



Making a Difference in Young People's Lives Since 1981

39th ANNUAL REPORT

Family Access Network

2019-2020





FAN

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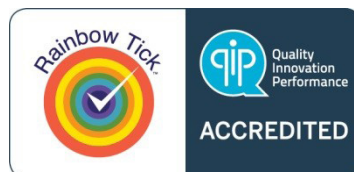


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Service objectives

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

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

The following define the broad objectives:

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

Chair's Report

Time to sit down and reflect on the work of FAN over 2019 - 2020 in preparation of my report for the year.

The first six months, July to December were business as usual with services delivered to clients, some new programs implemented and ongoing negotiations with Whitehorse Council regarding the building and implementation of the new offices. We hoped to have a celebration of opening the new office in January 2020, however fate had another idea in store for all of us.

What a year it has been with uncontrollable bushfires devastating the east coast of Australia to begin the year, followed by the growing awareness of the spread of Novel Corona Virus COVID 19 across the world. We had just begun the work for 2020 when the first wave of COVID 19 hit Melbourne, resulting in restrictions on visiting friends and family, working from home where possible, shortages of many products in supermarkets and some businesses shut down. FAN is classified as an essential service vital in supporting vulnerable Victorians during these stressful times.

During the first stage of lockdowns the staff and Board members rallied providing many goods for clients and moving services to phone contacts and group work via Zoom. For a short period, we had restrictions lifted but not for long. The second wave and second round of restrictions have imposed much harder shutdowns on everyone. As a result, staff have reported that many clients are experiencing increased mental health issues as they try to cope with the isolation of lockdown and the uncertainty of the future.

Although this paints a gloomy picture, I am extremely proud of the work that the FAN staff continue to deliver during this time. They have continued most of the services and continued to assist young people experiencing homelessness to gain ongoing housing during lockdown.

The other programs and groups, including the LGBTIQ+ programs, have continued with online support and therapeutic responses.

Homelessness is still prevalent across Australia and the implementation of COVID 19 responses has increased the workload for the leadership group responding to client needs and participating in increased service activities through the regional DHHS requirements. Additional funding has been provided to assist people to find short term accommodation which is greatly appreciated by services and clients.

The Board is privileged to work with and Support Sue Carlile as the CEO of FAN as well as Michelle Thompson and the other FAN staff. Their dedication to the work of FAN is phenomenal and results in fantastic outcomes for our clients.

The Board has continued to meet via ZOOM meetings and has extended our current strategic plan to 2021 to allow us to consider ongoing service provision beyond the limitations imposed by COVID 19. I thank Sue and all the FAN staff for the work they have undertaken this year.

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

We look forward to continuing to provide valuable services for our clients and the community and to further exciting opportunities in 2021.

Diane Godfrey



Santa visiting FAN's client Christmas Party 2019

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

During the twelve month period to June 2020, a total of 613 (550 in 2019) young people, including LGBTIQ young people, young families and accompanying children, accessed FAN's services; of those children represent 226 (191 in 2019), with more than 90% aged between 0 and 5 years. The full dimension of programs to support clients to address multiple and demanding challenges is captured in the reports that follow.

All staff are involved in program evaluation which is well established and demonstrates the active participation of the team across the following staff directed Portfolios: LGBTIQ, Staff Wellbeing, Client Participation and Citizenship; Children and Young Families; Young People and Family Violence; Environmental Sustainability, plus the standing committees Continuous Quality Improvement (CQI), Leadership Meeting and quarterly Program Reviews.

FAN's core homelessness services funded through Department of Health and Human Services (DHHS) since 1985. To enable capacity to respond to current and emerging needs, we continually review needs to build learning and capacity. Enhanced responses are supported through a variety of funding sources, and in particular we acknowledge City of Whitehorse for existing and new initiatives, YacVic HEY Grant, Deakin University, Streestmart, Family Safety Victoria, Department of Premier and Cabinet and Lesbians Inc.

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

The following represent some of our current collaborations and projects:

- Homeless Youth Dual Diagnosis Initiative (HYDDI) – in partnership with Eastern Health – Eastern Dual Diagnosis Services
- Creating Connections – Uniting Mount Waverley (Lead), Anchor, Salvation Army, Uniting Ringwood and FAN. FAN delivers the Private Rental Brokerage Program. It is notable in the reporting year that the FAN PRBP component once again supported double the number of targets for the program. Creating Connections also oversees the allocation of brokerage funds (CEEP) for employment and education pathways for young people within the homelessness service system
- LGBTIQ Capacity Building Project – FAN implemented a statewide LGBTIQ response in 2006, with the resulting all of organisation embedding of policies, processes, training, and including contribution to the development of the Rainbow Tick Standards. As a result we are consistently sought by other organisations to share our learnings. In 2019 DHHS funded a 12 month .5 position, we are delighted this has been extended to December 2020. To June 2020, 413 have participated in various forms of the LGBTIQ Capacity Building Project, offered tailored to organisations as well as captured in practitioner and management workshops, resources, conferences and journal articles.

- Pathways to Resilience – Family Violence Therapeutic Intervention, Uniting Ringwood (Lead), EACH, Australian Childhood Foundation (ACF) and Safe Futures Foundation (SFF). FAN's component therapeutic response for LGBTIQ Young People, predominantly through group work with other support provided.
- Young Families in Crisis – FAN, Uniting Connections, Uniting Ringwood, SalvoCare Eastern, and Anchor, to divert young families from unsuitable and unsafe crisis accommodation.
- Homelessness Sector: FAN is an active supporter and participant of the Eastern Homelessness Service System Alliance, the Victorian Homelessness Network (VHN), and we are also a signatory to the Everybody's Home campaign <http://everybodyshome.com.au/>
- Homelessness Emergency Accommodation Response Team (HEART) is in response to the current Victorian State of Emergency due to COVID19. The HEART provides an effective local response to people experiencing homelessness placed in purchased crisis accommodation during the pandemic. FAN is a member of the Eastern HEART, along with Uniting Ringwood and Mount Waverley, Anchor, The Salvation Army, Community Housing Ltd, Wellways, and MIND.
- Specialist Homelessness Sector (SHS) Transition Plan – Outcomes Working Party – CHP in partnership with Lirata Consulting
- Box Hill Outreach Program – An initiative of the City of Whitehorse supported through a partnership including FAN, EACH, Uniting Mount Waverley, YSAS, Victoria Police and Box Hill Institute Reconnect Program – this program is suspended during the current COVID19 pandemic.
- QEAST – The Q-East Alliance is committed to improving the health and wellbeing of LGBTIQ+ young people in the eastern region and the provision of resources for professionals working with LGBTIQ+ young people.
- Peer Leadership Program – Implemented in 2019 as a three year funded project with Box Hill Rotary, however due to funding impacts linked to COVID19 Rotary ceased the funding in April this year. We are sourcing other funds and delighted at the positive impacts for the first group of Peer Leaders currently undertaking the program.
- Research and innovative projects are actively supported by FAN, inform our practice learning and contribute to policy development. FAN team and clients have contributed to “Pregnancy & Homelessness” Research RMIT; Young and “Queer in the East” – Women's Health East. These and previous projects also resulted in journal articles, conference presentations and participation in other initiatives resulting from research, for example the Safe Housing Network, LGBTI Program Advisory Group – West

This has been a year that has tested us all at a global level as we address, both professionally and personally, the impacts of COVID19. I am proud that we have maintained all services to clients and have continued to achieve great outcomes. Managing the daily COVID19 changes and requirements was enabled through the active collaboration with and leadership from Michelle Thompson, and the amazing way in which the team responded to ensure clients received necessary items, equipment to enable digital engagement, flexible and creative methods of engagement with all clients, including our weekly groups, not only were the services to vulnerable clients not interrupted but it was within an ever changing situation, with all the required safety and wellbeing requirements. The Board also supported through practical items donated and encouragement. And not least the generous donations from the community, additional grants from DHHS and other donors – to all I say THANK YOU. It has also made a huge difference to our capacity that DHHS has provided additional funds, supported sector capacity, timely and detailed information and regular updates of Guidelines, Many of the peaks that FAN is a member of have also provided consistent and timely resourcing to the sector/s – which is greatly appreciated.

We moved to a new office in December, City of Whitehorse building purpose designed and a new construction which provides a wonderful working environment, tailored to FAN's needs now and into the future. We were already very appreciative, however the capacity to exceed social distancing and maintain our work as an essential service we are very thankful to the City of Whitehorse.

Maureen Higgins Financial Administrator is retiring in October after 12 years at FAN, during that time Maureen has played a pivotal role across many aspects of FAN, including on the Leadership Team – I extend my heartfelt thanks to Maureen and wish her well in retirement.

I conclude by drawing your attention to the two Awards, which will be presented at the Annual General Meeting (AGM) – congratulations to Codyee Currie- Caine and Evelyn Pitman for the Rhys Fox Achievement Award and Natasha Issamael and Romie Haroun for the Stephen B McLoghlin Encouragement Award. It is the opportunity to be a supportive role in the life of young people as they transition to being able to fully participate in the community, secure in housing and able to pursue their future goals that underpin all that we do at FAN.

Regards
Sue Carlile



Treasurer's Report

On behalf of FAN it is my pleasure to present to you the Treasurer's report for the year ended June 30, 2020.

The close to the 19/20 financial year was not anything like what we had anticipated, for obvious reasons. COVID-19 has turned the world upside down, but the team at FAN have continued to go above and beyond in service of our clients. The team have also settled into the new office this calendar year, which is very exciting and well deserved.

We would like to take this opportunity to recognise the ongoing funding from Department of Health & Human Services (DHHS), not just for our core Homeless Support Services but also for the LGBTIQ Capacity Building Program and Pathways to Resilience Family Violence Therapeutic Intervention. I would also like to acknowledge the support from City of Whitehorse over many decades in grants and more recently towards our new office space, which has made a big difference to operating during these recent times.

In addition, we are grateful to other members of the community, Philanthropic Trusts and supporters who have contributed to our organisation.

Financial Results 30th June 2020 - Audited by E Townsend & Co

Our asset to liability cover of 1.39:1 whilst less than last year's result is more than sufficient to meet our operational requirements.

Surplus/Deficit

For the 19/20 financial year FAN generated a surplus of \$5,818 against a budgeted surplus of \$691. Total revenue for the year was \$952,657. Total expenses for the year were \$947,032. This was 7.2% below the budget. A breakdown of these expense lines can be found in the annual report.

General Comments

Thanks to diligent financial management by the FAN team and the support of our philanthropic and government partners, we have again delivered a sound set of financial results. Thank you to all our donors – large and small – it all counts and continues to make a difference to the lives of our clients.

Yours Sincerely



Kelly Rafferty

Board of Governance

Diane Godfrey (Chair)
Jose Abalo (Deputy Chair)
Kelly Rafferty (Treasurer)
Hannah Hodges (Secretary)

Richard Scott
Bronwen Henry
Ange Morgan
Raylene Carr
Sue Carlile (CEO) - ex-officio

Board Advisors

Caroline Symington
David MacKenzie
David Burlew

Diane Godfrey - Chair

Diane joined the Board in 2017 and became chair of the Board in October 2018.

Diane has had a long career, initially working in banking, raising a family, and returning to tertiary study as an adult, at the same time as raising a young family.

Diane has a Bachelor of Arts degree in Psychology and has undertaken post graduate qualifications in Adolescent and Child Psychology and Neuroscience.

Diane worked for the Department of Human Services for over 30 years in a range of administration and program roles including disability services, institutional redevelopment, and in senior management roles in the homelessness and family violence unit in the Department. She was responsible for the delivery, development and implementation of new programs, delivery of programs on a state-wide basis and government and non-government processes.

She recently retired from her role at Safe Futures Foundation having spent the past seven years as assistant CEO. Safe Futures Foundation is a non-government organisation delivering crisis and outreach support for women and children experiencing and escaping family violence. Working with the homelessness and family violence agencies in the Eastern suburbs and participating in many partnerships has provided Diane with increased understanding of the regional sector.

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

Diane has a strong commitment to social justice and is looking forward to continuing to working with staff and Board members of FAN.

Jose Abalo - Deputy Chair



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

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

José has extensive experience in Income Support Policy and Service delivery at the Federal level having worked with the Department of Social Security, Centrelink, the Australian Government Department of Human Services and more recently Services Australia. Whilst working for the Federal government, Jose developed experience in emergency management. Following the Victorian bushfires of February 7th 2009, and together with some 110 of his colleagues, Jose worked closely with the communities affected by this natural disaster to assist them in the recovery process. In recent times he has been involved in supporting the Victorian government with the COVID19 response as part of a collaborative partnership between the Federal and State government.

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

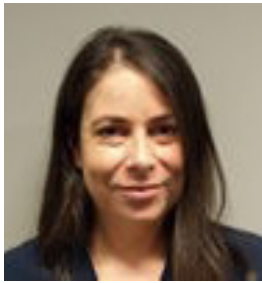
Kelly Rafferty - Treasurer



Kelly is passionate about social justice and community connections.

These focuses came early in her career and provided clear direction. They led to a career in Human Resources with a stint in Corporate Social Responsibility. Feminist, lifelong learner and crafter, Kelly holds a Bachelor of Arts, a Graduate Diploma in Human Resource Management and a Graduate Diploma in International and Community Development.

Hannah Hodges - Secretary



Hannah joined the Board in November 2017 and became Secretary in 2019.

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

Hannah currently works in-house at a not for profit organisation resolving insurance and financial planning disputes. During this time, she has helped develop protocols for victims of family violence and worked on a submission to change the insurance industry's approach to disputes involving family violence. She also sits on the Building Appeals Board hearing appeals or disputes arising under the Victorian Building Act and its Regulations.

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

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

Brownen Henry



Bronwen joined the FAN Board in October 2017 and is currently the Executive Officer with Gateway LLEN. She has more than fifteen years' experience in the community sector including working as a counsellor within secondary schools and program development and facilitation for at-risk youth.

In her role as Executive Officer at Gateway LLEN, Bronwen works with a wide range of individuals and organisations to develop and build sustainable partnerships that provide innovative programs to improve education and successful transitions for at-risk youth to further education, training or employment for young people in the Gateway region.

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

Richard Scott



Richard has worked across professional services firms (legal, consulting and accounting) and member associations in marketing, business development and sales roles for more than 20 years and is currently the Director of Market Business Development and Marketing.

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

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

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

Raylene Carr



Raylene was elected to the board in 2019 and comes with extensive experience in community engagement. She has been a City of Whitehorse Councillor for 12 years and in her 10th year received recognition for her services to the community. Early in 2020, Raylene was appointed a Life Member of the Australian Local Government Women's Association for her services to the Association for over a decade.

Raylene has a Diploma of Business and is a government accredited dog training instructor, a role she thoroughly enjoys and has volunteered for over 20 years. She has been happily married for 45 years, 43 of those living and working in the local area. Raylene & Kevin have 2 adult sons.

In former times, Raylene served on the Vermont South Community House Committee, while in recent times has enjoyed serving on a variety of advisory committees. In 1988 she established a home-based computer business which operated successfully for over 20 years.

In the latter years of the business, she simultaneously held the position of secretariat for an asset finance brokers association for 11 years. Raylene is keen to promote a greater understanding of social justice and equality in the community. She prides herself in treating all with respect regardless of ethnicity, gender, religion or race. She is a good listener and recognises there are always two sides to every story; she shows empathy when needed and can facilitate effective communication by maintaining an open mind.

Raylene is once again looking forward to working with the board to maintain a mutually beneficial partnership between herself, staff and board members.

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

Pronouns: They/them



Ange is a registered art therapist (ANZACATA) practicing in Victoria, Australia.

Ange works with adult and child populations in mental health, homelessness and family violence sectors, within public, private and community settings.

Ange also lectures in the Master of Art Therapy program, in the area of adult mental disorders, and provides supervision to students on clinical placement at La Trobe University.

Ange has a particular interest in art therapy in the service of adults who have experienced homelessness. Their practice in this area includes a focus on clients with complex co-occurring conditions. Ange is interested in the ways in which art therapy can support people from backgrounds of homelessness to experience equality, positive identity, social inclusion and stability. Ange has presented their work on art therapy in the service of people experiencing homelessness, and on areas of consideration for TNB & GD people, transition and the arts in health at a range of conferences locally and internationally. They have lectured and provided workshops at La Trobe University in Melbourne, Red Pencil/ Hagar International in Cambodia, and Whitecliffe College in Auckland, Aotearoa/NZ.

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

Board Advisors

Caroline Symington



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

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

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

David MacKenzie



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

In 2005, David established Youth Development Australia (YDA) as a not-for-profit charity to advance the cause of homeless young Australians and as a vehicle for innovation on youth policy and programs. The Youthworx program for homeless and at risk youth and the social enterprise Youthworx Productions have been developed under YDA. In

2017, YDA will support the second National Youth Commission into Youth Employment and Transition, a 'citizen's royal commission' which will examine, in a solutions-focused way, the complex of issues/problems facing young Australians today.

Over the past 20 years, David has served on a several government advisory committees and taskforces. He is co-author of Youth Homelessness: Early intervention and prevention (1998) as well as many reports and papers. In 2007-2008, David was one of the four Commissioners responsible for the National Youth Commission Inquiry into Youth Homelessness report, Australia's Homeless Youth (2008) which was influential in the development of the Federal Government White Paper, The Road Home. David's Counting The Homeless research pioneered a methodology for enumerating homelessness in Australia.

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

David Burlew



David joined the Board in 2008: "Having lived and worked in the area for some 15 years I decided it was time to give back' to my community. So I looked for an opportunity to serve. Around that time FAN had advertised for a commercial type person to serve as Treasurer. After a meeting with Sue and the Board, I was eager to accept the appointment". David has a commercial background with a 30 year career working with Pacific Dunlop, Ford, Goodyear and Nissan Motor Company. He managed the Mergers and Acquisitions function for a division of Pacific Dunlop and has international management experience across sales and marketing functions.

In addition to his position at FAN, he is the Chair for Pain Specialists Australia, Director of db Consulting, and Director of Raleru Ltd trading as Camera House. David holds a diploma in business, a bachelor's degree in commerce and a master's degree in business administration. He is an Associate Fellow of the Australian Institute of Management and a Member of the Australian Institute of Company Directors. He is married with two children and in his spare time, he is a part time musician and pilot.

Strategic Plan 2017-2021

Introduction

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

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

Organisational Overview

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

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

- Homeless Support Services, incorporating
 - Transitional Support Program;
 - Private Rental Brokerage Program;
 - and
 - LGBTIQ+ Program
 - Housing Establishment Fund Homeless Youth Dual Diagnosis Initiative
- Life Skills and Volunteer Programs
- Children's Program – Early Years
- Equity Support Program
- LGBTIQ Capacity Building Project;
- LGBTIQ+ Family Violence Therapeutic Intervention Program (Pathways to Resilience)

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

Vision

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

Supporting young people's right to self-determination

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

Assisting young people toward independence and empowerment over their own lives

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

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

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

Core Values

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

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

State and Federal Policy Context

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

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

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

KEY STRATEGIC DIRECTIONS

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

Key Direction 1 - Direct Services

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

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

Key Direction 2 - People and Culture

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

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

Key Direction 3 - Robust and Quality Organisation

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

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

Key Direction 4 - Strategic Alliances and Partnerships

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

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

Key Direction 5 - Research and Development

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

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

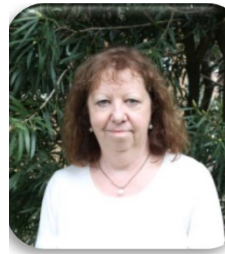
FAN Staff Team



Sue Carlile
CEO



Michelle Thompson
Manager
Client Services



Maureen Higgins
Financial
Administrator



Oriana Phutully
Youth Support
Worker



Miles Milton
Youth Support
Worker



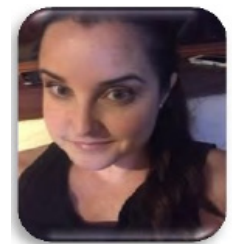
Maddie Sill
Youth Support
Worker



Aaron Ong
Youth Support
Worker



Jordi Kerr
LGBTIQ
Capacity
Building Worker



Jaime Jenkinson
HYDDI Worker

Program reports

Outcomes and Achievements

FAN continue to utilise a strength-based, person-centred approach in our work with clients, Young people are empowered to determine their goals and establish the pathways they take to achieve them. During this reporting period several young people have successfully re-engaged in their education after years outside of the system. Young people were also assisted with housing, referral pathways including LGBTIQ specific health, mediation, mental health, financial and AOD support. Clients were also provided with a range of practical support which included material aid such as food, cleaning products. Young people were also provided with guidance around shared living and communication skills.

The HSS team acknowledge the benefits our clients have received through our collaborative partnerships with other organisations in the Greater Melbourne Region. In the past year our young people have been referred to and engaged with a range of different services inclusive of:

- Social support (FAN's EDG, PLP, Engage and YMG)
- Private rental and shared accommodation support (FAN's PRBP)
- Homeless Youth Dual Diagnosis Initiative (HYDDI)
- Family Violence support (Safe Places, Kara House & EDVOS)
- Counselling - general (FRMP, Headspace)
- Counselling - sexual assault (ECASA)
- Counselling - LGBTIQ specific (Drummond St Queer Space)
- Counselling - child specific (CYMHS, Felix & Sage Psychology)
- Counselling – financial (Anglicare)
- Mediation – Conflict Resolution (Relationship Matters)
- Mental Health Support (CYMHS & Neami ITC)
- General Practitioners
- Sexual Health (Family Planning Victoria)
- Health – LGBTIQ specific (Monash Gender Clinic)
- Dental Care (Carrington Health)
- AOD Support (Anglicare)
- Parenting Support (Child FIRST, Mackillop Family Services Cradle to Kinder program & Starting Out Young Mum's program)
- Maternal & Child Health Services
- Legal support (ECLC & Legal Aid)
- Household Furnishings & Material Aid (Eastern Emergency Relief Network)
- Employment Support Services (WCN Jobs co.)
- Educational pathways (STREAT Hospitality program & Box Hill TAFE)
- Whitehorse Community Resource Centre
- L to P Mentor program (Wesley 121, Boroondara and Manningham)

The Creating Connections Employment Education Program (CEEP) continues to support young people to develop pathways into education, employment, and training. Funding has been used to enrol and sustain our clients in tertiary education. The financial assistance provided young people covered the cost of laptops, course and material fees and transport. For our clients attending secondary college, funding has been used to purchase 12-month transport passes which has greatly eased the financial burden for our clients managing the stress of school while living out of home.

The Family Reconciliation Mediation Program (FRMP) provided much needed support to enable young people to access therapeutic support to address past and on-going mental health issues related to trauma, anxiety, and depression; and developing healthy coping mechanisms. FRMP also provides additional funding beyond the standard ten therapeutic sessions which are available to young people each calendar year.

State-wide Children's Resources Programs funding was used to assist families experiencing financial hardship to help cover the cost their children's school fees. Two children supported by FAN, commenced their first year of primary school. This provided them with an invaluable opportunity to build resilience, learn and play, foster positive relationships, and have fun with friends.

The Lions Club Box hill generously provided FAN with additional funding to our clients completing their VCE. The additional funding assisted with additional clothing and personal protection to help a student participate in a community land care project others student benefited with additional IT equipment, materials, and textbooks.

Client Services

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

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

- Homeless Support Service (HSS)
- Private Rental Brokerage Program (PRBP)
- Housing Establishment Fund (HEF)
- Life Skills including Young Mums Group, Eastern Diversity Group and Peer Leadership Group
- Volunteer Program
- Children's Program
- Homeless Youth Dual Diagnosis Initiative (HYDDI)
- LGBTIQ Capacity Building Project
- LGBTIQ+ Family Violence Therapeutic Interventions Project (Pathways to Resilience)

It has been another busy year for the client services team. The team saw a total of 839 clients during the 2019-2020 reporting period, and of that number 226 were accompanying children. Some clients access multiple programs which means they can be supported more holistically.

Homeless Support Services

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

The HSS program supports:

- Single young people
- LGBTIQ young people
- Young pregnant and parenting women
- Young families
- Accompanying children

During the 2019-2020 reporting period, a total of 81 people were assisted by the HSS team. The 81 supported people consisted of 60 young people who were assessed and/or become clients and 21 accompanying children.

The number of young people supported by FAN during this reporting period saw a slight drop compared to the previous year. This is the result of the reduced turnover of properties due to the length of time vacant properties were deemed tenable by the tenancy administration workers. The lower number can also be attributed to COVID-19, where a tenancy moratorium was put in place so that tenants were unable to be evicted from their properties. This meant that a number of young people were able to stay in the properties for longer than the usual 10-month lease.

The HSS team supported a further 35 young people by accessing FAN's Housing Establishment Fund (HEF). 19 young people accessed the General HEF, whilst another 16 accessed the LGBTIQ HEF. On average, \$305 was spent per person accessing General HEF and \$407 was spent per young person accessing the LGBTIQ HEF. Additional HEF funding was received by FAN to support young people who became homeless during the COVID-19 Pandemic. The HEF funding was used for crisis accommodation, moving vans, white goods, rent in advance and paying for rental arrears.

Figure 1

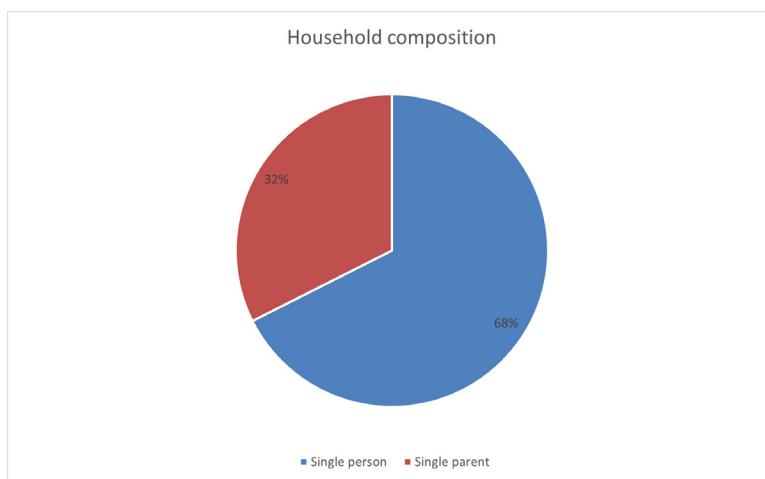


Figure 1 highlights the household composition for the young people who were supported by the Homeless Support Service team during the 2019-2020 reporting period. This reporting period has seen an increase in single young people being supported by FAN. This number has increased from 65% in the 2018-19 reporting period. A number of the shared properties saw a high turnover of young people early in 2020 which allowed for further single young people to access the properties.

The number of single parents remained the same as last year (32%) and there was a drop in couples with no children from the 2018-19 reporting period.

Figure 2

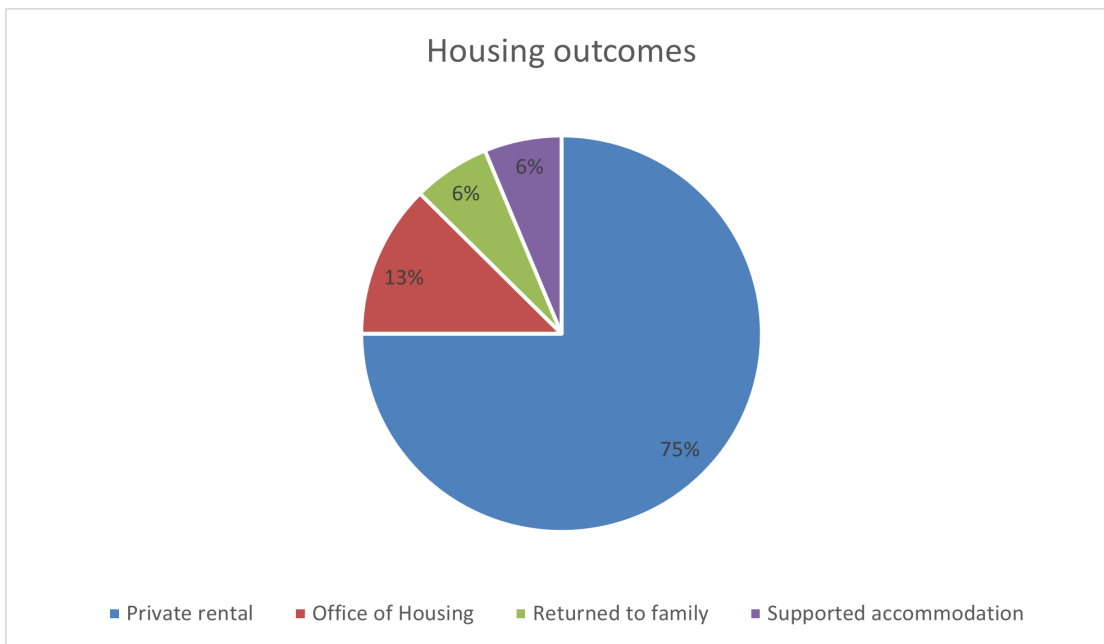


Figure 2 outlines the housing outcomes that the young people exited into in the 2019-2020 reporting period.

Clients exiting into private rental accounted for three quarters of the total exits (75%). This is an increase from the 2018-19 reporting period (62%). The private rental outcome also includes young people who have moved into properties with a sub-lets in place, those living by themselves, with friends or partners and shared accommodation.

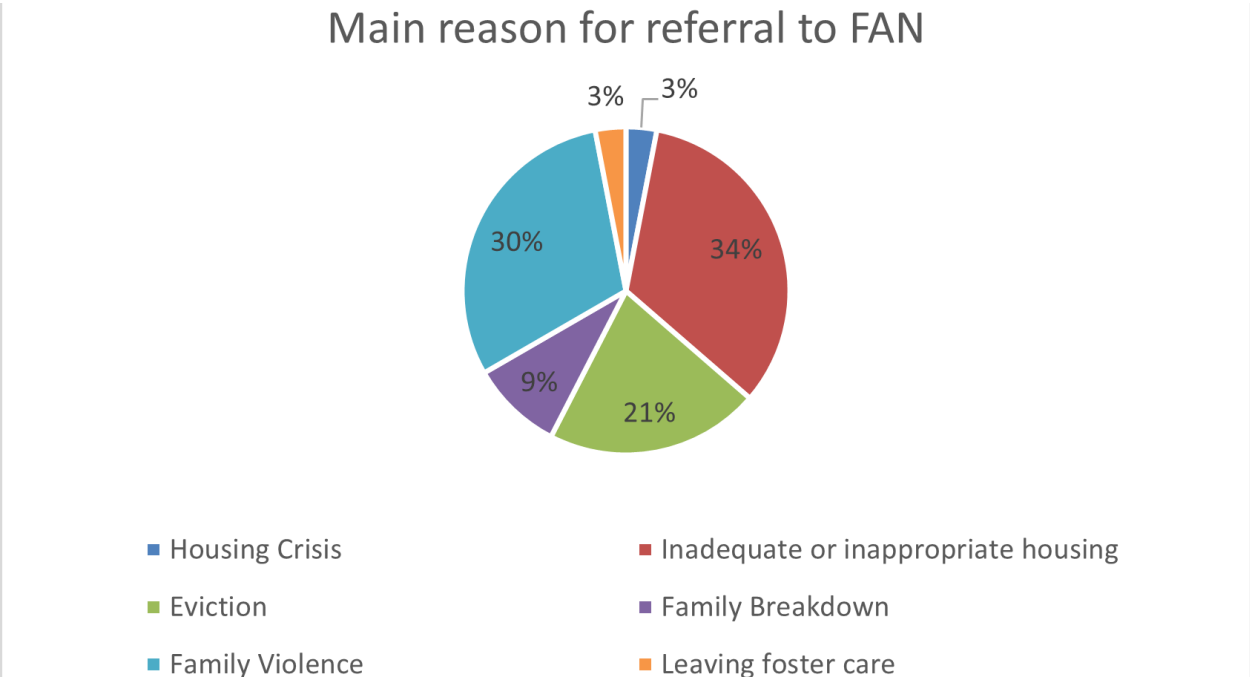
Private rental outcomes remained high due to a shift in the roles of the HSS workers and PRBP workers. All workers now have a joint role which allows them to complete HSS and PRBP work, resulting in a streamlined process for young people to access the Private Rental Brokerage. This change in structure meant that the young person only had one worker which reduced the double-handling of the cases. A higher level of private rental outcomes was boosted by the COVID-19 pandemic which saw a lot of vacancies across Victoria. The young people were having more positive experiences with real estate agents than in previous years.

The amount of young people returning home or living with family members decreased from 13% in the 2018-19 reporting period to 6% this period. This is likely due to young people not feeling safe to move home, not having the option to move home or preferring to live alone or with friends. The HSS team has seen an increase in the number of exits into Office of Housing properties from 0 last reporting year to 13% this reporting year. There were two families this reporting year who were offered public housing through the Office of Housing. The waitlist for public housing can be 2-3 years long which explains why there was an increase from last reporting period.

There has also been a decrease in unknown housing exits from 6% to zero. This has been attributed to increased engagement across the young people who have remained in contact with their HSS workers up until leaving their transitional property.

There has been a significant decrease in young people exiting into supported accommodation (19% compared to 6%). The young people were exited into specialist mental health accommodation.

Figure 3



The number one reason that clients have been referred to FAN was for inadequate or inappropriate housing. 34% of young people referred to FAN lived in either overcrowded homes, homes that were not big enough or that were not safe enough for small children.

Young people experiencing family violence was the second largest reason that clients sought the support of FAN’s transitional housing. 30% of clients had expressed that their reason for leaving home was due to experiencing violence from their family or intimate partner. A number of other clients stated they had experienced family violence; however, it was not their main reason for becoming homeless.

Young people being evicted from their properties accounted for 21% of the reasons why they needed alternative housing arrangements. Evictions included private rental evictions and being asked to leave the home of family or friends.

9% of young people attributed Family Breakdown as to why they required a referral to FAN. Family breakdown included differences in values, religion, culture and beliefs. Family breakdown also included instances of the young person not being safe with the family but not due to violence perpetrated against them.

Housing crisis and leaving foster care both accounted for 3% of reasons for needing housing. Housing crisis can mean lack of appropriate housing, or lack of affordable housing. Young people exiting foster care often have no family to move into and may not be able to afford private rental.

Alsorts - LGBTIQ Response

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

During the 2019-2020 reporting period, the Client Services team supported a total of 47 (+ EDG & Engage) young people who identified as LGBTIQ+, via FAN's ALSORTS Program. This program includes: transitional housing support offered by the HSS team to clients residing in the LGBTIQ+ specific properties; LGBTIQ+ HEF and participants of both EDG and Engage.

Additionally, there were a further 21 LGBTIQ+ young people referred to FAN's LGBTIQ+ Transitional Housing Program who unfortunately were unable to access accommodation due to limited capacity. Upon following up these referrals, 8 of these young people were able to find alternative accommodation. A further 2 stated they do not require immediate accommodation but are cautious that their housing situation may change in the future. 4 remain on the waitlist to be notified of possible vacancies when they are available in the future. These young people were offered access to attend FAN's EDG and Engage programs as well as being assisted through either short-term accommodation or referral to external agencies.

Young Families in Crisis

The Young Families in Crisis (YFIC) Project is a crisis response targeting young women aged 16-25 years who are pregnant and/or parenting young children. The project was initiated in 2010 as a pilot program. The program comprises of representatives from the Eastern Homelessness Services, allied sectors and the Department of Health and Human Services. YFIC provides young people and their accompanied children a case-managed crisis response which is delivered through five properties. FAN, Uniting Connections, Uniting Wesley and Anchor are the individual agencies who continue to work in partnership to deliver this response.

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

Orcadia Program

The Orcadia Program was developed from Caroline and Derek Young, of the Orcadia Foundation, generously providing FAN the use of a centrally located property. This program provides young families with a steppingstone between Transitional Housing and private rental accommodation. During 2019-2020 the Orcadia property supported two young families with one mother successfully securing a long-term private rental for herself and two children in outer south eastern Melbourne, while the property is currently accommodating another mother and her child who is making good progress in readying her family for private rental.

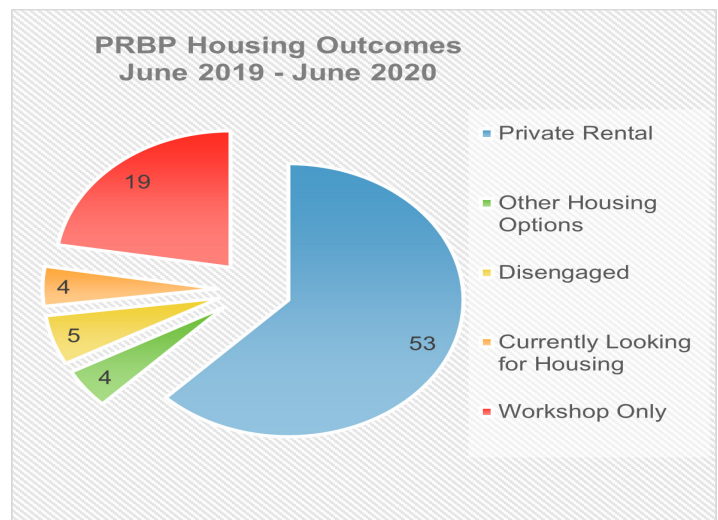
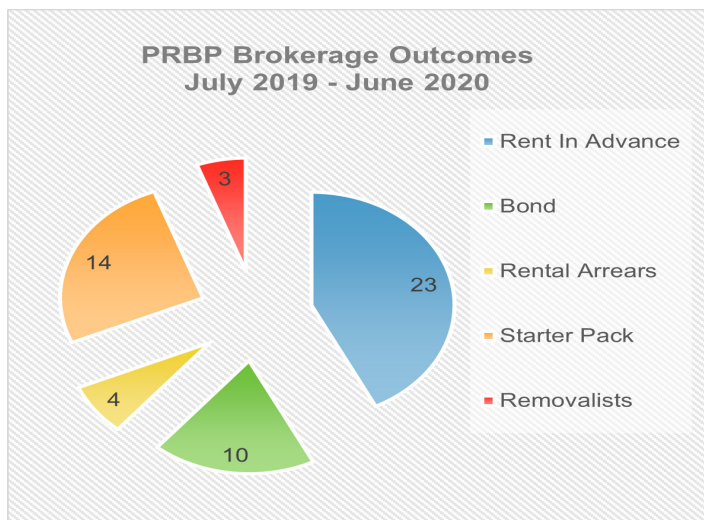
Creating Connections Private Rental Brokerage Program

The Creating Connections Private Rental Brokerage Program (PRBP) has had a positive year with many young people securing and maintaining private rental housing and ending their experience of homelessness. This has been the 13th year in which the program has been operating and throughout this time thousands of young people have been supported in varying capacities to access and sustain long term housing in the private rental market. In 2020 the COVID-19 or coronavirus pandemic has changed the landscape in the way in which young people are being supported, however these strong outcomes are continuing as FAN ensures that young people still access the essential support in which they need. For the reporting year from July 2019 to June 2020 the PRBP has supported a total of 85 young people and accompanying children.

What is particularly evident, especially throughout the pandemic, is the wrap around support in which the PRBP provides young people. This type of support distinguishes the PRBP which address many barriers young people face in accessing and sustaining housing in the private rental market. Young people can receive support in varying ways including knowledge around private rental processes, applications and documents required, writing cover letters and looking and applying for rental properties. Specialised support is also provided by our youth workers around advocacy, knowledge around tenancies and brokerage and starter packs which young people can access who are part of the PRBP. Start-up costs such as bond and rent in advance can be a massive barrier for young people in accessing private rental housing and the program aims to minimise these systematic barriers in order for young people to achieve great housing outcomes.

The PRBP also continues to run the Home of my Own workshop to young people and for the reporting year 3 workshops were held with 19 participants. Additionally, Gaining the Private Rental Edge workshop was also held for support workers in the homelessness sector or workers in allied service sectors and had 11 participants attend. The workshop provided information to workers who wanted to gain an in-depth understanding and information on how they can best support the people they work with in securing and sustaining private rental housing.

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



Life Skills Programs

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

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

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

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

We have also commenced a Peer Leadership Program. This is a skill and personal development program for FAN clients who have successfully transitioned from the Homeless Support Services program. Participants are given the opportunity to develop skills in leadership, communication, group work, and organisation and advocacy.

During July 2019 to June 2020 a total of 253 young people participated in the Life Skills Programs along with 150 accompanying children bringing the overall total to 403 contacts attended across the scope of programs.



Arts and Craft at Young Mum's Group

Young Mums Group

FAN's Young Mums Group (YMG) is for young parenting and/or pregnant women aged 15-25 and their accompanying children. The group provides a safe space for the young women to share their stories, advice and parenting skills. The young women are able to attend this group free from judgement and discrimination.

In the 2019-2020 reporting period, a total of **143** mums and **150** children attended the group. This is total of **293** contacts for the reporting period. This year has seen many friendships formed and decreased social isolation.

In the last year, many new young women have joined the group and one of the graduate's became a volunteer. The group heard from a number of guest speakers and outings including: Mini Maestros, Homebound walk, Kids Nutrition with MCHN, First Aid, hearing from Eastern Community Legal Centre, a visit to the Museum, Sensory Park, Lollipops Play Centre and a picnic in the park. A number of art and craft activities were undertaken throughout the year, including vision boards, magnetic photo frames, scrapbooking, DIY dream catchers, canvas painting, Christmas crafts and jewellery making.

From March 2020, the group was put in an unusual position of operating through a global pandemic. COVID-19 placed a lot of restrictions on meeting in the community and in groups. We were able to supply the mums with devices to ensure they were still able to access the group via Zoom. During the pandemic, we have focused a lot of attention on wellbeing and self-care during the weekly groups. Each group member was provided a wellbeing pack that included happiness jars, yoga mats, weekly planners, gratitude journals, colouring items and ingredients to make play dough. The mums also played Jackbox Games and reflected through positive parenting cards. This has been a really trying time for the mums that attend group, however each of them have continued to engage with the group and remained connected with each other.

Eastern Diversity Group

Established in 2009, Eastern Diversity Group (EDG) is a social support group for young people who are aged 15-25 who are of diverse gender identities, expressions, sexualities, and/or sex characteristics that are, or at risk of becoming homeless. The program was developed as an extension of the 'Alsorts' response as a state-wide program to provide a safe space for young people to freely express their sexuality, sex characteristics and/or gender identity.

During difficult times of social isolation due to COVID-19, EDG has been crucial in continuing to provide a safe social space for members of the LGBTQI+ community. EDG also ensures that members of the LGBTQI+ community remain engaged and connected to support while also creating a space for information sharing and peer support.

For the first half of the financial year, EDG facilitated activities such as mini-golf, bowling, escape rooms, face painting, picnics, cooking and laser tag. Due to COVID-19, EDG has moved to online delivery and has been flexible in delivering a variety of activities for young people to engage in such as online 'Kokodoma' workshops, painting classes, video games and online board/card games. In partnership with the Engage grant, members of EDG have also been active in educational activities such as Food Handling and Responsible Serving of Alcohol certificates.

EDG experienced substantial growth in attendance and participation from the previous financial year with 21 young people engaging during the reporting period. Attendance numbers reflect a 90.9 percent increase from the previous financial year reflecting increased demand of the group during COVID-19. EDG has had 106 contacts with young people for the 2019 to 2020 period reflecting the considerable demand for young LGBTIQ+ people to connect and socialise in a safe space. EDG also participates in community events and has consistently successfully facilitated events for International Day against Homophobia Transphobia and Biphobia (IDAHOBIT). While COVID-19 restrictions prevented an event to be held in the community for IDAHOBIT, members of EDG facilitated an event in the online world of 'minecraft' to celebrate diversity and inclusion.

EDG would not be possible without the continued generosity of the City of Whitehorse who provide funding and ongoing support. EDG would also like to acknowledge the warm and welcoming staff at Youth Connexions, Box Hill who often host EDG and provide collaborative support.

Peer Leadership Program

In 2020 FAN re-established the Peer Leadership Program (PLP). This is a skill and personal development program for FAN clients who have successfully transitioned from the Homeless Support Services program. Participants are given the opportunity to develop skills in leadership, communication, group work, and organisation and advocacy. The program is run weekly over a period of 8 weeks. While the program originally intended to be delivered face to face, the program successfully transitioned to a digital delivery in response to the COVID-19 pandemic.

Four young people participated in first group of the program, with two of those going onto successfully graduate. All four participants made a positive contribution to the weekly activities and provided meaningful feedback which will assist in the future delivery of the program. Some of the areas around leadership the program has explored include leadership and communication, fundamentals of teamwork, group facilitation and public speaking skills. After completing the program participants are provided with individual support to link them with other opportunities to practice or further develop their skills. In future sessions we plan to bring in guest speakers from a range of other organisations to talk about leadership and provide media and communications training. Successful graduates of the program are also given the opportunity to contribute and influence the way in which FAN delivers the PLP and other life skills programs.

Volunteers Program

Volunteers have a pivotal role in the support FAN provides to young people and children. In 2020 volunteers at FAN have contributed in the following roles:

- Lead Tenant - A live in position providing enhanced housing support to assist in the development of living skills and role modelling appropriate behaviour in everyday conditions in a share house environment
- Mentors- Volunteer mentors provide enhanced support and long-term friendship to a young person strengthening a young person's self-worth, resilience, trust and relationships
- Volunteer for groups - We have had volunteers contribute to the running of our Young Mums Group and Eastern Diversity Group for the 2019-2020 year. Volunteers help in engaging the young people and children attending the groups, setting up activities and assisting the Youth Support Worker facilitate.

Each one of our volunteers have played a vital part in the lives of the young people FAN supports and we highly value our volunteers for their ongoing commitment, support, and dedication. We would like to express our deepest gratitude and appreciation to the following volunteers for their selfless contributions during the 2019-2020 year - To all out volunteers thank you for your time and effort.

Andrew Morison (Eastern Diversity Group)

Natalie Wilson (Young Mums Group)

Peta Scully-Wicks (Mentor)

Joe Horak (Lead Tenant)

Brooke Fletcher (Lead Tenant)

Ray Adcock (Lead Tenant)

Caitlin Frost (Lead Tenant)

Brianna Hinojosa (Lead Tenant resigned May 2020)

Souphaphone Thoommavongsa (Lead Tenant and Mentor resigned June 2020)

The Whole Package - Engage Grant

'The Whole Package' is a Victorian Government initiative to support disadvantaged young people access equal opportunity to reach their goals. FAN was successful in obtaining the 'Engage' grant which is an integral part of 'The whole package' initiative, in January 2018. FAN developed the Engage program to address the issues of employability and wellbeing amongst young people experiencing homelessness and/or disadvantage within the LGBTQI+ community.

Research conducted for the international 'Dive In festival', found that six in ten LGBTQI+ people in Australia experience verbal homophobic abuse in the workplace, while two in 10 experience physical violence. FAN's Engage program is focused on breaking the cycle of disadvantage by assisting young people with the skills needed to effectively obtain and sustain employment. Various employment skills such as developing a sense of self, resilience and teamwork are often a natural part of development. Young LGBTQI+ people who are often isolated from their community often miss the opportunity of learning these skills. During a time of social isolation and high unemployment rates due to COVID-19, lack of employment opportunities for young LGBTQI+ has become increasingly pronounced. The Engage program has been fundamental during this time at providing opportunities to learn new skills and addressing employment inequality.

The Whole Package program is in its final year of fruition. The project has been successful in providing meaningful activities to hundreds of LGBTQI+ youth over the past three years. For the 2019-2020 reporting period, the whole package program has supported a total of 153 young people.

The Whole Package program focuses on key areas of development: interpersonal skills incorporating conflict resolution, teamwork, social skills and communication, emotional wellbeing, and practical skills for employment. Due to COVID-19 and social distancing regulations, the Engage program had to be flexible in its delivery. Several planned workshops were not possible, however many of the workshops were able to be facilitated online. These activities included:

- Online Art Therapy workshops
- Responsible Serving of Alcohol Certificate
- Food Handling Certificate
- Mindfulness
- Rainbow Community Excursions

Engage also collaborated with Expression Employment who run 'WorkingOUT' workshops which are specialist employment workshops for LGBTQI+ youth. WorkingOUT is a unique service and the only one in Australia catering to the LGBTQI+ community.

In addition to skill building and education, young people also participated in community events as part of the Engage program such as:

- Mental Health Week
- Youth Week
- Youth Homelessness Matters
- IDAHOBIT Day

In partnership with the Q-East Alliance, a significant success story of the Engage program was the Q-East formal. 93 young LGBTQI+ people attended to socialise and celebrate diversity. Tickets sold out and were in high demand and feedback provided was extremely positive. Young people participating in the Engage program were able to learn skills of organising community events and teamwork.

Children's Program

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

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

- Generalist counselling
- Speech therapy
- Material aid
- Assistance with school fees/uniforms
- Swimming lessons

- Community Dental Health
- Referrals to family violence services
- The support worker also assisted with emotional support and provided advice around parenting and children's development.

We piloted this project from July 2015 until July 2016 and have had great success with the linking into other services of the young mums. The program is primarily targeted at FANs young mums' group and we have also supported young mums and their accompanying children in FANs other programs in particular the Homeless Support Services program. We are hoping the program will be extended for a further 12 months until 2021. The Children's support worker supported 21 young mums and 29 accompanying children during July 2019 to June 2020 period.

LGBTIQ Capacity Building Project

The LGBTIQ+ Capacity Building Project began in April 2019 to provide LGBTIQ+ capacity building support for other service organisations. Initially funded for 12-months (0.5FTE) by DHHS, the project received an extension of funding through to December 2020.

The project builds on the secondary consultation and inclusive practice support that FAN has been providing since the Alsorts program was first established in 2006, and has four key goals:

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

In the 2019-2020 reporting period the project:

- Delivered 18 capacity building sessions, reaching 359 workers, including:
 - Targeted capacity building support to Uniting; Community Housing Ltd; and the Pathways to Resilience Family Violence Therapeutic Interventions Program (Outer East partnership response).
 - Facilitating the 'Young, Queer, and Homeless: Delivering best practice homelessness services' panel at the 2019 Victorian Homelessness Conference
 - Presenting at the 2020 Better Together conference – 'No Place to Call Home: Building LGBTIQ+ Inclusivity in the Homelessness Sector'
- Worked in partnership with the Council to Homeless Persons; Eastern Homeless Network; the LGBTIQ Homelessness and Family Violence Project Worker, Wombat Housing; Queer Family Violence Network (Rainbow Health); Zoe Belle Gender Collective; QEast; EDVOS; Domestic Violence Victoria; Chinese Health Foundation of Australia; and the Statewide Children's Resource Program
- Attended 10 sector meetings, with a formal sharing of project developments and learnings at four of these
- Created five resources to assist organisations in supporting LGBTIQ+ clients, including the updated Alsorts report LGBTIQ+ Inclusivity in Homelessness Support for Young People: An Alsorts Approach

- Supported FAN as a leading Specialist Homelessness Service for LGBTIQ+ young people, including:
 - Reviewed and updated FAN's Client Assessment form; reception space; diversity and inclusion policy; and anti-discrimination policy.
 - FAN website updated to include public affirmation of the Darlington statement.
 - Recommendation on LGBTIQ+ books for stocking in FAN's LGBTIQ+ properties.
 - Recommendation on FAN adopting a gender affirmation leave policy.
 - Feedback on FAN's (successful) submission for a HEY Grant.
 - From 2020, chairing the organisation's LGBTIQ+ Portfolio.
- Advocated for, and supported sector developments through:
 - Publication of an article in the April 2020 edition of Parity: 'Building Inclusivity for LGBTIQ+ Young People'
 - Submission to the Parliament of Victoria's Inquiry into Homelessness
 - Advice to the CEO of FAN on the draft LGBTI National Guidelines (Delphi Project).
 - Secondary consultation to Council to Homeless Persons for their new Consumer Participation Strategy.
 - Secondary consultation to Justice Connect Homeless Law in their scoping of the legal needs of LGBTIQ+ people experiencing homelessness

LGBTIQ+ Family Violence Therapeutic Interventions Project (Pathways to Resilience)

In 2019 FAN joined Pathways to Resilience – the outer east metropolitan region's integrated family violence therapeutic response program. Pathways to Resilience is a partnership between Uniting (Ringwood), Safe Futures Foundation, EACH, Family Access Network (FAN) and the Australian Childhood Foundation (ACF).

FAN's therapeutic support group for LGBTIQ+ young people who have experienced family violence was slated to begin in Term 2, 2020 but disrupted by the important and necessary safety precautions enacted in response to COVID-19.

Recognising that family violence escalates during emergencies and times of stress, and that many LGBTIQ+ young people in particular will be undergoing COVID isolation restrictions in spaces of abuse, and experience increased disconnection from community and support, the group was reimagined for online access.

The group launched at the start of June as a private Facebook group, with a focus on wellbeing and resilience, to best support LGBTIQ+ young people in this time. Group members also received, by post:

- A reflective journal, specifically designed and developed for group participants, to support their engagement and learning
- Craft materials, to be able to engage in group activities from home

Throughout June the group had 4 active members. Eight Facebook posts were made, receiving 17 interactions (likes and comments).

Homeless Youth Dual Diagnosis Initiative

A partnership between FAN and Eastern Health, targeted at young people (16-25) experiencing homelessness and difficulties with mental health and alcohol and other drug problems. The program aims to increase early intervention to young homeless people with complex needs to reduce drug taking, improve mental health and to increase the sustainable housing outcomes. The program is also targeted at sector capacity building and education. As of this year, the HYDDI initiative has received recurrent funding from the government, which is welcomed by all and shows the ongoing value of the position within the sector.

Due to Covid-19, and associated challenges, HYDDI has seen a decrease in the number of primary consultations from services. This appears to be attributed to a significant decrease in face-to-face engagement between services and clients. Similar reports have been received from HYDDI counterparts throughout the state.

When it comes to secondary consultations, there has been an increase in the number completed this year, with numbers averaging 1 secondary consult per week from the housing and homelessness sectors. FAN and Kirrang Willam have been the leaders in seeking support for secondary and tertiary consultations. The Salvation Army and Youth Foyer have connected with HYDDI and are developing a working relationship, to best support their teams in working with young people.

Networking continues to be an important part of the HYDDI position, particularly to increase awareness, knowledge and uptake of the service. Eastern Homeless Network (EHN), Dual Diagnosis Linkages meetings, Youth Connexions and other Youth Forums are attended on a regular basis. Requests for training from services are ongoing, however, have also slowed significantly due to Covid-19 and associated restrictions. This may also attribute to the increase in secondary consultations. Training and education is being adapted and offered using online secure platforms. Services are beginning to plan to 2021, and options of training and education will be offered by blended modes, in line with government recommendations.

Work with youth is person centred based on strengths and recovery principles. Clients appreciate the non-judgemental approach and seek to improve understanding of themselves and the inner qualities and strengths they have. There has been an increase in the number of consultations where young people are experiencing domestic and family violence, requiring ongoing referral to support groups. This is also in line with overall increase in family violence presentations during Covid-19 lockdowns within the wider mental health services throughout Victoria. HYDDI is involved in family violence champion meetings within Eastern Health, to ensure best care and consultation possible.

HYDDI also continues to be involved with BUDDYS (Building up Dual Diagnosis in Youth Services). This program provides peer based support for HYDDI clinicians across the state, and allows for greater opportunity to collaborate on projects, and service development.

Jaime Jenkinson
Senior Clinician – HYDDI
Occupational Therapist, Grade 3.

Equity Support Programs

Family Access Network's Equity Support Program—through financial and in-kind donations—provides assistance for some of the most vulnerable in our community. The generous support again of many people and organisations has enabled the provision of food and personal care parcels; transport for training and medical appointments; assistance with funds for education and job training. As well as clothing and toys for babies and young children and Christmas gifts. We have been fortunate this year to receive many suitable bundles of in kind donations to give direct to our clients.

FAN was able to provide direct aid to young people, families and accompanying children on more than 550 occasions due to these generous and supportive donations.

The support we get for this program helps young people that normally would not be able to afford to buy these items themselves, and again this year we have found the need high for assistance with food. Also due to Covid there was a shortage of toilet paper, nappies and soap that we were able to assist our clients with these due to donations

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

- Canterbury Council of Churches: donation from “Carols in Canterbury Gardens”:
- St. Dominic's East Camberwell Parish - Justice and Peace Group towards warm clothing
- Ringwood Magistrates Court.
- Caroline and Derek Young of the Orcadia Foundation: the provision and maintenance of a property for our clients – for over 15 years.
- The Staff of Austbrokers Countrywide: Christmas presents for clients and their children
- Salvation Army – also assisted with Christmas Gifts.
- St Peter's Mothers' Union: blankets, clothes and nappies for babies
- St Kilda Mums: car seats, Mother's Day care packs and general items for babies and young children.
- Share the Dignity – items to assist client needs.
- Anonymous donors: Financial donations, clothing and toys.

Anyone wishing to donate towards our Equity Support program can contact our office – all of our contact details are inside the cover of this report.

Portfolios

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

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

Current Portfolios

- Continuous Quality Improvement (CQI) including OHS: Chaired by Michelle; members Sue, Maureen, Oriana and Maddie
- Policy and Legislation
- QIP/Accreditation
- Risk management
- OHS
- Environment
- Lesbian Gay Bisexual Transgender Intersex Queer (LGBTIQ): Chaired by Jordi; members Sue, Michelle, Miles and Aaron
- Client Participation & Engagement: Chaired by Miles; members Michelle, Maddie and Jaime
- Staff Wellbeing: Chaired by Oriana; members Michelle, Miles and Aaron
- Children & Young Families: Chaired by Maddie; members Sue, Michelle and Oriana
- Young People & Family Violence: Chaired by Aaron; members Sue, Michelle and Maddie

Recognition and Awards

Honorary Life Members

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

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

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

Stephen B McLoughlin Encouragement Award

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

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

Stephen B McLoughlin Encouragement Award recipients for 2020 are:

Romie Haroun & Nartascha Issamael

Previous recipients:

2010: Rebecca Carr & Xavier Evertiz

2011: Nick Flannery & Maria Ho

2012: Natalie Sewell

2013: Gabrielle Hollowood

2014: Tegan Averay

2015: Ashleigh Lanko

2016: Tori Binns & Justin Bonney

2017: Khaleah Smythe & Kayla Diegan

2018: Jeanne McMahon & Steffanie Connors

2019: Jamie Boyan & Casey McNory

Rhys Fox Achievement Award

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

The Rhys Fox Achievement Award recipients for 2020 are: Evelyn Pitman and Codie-Lee Currie-Caine

Previous Recipients:

1994: Katrina White & Emma Morecroft
1995: Amanda Dywer & Kareem Hamid
1996: Annerliegh Parkinson Waterworth Steur El-Hennawi
1997: Melissa Plain, Angela Boyd & Paul
1998: Matt Jones & Kerry Warren
1999: Kylie Ives
2000: Andrea Fox & Cherie Davis
2001: Melissa Clemans
2002: Lauren Jones & Lani Elkin
2003: Jaycie Duncan & Elise Ramage
2004: Kathryn Lea & Matthew Richardson
2005: Tessa Daniels & Katrina Vanderwiell
2006: Gypsy Bates & Bronwyn Smith

2007: Erin McLoney & John Newton
2008: Illaria Starlit, Stacy Palmer & Melinda
2009: Jess Portuguese, Apryl Ennis & Mary
2010: Xavier Evertiz & Samuel Rhodes
2011: Racheal Hughs & Skylar Rush
2012: Simron Shivagni & Elle Marcombe
2013: Jessica Pagramm & Monique May
2014: Claire Kelly & Jordan Smith
2015: Lauren Abbot
2016: Natalie Robson & Ryan Kennedy
2017: Abby Schwav & Gabrielle Hollowood
2018: Lara Jamieson & Harley Bowra
2019: Allison Johnson

Leo Clarebrough Volunteer Recognition Award

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

The Leo Clarebrough Volunteer Recognition Award recipients for 2020 are: Joe Horak & Brooke Fletcher

Previous Recipients:

2016: Alan Rogerson
2017: Dimi Hoppe
2018: David Burlew

Pot decorating at EDG!



FAMILY ACCESS NETWORK INC

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

FOR THE YEAR ENDED 30TH JUNE 2020

	2020 \$	2019 \$
Income		
Government Funding		
Dept Health & Human Services	469,670	460,280
Dept Health & Human Services HEF	30,120	20,965
Dept Health & HS Brokerage	194,984	180,870
Dept Health & HS – Eastern Health / HYDDI	22,436	18,576
Dept Health & Human Services (LGBTIQ)	43,100	26,000
Dept Health & Human Services (FV)	18,653	0
Department of Prime Minister Cabinet Engage & Other	27,100	0
	806,063	706,691
Other Funding Received		
City of Whitehorse	58,569	59,660
Philanthropic Trusts	21,097	9,020
Rotary Club of Box Hill	21,000	1,882
Westpac Donation	10,000	0
	100,666	70,562
General		
CEEP & Other Brokerage	6,622	4,959
Property Rental	17,446	15,438
Other Income	55	10,005
Donations received General	18,110	13,512
	42,233	43,914
Interest Received	3,695	3,422
Surplus/(Deficit) on sale of property, plant, equip	0	10,708
TOTAL INCOME	952,657	835,297

FAMILY ACCESS NETWORK INC

	2020	2019
Expenses		
Housing Establishment Fund	12,647	13,200
Life Skills programs & Workshops	8,186	4,308
Life Skills (LGBTIQ)	3,866	11,174
Other programs / CEEP	20,031	22,899
Brokerage	65,676	62,374
Total Program Expenses	110,406	113,955
Depreciation	8,347	10,564
Audit	2,400	2,400
Office Operating	75,666	75,081
Office Utilities	28,446	19,767
Rent	16,395	16,968
Staff recruitment	259	1,696
Staff Oncosts	8,401	20,951
Superannuation	56,101	47,134
Volunteer Expenses	1,125	433
Wages	638,988	508,312
Workcover	8,845	8,675
Total General Expenses	844,973	711,981
Total Expense	955,379	825,936
Surplus(Deficit) from ordinary activities	(2,722)	9,361
Less Transfer (to) from Reserves		
Program Development Reserve	12,500	0
Program Funding Reserve	0	0
Motor Vehicle Reserve	(3,960)	(4,040)
Net Reserve (Increase) Decrease	8,540	(4,040)
Net Surplus attributable to the association	5,818	5,321

FAMILY ACCESS NETWORK INC

STATEMENT OF FINANCIAL POSITION

AS AT 30TH JUNE 2020

		2020	2019
ASSETS	Note	\$	\$
CURRENT ASSETS			
Cash and Cash Equivalents	3	255,442	238,503
Trade and Other Receivables	4	5,482	2,188
Other Current Assets	5	217,962	201,565
TOTAL CURRENT ASSETS		478,886	442,256
NON-CURRENT ASSETS			
Property Plant and Equipment	6	107,398	115,746
TOTAL NON-CURRENT ASSETS		107,398	115,641
TOTAL ASSETS		586,284	557,897
LIABILITIES			
CURRENT LIABILITIES			
Trade and Other Payables	7	39,747	32,418
Current Tax Liabilities		17,434	14,678
Employee Entitlements Provision	8	132,945	100,253
Contract Liabilities	9	143,517	155,290
TOTAL CURRENT LIABILITIES		333,643	302,639
NON – CURRENT LIABILITIES			
Financial Liabilities	8	0	0
TOTAL NON – CURRENT LIABILITIES		0	0
TOTAL LIABILITIES		333,643	302,639
NET ASSETS		252,641	255,363
TOTAL EQUITY			
Retained Surplus		174,681	168,863
Reserves		77,960	86,500
TOTAL EQUITY		252,641	255,363

STATEMENT BY MEMBERS OF THE BOARD OF GOVERNANCE

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

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

1 The financial statements and notes satisfy the requirements of Australian Accounting Standards the Associations Incorporation Reform Act 2012 and the Australian Charities and Not-for-profits Commission Act 2012

2 At the date of this statement there are reasonable grounds to believe that Family Access Network Inc is able to pay all of its debts as and when they become due and payable.

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



Diane Godfrey
Chairperson

Dated this

24/9/2020



Kelly Rafferty
Treasurer

Dated this

24/9/2020

Acknowledgement of Support & Donations

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

Funding Bodies & programs supported

- Department of Health & Human Services [Homeless Support Services]
- Department of Health & Human Services [Housing Establishment Fund - including SSATI HEF]
- Department of Health & Human Services [Private Rental Brokerage Program]
- Department of Premier & Cabinet [Youth Affairs]
- Department of Health & Human Services [LGBTIQ Capacity Building Project]
- Department of Health & Human Services [LGBTIQ+ Family Violence Therapeutic Interventions Project - Pathways to Resilience]
- City of Whitehorse [Life Skills; Eastern Diversity Group (EDG) and Volunteer Programs]
- City of Whitehorse (Children's Program)

Alfred Felton Bequest
Austbrokers Countrysde (Staff)
Canterbury Council of Churches
City of Whitehorse
DACHS Group Printers
Deakin Uni
Department of Health and Human Services
Department of Premier & Cabinet (Home Affairs)
Eastern Emergency Relief
Goods 360
KevCom
Kogo
Linc
Lion's Club Box Hill
Melbourne Inclusive Church
Orcadia Foundation - Caroline & Derek Young
Pride Foundation
Ringwood Magistrates Court
Rotary Club of Box Hill
Salvocare Eastern
Share the Dignity
St Dominic's Parish, East Camberwell
St Kilda Mum's
Street Smart
Youth Affairs - HEY Grant
Youth Connexions - Whitehorse City Council

Allan Rogerson
Ange Morgan
Brett Philipp and Band (5 Shades of Grey)
Dr. Cal Andrews
Cara Pitruzzello
Colin Bellis
David Burlew and Band (Max Zero)
Diane Godfrey
Irene Kay
Justin Bonney
Kelly Rafferty
Malcolm Romano of Designsense Web
Margaret Ogilvie
Paul Linossier

Acronyms

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