards education needs of FAN's clients
- Canterbury Council of Churches: donation from "Carols in Canterbury Gardens"
- St. Dominic's East Camberwell Parish: towards family packs.
- Ringwood Magistrates Court
- Box Hill TAFE Students from Diplomas of Sport Development & Athletic Science/Sport & Recreation : towards Education
- Caroline and Derek Young of the Orcadia Foundation: the provision and maintenance of a property for our clients
- The Staff of Austbrokers Countrywide: ensuring our clients and their children receive Christmas presents each year
- The Allanah and Madeline Foundation: buddy bags including age appropriate toys and clothing.
- St Peter's Mothers' Union: blankets, clothing and baby needs
- St Peter's Anglican Parish of Box Hill: continued support in supplying FAN with suitable rental space and areas to hold workshops and meetings
- Anonymous donors: various donations including clothing.

FINANCIAL REPORT

ABN 68 473 447 026

Income Statement - For the Year ended 30 June 2011

	2011 \$	2010 \$
Income		
Donations	45,936	23,170
Children's Program - Felton Trust/St George Fdn	63,228	62,268
Other Programs	10,008	10,000
Private Rental Brokerage	138,266	134,710
Interest Received	7,950	7,123
Property Rental	10,038	14,188
Miscellaneous Income	395	350
Grants – Dept of Human Services	272,916	265,965
Grants – Dept of Human Services - One Off	3,545	400
Grants – Office of Housing HEF	15,270	8,233
Grants – City of W'horse/Box Hill Rotary/Wm Buckland Fdn	63,095	61,865
Grants – Reach Out For Kids	11,952	12,193
Grants – Eastern Health	15,804	6,165
YEETI/FRMP/CEEP	4,368	6,091
Profit on Sale of Non-current Assets	2,227	758
Loss on Sale of Non-current Assets	-	(287)
	664,997	613,192
Expenditure		
Accreditation	1,155	2,686
Consultancy Fees	-	4,250
Depreciation/Amortisation	14,033	15,620
Eastern Diversity Group	2,055	884
HASS/SSATI Project	375	512
Housing Emergency Fund (HEF)	16,040	8,570
Housing Expenses	2,483	2,046
Life Skills Program	6,478	3,135
Long Service Leave	(8,963)	1,840
Material Aid	3,025	3,061
Office Operating	40,370	36,712
Office Utilities	27,777	12,840
On-Costs	41,942	40,077
Other Program Costs	9,519	11,319
Other Program Costs - Brokerage	52,669	51,228
Property Costs	13,520	12,970
Salaries/Leave Provisions	415,460	378,878
Staff Training/Support	7,247	5,361
Travelling Expenses	14,534	13,435
Volunteer Program	529	616
YEETI/FRMP/CEEP	4,371	6,163
	664,619	612,203
Operating Profit	378	989

The accompanying notes form part of these financial statements.

FINANCIAL REPORT

ABN 68 473 447 026
Balance Sheet - As at 30 June 2011

	2011 \$	2010 \$
Equity		
Capital Grant Reserve	83,648	83,648
Program Development Reserve	45,000	45,000
Retained Surplus	137,274	136,895
Total Equity	265,922	265,543
Represented by:		
Current Assets		
Term Deposits	149,731	142,663
Deposits Paid	-	500
Cash at Banks	217,896	225,795
Accounts Receivables	481	6,981
Prepayments	726	1,790
	368,834	377,729
Non-Current Assets		
Leasehold Improvements	45,742	45,742
Less Accumulated Amortisation	45,742	45,742
	-	-
Land & Buildings	83,648	83,648
	83,648	83,648
Motor Vehicles	36,858	52,818
Less Accumulated Depreciation	6,876	9,925
	29,982	42,894
Furniture & Equipment	36,094	29,175
Less Accumulated Depreciation	24,595	20,130
	11,498	9,044
	125,128	135,586
Total Assets	493,962	513,315

FINANCIAL REPORT

ABN 68 473 447 026
Balance Sheet - As at 30 June 2011

	2011 \$	2010 \$
Current Liabilities		
Sundry Creditors & Accruals	15,221	15,836
Accounts Payable	42	18
Provision for Holiday Pay	34,855	18,186
Provision for Long Service Leave	19,311	28,274
Provision for GST	13,851	7,683
Unexpended Specific Purpose Grants	144,760	177,775
	228,040	247,771
Total Liabilities	228,040	247,771
Net Assets	265,922	265,543

TABLE OF CONTENT

ABN 68 473 447 026

Statement of Changes in Equity - For the Year ended 30 June 2011

	2011 \$	2010 \$
Retained Surplus at the beginning of the financial year	136,895	135,906
Operating Profit (Loss) attributable to members	378	989
RETAINED SURPLUS AT 30 JUNE 2011	137,274	136,895

NOTE 1 – STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

This financial report is a special purpose financial report prepared in order to satisfy the financial requirements of the Associations Incorporations Act of Victoria. The Board has determined that the Association is not a reporting entity.

The financial statements have been prepared in accordance with the requirements of the Associations Incorporation Act of Victoria and the following Australian Accounting Standards:

AASB 1018	Income Statement
AAS 4	Depreciation on Non-Current Assets
AAS 5	Materiality
AAS 6	Accounting Policies
AAS 8	Events Occurring after Reporting Date
AAS 10	Recoverable amount of Non-Current Assets
AAS 15	Disclosure of Operating Revenue
AAS 17	Accounting for Leases
AAS 28	Statement of Cash Flows
AAS 36	Balance Sheet

In addition, the accounts comply with UIG Abstract 2 – Accounting for Non Vesting Sick Leave and UIG Abstract 11 – Accounting for Contributions of, or Contributions for the Acquisition on Non-Current Assets.

Other Australian Accounting Standards, Urgent Issues Group Consensus Views or other authoritative pronouncements of the Australian Accounting Standards Board may not have been applied.

The financial report has also been prepared on an accruals basis and is based on historical costs and does not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

The following specific accounting policies, which are consistent with the previous period, unless otherwise stated, have been adopted in the preparation of this report.

(a) Fixed Assets

Freehold land and buildings are carried at cost. No valuation has been applied.

Expenditures on fixed assets exceeding \$750 are capitalized. The depreciable amount of each fixed asset is depreciated over the useful life of the asset to the association commencing from the time the asset is held ready for use. Leasehold improvements are amortized over the shorter of either the unexpired period of the initial lease or the estimated useful lives of the improvements.

The Depreciation rates used for each class of depreciable assets are:

Class of Fixed Asset	Depreciation Rate
Office Equipment	10.00% - 40.00% D.V.
Motor Vehicles	25% D.V.
Leasehold Improvements	20% P.C.

The carrying amount of fixed assets is reviewed annually by the Board to ensure it is not in excess of the recoverable amount of these assets.

The recoverable amount is assessed on the basis of the expected net cash flows which will be received from the assets' employment and subsequent disposal. The expected net cash flows have not been discounted to present values in determining recoverable amounts.

(b) Employee Benefits

Provision is made for the association's liability for employee entitlements arising from services rendered by employees to balance date. Employee entitlements expected to be settled within one year together with entitlements arising from wages and salaries, and annual leave which will be settled after one year, have been measured at their nominal amount. Other employee entitlements payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those entitlements. Long service leave is only provided in respect of employees who have completed more than 10 years service.

Contributions are made by the association to employee superannuation funds and are charged as expenses when incurred.

(c) Cash

For the purposes of the statement of cash flows, cash includes cash on hand, at call deposits with banks or financial institutions, investments in money market instruments maturing within two months and net of bank overdrafts.

(d) Income Tax

The Association is exempt from paying income tax in accordance with the provisions of the Income Tax Assessment Act.

(e) Grants

Government recurrent grants are recognized as income during the period of related expenditure. Capital and specific grants are recognized as income at the time that related expenditures are incurred.

NOTE 2 – RECONCILIATION OF CASH

For the purposes of the Statement of Cash Flows, cash includes cash on hand and in banks and investments in money market instruments, net of outstanding bank overdrafts.

NOTE 3 – COMMITMENTS

Rental payments	– within 1 year	\$13,340
	– 2012 to 2013	\$13,340


The Board has determined that the association is not a reporting entity.

The Board has determined 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 financial report as set out:

1. Presents fairly the financial position of Family Access Network Inc. as at 30 June 2011 and its performance for the financial year ended on that date.
2. At the date of this statement there are reasonable grounds to believe that Family Network Inc. will be able to pay its debts as and when they fall due.

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


Dated this 21 day of September 2011



INDEPENDENT AUDITOR'S REPORT



J L COLLYER & PARTNERS
ACCOUNTANTS & AUDITORS

Suite 1
187-189 Coleman Parade
Glen Waverley Vic 3150
PO Box 340
Glen Waverley Vic 3150

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To the members of FAMILY ACCESS NETWORK

Report on the Financial Report

We have audited the accompanying financial report, being a special purpose financial report, of FAMILY ACCESS NETWORK which comprises the balance sheet as at 30th June 2011, and the income statement, statement of changes in equity and cash flow statement for the year then ended.

Management's Responsibility for the Financial Report

The management of FAMILY ACCESS NETWORK is responsible for the preparation and fair presentation of the financial report and has determined that the accounting policies described in Note 1 to the financial statements, which form part of the financial report, are appropriate to meet the needs of the members. The management's responsibility also includes designing, implementing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. No opinion is expressed as to whether the accounting policies used, as described in Note 1, are appropriate to meet the needs of the members. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report on order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial report.

INDEPENDENT AUDITOR'S REPORT



J L COLLYER & PARTNERS
ACCOUNTANTS & AUDITORS

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The financial report has been prepared for distribution to members for the purpose of fulfilling the Management's financial reporting requirement. We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting our audit, we have complied with the relevant independence requirements.

Auditor's Opinion

In our opinion the financial report of FAMILY ACCESS NETWORK

- (a) gives a true and fair view of FAMILY ACCESS NETWORK financial position as at 30th June 2011 and of its performance for the year ended on that date in accordance with appropriate accounting policies; and
- (b) complying with appropriate Australian Accounting Standards.


Janet Collyer
J L COLLYER & PARTNERS

19th August 2011

ACKNOWLEDGEMENT OF SUPPORT AND 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

Department of Human Services/
Office of Housing

City of Whitehorse

The Alfred Felton Bequest

Supported Program / Service

Homeless Support Services
Housing Establishment Fund -
including SSATI HEF
Private Rental Brokerage
Program

Life Skills Program
Counselling & Family Mediation
(WCSA)

Children's Program-Early Years

Organisations

{also}

Austbrokers Countrywide
Box Hill TAFE/BHI Digital (*Students from
Diplomas of Sport & Athletic/Sport
& Recreation*)
Canterbury Council of Churches
City of Maroondah
Collier Charitable Foundation
Destination Event Management
Disadvantaged Youth Fund – Margaret
Ogilvie
EACH
Eastern Emergency Relief
Foundation of Graduates in Early Childhood
Kevcom
Kogo Distribution
Lions Club of Box Hill
Nissan Australia
Nunawading Rotary Club
Orcadia Foundation – Caroline and Derek Young

Ringwood Magistrates Court
Rotary Club of Box Hill
Salvation Army, EastCare
St Dominic's Parish, East Camberwell
St George Foundation
St Peter's Anglican Parish of Box Hill
St Peter's Mothers Union, Box Hill
Streetsmart
The Allannah and Madeline Foundation
The Benjamin Andrew Footpath Library
The Lord Mayor's Charitable Foundation
The Lord Mayor's Charitable Foundation –
Youth in Philanthropy
William Buckland Foundation
Youth Connexions – Whitehorse City Council

Individuals **

Allan Rogerson
Anna Kocsis
Barry Collins
Box Hill TAFE Student's Fundraising
Brett Philipp
Donation - Anonymous
Frederick Fahey & Family
Leo Clareborough
Lynne Hillier
Ivan & Toni Mahlstedt
Nance Morsby
Olive Clark
Paul Linossier

***Some of the individuals above are both
donors and/or members.*

Thank you all on behalf of all FAN's clients and accompanying children.



FAMILY ACCESS NETWORK STRATEGIC PLAN 2011 - 2014

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 30 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 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
 - a Transitional Support Program;
 - the Creating Connections Private Rental Brokerage Program;
 - Children's Program – Early Years; and
 - the 'alsorts' Same Sex Attracted Transgender Intersex (SSATI) young people Program
- Counselling and Family Mediation Services
- Dual Diagnosis Program
- Life Skills and Volunteer Program
- 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

FAMILY ACCESS NETWORK STRATEGIC PLAN 2011 - 2014

Vision

FAN's vision is work towards 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, 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 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 Homelessness Policy Context

There are two important Government policy directions that have been considered in the development of the FAN Strategic Plan key directions. The first of these is the Homelessness 2020 Strategy, released in October 2010, which targets the prevention of homelessness, minimising the harm caused by homelessness and providing pathways out of homelessness. A core component of the new Strategy is the use of a 'life stage' approach which recognises that people at different stages of life often become homeless for different reasons, face different circumstances and have different needs. While the life stage categories are not absolute they aim to provide a broad framework for ensuring that all people at risk of or experiencing homelessness will receive appropriate service responses to meet their individual needs.

Another important policy direction is the Federal Governments White Paper on Homelessness – 'The Road Home – A National Approach to Reducing Homelessness' which aims to halve homelessness by 2020. Released in 2008, this policy is built around three key strategies: prevention of homelessness (particularly for children, families and young people); improving the response of mainstream services to homeless people; and 'boosting' specialist models of supported accommodation.

As part of the national strategy, the Council of Australian Governments (COAG) agreed to a major reform of the long standing Supported Accommodation Assistance Program (SAAP) Agreement. Funding for specialist homelessness services now continues under the new National Affordable Housing Agreement (replacing the SAAP Agreement) which commenced on January 1st 2009. The COAG reforms make it clear that the states and territories are responsible for the day-to-day delivery of services including responsibility for specialist homelessness services as well as mainstream services.

FAMILY ACCESS NETWORK STRATEGIC PLAN 2011 - 2014

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, both within the 'alsorts' program as well as in the broader service context.
- 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.

FAMILY ACCESS NETWORK STRATEGIC PLAN 2011 - 2014

Key Direction 3 Organisational Capacity

Expand and enhance FAN's capacity to advocate on behalf of young people, young families and accompanying children and promote FAN's model and practice wisdom to policy makers and the sector.

- Goal 1:** 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.
- 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:** Develop and implement a risk management assessment tool 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.

FAMILY ACCESS NETWORK STRATEGIC PLAN 2011 - 2014

Key Direction 5 Research and Development

Continue to expand and promote innovation in service development and research through participating in key research initiatives both as a lead organisation as well as in partnership with other organisations and research bodies.

- Goal 1:** Continue to build on FAN's reputation as an innovator in service development and best practice through the pursuit of funding and resourcing of both short and longer term research and development initiatives.
- 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 ensuring that learnings and findings are published where possible, and contribute to the knowledge base of young people and homelessness.



**NO
SMOKING**

FAMILY ACCESS NETWORK INC

Family Access Network
Does not discriminate
regardless of age, race,
ethnicity, religion, sex,
sexual orientation, family
composition, gender identity
or disability.

Information on getting started

Information on getting started

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ACRONYM LIST

ACP	Adolescent Community Placement
AGM	Annual General Meeting
ARCSHS	Australian Research Centre in Health & Society
CALD	Culturally and Linguistically Diverse
CAV	Consumer Affairs Victoria
CEEP	Creating Connections Education Employment Pathways
CEO	Chief Executive Officer
CHL	Community Housing Victoria Limited
CHP	Council to Homeless Persons
CoW	City of Whitehorse
COAG	Council of Australian Governments
CQI	Continuous Quality Improvement
DHS	Department of Human Services
EACH	Eastern Access Community Health
EDG	Eastern Diversity Group
EMR	Eastern Metropolitan Region
FAN	Family Access Network
FRMP	Family Reconciliation and Mediation Program
GLBTI	Gay Lesbian Bisexual Transgender & Intersex
HASS	Homelessness Assistance Service Standards

HEF	Housing Establishment Fund
HSS	Homeless Support Services
HYDDI	Homeless Youth Dual Diagnosis Initiative
JPET	Job Placement & Training
LASN	Local Area Service Network
MOU	Memorandum of Understanding
OH & S	Occupational Health and Safety
PRBP	Private Rental Brokerage Program
QICSA	Quality Improvement and Community Services Accreditation
ROK	Reach Out for Kids
SAAP	Supported Accommodation Assistance Program
SSATI	Same Sex Attracted Transgender Intersex
THM	Transitional Housing Manager
VCAT	Victorian Civil and Administrative Tribunal
WCSA	Whitehorse Counselling Services Alliance
YETTI	Youth Employment Education & Training Initiative
YHAP1	Youth Homelessness Action Plan Stage One
YHAP2	Youth Homelessness Action Plan Stage Two - Creating Connections
YMG	Young Mum's Group





www.FAN.org.au





www.FAN.org.au